CSE – User Satisfaction Survey, November 2023

1. Which service did you access today?

Service	Responses
Archives	3
Campus Life	26
Careers	11
Funding	9
IT	16
Library	141
Wellbeing	5
TOTAL	211

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

Response	Number	Percentage
Very easy	125	59.2%
Easy	60	28.4%
Okay	18	8.5%
Difficult	8	3.8%
Very Difficult	0	0.0%

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

Response	Number	Percentage
Very satisfied	113	53.6%
Satisfied	61	28.9%
Neutral	26	12.3%
Unsatisfied	9	4.3%
Very unsatisfied	2	0.9%

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	113	53.6%
Satisfied	67	31.8%
Neutral	22	10.4%
Unsatisfied	7	3.3%
Very unsatisfied	2	0.9%

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

Response	Number	Percentage
Very happy	123	58.3%
Happy	66	31.3%
Neutral	17	8.1%
Unhappy	5	2.4%
Very unhappy	0	0.0%

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

Response	Number	Percentage
Yes	207	98.1%
No	4	1.9%

7. Any other comments?

Service	Feedback
Campus Life	Everything is fine. Fabulous. Better Wi-Fi please. Well, the person who guided me was really sweet. ♡
Careers	Overall my experience was very good. Very informative. Seeked advice on CV Really helpful and informative. It's what I actually wanted.
Funding	It was a good session. Still unsure about funding.
IT	There should be help available on the phone as well as a student by giving student ID and help has to be given for some personal IT stuff as well. Good network always want this type network. Wi-Fi. I need more time with the laptop, increase the time to 5 hours. Wi-Fi.
Library	Lovely staff. Helping hands. I usually use the library thing it's okay and nice to use. To organise the timetables for students in a more productive way rather than last minute. The fourth level needs to be a bit warmer. Wi-Fi is very weak More group/study space :) Librarian didn't know how to work their printers. Very comfortable. Ensure library booths on first floor aren't double booked. Wi-Fi is very poor in various areas, parts of library Wi-Fi is also poor - improve access to Wi-Fi. Overall it's all good. Love the silent study floor. More seats!!

Service	Feedback
	Library needs more seats. It's very best. More seats. The plug points on the floor on the first floor do not work. The 2nd floor of the library should be more controlled, students abuse the privilege of discussing there by playing music and all sort of things that are not related to study goes on in that floor, I think, there should be more control in the usage of the place to avoid students disturbing each other to avert attack on each other in same place. Thanks. Could be warmer. Very quick at sourcing articles for inter library loan. Great. The layout of the library is easy to access and easy to find certain books for research. I can boldly say GCU library and it's services is the best. The library is good for use of PCs and segregated quiet and group study however there is a lack of support for working printers and IT. Never had an enquiry for staff and wouldn't know who to go to.
Wellbeing	The well-being team were so lovely.