

CSE – User Satisfaction Survey, March 2024

1. Which service did you access today?

Service	Responses
Archives	1
Campus Life	34
Careers	17
Funding	11
IT	16
Library	92
Wellbeing	12
TOTAL	181

2. How easy was it to access our service today?

Response	Number	Percentage
Very easy	103	56.9%
Easy	56	30.9%
Okay	19	10.5%
Difficult	2	1.1%
Very Difficult	1	0.6%

3. How satisfied were you with the time taken to deal with your enquiry?

Response	Number	Percentage
Very satisfied	98	54.1%
Satisfied	61	33.7%
Neutral	17	9.4%
Unsatisfied	1	0.6%
Very unsatisfied	4	2.2%

4. 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)?

Response	Number	Percentage
Very satisfied	109	60.2%
Satisfied	47	26.0%
Neutral	19	10.5%
Unsatisfied	1	0.6%
Very unsatisfied	5	2.8%

5. Overall how happy were you with the quality of our service?

Response	Number	Percentage
Very happy	111	61.3%
Happy	52	28.7%
Neutral	14	7.7%
Unhappy	0	0.0%
Very unhappy	4	2.2%

6. Do you feel you were treated fairly using our service today?

Response	Number	Percentage
Yes	165	91.2%
No	16	8.8%

7. Any other comments?

Service	Feedback
Campus Life	<p>Very useful service for students. Helped me get my student card because I've lost my old one. Girl who helped me told me about my papers, was very good. Very nice. No queue, very friendly people. Excellent and seamless service. It has a good staff. Doing their best to help students sort their issues. Was getting emails about attendance so went to see if my ID card still works. Great to have the QR on the board so I didn't need to speak to any one.</p>
Careers	<p>Didn't know drop in times. Full of info, board with jobs was good idea. Board is very handy. Have a better understanding of my course and what my needs are. They don't understand my job need. Didn't do the drop in sessions I just looked at the board for part time jobs but didn't see any that suited me. Up to date on so many opportunities for my field. Felt slightly judged that I didn't already have a part time job. Lots of opportunities and I didn't know I could use the services after I graduate. The board is so helpful means I don't have to drop in.</p>
Funding	<p>Long wait times and not very helpful with my problems, also very difficult to find, better signs are needed. There were 4 other people waiting for a drop in and it took too long, no seats to wait as there were people waiting for visa as well but the visa session hadn't started yet. I do not like the fact funding is now in visa, I liked the older layout.</p>
IT	<p>Needed to wait. Excellent. Terrible WI-FI didn't do anything to help me. Couldn't find where IT was on campus, make it easier to find.</p>

	<p>Very quick and kind people. The Wi-Fi is terrible and I can never connect, especially in some buildings.</p>
Library	<p>The library is so easy to access. Can be a bit crowded, lack of free seating. Well staffed, lots of knowledge, something for everyone. I have booked a study place and when I have arrived I found other people sitting there and they have booked the same study place for the same time so I left the place for them. There should be a better service for booking. I like that there's clubs for students. I have always been given best services. Good for study work. Please get more seats for library 2nd floor. The library needs more study pods for groups, and the library is too loud! Booked a pod and people were in it - wouldn't move when I said I had it booked, just laughed. I like the machines to check in/out the books - makes it easier, never a queue, don't need to speak to anyone or get an employee. Very well equipped, lots of resources and staff are knowledgeable. Very clean, Starbucks is good. It's very very hard to book a study pod, need to do it so far in advance and not always feasible.</p>
Wellbeing	<p>Lovely faculty members, very approachable. Good. Really helpful and kind people. Well-being is very easy to access online and the website is very up to date, however as students we have found we get directed to the campus life desk instead of the well-being facilities for any in person needs. Upon looking into the signage, there is not much in the way of well-being apart from their purple wall. Signage on the floor or walls or ceiling from the campus life desk would benefit people on campus. Arrow stickers on the floor from campus life desk and the connection bridge from library would greatly benefit those who aren't already aware of the physical location for the well-being team on campus.</p>