

Campus Life Desk: November 2019

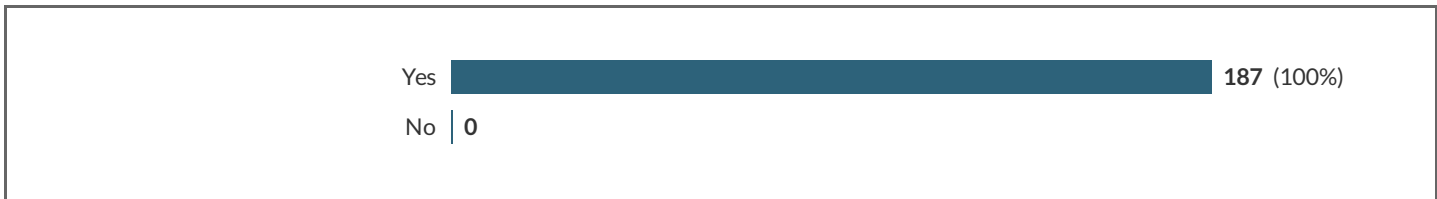
Showing 187 of 187 responses

Showing **all** responses

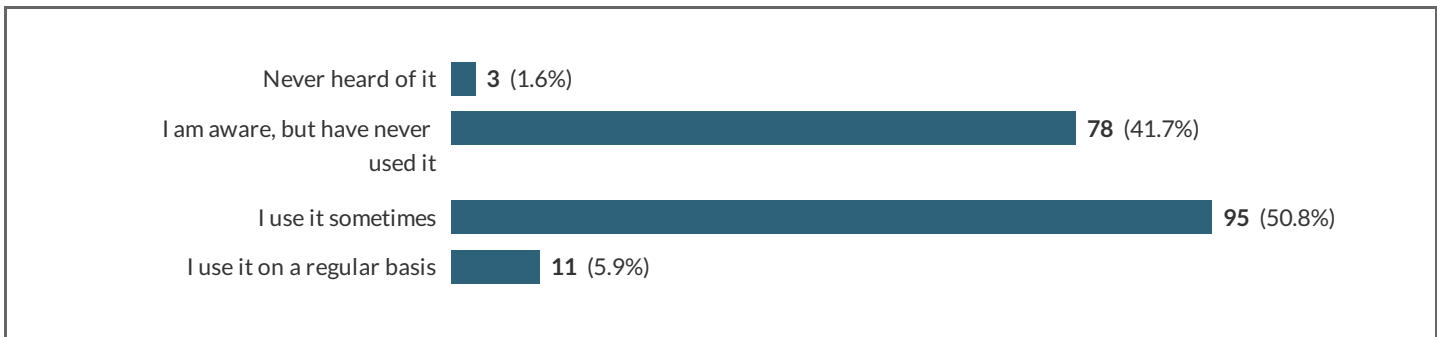
Showing **all** questions

Response rate: 187%

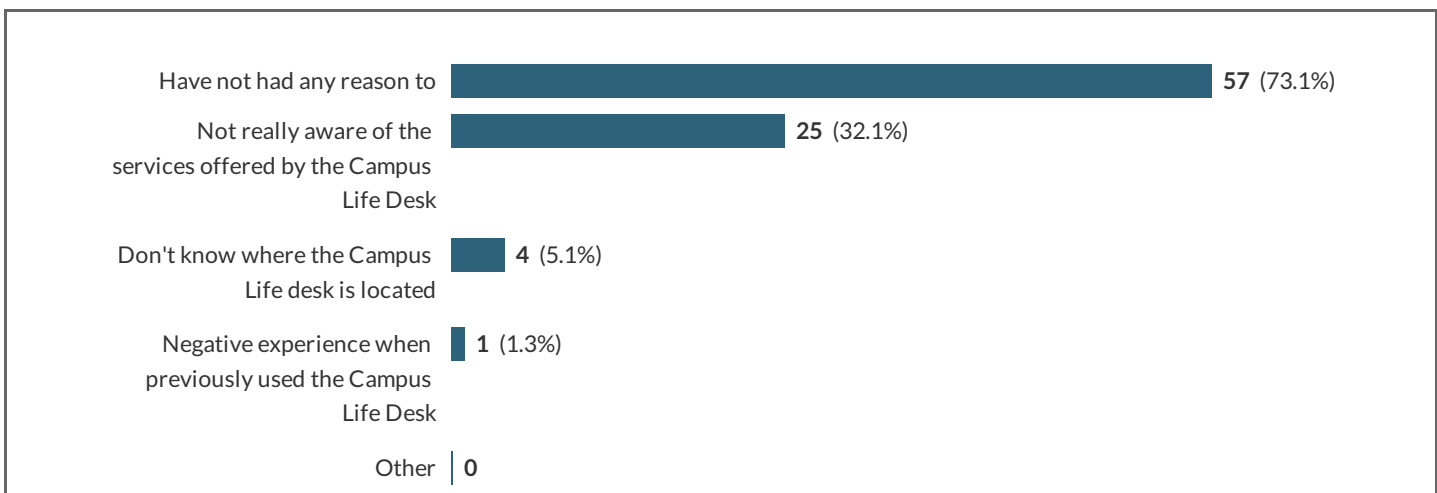
1 Before I proceed please indicate that you understand how your answers will be used and that you are happy to participate in the survey.



