

Your feedback on our service

442

Responses

200:59

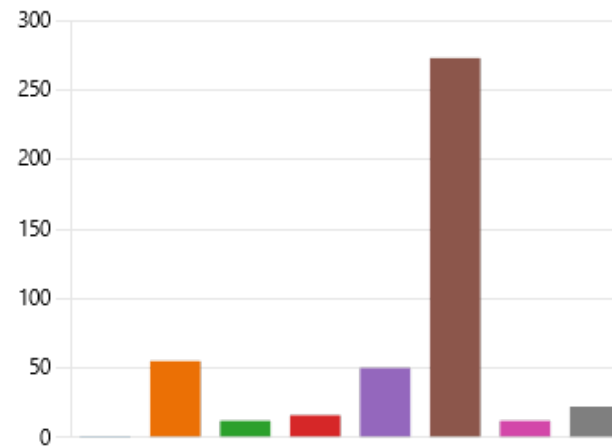
Average time to complete

Active

Status

1. Which service did you access today? (0 point)

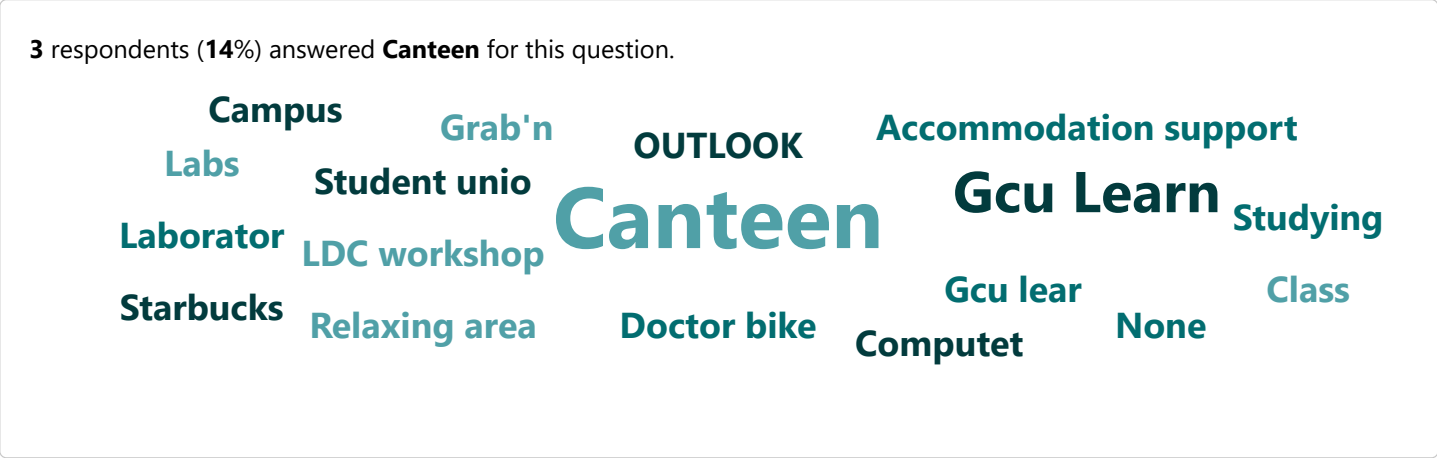
Archives	1
Campus Life	55
Careers	12
Funding	16
IT	50
Library	273
Wellbeing	12
Other	22



2. Please specify which service you used (0 point)

22
Responses

Latest Responses

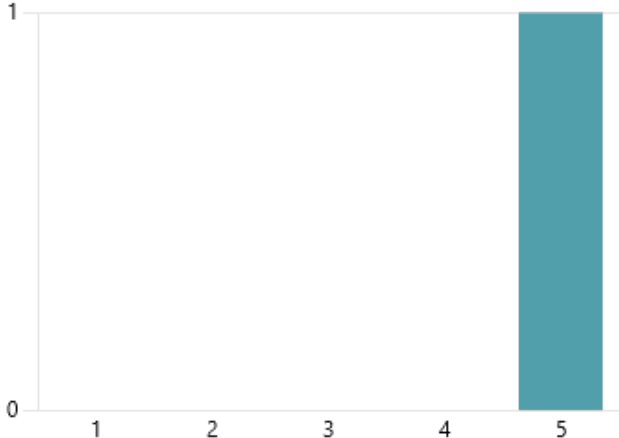


3. Archives -

(0 point)

How easy was it to access our service today? (1 = very difficult; 5 = very easy)

5.00
Average Rating

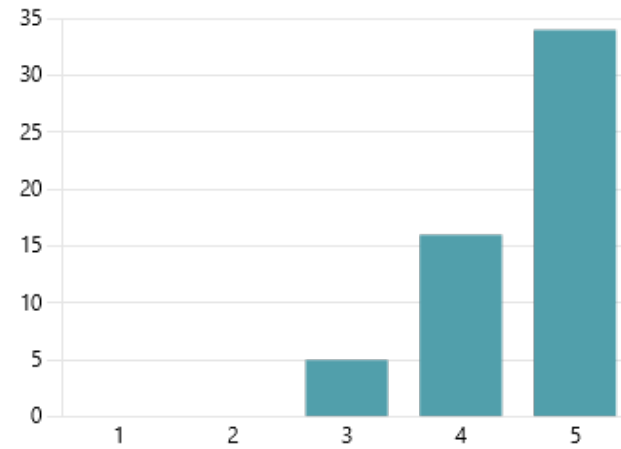


4. Campus Life -

(0 point)

How easy was it to access our service today? (1 = very difficult; 5 = very easy)

4.53
Average Rating

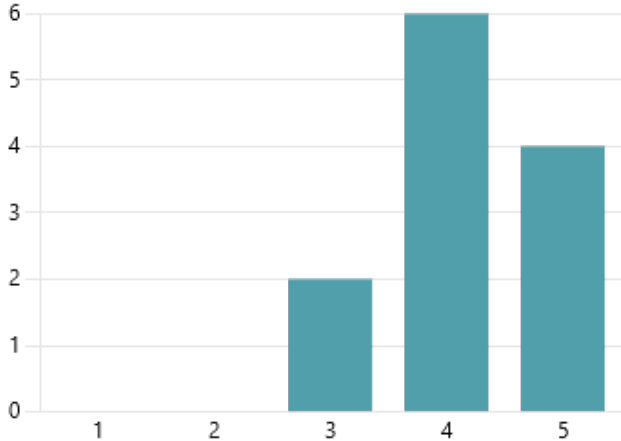


5. Careers -

(0 point)

