

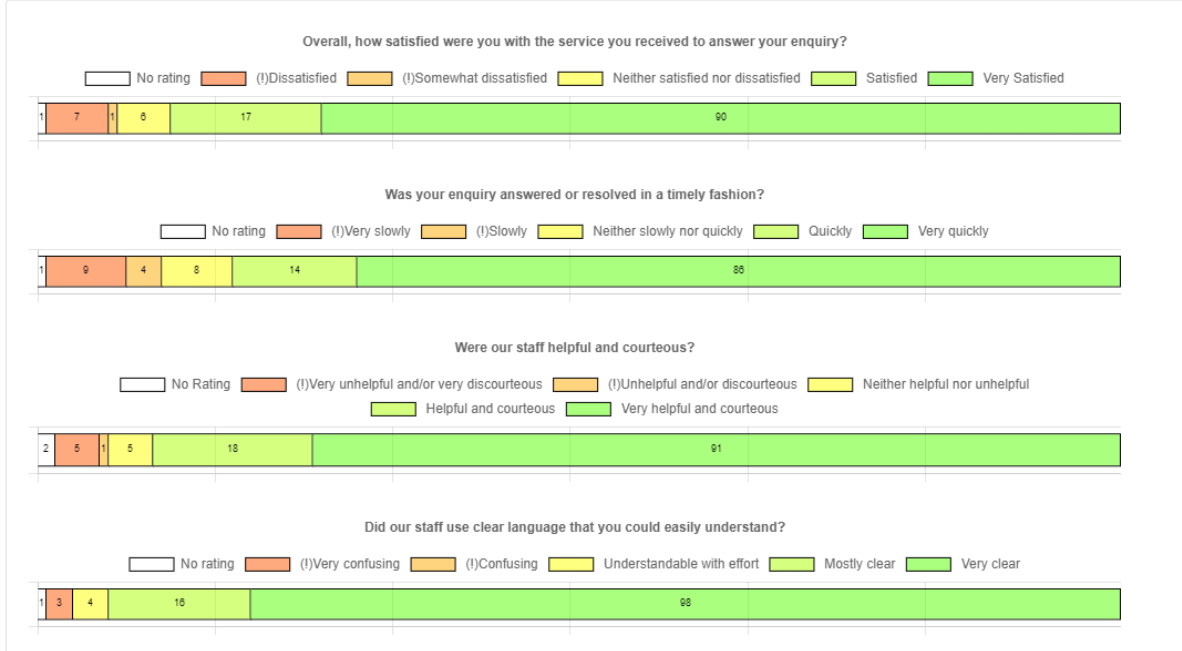
EdHelp and Library Sites Satisfaction scores for December 19th 2022- February 20th 2023.

EdHelp satisfaction score=92.6%

Library Site Helpdesks satisfaction score= 100%

EDHELP RESULTS-

EdHelp responses



SITE HELPDESKS RESULTS

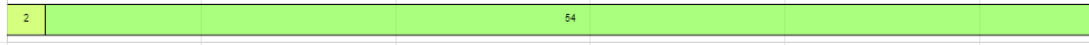
Overall, how satisfied were you with the service you received to answer your enquiry?

No rating
 (!)Dissatisfied
 (!)Somewhat dissatisfied
 Neither satisfied nor dissatisfied
 Satisfied
 Very Satisfied



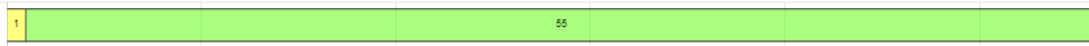
Was your enquiry answered or resolved in a timely fashion?

No rating
 (!)Very slowly
 (!)Slowly
 Neither slowly nor quickly
 Quickly
 Very quickly



Were our staff helpful and courteous?

No Rating
 (!)Very unhelpful and/or very discourteous
 (!)Unhelpful and/or discourteous
 Neither helpful nor unhelpful
 Helpful and courteous
 Very helpful and courteous



Did our staff use clear language that you could easily understand?

No rating
 (!)Very confusing
 (!)Confusing
 Understandable with effort
 Mostly clear
 Very clear

