

Support Area User Satisfaction Report for the Academic Year 2006/2007

SUMMARY

This report collates and evaluates the user satisfaction questionnaires and comment cards issued in College support areas, main service and reception areas. Many of these areas have designed, with the assistance of the Curriculum and Quality Development Unit, their own bespoke user surveys. Similar service areas such as the reception areas within the College use a common questionnaire format. A conscious effort has been made to introduce commonality in the style and content of survey questions wherever possible, which facilitates internal benchmarking of area performance and enables trends to be identified over time.

This report evaluates the results for the 2006/2007 academic year and compares them with results from the 2005/2006 and the 2004/2005 surveys where available, enabling trends in performance to be identified. Results of the surveys are made public by displaying them in the relevant service areas and this annual evaluation report is presented to College management through the Curriculum and Quality Committee of the Academic Board. The management team in each area evaluates service performance as part of their quality review process that results in a self-evaluation and action for improvement each year.

The results show continuing high levels of user satisfaction across most areas with the excellent performance from 2005/2006 and 2004/2005 continuing, and in most cases being improved upon.

This report should be read in conjunction with the 'Student Satisfaction Questionnaires Global Summary Report' that evaluates student impressions of the College and satisfaction with programmes of study.

INTRODUCTION

The system of user satisfaction monitoring is an intrinsic part of the College quality review process whereby teams monitor the quality and progress of their own programmes and support areas monitor the performance and service they provide, enabling them to identify areas for quality improvement and to reinforce existing areas of strength. Questionnaires and comment cards are essential mechanisms for gathering user feedback, to facilitate effective quality assurance and to monitor performance against the service standards stated in the College Charter and team quality reviews.

The Curriculum and Quality Development (CQD) Unit manage the questionnaire and comment card service to the support areas. Surveys are designed in conjunction with staff from the respective areas. The CQD print and deliver the questionnaires and comment cards to the support area teams who organise the issue and completion of the questionnaires by their users. The completed surveys are then returned to the CQD for processing and collating. The forms are scanned and returned to the teams together with a report of the scannable responses to the managers of the area.

All questionnaires and comment cards are designed, developed and scanned using the Teleform computer software package, which is a specialist questionnaire development programme. Scanned questionnaires are collated as a file and exported to the SPSS (Statistical Programme for Social Sciences) presentation and analysis programme for the production of reports.

The results are discussed by the staff of the respective areas and published by displaying them where users can see them. If necessary, a staff response to the survey results will also be displayed informing users of any action for improvement.

All results are collated and presented in this annual report by the Curriculum and Quality Development Unit. This report is presented to the Curriculum and Quality Committee of the Academic Board of the College. Support areas will analyse and evaluate their own survey results as part of their annual quality review and self-assessment process.

SURVEY RESULTS

The following support and service areas are included in the report this year. Results from 2005/2006 and 2004/2005 (where available) are shown in brackets alongside (or underneath) the current year's figures.

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1. Brasserie Restaurant

There were 789 completed comment cards collected for evaluation over the period compared with 857 for the previous year. The period marked the third full year of operation of the refurbished restaurant and kitchen facility. The results show continuing high levels of satisfaction with the quality of food and service provided by the Brasserie Restaurant. However, a number of responses show small decreases in performance compared with the previous year when ratings for excellent and good are combined. In total, 2 criteria were rated higher, 4 were rated the same and 4 rated lower than 2005/2006.

Greeting on arrival was rated excellent or good by 95% of respondents (96), (96). However, the number of 'excellent' responses increased to 66% from 61% the previous year.

The restaurant's décor was rated excellent or good by 94% of respondents (94), (93).

The choice of the menu was rated excellent or good by 96% of respondents (98), (98).

The quality of the food was rated excellent or good by 99% of respondents (99), (100). This indicator has provided remarkably consistent results over many years with very high levels of customer satisfaction.

The self-presentation of students was rated excellent or good by 100% of respondents (98), (99). The rating of 'excellent' increased this year to 74% from 66% last year.

The knowledge of the students was rated as excellent or good by 91% of respondents (93), (96). However, the rating of excellent increased to 46% from 42% last year.

The speed of service was rated excellent or good by 91% of respondents (90), (90).

Courtesy of service was rated excellent or good by 99% of respondents (99), (99). This indicator has highlighted consistently high levels of satisfaction over many years.

Value for Money was rated excellent or good by 99% of respondents (100), (100). The rating of 'excellent' decreased by 5% to 88% this year.

Finally, 99% of respondents would recommend the Brasserie experience to their family and friends (100), (100).

