

# IS Help Services user satisfaction 2019 by email

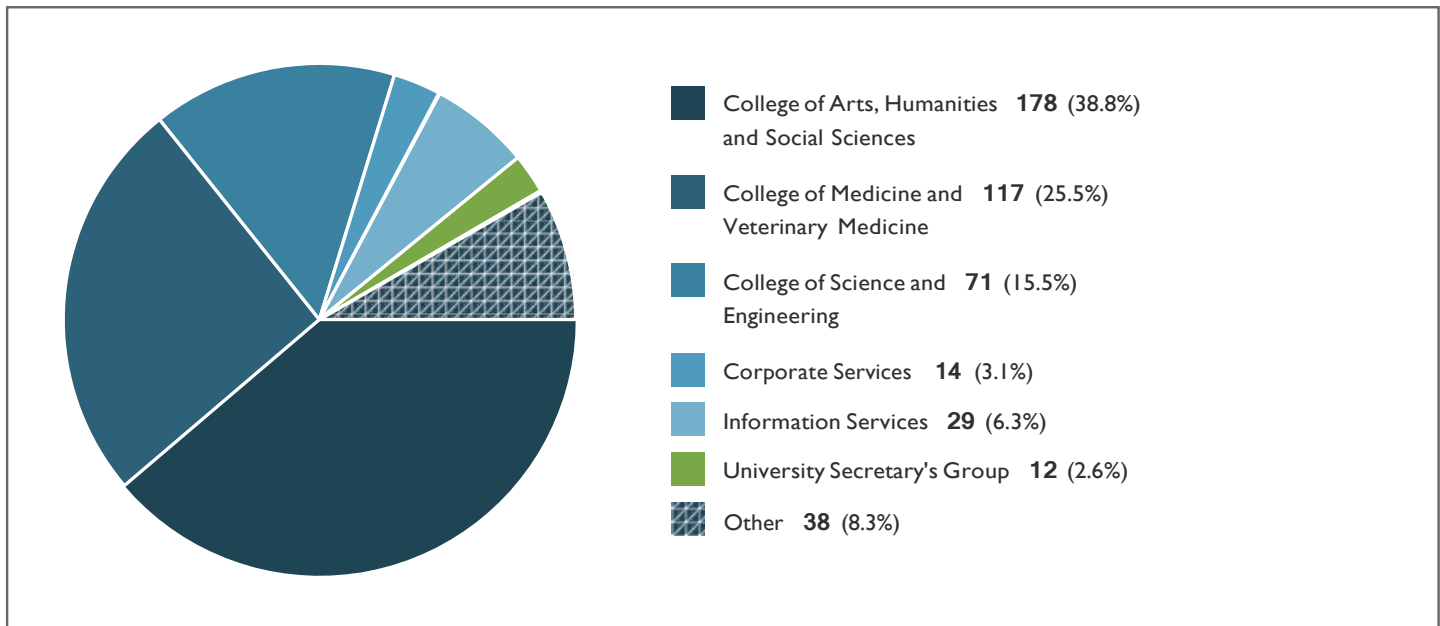
Showing 459 of 4,331 responses

Restricted to responses given from 1 Oct 2019 to 31 Oct 2019

