Demographic information

Which college or support group are you in?

- College of Arts, Humanities and Social Sciences: 275 (35.9%)
- College of Medicine and Veterinary Medicine: 185 (24.1%)
- College of Science and Engineering: 136 (17.7%)
- Corporate Services: 32 (4.2%)
- Information Services: 65 (8.5%)
- University Secretary's Group: 20 (2.6%)
- Other: 54 (7%)
Which user group do you belong to?

- Alumni: 20 (2.6%)
- Applicant: 14 (1.8%)
- Staff: 413 (53.8%)
- Student UG: 104 (13.6%)
- Student PGR: 78 (10.2%)
- Student PGT: 88 (11.5%)
- Visitor: 29 (3.8%)
- Other: 21 (2.7%)

Are you a distance learner?

- Yes: 41 (5.3%)
- No: 726 (94.7%)
Your enquiry

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

- Satisfied: 650 (84.7%)
- Somewhat satisfied: 50 (6.5%)
- Neither satisfied nor dissatisfied: 27 (3.5%)
- Somewhat dissatisfied: 11 (1.4%)
- Dissatisfied: 29 (3.8%)

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

- Very quickly: 426 (55.5%)
- Quickly: 236 (30.8%)
- Neither slowly nor quickly: 69 (9%)
- Slowly: 21 (2.7%)
- Very slowly: 15 (2%)
7 Were our staff helpful and courteous?

- Very helpful and courteous: 552 (72%)
- Helpful and courteous: 165 (21.5%)
- Neither helpful nor unhelpful: 41 (5.3%)
- Unhelpful and/or discourteous: 6 (0.8%)
- Very unhelpful and/or very discourteous: 3 (0.4%)

8 Did our staff use language which you could understand?

- Very clear: 643 (83.8%)
- Mostly clear: 105 (13.7%)
- Understandable with effort: 8 (1%)