How easy was it to access our service today? (1 = very difficult; 5 = very easy)

4.17
Average Rating

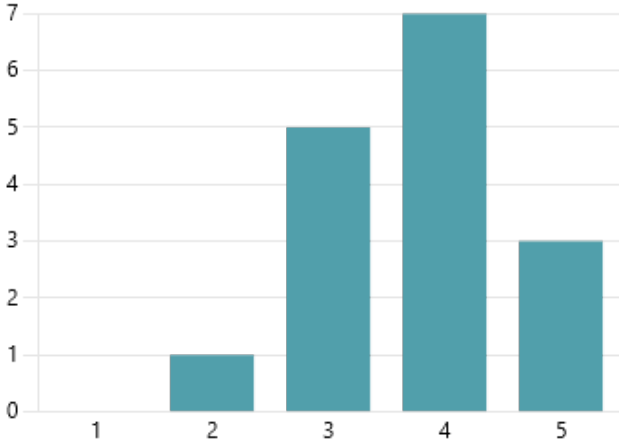


6. Funding -

(0 point)

How easy was it to access our service today? (1 = very difficult; 5 = very easy)

3.75
Average Rating

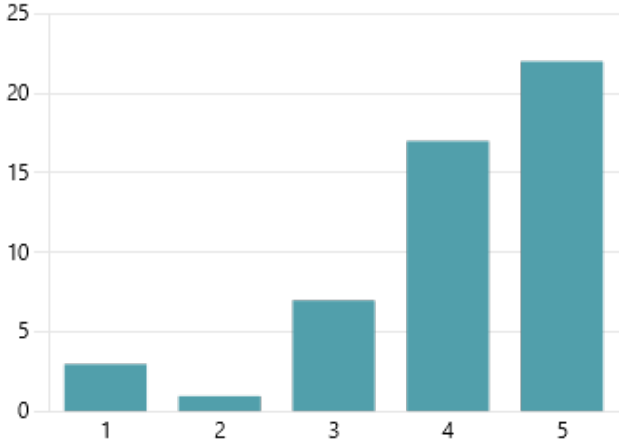


7. IT -

(0 point)

How easy was it to access our service today? (1 = very difficult; 5 = very easy)

4.08
Average Rating

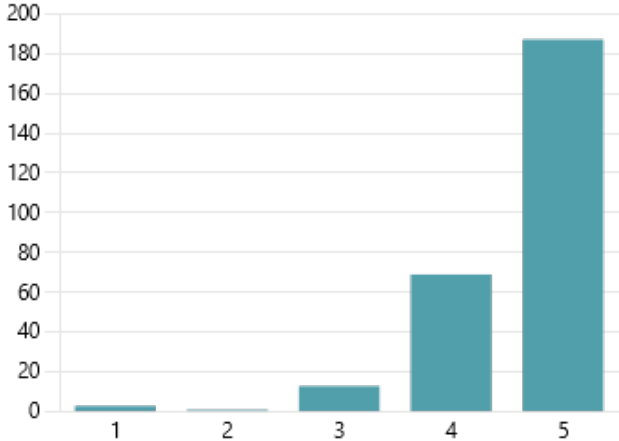


8. Library -

(0 point)

How easy was it to access our service today? (1 = very difficult; 5 = very easy)

4.60
Average Rating

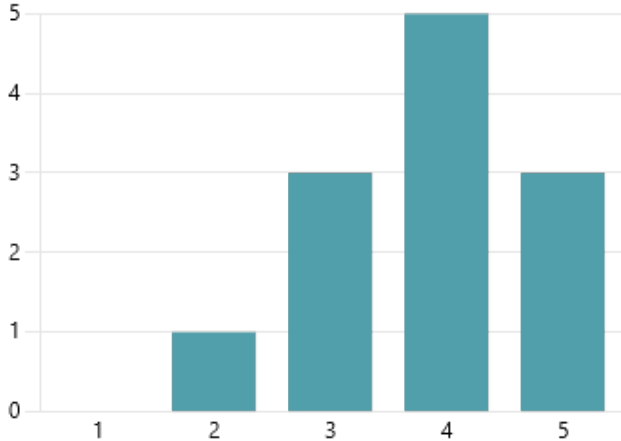


9. Wellbeing -

(0 point)

How easy was it to access our service today? (1 = very difficult; 5 = very easy)

3.83
Average Rating

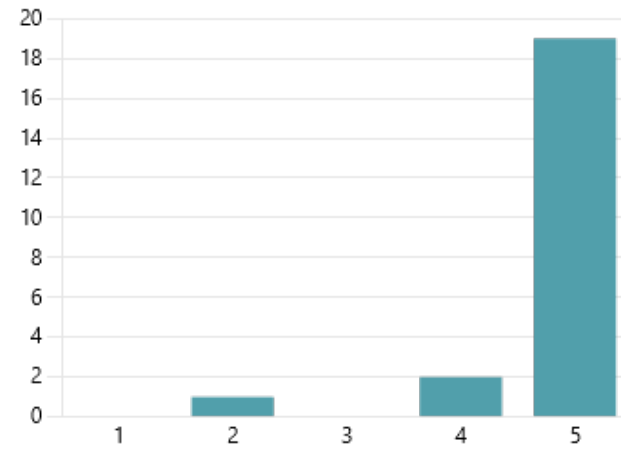


10. Other -

(0 point)

How easy was it to access our service today? (1 = very difficult; 5 = very easy)

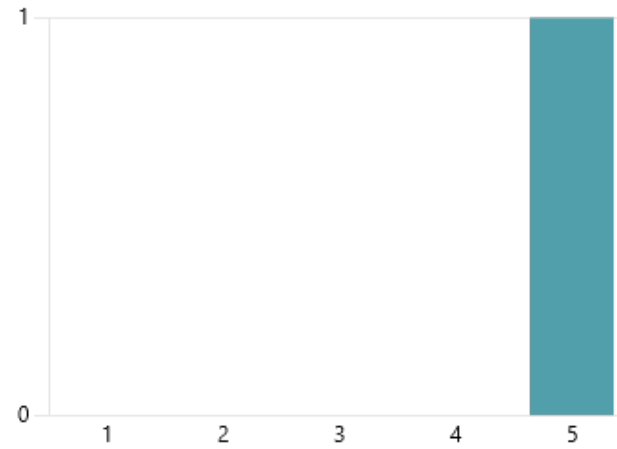
4.77
Average Rating



11. Archives - How satisfied were you with the time taken to deal with your enquiry? (1 = very unsatisfied; 5 = very satisfied)

(0 point)