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



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

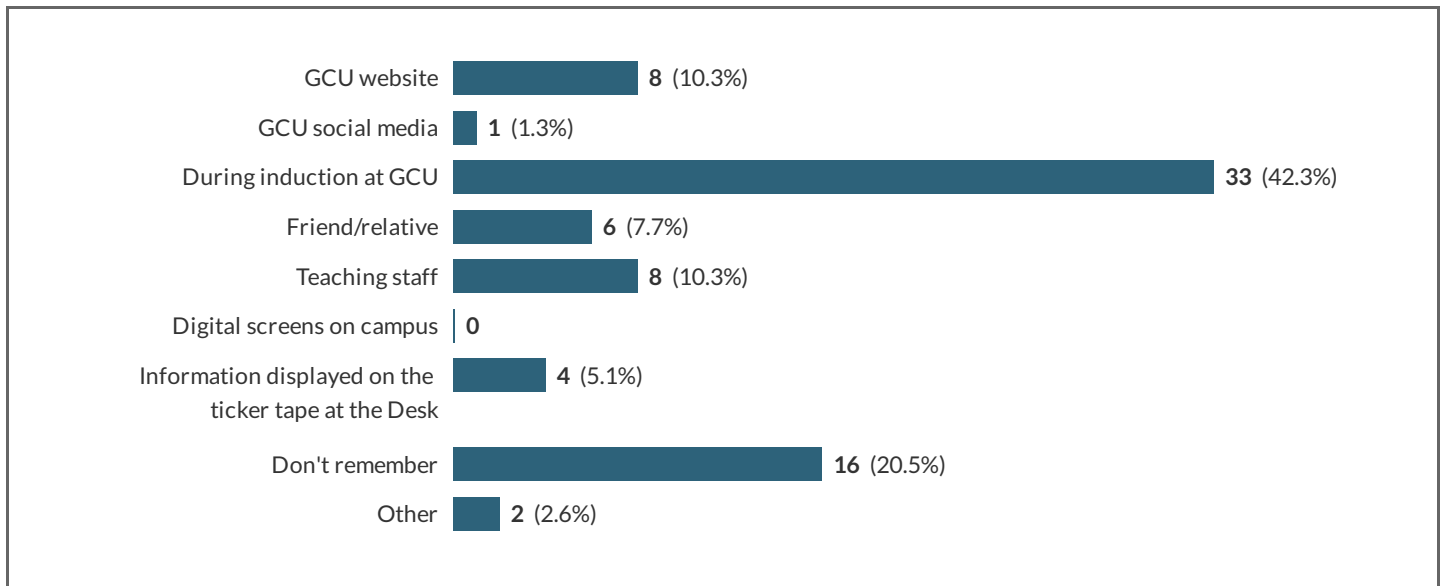


Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

3.a If you selected Other, please specify:

