Demographic information

Which college or support group are you in?

- College of Arts, Humanities and Social Sciences: 131 (32.5%)
- College of Medicine and Veterinary Medicine: 97 (24.1%)
- College of Science and Engineering: 68 (16.9%)
- Corporate Services: 23 (5.7%)
- Information Services: 26 (6.5%)
- University Secretary's Group: 21 (5.2%)
- Other: 37 (9.2%)

Showing 403 of 4,331 responses
Restricted to responses given from 1 Jul 2019 to 31 Jul 2019
Showing all questions
2 Which user group do you belong to?

- Alumni 16 (4%)
- Applicant 15 (3.7%)
- Staff 241 (59.8%)
- Student UG 21 (5.2%)
- Student PGR 50 (12.4%)
- Student PGT 32 (7.9%)
- Visitor 13 (3.2%)
- Other 15 (3.7%)

3 Are you a distance learner?

- Yes 29 (7.2%)
- No 374 (92.8%)
Your enquiry

4. Was your enquiry answered or resolved to your satisfaction?

- Satisfied: 338 (83.9%)
- Somewhat satisfied: 33 (8.2%)
- Neither satisfied nor dissatisfied: 11 (2.7%)
- Somewhat dissatisfied: 8 (2%)
- Dissatisfied: 13 (3.2%)

5. Was your enquiry answered or resolved in a timely fashion?

- Very quickly: 250 (62%)
- Quickly: 108 (26.8%)
- Neither slowly nor quickly: 28 (6.9%)
- Slowly: 9 (2.2%)
- Very slowly: 8 (2%)
### Our staff

**6. Were our staff helpful and courteous?**

<table>
<thead>
<tr>
<th>Description</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very helpful and courteous</td>
<td>297</td>
<td>73.7%</td>
</tr>
<tr>
<td>Helpful and courteous</td>
<td>79</td>
<td>19.6%</td>
</tr>
<tr>
<td>Neither helpful nor unhelpful</td>
<td>19</td>
<td>4.7%</td>
</tr>
<tr>
<td>Unhelpful and/or discourteous</td>
<td>8</td>
<td>2%</td>
</tr>
<tr>
<td>Very unhelpful and/or very</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>discourteous</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**7. Did our staff use language which you could understand?**

<table>
<thead>
<tr>
<th>Description</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very clear</td>
<td>348</td>
<td>86.4%</td>
</tr>
<tr>
<td>Mostly clear</td>
<td>47</td>
<td>11.7%</td>
</tr>
<tr>
<td>Understandable with effort</td>
<td>4</td>
<td>1%</td>
</tr>
<tr>
<td>Confusing</td>
<td>3</td>
<td>0.7%</td>
</tr>
<tr>
<td>Incomprehensible</td>
<td>1</td>
<td>0.2%</td>
</tr>
</tbody>
</table>