The Information Services Group carries out a Customer Satisfaction Survey on 100% of all calls closed through IS Helpline. The survey is set so that no one receives a repeat survey within 6 months.

This report contains the data from all respondents between 1 January and 30 June 2019

The survey contains 4 questions:

- Were our staff helpful and courteous?
- Did they use language you could understand?
- Did you receive timely assistance?
- What was your overall satisfaction with the help you received?

**Demographic information**

Which college or support group are you in?

![Pie chart showing distribution of college and support group preferences]

- College of Arts, Humanities and Social Sciences: 748 (33.5%)
- College of Medicine and Veterinary Medicine: 573 (25.7%)
- College of Science and Engineering: 372 (16.7%)
- Corporate Services: 83 (3.7%)
- Information Services: 146 (6.5%)
- University Secretary's Group: 87 (3.9%)
- Other: 222 (10%)
Which user group do you belong to?

- Alumni: 70 (3.1%)
- Applicant: 127 (5.7%)
- Staff: 1,144 (51.3%)
- Student UG: 219 (9.8%)
- Student PGR: 250 (11.2%)
- Student PGT: 205 (9.2%)
- Visitor: 141 (6.3%)
- Other: 75 (3.4%)

Are you a distance learner?

- Yes: 150 (6.7%)
- No: 2,081 (93.3%)
Your enquiry

Was your enquiry answered or resolved to your satisfaction?

- Satisfied: 1,826 (81.8%)
- Somewhat satisfied: 185 (8.3%)
- Neither satisfied nor (4.2%) dissatisfied: 93
- Somewhat dissatisfied: 65 (2.9%)
- Dissatisfied: 62 (2.8%)

Was your enquiry answered or resolved in a timely fashion?

- Very quickly: 1,240 (55.6%)
- Quickly: 671 (30.1%)
- Neither slowly nor quickly: 200 (9%)
- Slowly: 69 (3.1%)
- Very slowly: 51 (2.3%)
Were our staff helpful and courteous?

Our staff

Did our staff use language which you could understand?