No responses

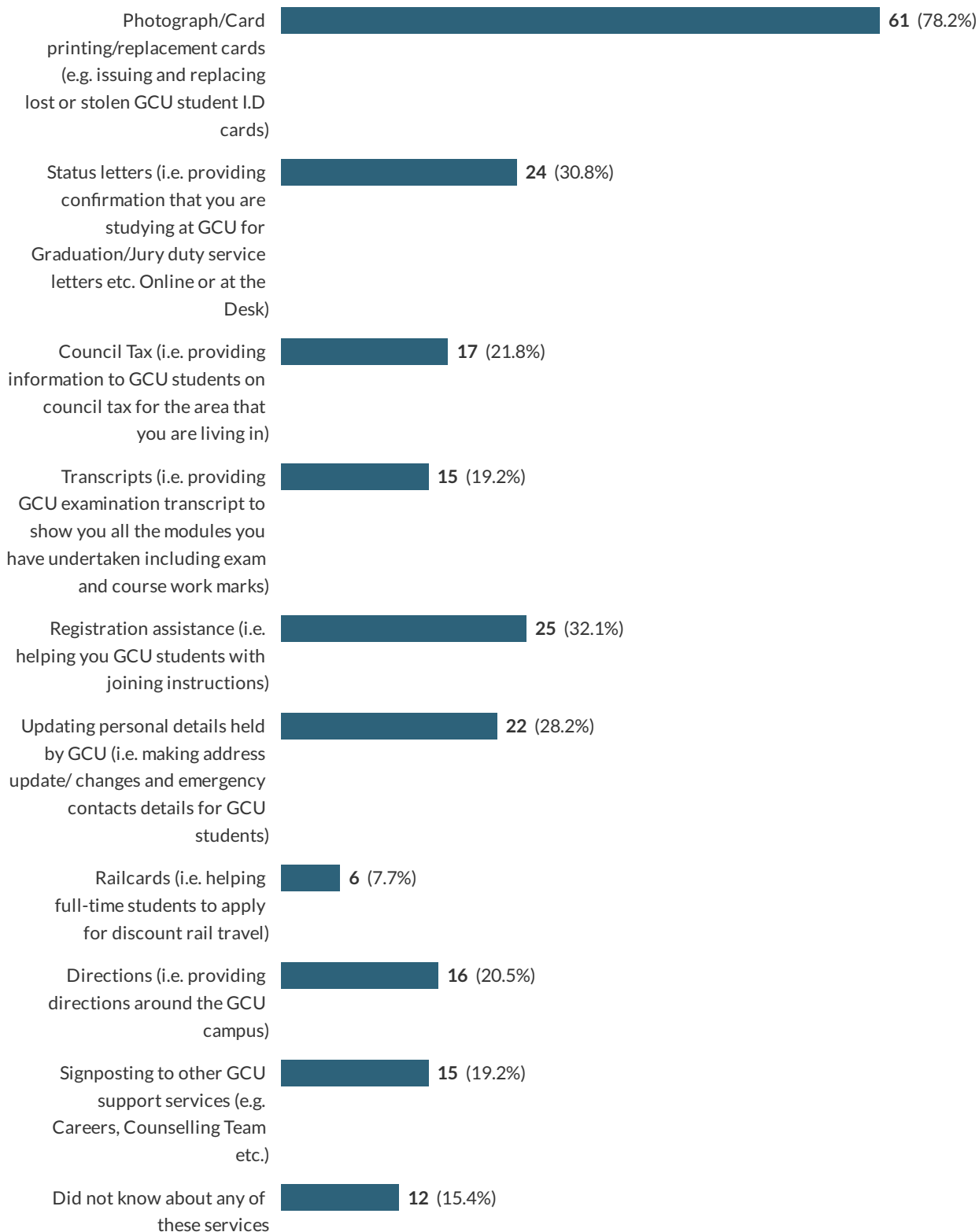
4 How did you first hear about the Campus Life Desk? (Select one)



4.a If you selected Other, please specify:

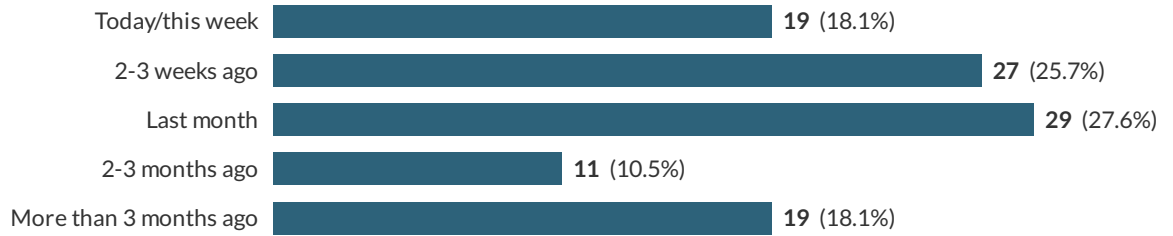
Showing all 2 responses	
Uni induction	530024-530015-52096821
Dunno	530024-530015-52203609

5 Which of the following Campus Life Desk services are you aware of? (Interviewer note: Please read through or show respondent each service on the list and select all those they are aware of)