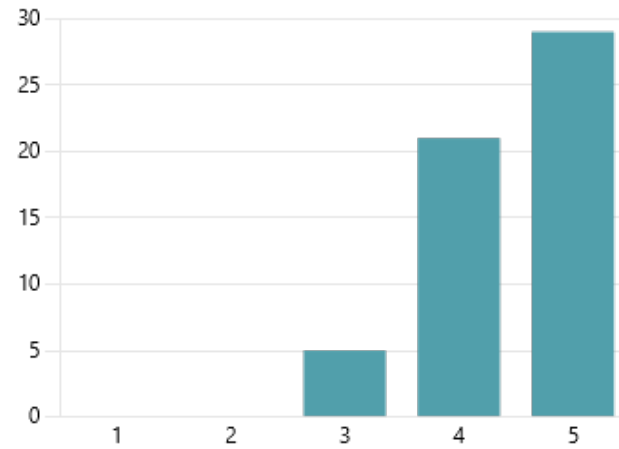
5.00
Average Rating



12. Campus Life - How satisfied were you with the time taken to deal with your enquiry? (1 = very unsatisfied; 5 = very satisfied)

(0 point)

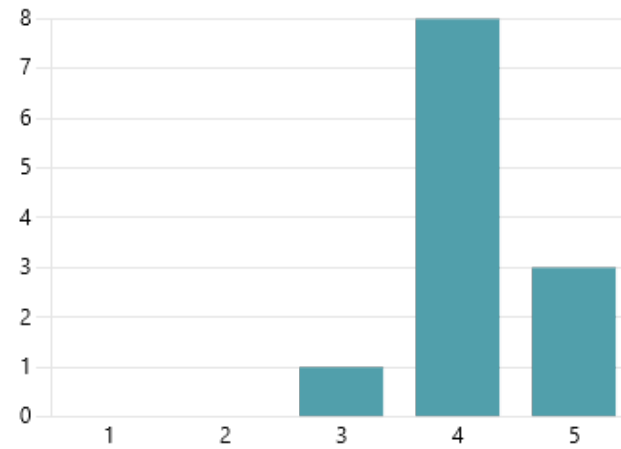
4.44
Average Rating



13. Careers - How satisfied were you with the time taken to deal with your enquiry? (1 = very unsatisfied; 5 = very satisfied)

(0 point)

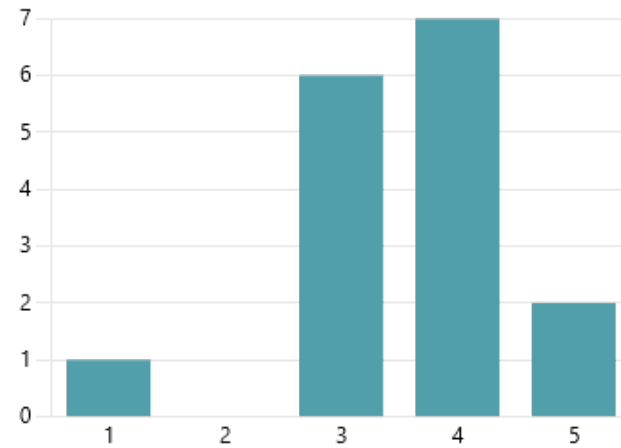
4.17
Average Rating



14. Funding - How satisfied were you with the time taken to deal with your enquiry? (1 = very unsatisfied; 5 = very satisfied)

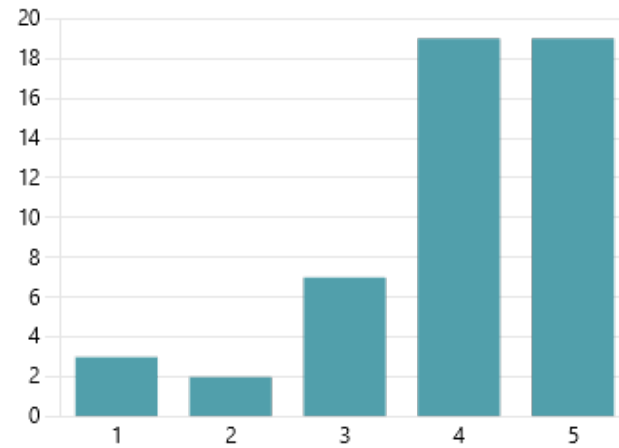
(0 point)

3.56
Average Rating



15. IT - How satisfied were you with the time taken to deal with your enquiry? (1 = very unsatisfied; 5 = very satisfied) (0 point)

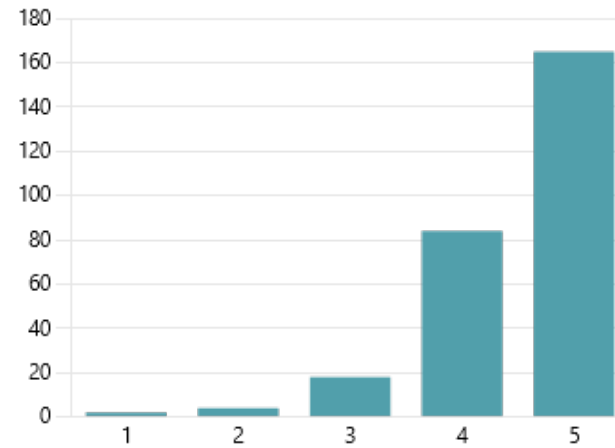
3.98
Average Rating



16. Library - How satisfied were you with the time taken to deal with your enquiry? (1 = very unsatisfied; 5 = very satisfied)

(0 point)

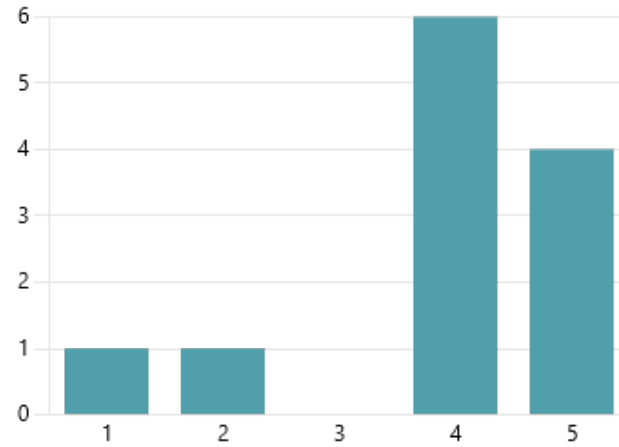
4.49
Average Rating



17. Wellbeing - How satisfied were you with the time taken to deal with your enquiry? (1 = very unsatisfied; 5 = very satisfied)

