

Campus Life Desk Survey, November 2023

1. How familiar are you with GCU's Campus Life Desk?

Response	Number	Percentage
I use it sometimes	71	44%
I am aware, but have never used it	63	39%
Never heard of it	17	10%
I use it on a regular basis	12	7%
Total responses	163	100%

2. Is there any particular reason why you have not used the Campus Life Desk? (Tick all that apply)

Response	Number
Have not had any reason to	96
Not aware of the services the Campus Life Desk offer	29
Not sure where the Campus Life Desk is	8
Other	5
Negative experience when previously used the Campus Life Desk	0
Total responses	138

3. How did you first hear about the Campus Life Desk? (Select one)

Response	Number	Percentage
During induction at GCU	52	34%
GCU website	23	15%
Teaching staff	22	14%
GCU social media	19	12%
Digital screens on campus	17	11%
Friend/relative	12	8%
Other	8	5%
Total responses	153	100%

4. Which of the following Campus Life Desk services are you aware of? (Tick all that apply)

Response	Number
Photograph/Card (issuing and replacing lost or stolen I.D cards)	120
Registration Assistance (helping with joining instructions)	64
Updating Personal Details (change of address/name)	49
Council Tax (exemption for students)	48
Status letters (confirmation for Graduation/Jury letter)	45
Signposting to other GCU services (Careers, Counselling etc)	42
Rail card (discount for travel)	27
Transcripts (examination transcript)	19
Did not know about any of these services	15
Total responses	429

5. Approximately, when was the last time you used the Campus Life Desk?

Response	Number	Percentage
Today/this week	22	16%
2-3 weeks ago	19	14%
Last month	32	23%
2-3 months ago	16	12%
More than 3 months ago	50	36%
Total responses	139	100%

6. In general, approximately how long have you had to wait to speak to an advisor?

Response	Number	Percentage
No wait - saw an advisor straight away	45	33%
Less than 5 minutes	57	42%
5 to 10 minutes	23	17%
More than 10 minutes	12	9%
Total responses	137	100%

7. In general, how satisfied have you been with the length of time you had to wait to speak with an advisor?

Response	Number	Percentage
Extremely satisfied	33	24%
Very satisfied	58	43%
Moderately satisfied	31	23%
Slightly satisfied	7	5%
Not at all satisfied	6	4%
Total responses	135	100%

8. In general, how satisfied have you been with the Standard of customer service you received?

Response	Number	Percentage
Extremely satisfied	37	27%
Very satisfied	61	45%
Moderately satisfied	28	21%
Slightly satisfied	6	4%
Not at all satisfied	3	2%
Total responses	135	100%

9. In general, how satisfied are you with the quality of information provided in response to your questions/issues?

Response	Number	Percentage
Extremely satisfied	37	27%
Very satisfied	65	48%
Moderately satisfied	26	19%
Slightly satisfied	4	3%
Not at all satisfied	4	3%
Total responses	136	100%

10. In general, how satisfied are you with the current opening hours? (Monday to Friday - 9am to 5pm)

Response	Number	Percentage
Extremely satisfied	40	29%
Very satisfied	66	47%
Moderately satisfied	22	16%
Slightly satisfied	6	4%
Not at all satisfied	6	4%
Total responses	140	100%

11. Would you like to see any improvements made to the Campus Life Desk? (i.e. to either the service itself or the design/layout of the surrounds)

Response	Number	Percentage
No improvements needed	121	88%
Yes (please outline the one thing you'd like to improve) below	4	3%
Other	13	9%
Total responses	138	100%

Comments on Question 11

- Internet connection sometimes is poor
- Make more than one campus life social area
- Do something about the queues please at the start of the year
- Longer opening times
- Better queuing system
- More advice about what it's about
- More space for student and less noise pollution
- Employment letter
- More campus life desks
- hours on weekends
- I was directed to one man that seemed a little impatient
- More information about services offered
- Information about services that the campus life desk provides would be beneficial

12. Between Monday and Friday, which of the following times are/would be most convenient for you to access this service?

Response	Number	Percentage
9am to 12pm	32	22%
12pm to 2pm	64	44%
2pm to 5pm	49	34%
Total responses	145	100%

13. How likely is it that you would recommend the Campus Life Desk to a friend or colleague?

Response	Number	Percentage
Yes	136	95%
No (please give feedback below)	3	2%
Other	4	3%
Total responses	143	100%

14. What do you think is the best way for us to make you and other students more aware of the services available at the Campus Life Desk?

Response	Number
Increased/better use of social media	60
Teaching staff to provide more/better information	60
More leaflets/posters etc. around campus	51
More signage at Campus Life Desk/round GCU	50
Don't need to do anything	30
More information on the GCU website	30
Information on GCU website easier to access	29
Total responses	310