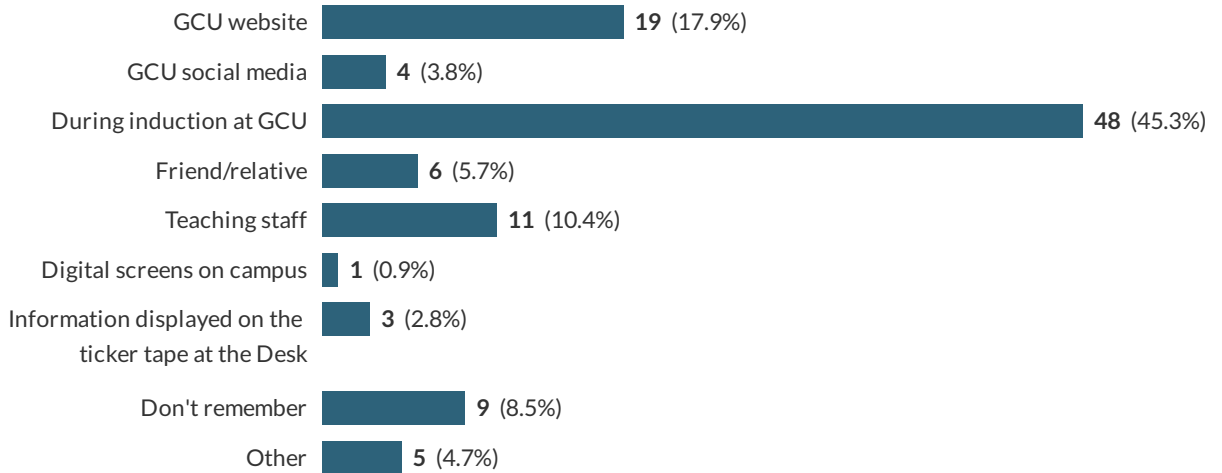


Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

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



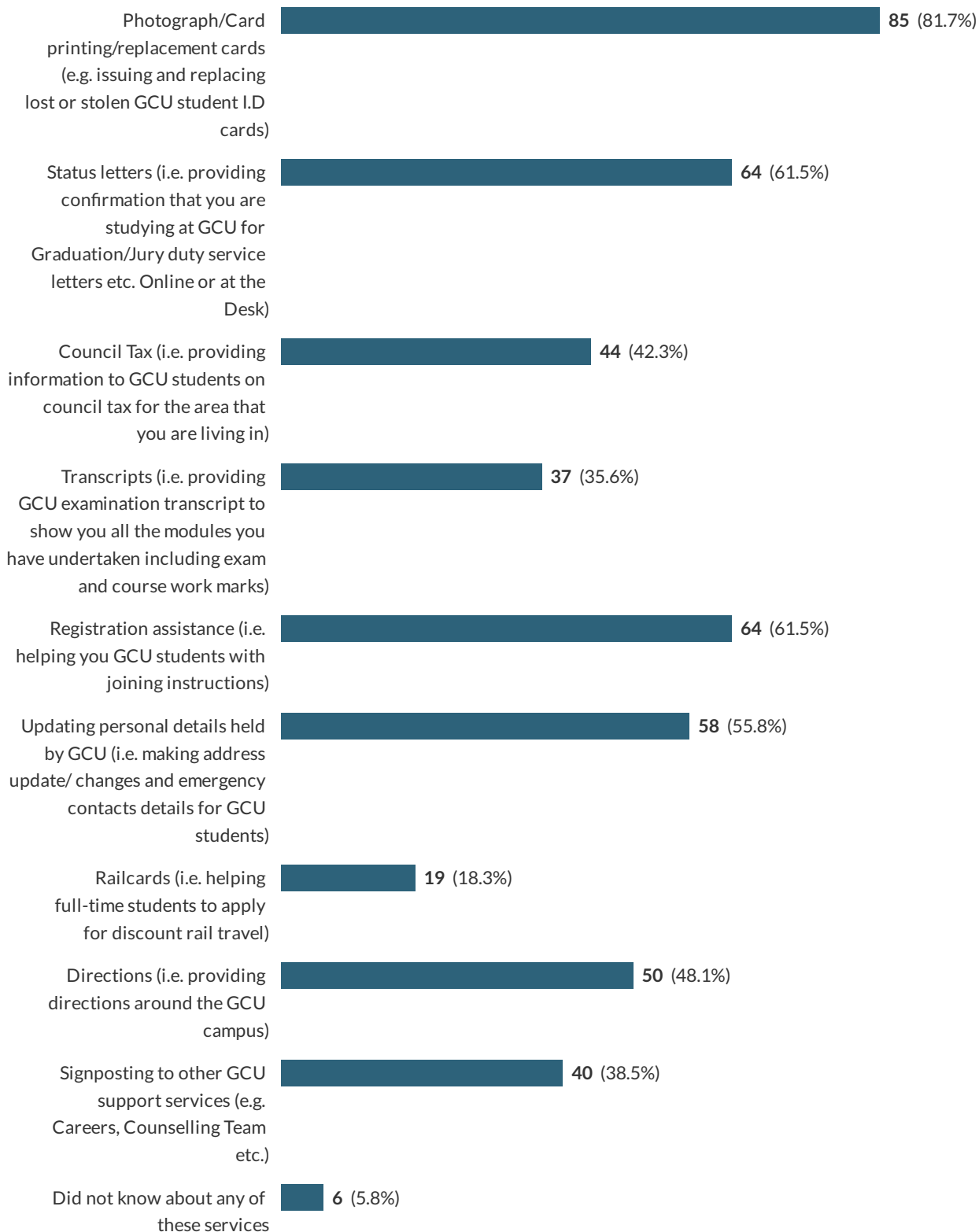
7 How did you first hear about the Campus Life Desk? (Select one)