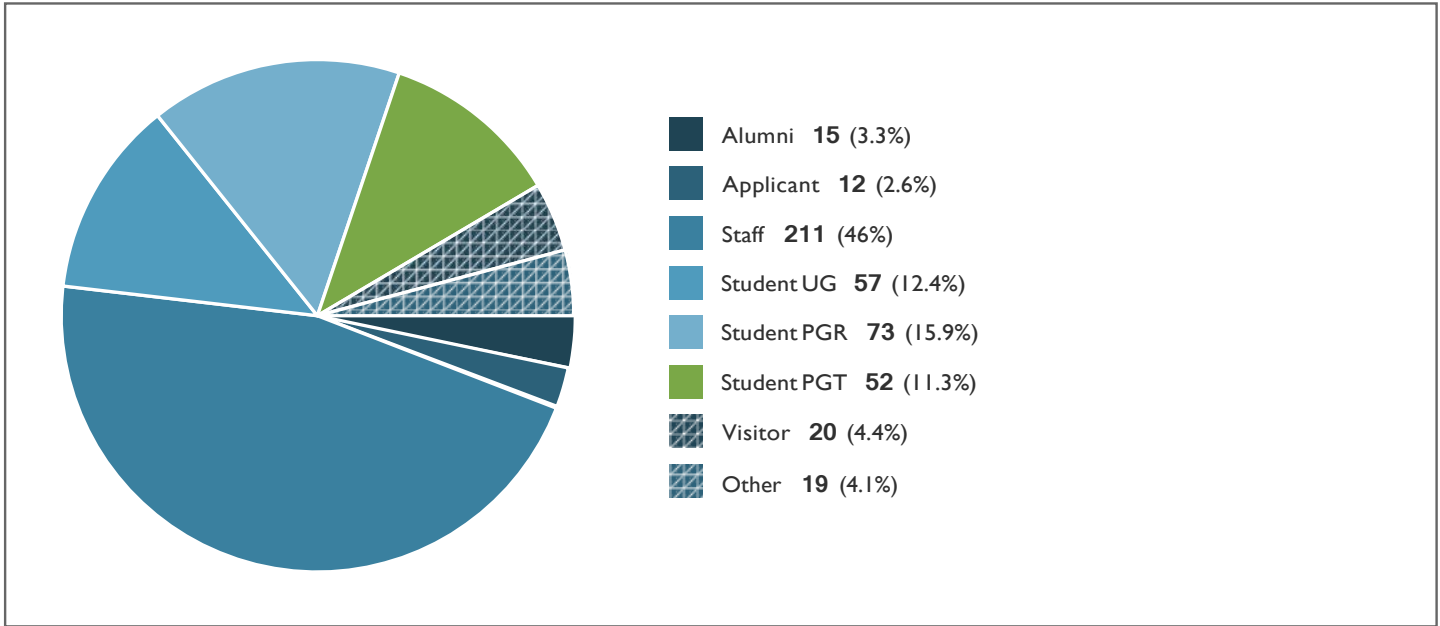
Showing all questions

## Demographic information

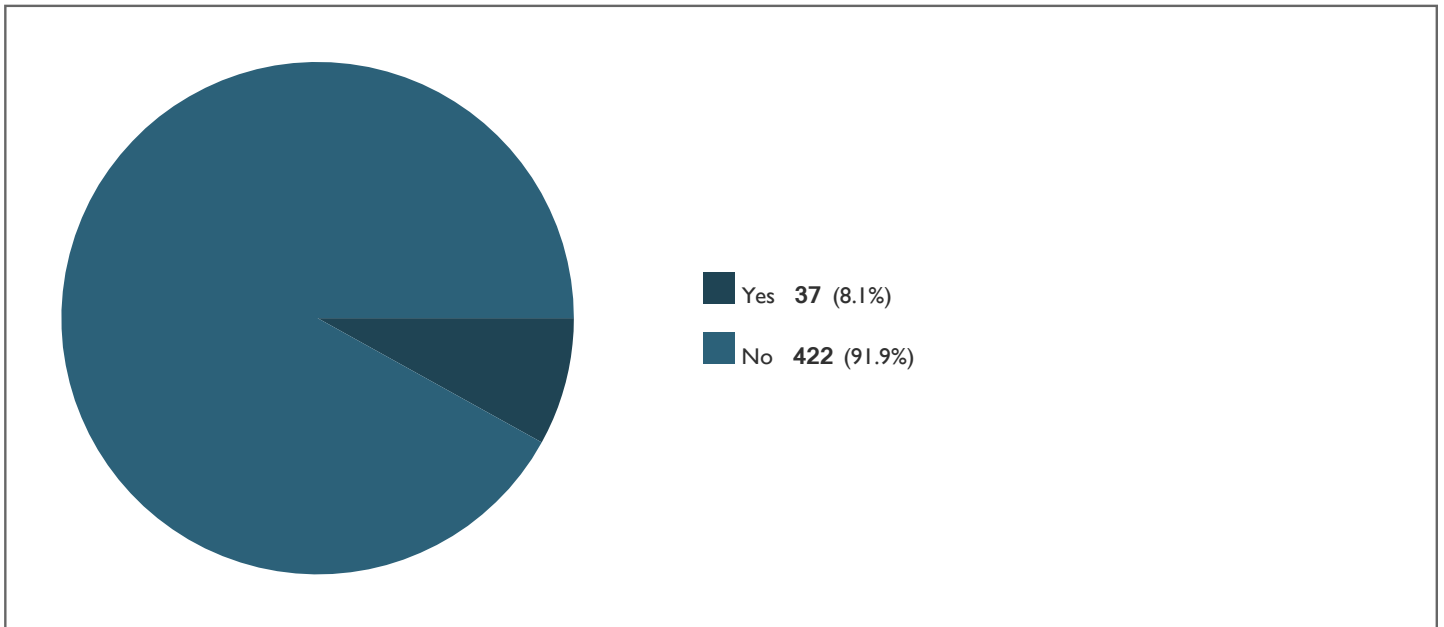
**1** Which college or support group are you in?