(0 point)

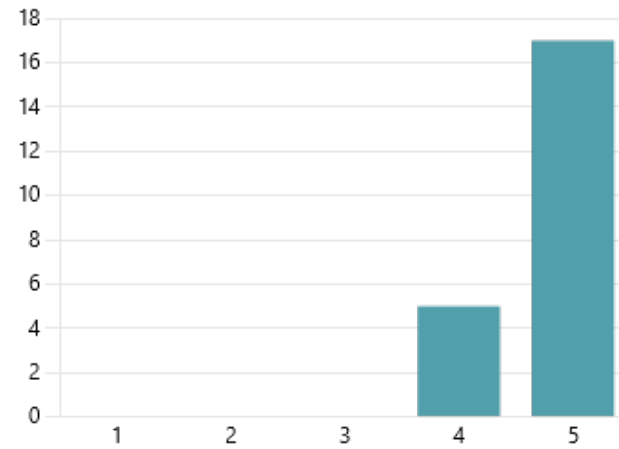
3.92
Average Rating



18. Other - How satisfied were you with the time taken to deal with your enquiry? (1 = very unsatisfied; 5 = very satisfied)

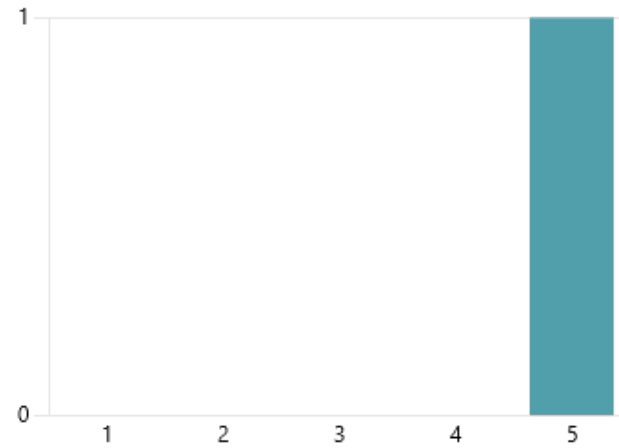
(0 point)

4.77
Average Rating



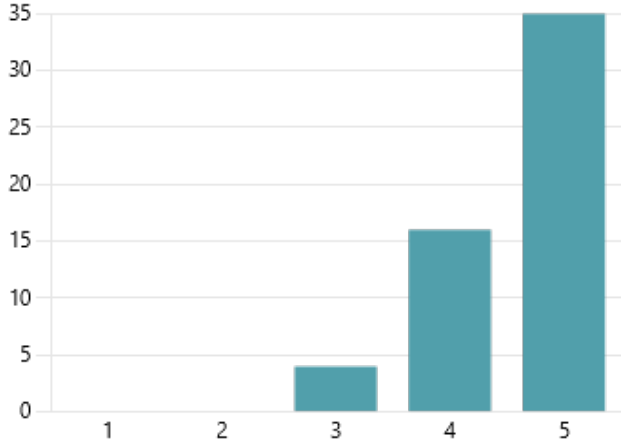
19. Archives - How satisfied are you with the information you have received from a member of staff (email/phone/face to face) or other sources (website, leaflets)? (1 = very unsatisfied; 5 = very satisfied) (0 point)

5.00
Average Rating



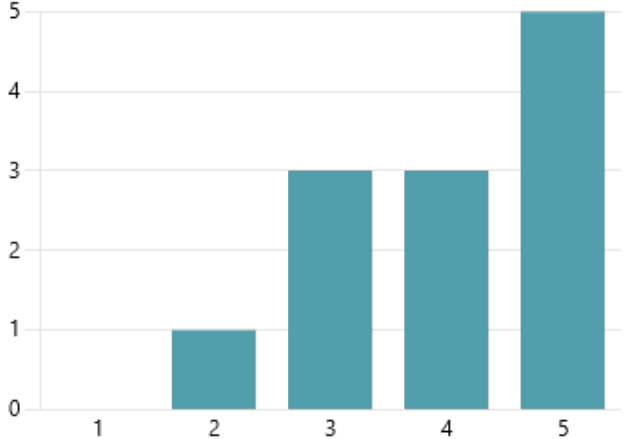
20. Campus Life - How satisfied are you with the information you have received from a member of staff (0 (email/phone/face to face) or other sources (website, leaflets)? (1 = very unsatisfied; 5 = very satisfied)

4.56
Average Rating



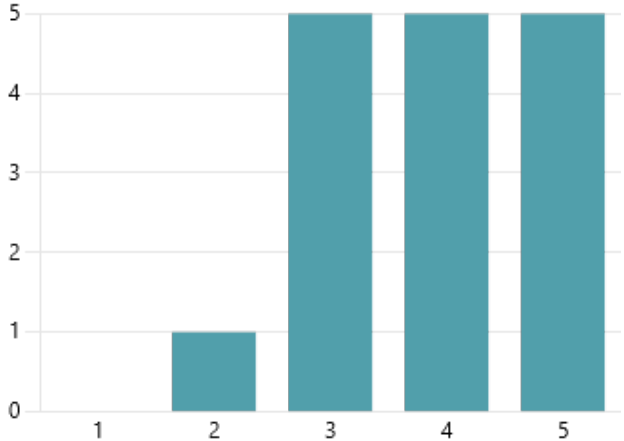
21. Careers - How satisfied are you with the information you have received from a member of staff (email/phone/face to face) or other sources (website, leaflets)? (1 = very unsatisfied; 5 = very satisfied) (0 point)

4.00
Average Rating



22. Funding - How satisfied are you with the information you have received from a member of staff (email/phone/face to face) or other sources (website, leaflets)? (1 = very unsatisfied; 5 = very satisfied) (0 point)

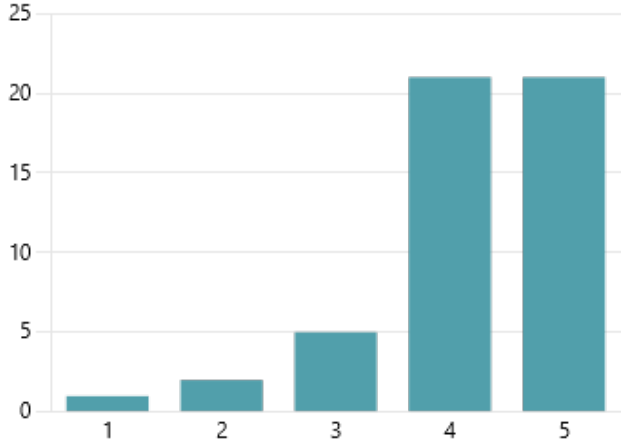
3.88
Average Rating



23. IT - How satisfied are you with the information you have received from a member of staff (email/phone/face to face) or other sources (website, leaflets)? (1 = very unsatisfied; 5 = very satisfied)