7.a If you selected Other, please specify:

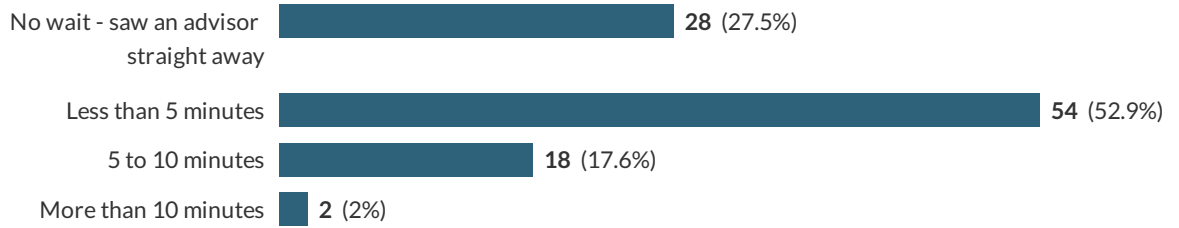
Showing all 5 responses	
Saw it in passing	530024-530015-52102954
I pass through it	530024-530015-52204674
Email to collect student card	530024-530015-52250563
Funding applications	530024-530015-52251950
Walked past it	530024-530015-52253811

8 Which of the following Campus Life Desk services are you aware of? (Interviewer note: Please read through or show respondent each service on the list and select all those they are aware of)



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

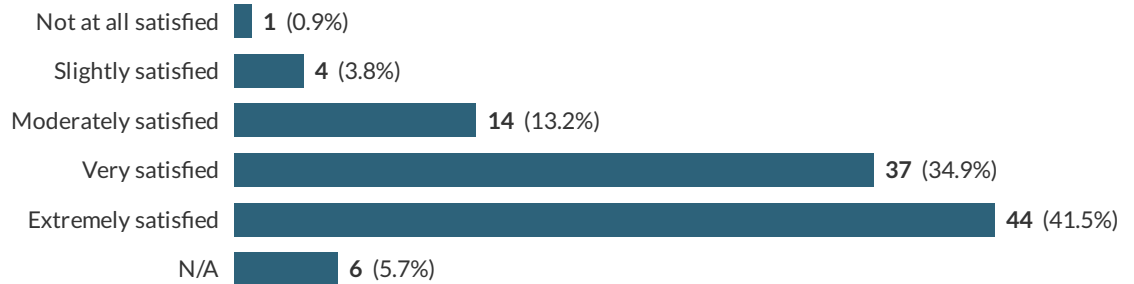
9 In general, approximately how long have you had to wait to speak to an advisor?



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

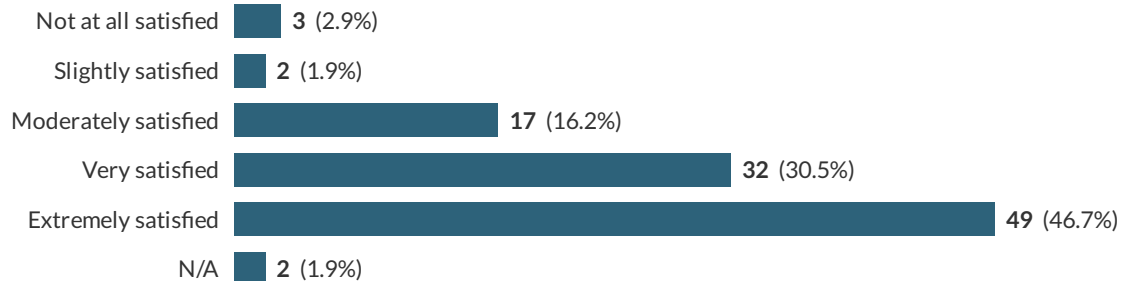
10.1 Length of time you had to wait to speak with an advisor

