Demographic information

Which college or support group are you in?

- College of Arts, Humanities and Social Sciences: 83 (34.6%)
- College of Medicine and Veterinary Medicine: 49 (20.4%)
- College of Science and Engineering: 46 (19.2%)
- Corporate Services: 7 (2.9%)
- Information Services: 23 (9.6%)
- University Secretary's Group: 9 (3.8%)
- Other: 23 (9.6%)
2 Which user group do you belong to?

- Alumni: 13 (5.4%)
- Applicant: 12 (5%)
- Staff: 123 (51.2%)
- Student UG: 21 (8.8%)
- Student PGR: 21 (8.8%)
- Student PGT: 31 (12.9%)
- Visitor: 11 (4.6%)
- Other: 8 (3.3%)

3 Are you a distance learner?

- Yes: 18 (7.5%)
- No: 222 (92.5%)
4. Was your enquiry answered or resolved to your satisfaction?

- Satisfied: 200 (83.3%)
- Somewhat satisfied: 25 (10.4%)
- Neither satisfied nor dissatisfied: 7 (2.9%)
- Somewhat dissatisfied: 5 (2.1%)
- Dissatisfied: 3 (1.3%)

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

- Very quickly: 127 (52.9%)
- Quickly: 82 (34.2%)
- Neither slowly nor quickly: 19 (7.9%)
- Slowly: 7 (2.9%)
- Very slowly: 5 (2.1%)
Our staff

6. Were our staff helpful and courteous?

- Very helpful and courteous: 173 (72.1%)
- Helpful and courteous: 55 (22.9%)
- Neither helpful nor unhelpful: 8 (3.3%)
- Unhelpful and/or discourteous: 2 (0.8%)
- Very unhelpful and/or very discourteous: 2 (0.8%)

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

- Very clear: 213 (88.8%)
- Mostly clear: 21 (8.8%)
- Understandable with effort: 2 (0.8%)
- Confusing: 2 (0.8%)
- Incomprehensible: 2 (0.8%)