# 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% |

1. 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 |

1. 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% |

1. 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 |

1. 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% |

1. 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% |

1. 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% |

1. 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% |

1. 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% |

1. 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% |

1. 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
1. 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% |

1. 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% |

1. 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 |