10.1.a Length of time you had to wait to speak with an advisor



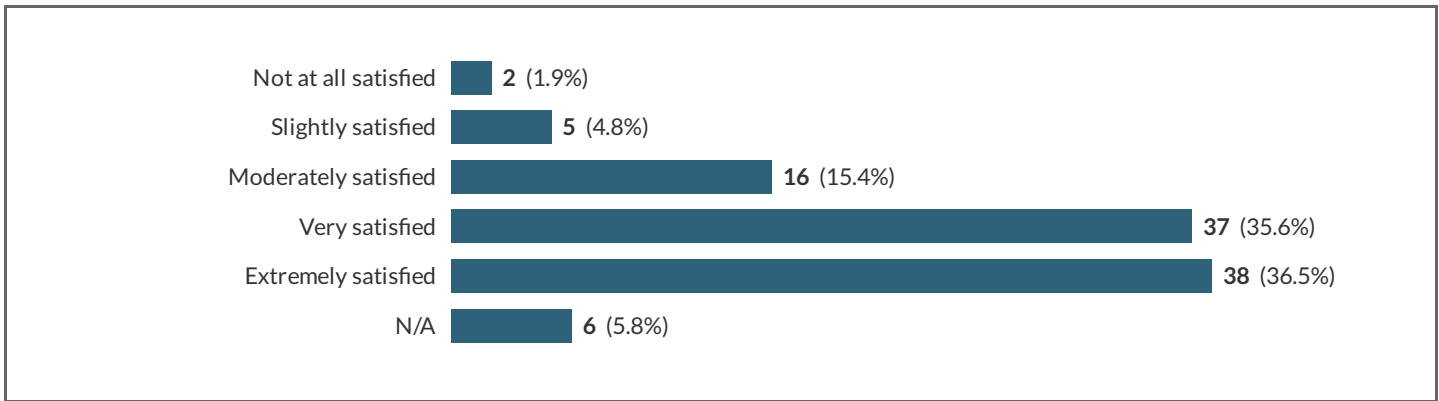
10.2 Standard of customer service you received

10.2.a Standard of customer service you received



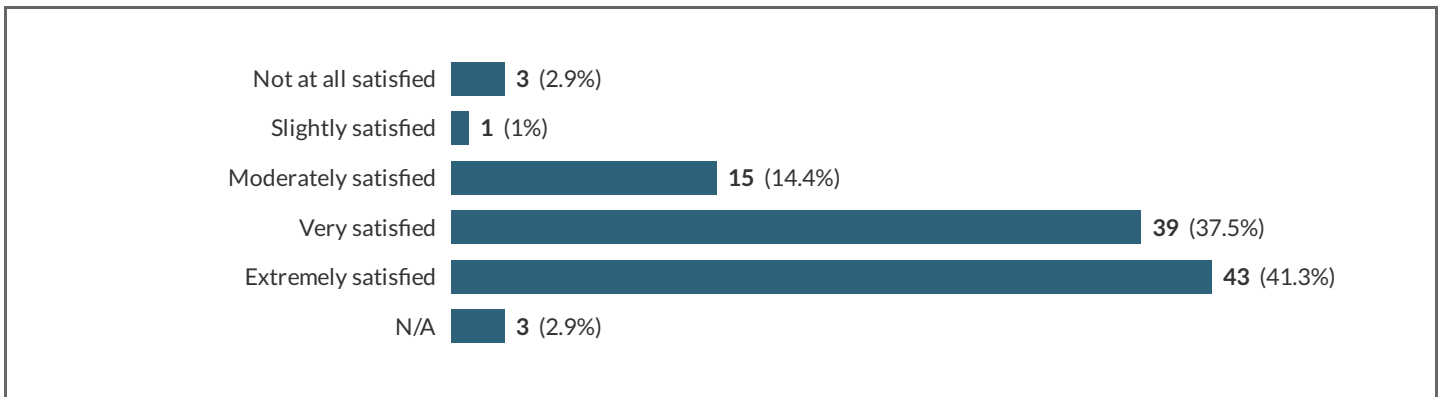
10.3 Current opening hours (Monday to Friday - 8.30am to 5pm)

10.3.a Current opening hours (Monday to Friday - 8.30am to 5pm)