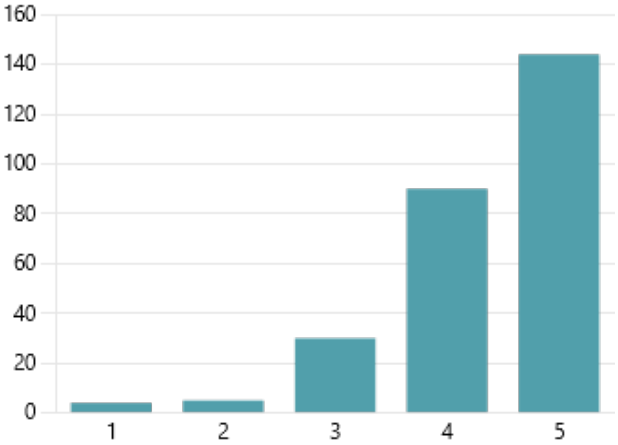
(0 point)

4.18
Average Rating



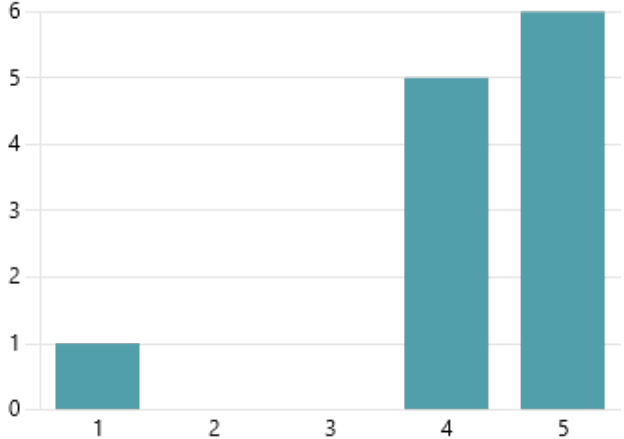
24. Library - How satisfied are you with the information you have received from a member of staff (email/phone/face to face) or other sources (website, leaflets)? (1 = very unsatisfied; 5 = very satisfied) (0 point)

4.34
Average Rating



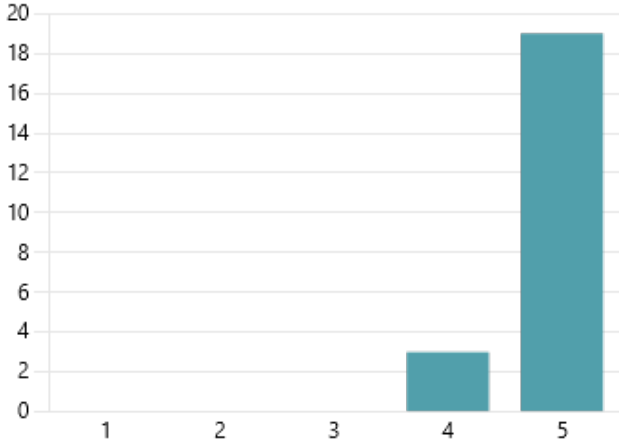
25. Wellbeing - How satisfied are you with the information you have received from a member of staff (email/phone/face to face) or other sources (website, leaflets)? (1 = very unsatisfied; 5 = very satisfied) (0 point)

4.25
Average Rating



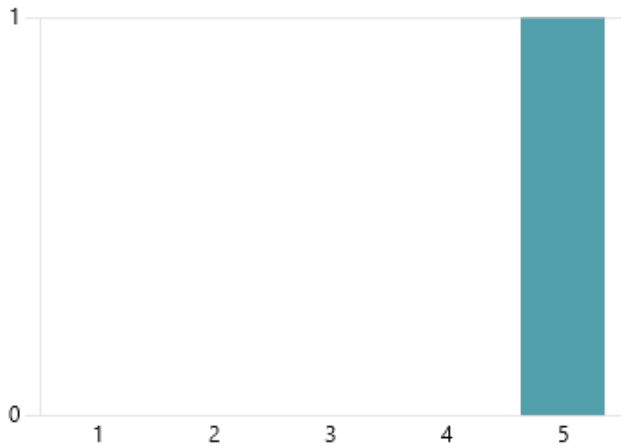
26. Other - How satisfied are you with the information you have received from a member of staff (email/phone/face to face) or other sources (website, leaflets)? (1 = very unsatisfied; 5 = very satisfied) (0 point)

4.86
Average Rating



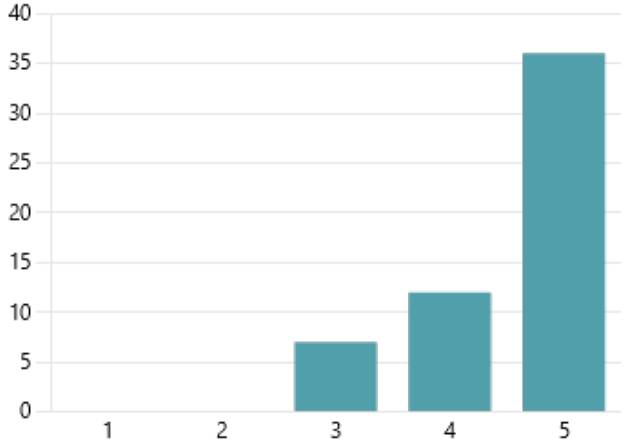
27. Archives - Overall how happy were you with the quality of our service? (1 = very unhappy; 5 = very happy) (0 point)

5.00
Average Rating



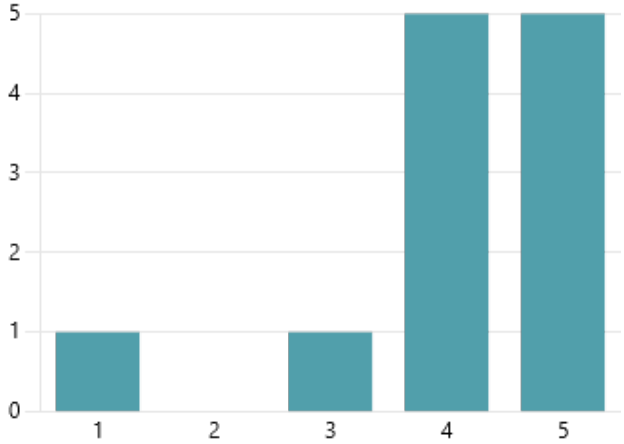
28. Campus Life - Overall how happy were you with the quality of our service? (1 = very unhappy; 5 = very happy) (0 point)

