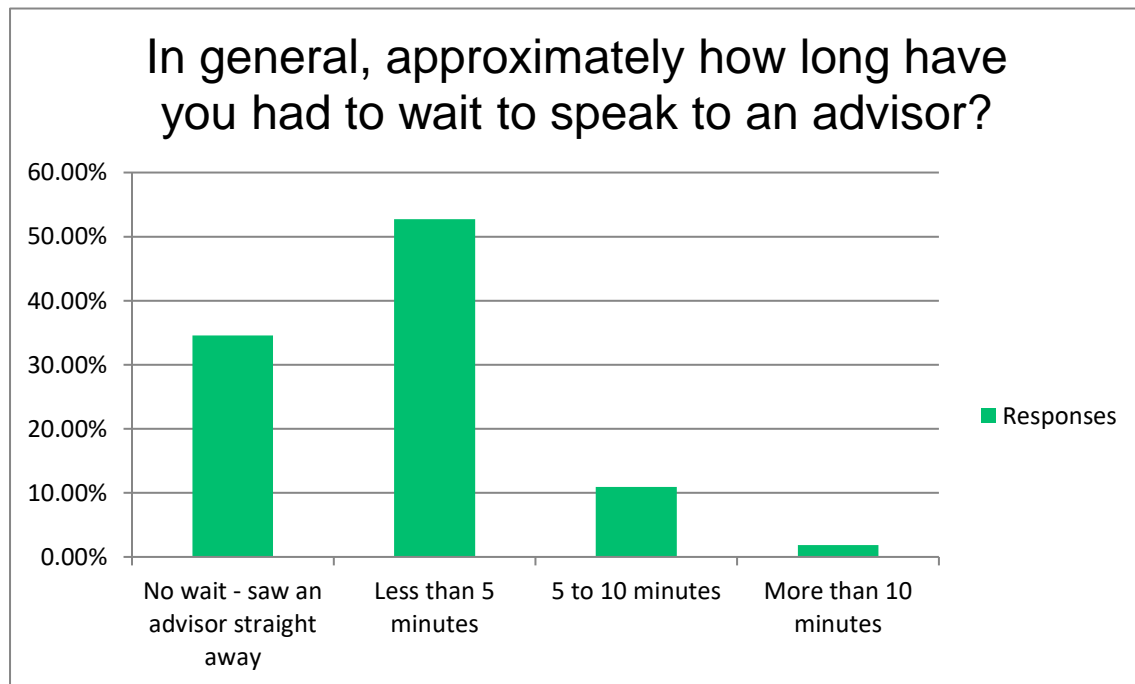


Campus Life Desk Survey Results for 2017-2018

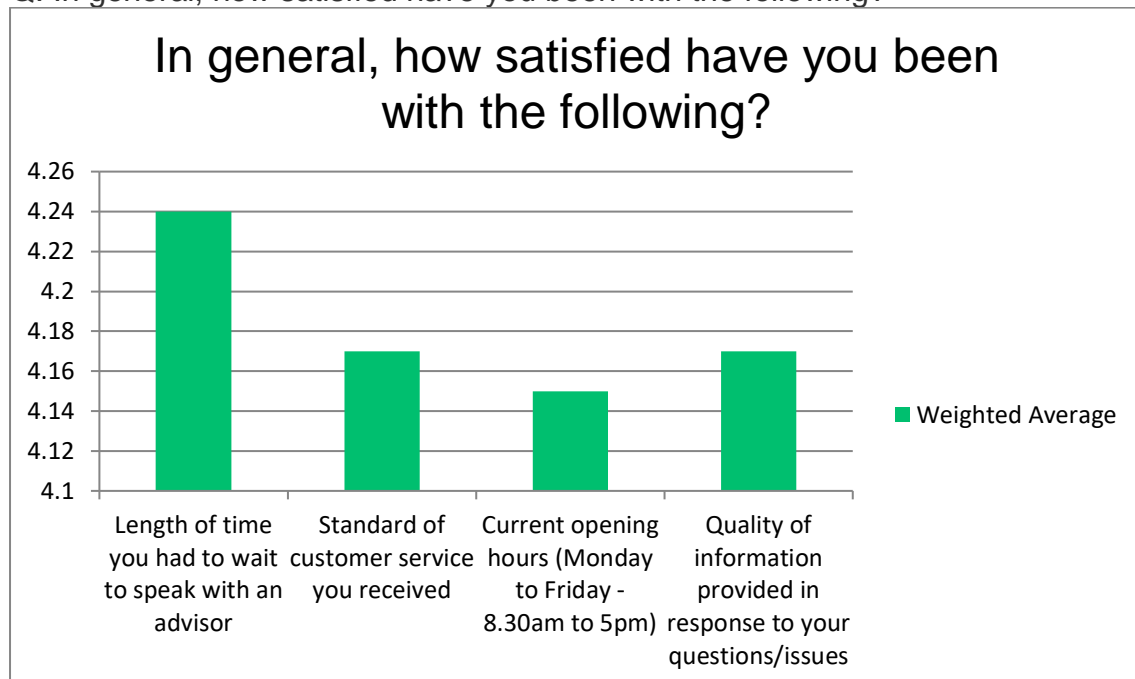
Survey Results from 2017

Q: In general, approximately how long have you had to wait to speak to an advisor?



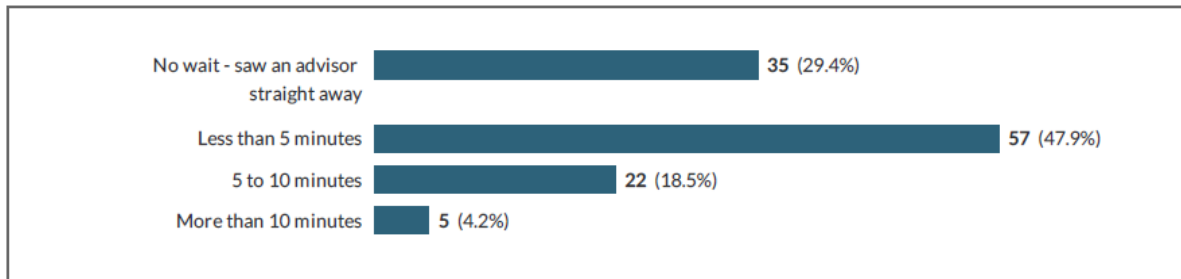
Survey Results from 2017

Q: In general, how satisfied have you been with the following?