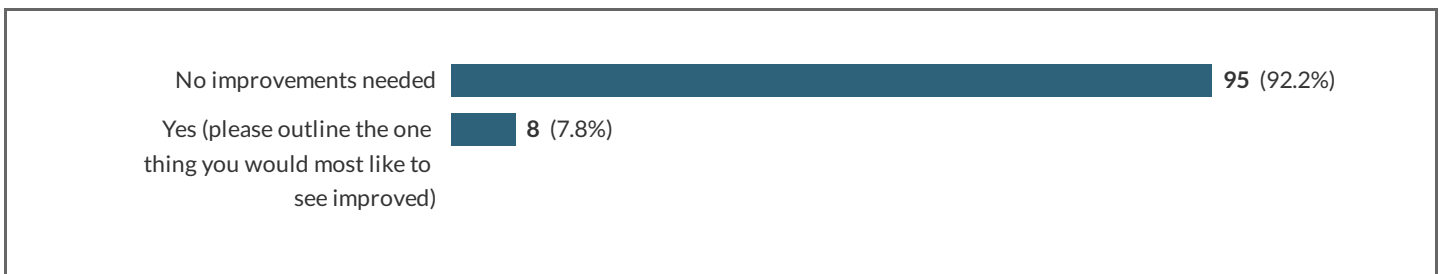


10.4 Quality of information provided in response to your questions/issues

10.4.a Quality of information provided in response to your questions/issues



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)

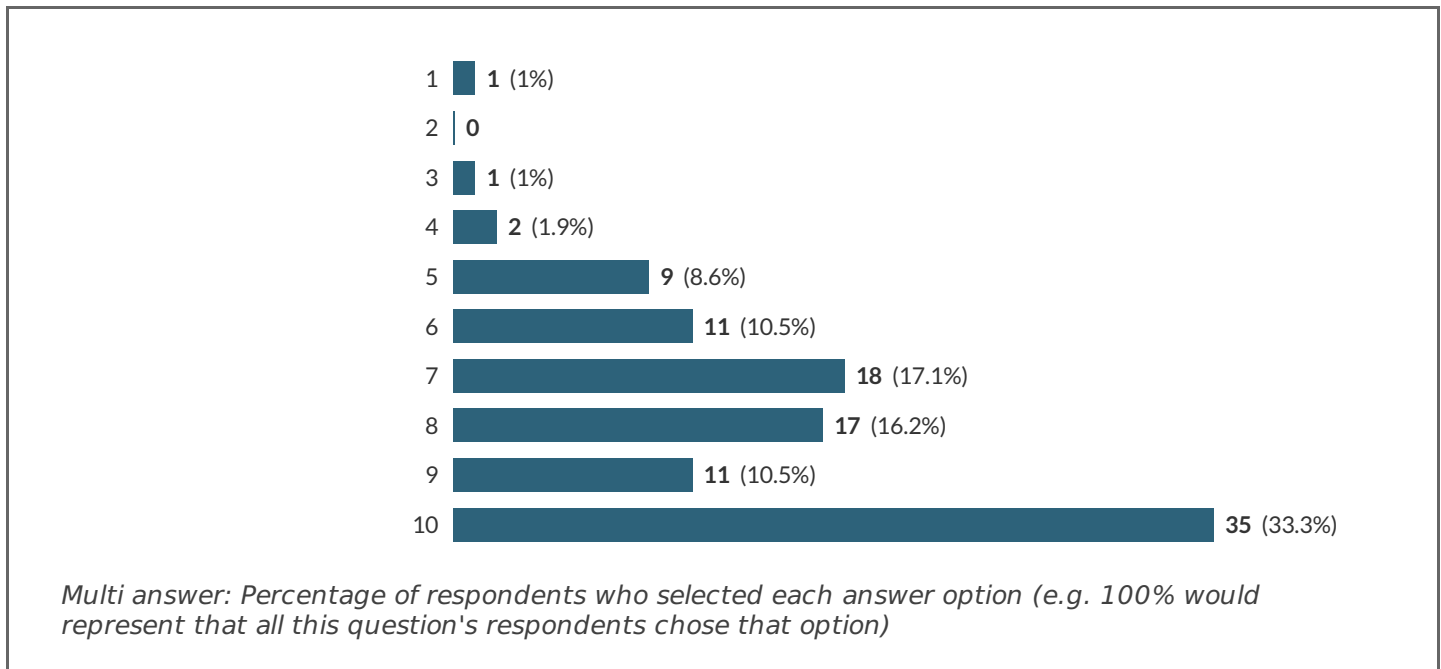


11.a If "Yes", please outline the one thing you would most like to see improved:

