

EdHelp and Library Sites Satisfaction figures.

April 3rd-May 29th 2023

Average satisfaction figure for the period for EdHelp=96%

Average satisfaction figure for the period for Site Libraries=93%

EDHELP overall survey results



Site Libraries overall survey results

All

EdHelp

IS Helpline

IS US Library Helpdesks

IS US Library Helpdesks responses



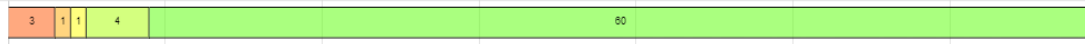
Overall, how satisfied were you with the service you received to answer your enquiry?

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

