

Campus Life Desk Satisfaction Survey March 2023

95

Responses

20:32

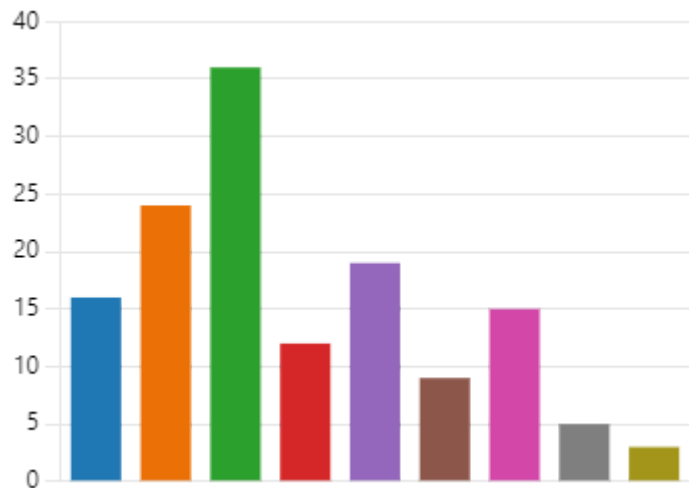
Average time to complete

Active

Status

1. Using the Campus Life Desk online services for assistance, please select all that apply to you?

- Academic transcript (record of y... 16
- Update address details (change ... 24
- Registration assistance (trouble ... 36
- Signposting (not sure who to co... 12
- Careers (applying for jobs, inter... 19
- Funding (hard-ship funds, schol... 9
- Finance (pay fees) 15
- Wellbeing (disability, counsellin... 5
- Other 3



2. Please rate your level of satisfaction in the length of time you have waited to get a response?

- Very satisfied 36
- Somewhat satisfied 33
- Neither satisfied nor dissatisfied 19
- Somewhat dissatisfied 5
- Very dissatisfied 2



3. Please rate the level of satisfaction on the standard of customer service you received?

● Very satisfied	43
● Somewhat satisfied	30
● Neither satisfied nor dissatisfied	16
● Somewhat dissatisfied	5
● Very dissatisfied	1



4. If you have any further comments on the service you received (e.g. aspects you particularly liked, improvements required etc.) please provide them below:

27
Responses

Latest Responses

5 respondents (19%) answered **None** for this question.

Thank you for your efforts
 Finance team face to face
 Prompt Better advertising
 satisfied with my experience time
 demands or enquires face services
None good
 bit rude team inc
 cases Registration was a nigh
 campus career prosp