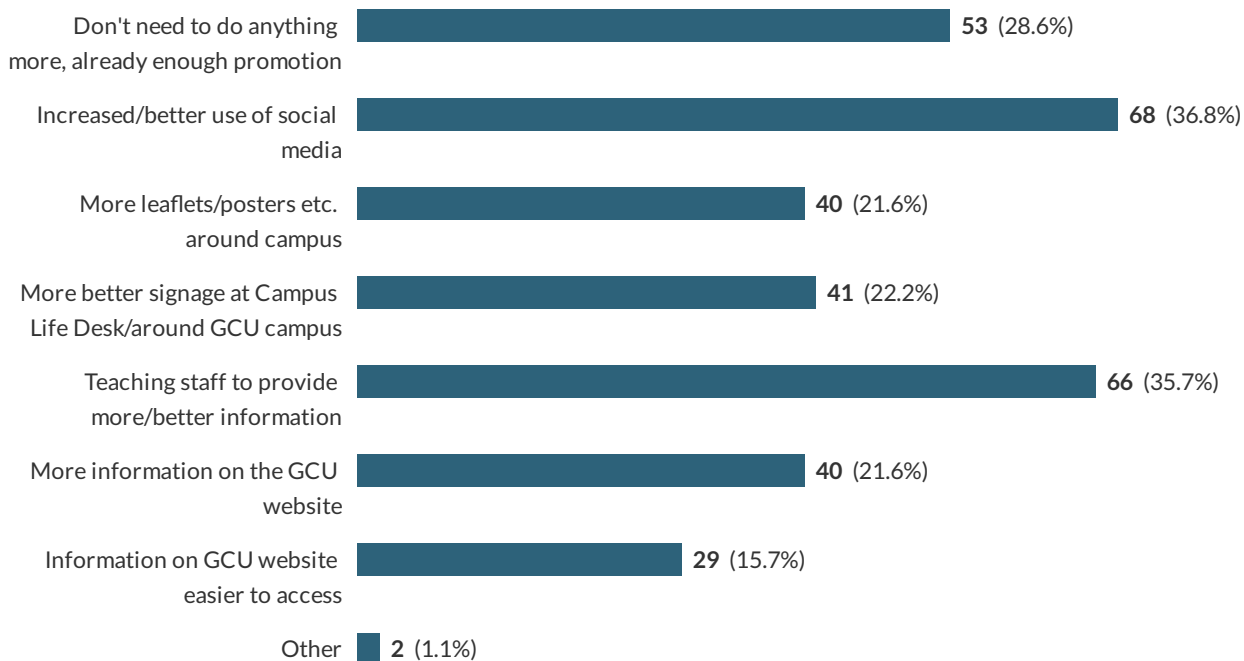
Showing all 6 responses	
Heating	530024-530015-51621859
More info needed	530024-530015-51829027
More flexible information, fewer scripted answers	530024-530015-51830314
Finance support awful, told me to email them	530024-530015-51833949
I think if students with different languages get engage in this so they can help the students who face difficulty in understanding English.	530024-530015-52102433
Info given	530024-530015-52103148

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

12.1 Not at all likely vs Extremely likely



13 Question: 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?



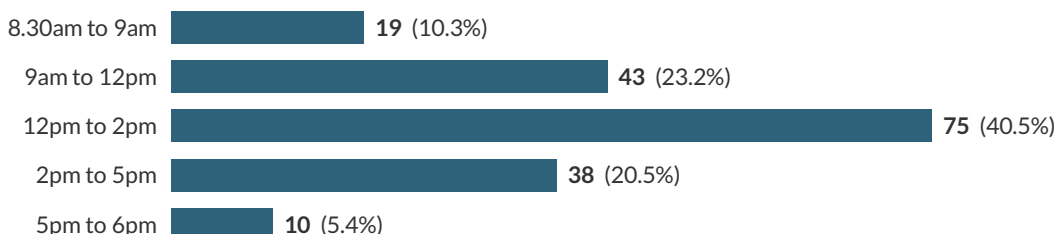
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

13.a If you selected Other, please specify:

Showing all 2 responses	
Don't know	530024-530015-51832440
F	530024-530015-52252809

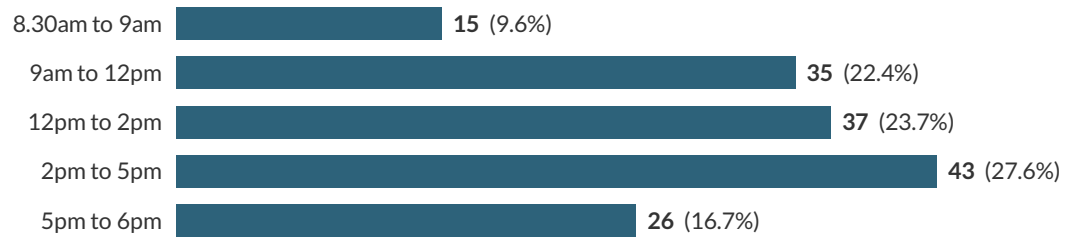
14 Between Monday and Friday, which of the following times are/would be most convenient for you to access this service?(Please select your 'Most convenient' and 'Second most convenient' time)

14.1 Most convenient time



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

14.2 Second most convenient time



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)