2 Which user group do you belong to?

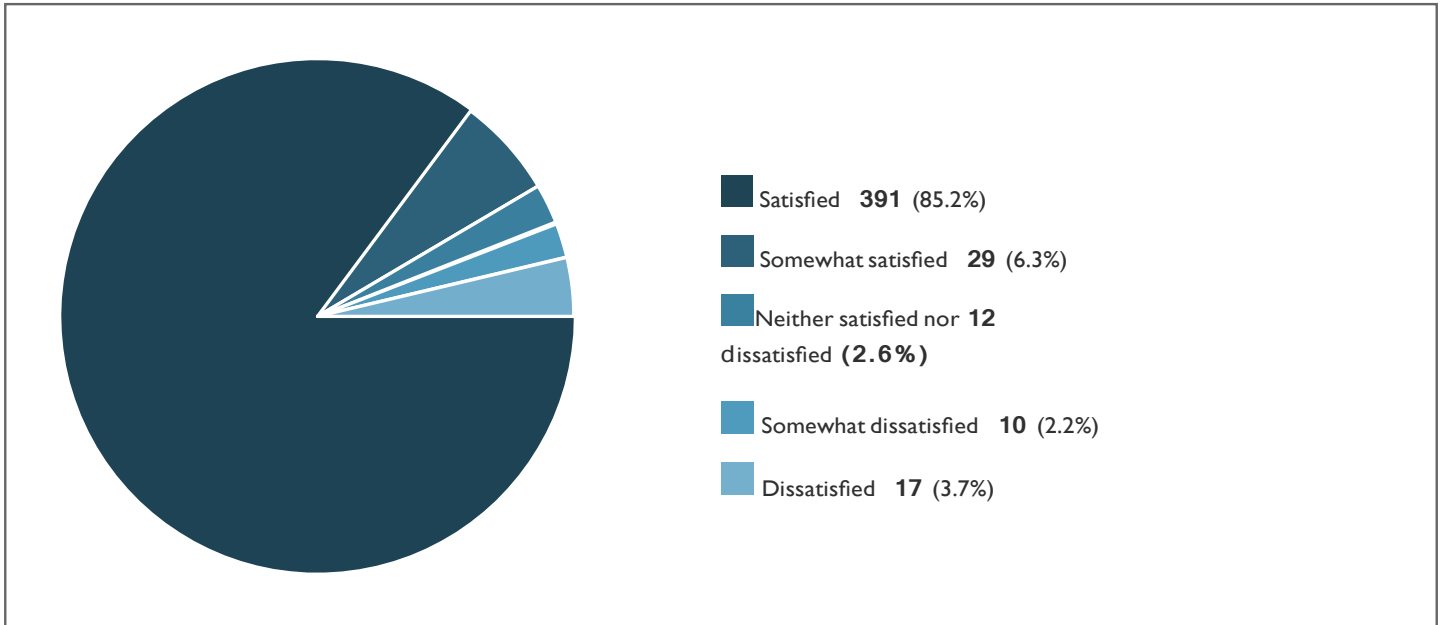


3 Are you a distance learner?

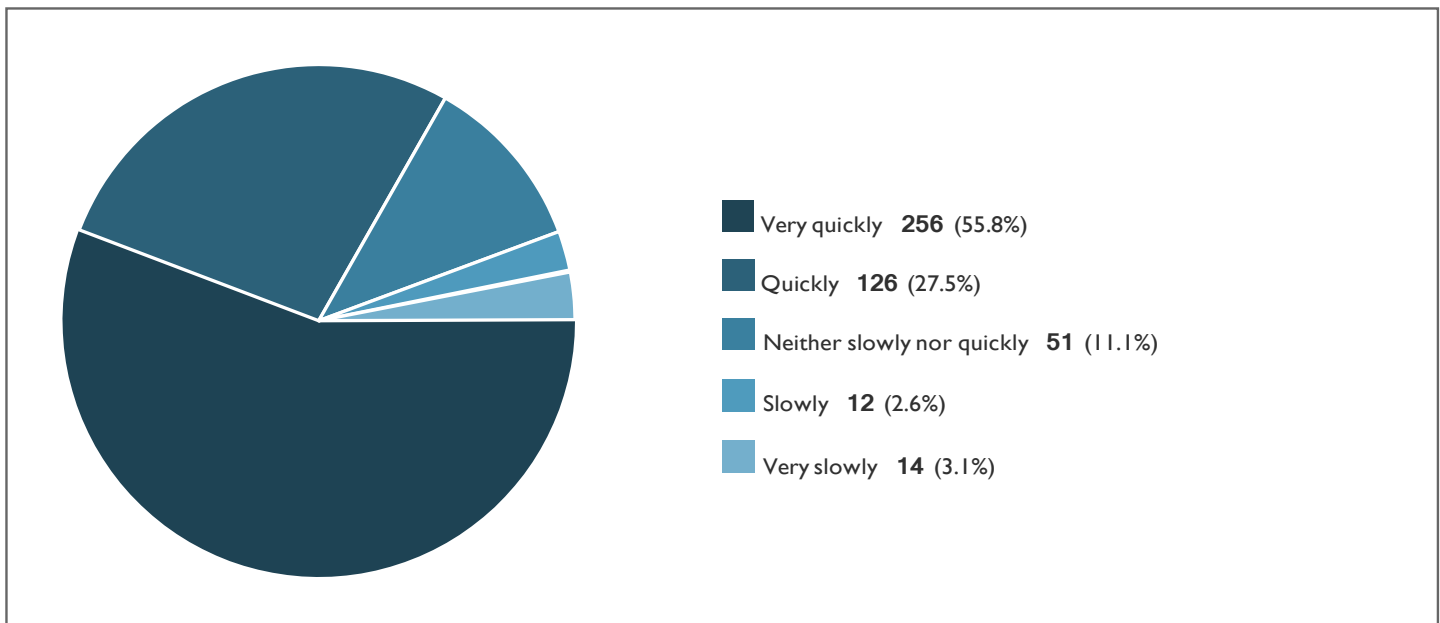


## Your enquiry

4 Was your enquiry answered or resolved to your satisfaction?