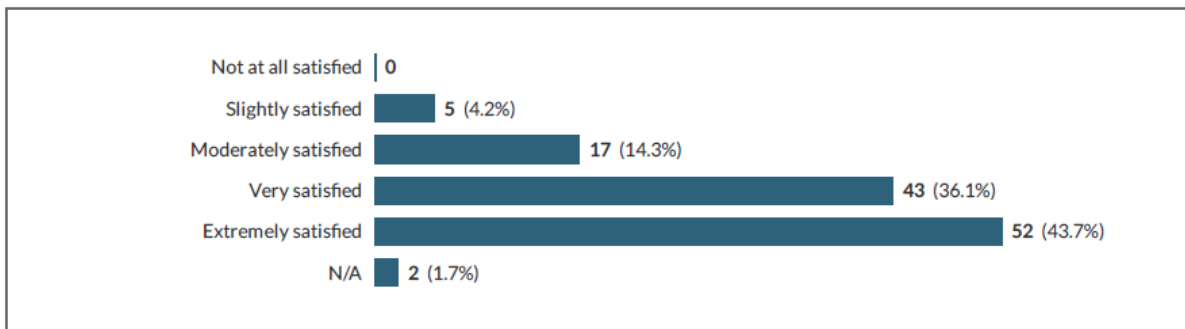


Survey Results from 2018

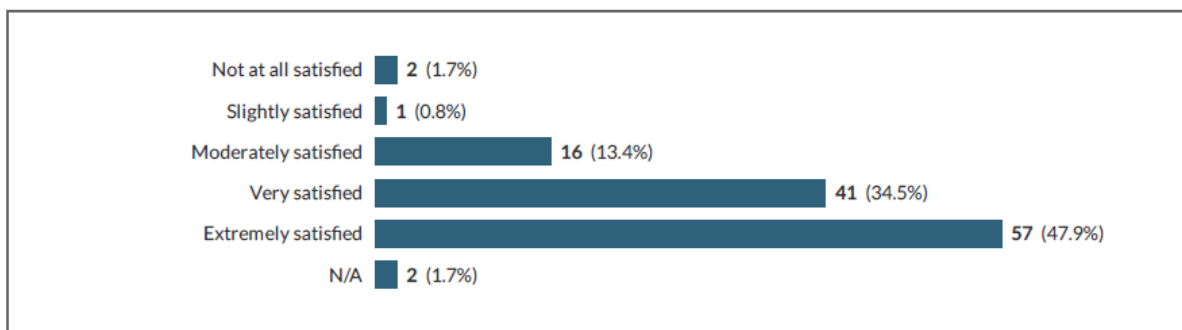
Q: Length of time you had to wait to speak with an advisor



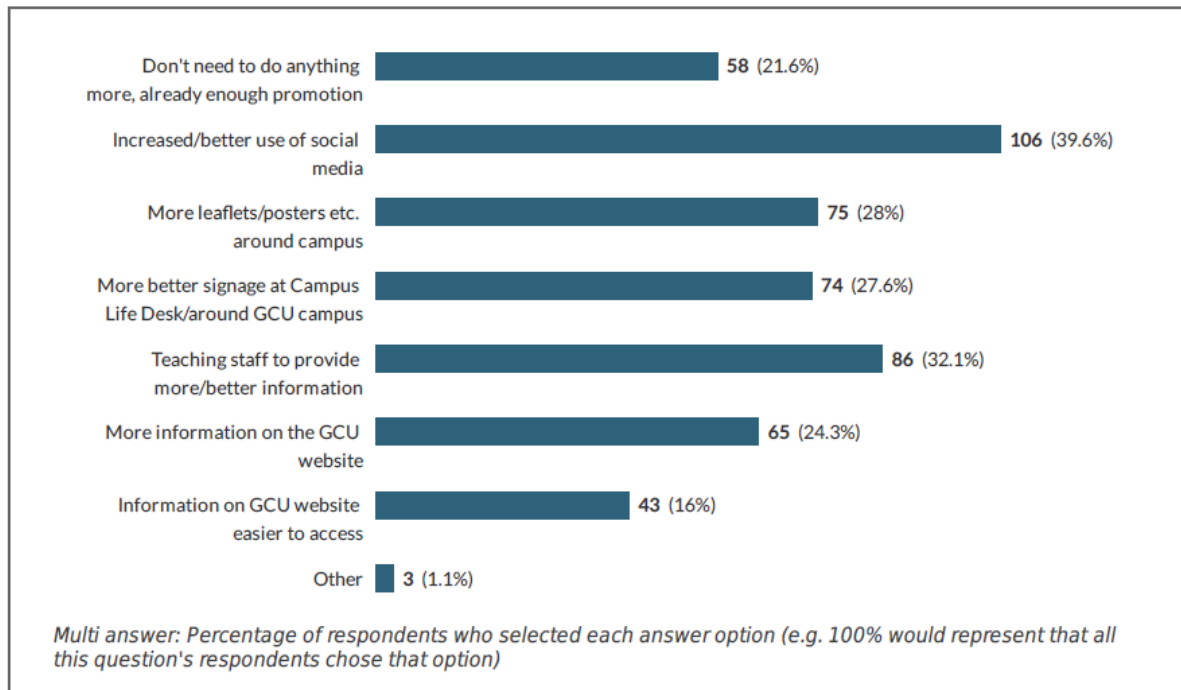
Q: Standard of customer service you received



Q: Quality of information provided in response to your questions/issues



Q: 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?



The survey has been in operation since 2016 and is completed every 6 months (semester A & B). We have reviewed the questions and changed this to reflect what the Campus Life Desk undertake and to enhance a better student experience.

Reviewing the results of the survey from 2017 we decided to increase the information we received by including further questions:

- Standard of Customer Service Received
- Quality of response
- Improvements to the Campus Life Desk

This has helped shape further developments and we continue to review the Campus Life Desk web pages and increase communication through social media.