Online surveys

IS Help Services user satisfaction 2019 by email

Showing 459 of 4,331 responses
Restricted to responses given from 1 Oct 2019 to 31 Oct 2019
Showing all questions

Demographic information

1 Which college or support group are you in?

- College of Arts, Humanities and Social Sciences 178 (38.8%)
- College of Medicine and Veterinary Medicine 117 (25.5%)
- College of Science and Engineering 71 (15.5%)
- Corporate Services 14 (3.1%)
- Information Services 29 (6.3%)
- University Secretary's Group 12 (2.6%)
- Other 38 (8.3%)
2 Which user group do you belong to?

- Alumni: 15 (3.3%)
- Applicant: 12 (2.6%)
- Staff: 211 (46%)
- Student UG: 57 (12.4%)
- Student PGR: 73 (15.9%)
- Student PGT: 52 (11.3%)
- Visitor: 20 (4.4%)
- Other: 19 (4.1%)

3 Are you a distance learner?

- Yes: 37 (8.1%)
- No: 422 (91.9%)
4. Was your enquiry answered or resolved to your satisfaction?

- Satisfied: 391 (85.2%)
- Somewhat satisfied: 29 (6.3%)
- Neither satisfied nor dissatisfied: 12 (2.6%)
- Somewhat dissatisfied: 10 (2.2%)
- Dissatisfied: 17 (3.7%)

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

- Very quickly: 256 (55.8%)
- Quickly: 126 (27.5%)
- Neither slowly nor quickly: 51 (11.1%)
- Slowly: 12 (2.6%)
- Very slowly: 14 (3.1%)
Our staff

6. Were our staff helpful and courteous?

- Very helpful and courteous: 322 (70.2%)
- Helpful and courteous: 103 (22.4%)
- Neither helpful nor unhelpful: 23 (5%)
- Unhelpful and/or discourteous: 5 (1.1%)
- Very unhelpful and/or very discourteous: 6 (1.3%)

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

- Very clear: 386 (84.1%)
- Mostly clear: 55 (12%)
- Understandable with effort: 6 (1.3%)
- Confusing: 11 (2.4%)
- Incomprehensible: 1 (0.2%)