# Campus Life Desk Survey, November 2023

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

|  |  |  |
| --- | --- | --- |
| Response | Number | Percentage |
| I use it sometimes | 71 | 44% |
| I am aware, but have never used it | 63 | 39% |
| Never heard of it | 17 | 10% |
| I use it on a regular basis | 12 | 7% |
| Total responses | 163 | 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 | 96 |
| Not aware of the services the Campus Life Desk offer | 29 |
| Not sure where the Campus Life Desk is | 8 |
| Other | 5 |
| Negative experience when previously used the Campus Life Desk | 0 |
| Total responses | 138 |

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

|  |  |  |
| --- | --- | --- |
| Response | Number | Percentage |
| During induction at GCU | 52 | 34% |
| GCU website | 23 | 15% |
| Teaching staff | 22 | 14% |
| GCU social media | 19 | 12% |
| Digital screens on campus | 17 | 11% |
| Friend/relative | 12 | 8% |
| Other | 8 | 5% |
| Total responses | 153 | 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) | 120 |
| Registration Assistance (helping with joining instructions) | 64 |
| Updating Personal Details (change of address/name) | 49 |
| Council Tax (exemption for students) | 48 |
| Status letters (confirmation for Graduation/Jury letter) | 45 |
| Signposting to other GCU services (Careers, Counselling etc) | 42 |
| Rail card (discount for travel) | 27 |
| Transcripts (examination transcript) | 19 |
| Did not know about any of these services | 15 |
| Total responses | 429 |

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

|  |  |  |
| --- | --- | --- |
| Response | Number | Percentage |
| Today/this week | 22 | 16% |
| 2-3 weeks ago | 19 | 14% |
| Last month | 32 | 23% |
| 2-3 months ago | 16 | 12% |
| More than 3 months ago | 50 | 36% |
| Total responses | 139 | 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 | 45 | 33% |
| Less than 5 minutes | 57 | 42% |
| 5 to 10 minutes | 23 | 17% |
| More than 10 minutes | 12 | 9% |
| Total responses | 137 | 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 | 24% |
| Very satisfied | 58 | 43% |
| Moderately satisfied | 31 | 23% |
| Slightly satisfied | 7 | 5% |
| Not at all satisfied | 6 | 4% |
| Total responses | 135 | 100% |

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

|  |  |  |
| --- | --- | --- |
| Response | Number | Percentage |
| Extremely satisfied | 37 | 27% |
| Very satisfied | 61 | 45% |
| Moderately satisfied | 28 | 21% |
| Slightly satisfied | 6 | 4% |
| Not at all satisfied | 3 | 2% |
| Total responses | 135 | 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 | 37 | 27% |
| Very satisfied | 65 | 48% |
| Moderately satisfied | 26 | 19% |
| Slightly satisfied | 4 | 3% |
| Not at all satisfied | 4 | 3% |
| Total responses | 136 | 100% |

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

|  |  |  |
| --- | --- | --- |
| Response | Number | Percentage |
| Extremely satisfied | 40 | 29% |
| Very satisfied | 66 | 47% |
| Moderately satisfied | 22 | 16% |
| Slightly satisfied | 6 | 4% |
| Not at all satisfied | 6 | 4% |
| Total responses | 140 | 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 | 121 | 88% |
| Yes (please outline the one thing you'd like to improve) below | 4 | 3% |
| Other | 13 | 9% |
| Total responses | 138 | 100% |

Comments on Question 11

* Internet connection sometimes is poor
* Make more than one campus life social area
* Do something about the queues please at the start of the year
* Longer opening times
* Better queuing system
* More advice about what it’s about
* More space for student and less noise pollution
* Employment letter
* More campus life desks
* hours on weekends
* I was directed to one man that seemed a little impatient
* More information about services offered
* Information about services that the campus life desk provides would be beneficial

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 | 32 | 22% |
| 12pm to 2pm | 64 | 44% |
| 2pm to 5pm | 49 | 34% |
| Total responses | 145 | 100% |

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

|  |  |  |
| --- | --- | --- |
| Response | Number | Percentage |
| Yes | 136 | 95% |
| No (please give feedback below) | 3 | 2% |
| Other | 4 | 3% |
| Total responses | 143 | 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 |
| Increased/better use of social media | 60 |
| Teaching staff to provide more/better information | 60 |
| More leaflets/posters etc. around campus | 51 |
| More signage at Campus Life Desk/round GCU | 50 |
| Don't need to do anything | 30 |
| More information on the GCU website | 30 |
| Information on GCU website easier to access | 29 |
| Total responses | 310 |