

Campus Life Desk Survey, March 2024

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

Response	Number	Percentage
I use it sometimes	43	34%
I am aware, but have never used it	53	42%
Never heard of it	15	12%
I use it on a regular basis	16	13%
Total responses	127	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	76
Not aware of the services the Campus Life Desk offer	17
Not sure where the Campus Life Desk is	1
Other	3
Negative experience when previously used the Campus Life Desk	0
Total responses	97

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

Response	Number	Percentage
During induction at GCU	42	38%
GCU website	26	23%
Teaching staff	10	9%
GCU social media	7	6%
Digital screens on campus	9	8%
Friend/relative	10	9%
Other	7	6%
Total responses	111	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)	84
Updating Personal Details (change of address/name)	38
Registration Assistance (helping with joining instructions)	35
Status letters (confirmation for Graduation/Jury letter)	31
Council Tax (exemption for students)	30
Signposting to other GCU services (Careers, Counselling etc)	29
Transcripts (examination transcript)	24
Did not know about any of these services	23
Rail card (discount for travel)	18
Total responses	312

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

Response	Number	Percentage
Today/this week	16	15%
2-3 weeks ago	24	22%
Last month	10	9%
2-3 months ago	12	11%
More than 3 months ago	46	43%
Total responses	108	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	42	42%
Less than 5 minutes	40	40%
5 to 10 minutes	12	12%
More than 10 minutes	7	7%
Total responses	101	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	32%
Very satisfied	44	42%
Moderately satisfied	24	23%
Slightly satisfied	3	3%
Not at all satisfied	0	0%
Total responses	104	100%

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

Response	Number	Percentage
Extremely satisfied	38	37%
Very satisfied	40	38%
Moderately satisfied	24	23%
Slightly satisfied	2	2%
Not at all satisfied	0	0%
Total responses	104	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	38	37%
Very satisfied	41	39%
Moderately satisfied	22	21%
Slightly satisfied	2	2%
Not at all satisfied	1	1%
Total responses	104	100%

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

Response	Number	Percentage
Extremely satisfied	42	39%
Very satisfied	41	38%
Moderately satisfied	22	20%
Slightly satisfied	3	3%
Not at all satisfied	0	0%
Total responses	108	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	94	87%
Yes (please outline the one thing you'd like to improve) below	4	4%
Other	10	9%
Total responses	108	100%

Comments on Question 11

- Less line waiting
- More space
- More information about it given to students
- More promotion?
- What It is
- Perhaps having one dedicated to each school and creating a much larger open space to the lounge so it's state of the art
- Investment long term
- Bus ticket discount for travel should be included too
- More workers/advisors on hand
- People were in the hall, had to wait until they walked by, could use a zebra crossing type thing

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	34	30%
12pm to 2pm	45	40%
2pm to 5pm	33	29%
Total responses	112	100%

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

Response	Number	Percentage
Yes	98	95%
No (please give feedback below)	2	2%
Other	3	3%
Total responses	103	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
More leaflets/posters etc. around campus	48
More signage at Campus Life Desk/round GCU	42
Teaching staff to provide more/better information	39
Increased/better use of social media	33
Don't need to do anything	30
Information on GCU website easier to access	28
More information on the GCU website	26
Total responses	246