4.53
Average Rating



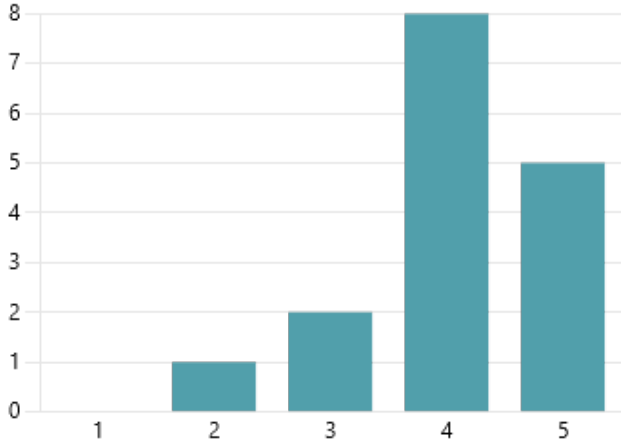
29. Careers - Overall how happy were you with the quality of our service? (1 = very unhappy; 5 = very happy) (0 point)

4.08
Average Rating



30. Funding - Overall how happy were you with the quality of our service? (1 = very unhappy; 5 = very happy) (0 point)

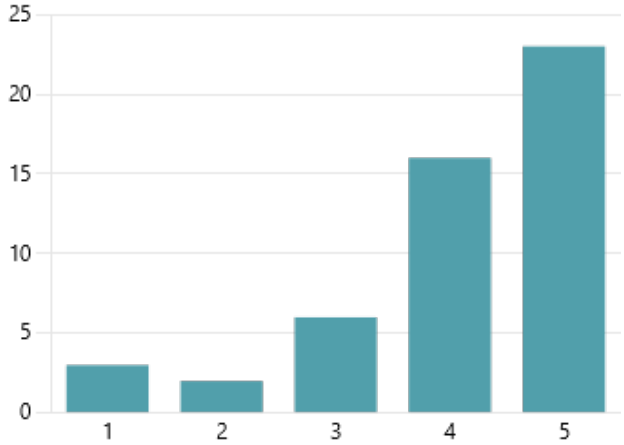
4.06
Average Rating



31. IT - Overall how happy were you with the quality of our service? (1 = very unhappy; 5 = very happy)

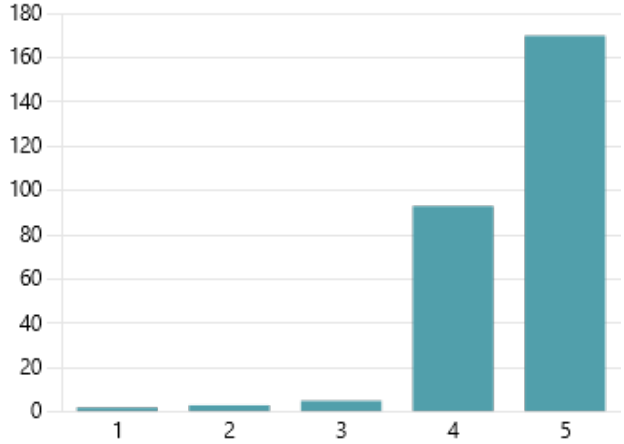
(0 point)

4.08
Average Rating



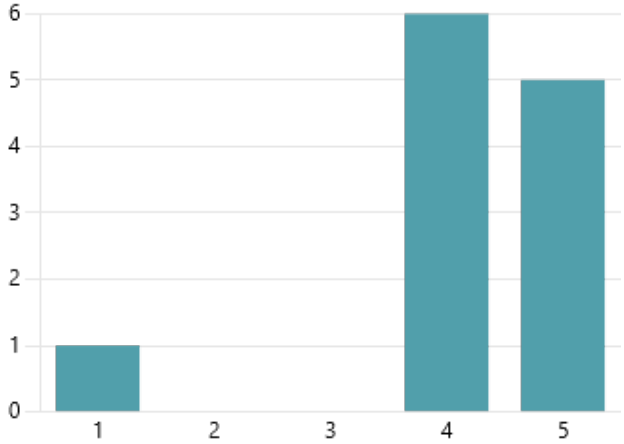
32. Library - Overall how happy were you with the quality of our service? (1 = very unhappy; 5 = very happy) (0 point)

4.56
Average Rating



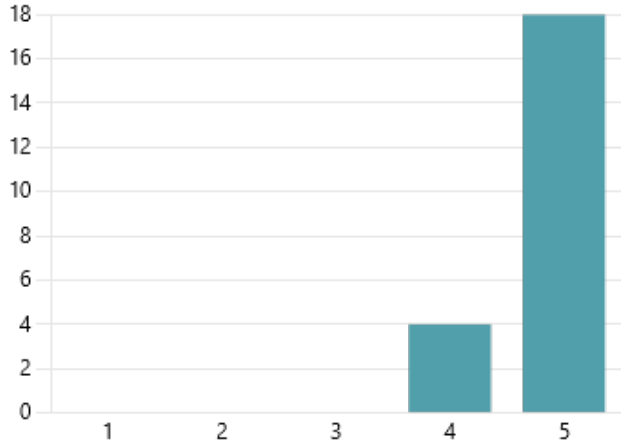
33. Wellbeing - Overall how happy were you with the quality of our service? (1 = very unhappy; 5 = very happy) (0 point)

