

OCTOBER QUALITY SURVEY 2021 RESULTS FOR HELP SERVICES, UNIVERSITY OF EDINBURGH

SITE	RETURNS (x)	%- 100% SATISFIED 100-[(y/6x)*100]	DISSATISFIED COMMENTS (y)
ML	55 (152)	100	10/10, "Very happy"
NCL	23 (13)	100%	"Iain was wonderful"
LAW	16 (23)	98%	This score was due to a user mentioning 70% happy comms and 85% quality!
MH	21(30)	100	"Staff at helpdesk were friendly, welcoming and informative and made my 1 st Library visit very pleasant"
RIL	15(13)	100%	"Very friendly & prompt service"
WGH	17(14)	100%	"very, very happy-perfect service"
VET	7(10)	100%	"great support & advice and lots of insider knowledge"
NKM	19(15)	100%	"help was great. Thanks a lot"
ECA	7(10)	100%	"you guys are great"
A&A	9(n/a)	100%	
TOTALS	179	99.8% (Averaged figure across all sites and across all questions-see below)	

Overall results based on any deductions in each category of question-

179/179- 100%-Did you receive a friendly welcome?

179/179-100%- Were you happy with time taken?

178/179-99.4%-Were you happy with communications?

179/179-100%-Were staff knowledgeable?

179/179- 100%- Were you treated fairly today?

178/179-99.4%-Overall were you happy with the quality of service today?

Average of these 6 questions=99.8%

KB.15/11/21