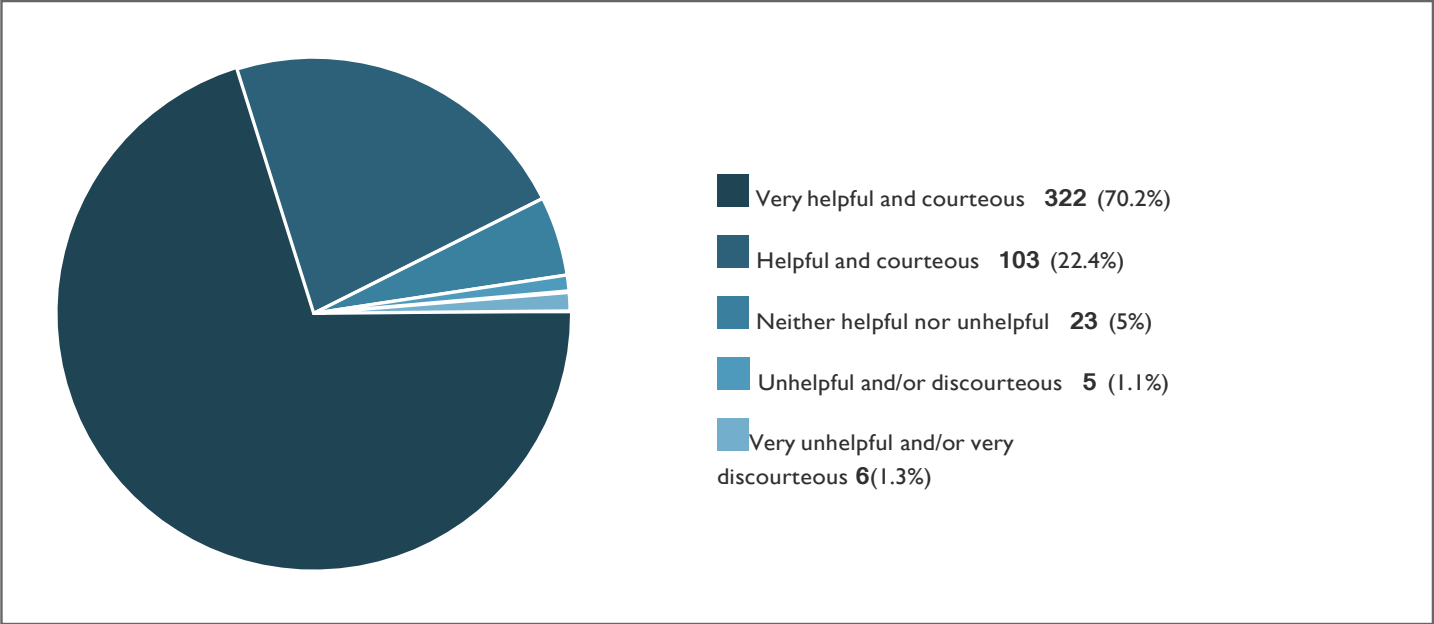


5 Was your enquiry answered or resolved in a timely fashion?



# Our staff

## 6 Were our staff helpful and courteous?



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