4.17
Average Rating



34. Other - Overall how happy were you with the quality of our service? (1 = very unhappy; 5 = very happy) (0 point)

4.82
Average Rating

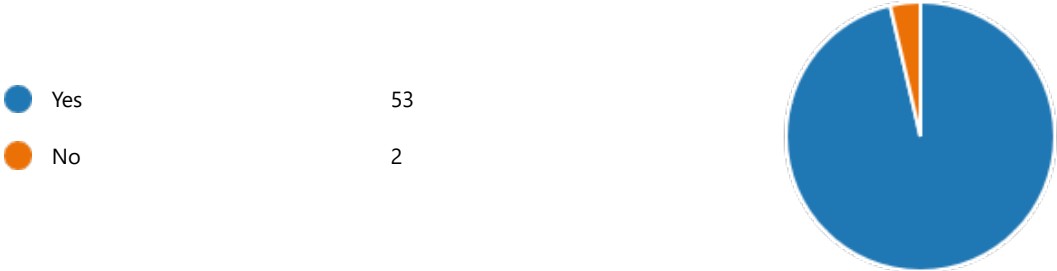


35. Archives - Do you feel you were treated fairly using our service today? (0 point)

● Yes 1
● No 0



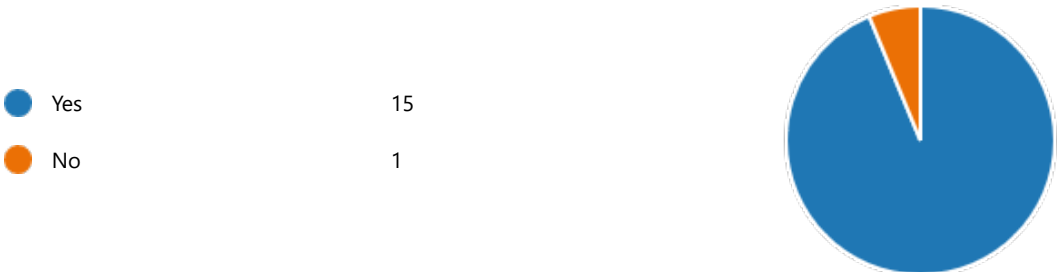
36. Campus Life - Do you feel you were treated fairly using our service today? (0 point)



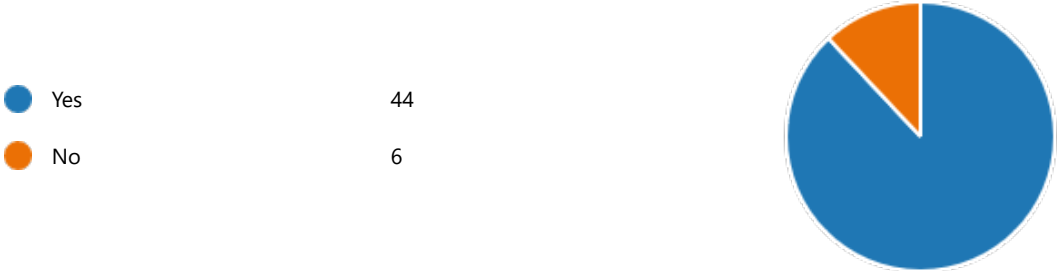
37. Careers - Do you feel you were treated fairly using our service today? (0 point)



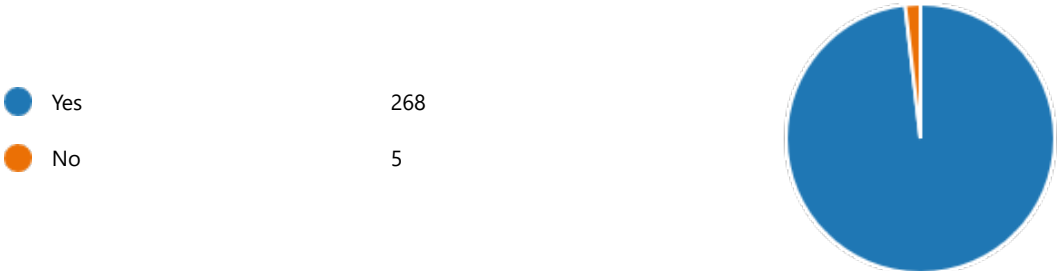
38. Funding - Do you feel you were treated fairly using our service today? (0 point)



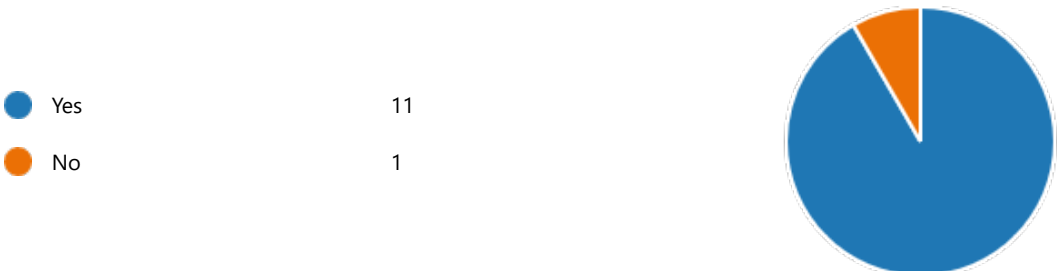
39. IT - Do you feel you were treated fairly using our service today? (0 point)



40. Library - Do you feel you were treated fairly using our service today? (0 point)



41. Wellbeing - Do you feel you were treated fairly using our service today? (0 point)



42. Other - Do you feel you were treated fairly using our service today? (0 point)

● Yes	21
● No	1



43. Archives - Do you have any other comments? (0 point)

0
Responses

Latest Responses

44. Campus Life - Do you have any other comments? (0 point)

17
Responses

Latest Responses

1 respondents (6%) answered **happy with the service** for this question.

University No other comments comments
Adeel was very helpful international students
saneel happy with the service good moments
person general enquirers physical acces delight
satisfied markmoments in the campus

