

IS Help Services user satisfaction 2019 by email

The Information Services Group carries out a Customer Satisfaction Survey on 100% of all calls closed through IS Helpline. The survey is set so that no one receives a repeat survey within 6 months.

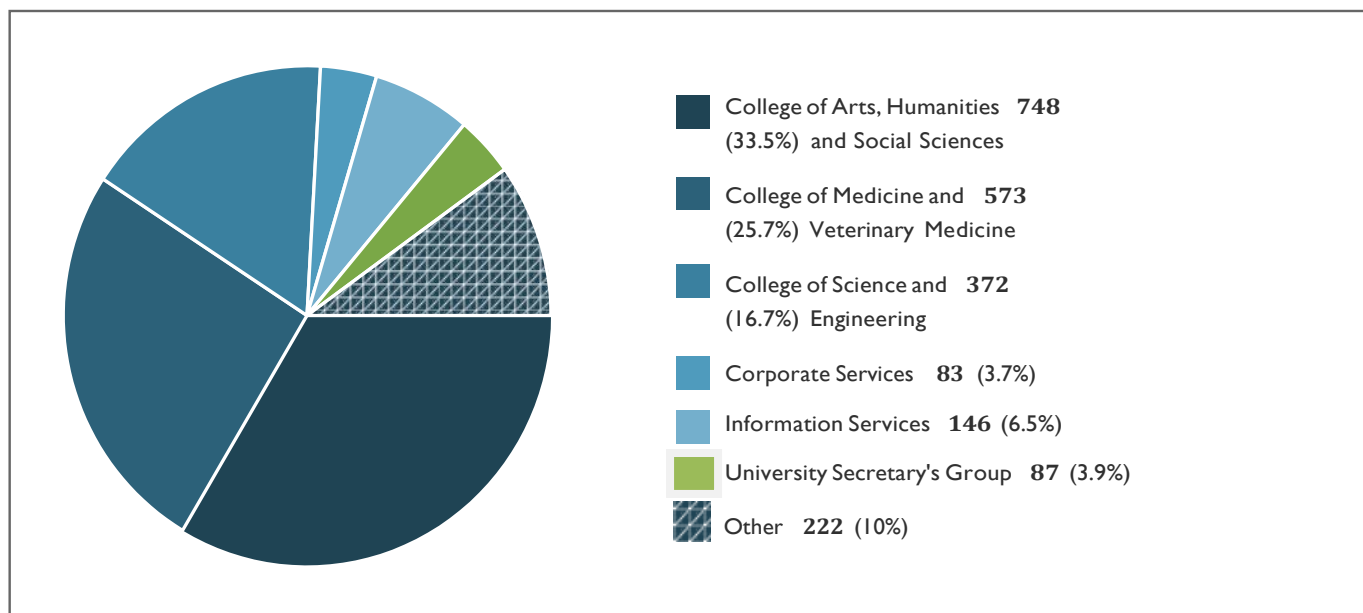
This report contains the data from all respondents between 1 January and 30 June 2019

The survey contains 4 questions:

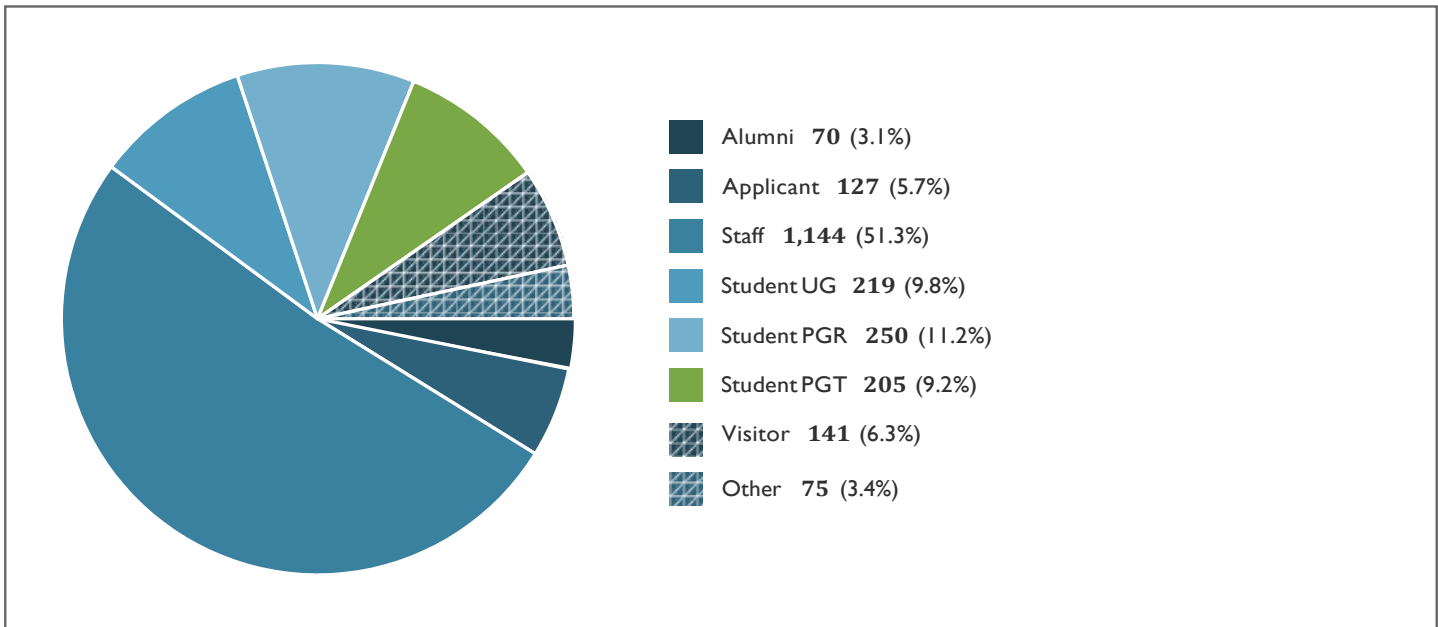
- Were our staff helpful and courteous?
- Did they use language you could understand?
- Did you receive timely assistance?
- What was your overall satisfaction with the help you received?

Demographic information

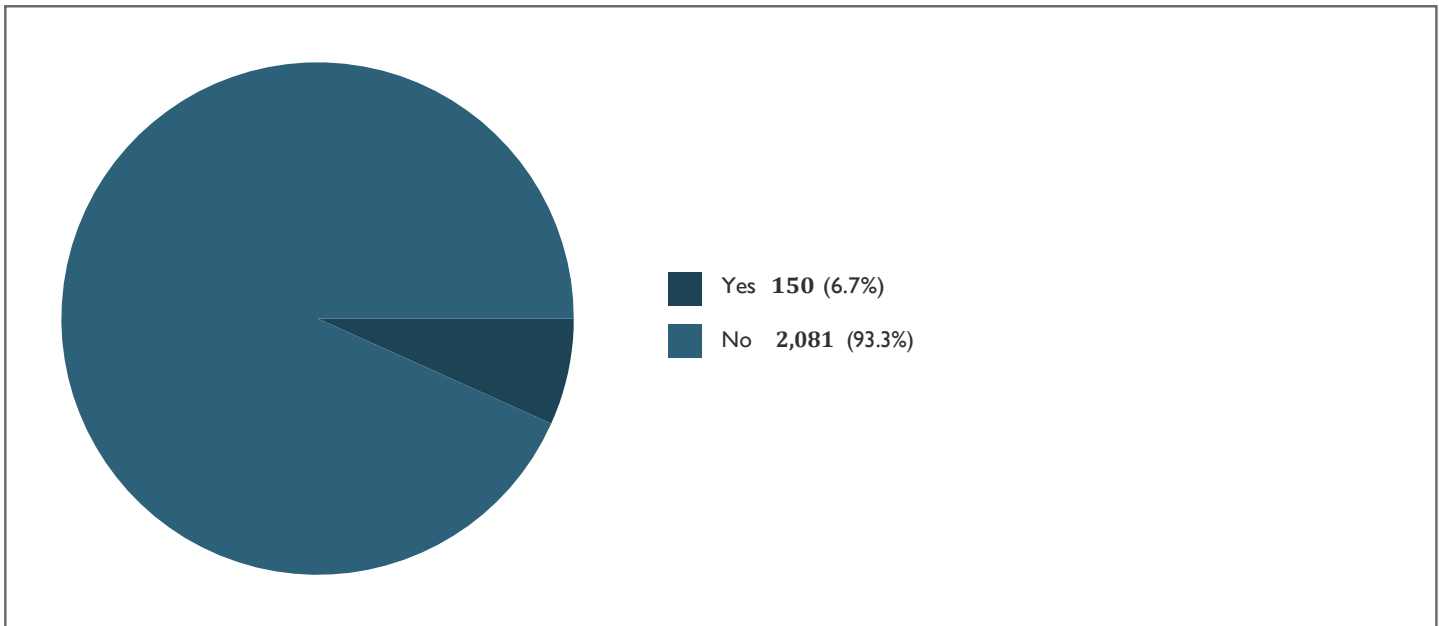
1 Which college or support group are you in?



2 Which user group do you belong to?

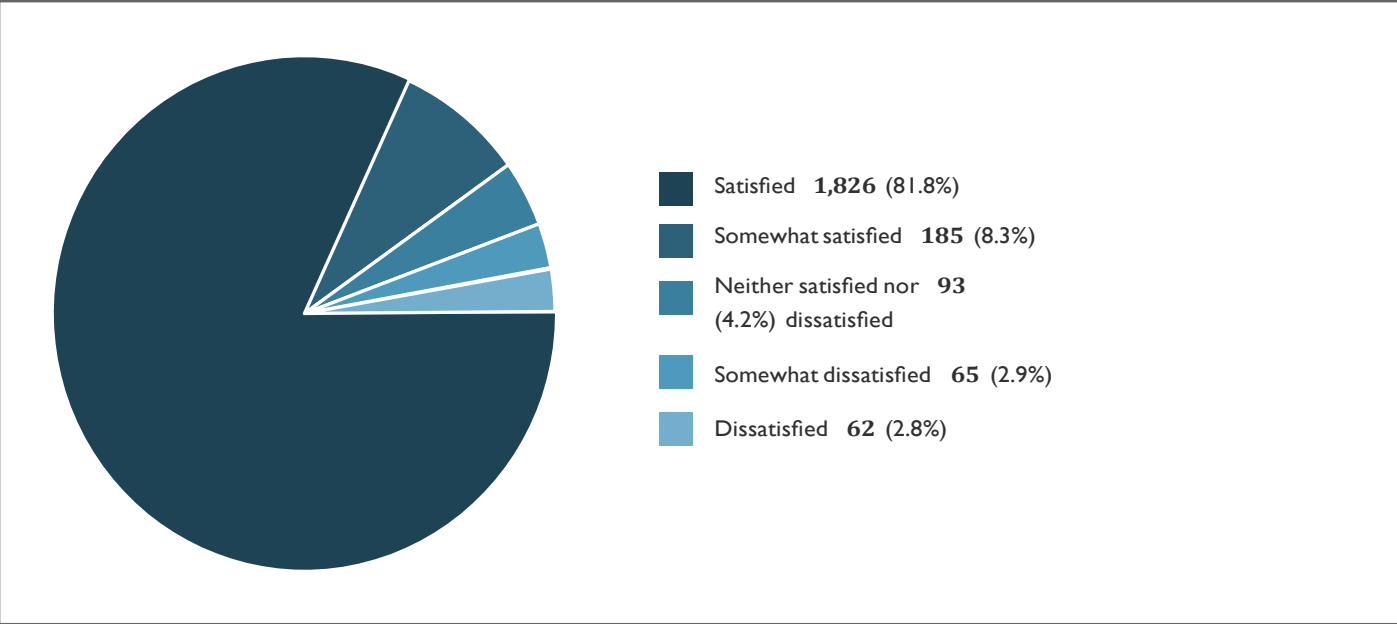


3 Are you a distance learner?

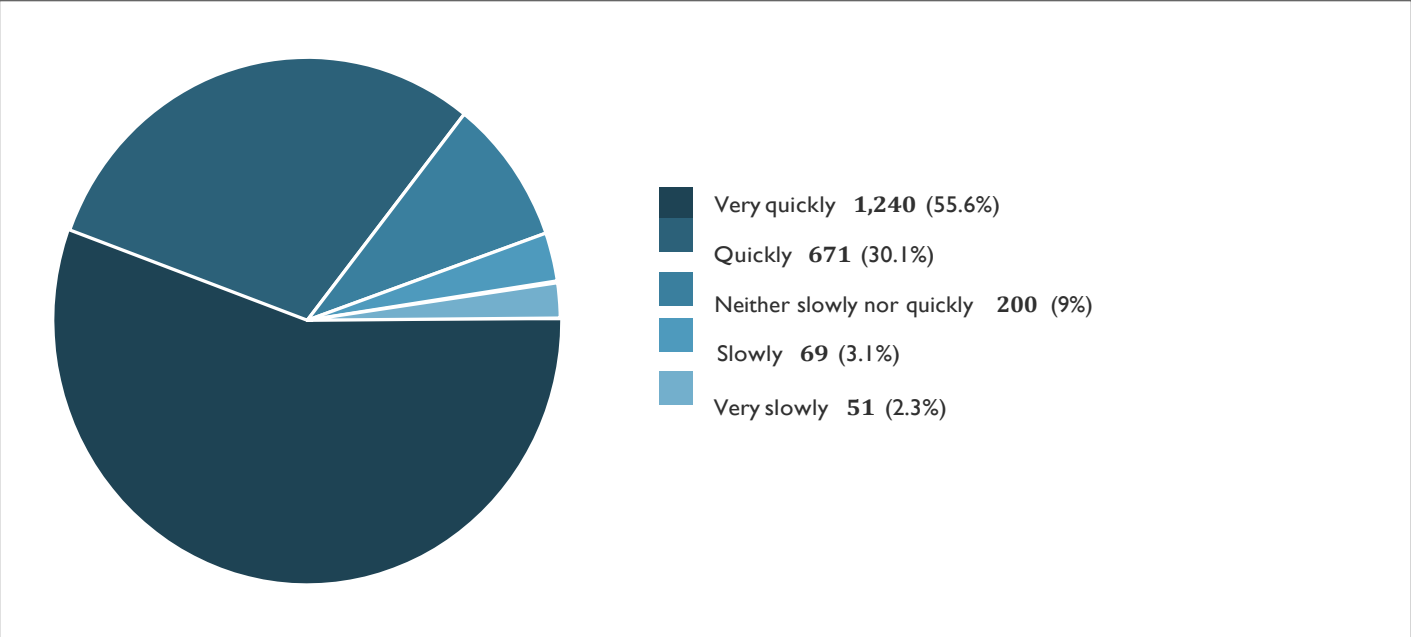


Your enquiry

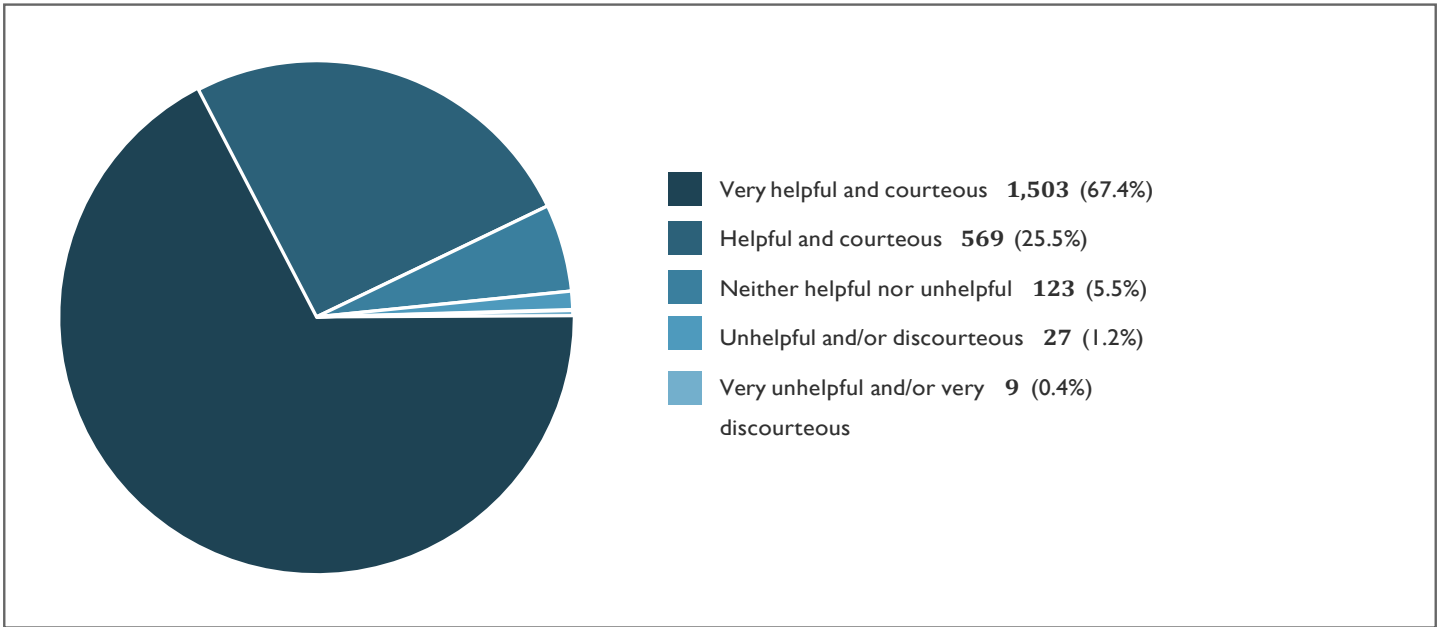
4 Was your enquiry answered or resolved to your satisfaction?



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



6 Were our staff helpful and courteous?



Our staff

7 Did our staff use language which you could understand?