45. Careers - Do you have any other comments? (0 point)

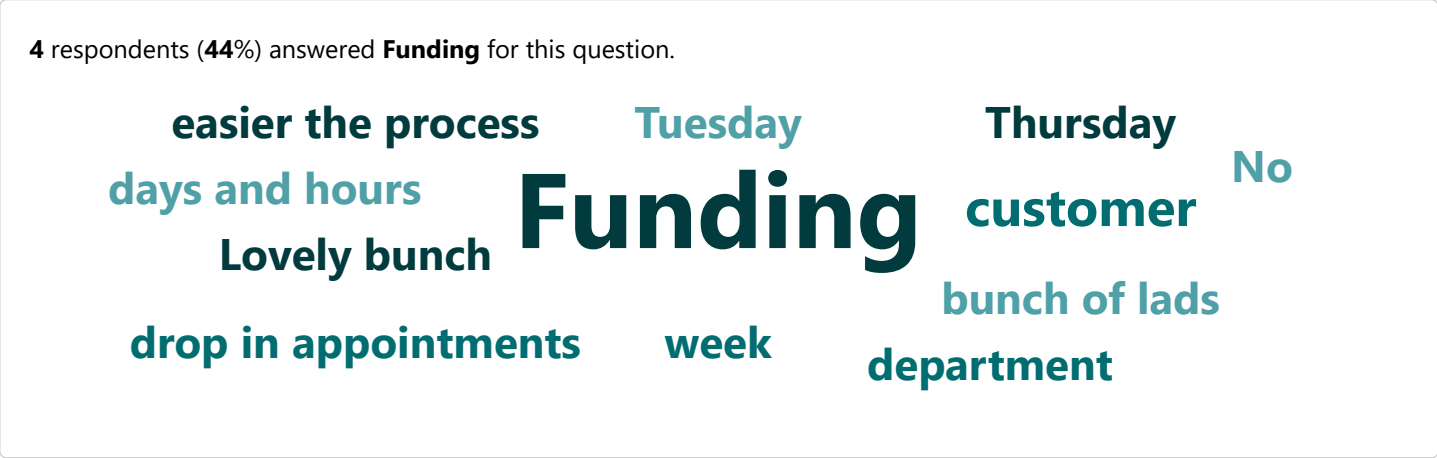
3
Responses

Latest Responses

46. Funding - Do you have any other comments? (0 point)

9
Responses

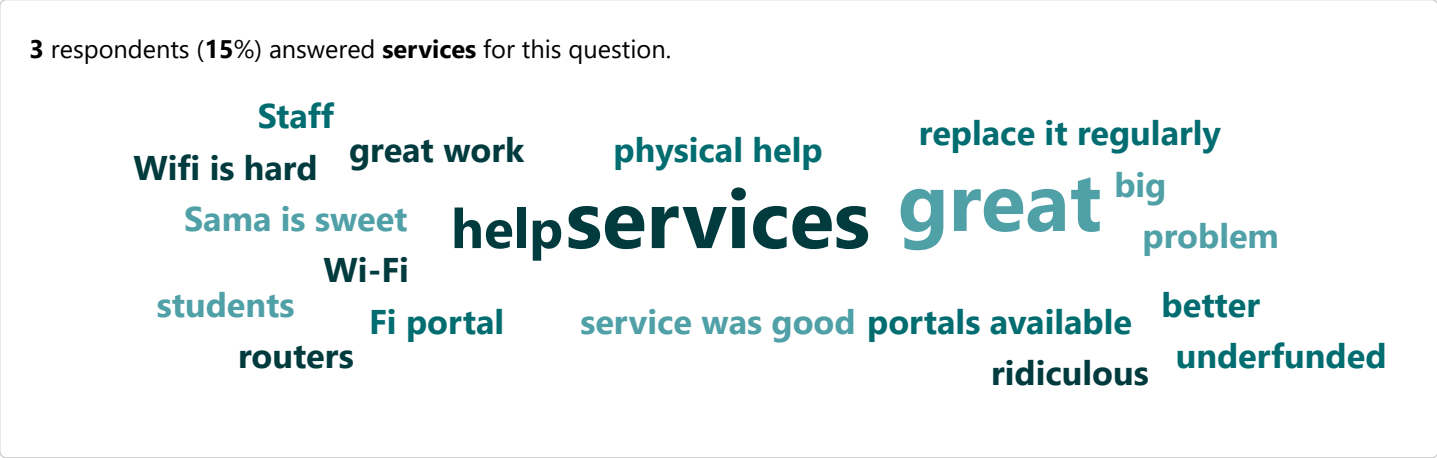
Latest Responses



47. IT - Do you have any other comments? (0 point)

20
Responses

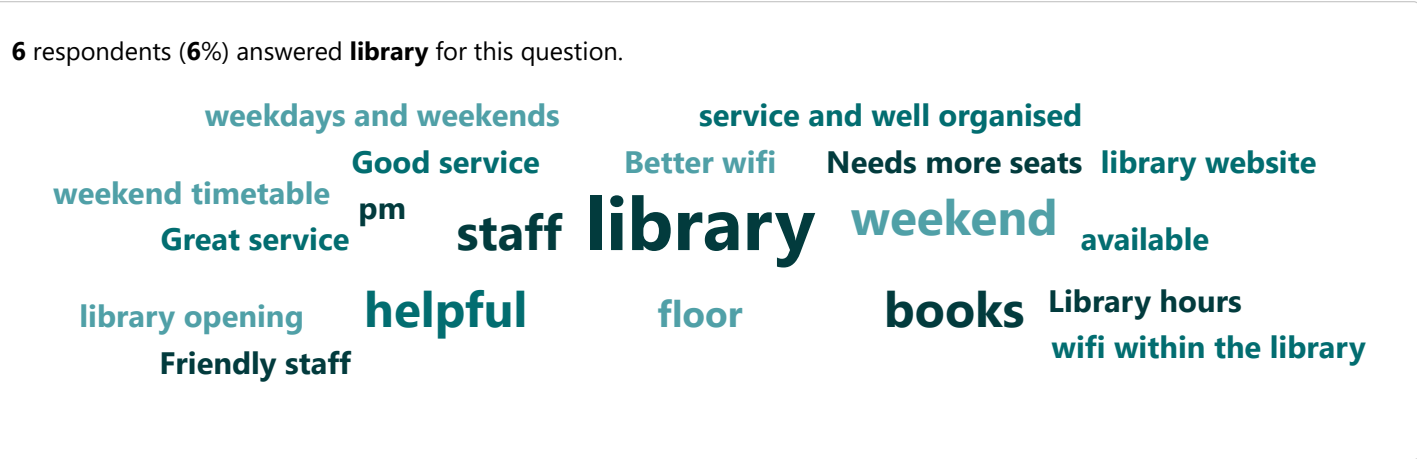
Latest Responses



48. Library - Do you have any other comments? (0 point)

99
Responses

Latest Responses
"Staff are very friendly and helpful "



49. Wellbeing - Do you have any other comments? (0 point)

6

Responses

Latest Responses

1 respondents (17%) answered **yoga session** for this question.

A word cloud of responses for the question 'Do you have any other comments?'. The words are in various sizes and orientations, with 'yoga session' being the largest and most prominent. Other words include 'approachable', 'enjoyable', 'eds', 'students', 'accessible', 'No idea', 'information', 'area', 'good', and 'trimester'.

approachable **No idea** **information**
enjoyable eds **yoga session** **area good**
students **accessible** **trimester**

50. Other - Do you have any other comments? (0 point)

16

Responses

Latest Responses

8 respondents (50%) answered **No** for this question.

A word cloud of responses for the question. The word 'No' is the largest and most prominent. Other words include 'professors', 'places', 'physical location', 'seats', 'relaxing', 'good service', 'cleaning rules', 'silent', 'rules for students', 'simplified system', 'Cheaper prices', and 'student'.

professors
places
physical location
seats
relaxing
good service
cleaning rules
silent
rules for students
simplified system
Cheaper prices
student

No