BRASSERIE RESTAURANT

RESULTS FROM THE CUSTOMER SURVEY – 2007 (789 responses)

Results from 2006 and 2005 are shown in brackets where appropriate

Customers were asked to rate the following areas:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
1. Your greeting on arrival?	66% (61) (68)	29% (35) (28)	4% (4) (4)	1% (-) (-)
2. The restaurant's décor?	47% (52) (51)	47% (43) (42)	5% (5) (6)	1% (1) (1)
3. The choice on the menu?	62% (70) (63)	34% (28) (35)	3% (2) (2)	1% (-) (-)
4. The quality of your food?	81% (82) (88)	18% (17) (12)	1% (1) (-)	(-) (-) (-)
5. The self-presentation of the students	74% (66) (76)	26% (32) (23)	(-) (2) (1)	(-) (-) (-)
6. The knowledge of the students?	46% (42) (47)	45% (51) (49)	9% (7) (4)	(-) (-) (-)
7. The speed of service?	47% (47) (46)	44% (43) (44)	8% (8) (9)	1% (2) (1)
8. The courtesy of the service?	85% (82) (84)	14% (17) (15)	1% (1) (1)	(-) (-) (-)
9. The 'value for money'?	88% (93) (97)	11% (7) (3)	1% (-) (-)	(-) (-) (-)
10. Would you recommend us to your family and friends?	<u>Yes</u> 99% (100) (100)	<u>No</u> 1% (-) (-)		

2. Atrium Restaurant

There were 503 completed comment cards collected for evaluation over the period compared with 546 for the previous year. The period marked the third year of operation of the refurbished restaurant and kitchen facility. The results for this year show continuing high levels of satisfaction with the quality of food and service provided by the Atrium Restaurant, although combined excellent and good ratings are slightly lower than the previous year. In total, there are 2 criteria rated higher, 5 rated the same and 3 rated lower than 2005/2006. In four of the ten categories there were higher ratings of 'excellent' than in the previous year.

Greeting on arrival was rated excellent or good by 96% of respondents (95), (94). The rating for 'excellent' increased by 7% compared to the previous year.

The restaurant's décor was rated excellent or good by 89% of respondents (94), (86).

The choice of the menu was rated excellent or good by 95% of respondents (97), (97).

The quality of the food was rated excellent or good by 99% of respondents (99), (99). The level of satisfaction with this aspect has shown a consistently high and steady trend over several years.

The self-presentation of students was rated excellent or good by 96% of respondents (96), (98).

The knowledge of the students was rated as excellent or good by 87% of respondents (90), (90).

The speed of service was rated as excellent or good by 94% of respondents (93), (86).

Courtesy of service was rated excellent or good by 99% of respondents (99), (99).

'Value for Money' was rated excellent or good by 99% of respondents (99), (98).

Finally, 99% of respondents would recommend the Atrium experience to their family and friends (99), (100).

ATRIUM RESTAURANT

RESULTS FROM THE CUSTOMER SURVEY – 2007 (503 responses)

Results from 2006 and 2005 are shown in brackets where appropriate

Customers were asked to rate the following areas:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
1. Your greeting on arrival?	63% (56) (54)	33% (39) (40)	3% (5) (4)	1% (-) (2)
2. The restaurant's décor?	42% (49) (43)	47% (45) (43)	10% (6) (13)	1% (-) (1)
3. The choice on the menu?	63% (74) (65)	32% (23) (32)	5% (2) (3)	(-) (1) (-)
4. The quality of your food?	82% (83) (85)	17% (16) (14)	1% (1) (1)	(-) (-) (-)
5. The self-presentation of the students	63% (57) (68)	33% (39) (30)	3% (4) (2)	1% (-) (-)
6. The knowledge of the students?	35% (37) (37)	52% (53) (53)	12% (10) (10)	1% (-) (-)
7. The speed of service?	54% (57) (46)	40% (35) (40)	5% (7) (14)	1% (1) (-)
8. The courtesy of the service?	86% (79) (78)	13% (20) (21)	1% (1) (1)	(-) (-) (-)
9. The 'value for money'?	89% (87) (81)	10% (12) (17)	1% (1) (2)	(-) (-) (-)
10. Would you recommend us to your family and friends?	<u>Yes</u> 99% (99) (100)	<u>No</u> 1% (1) (-)	- - -	- - -

3. Cap and Gown Restaurant

There were 854 completed comment cards collected for evaluation over the period compared with 902 the previous year. Performance in many aspects has fallen from the very high levels of satisfaction previously achieved. The Cap and Gown is the last restaurant for planned refurbishment, which is scheduled to take place within the next 12 months. In total, there are 2 rated the same and 8 rated lower than 2005/2006.

Greeting on arrival was rated excellent or good by 92% of respondents (95), (99).

The restaurant's décor was rated excellent or good by 69% of respondents (69), (74). This performance is understandable considering the increasing need for refurbishment in this area.

The choice of the menu was rated excellent or good by 94% of respondents (96), (96).

The quality of the food was rated excellent or good by 93% of respondents (97), (97).

The self-presentation of students was rated excellent or good by 96% of respondents (97), (98).

The knowledge of the students was rated as excellent or good by 78% of respondents (82), (84).

The speed of service was rated excellent or good by 84% of respondents (89), (93).

Courtesy of service was rated excellent or good by 96% of respondents (99), (100).

Value for Money was rated excellent or good by 99% of respondents (99), (99).

Finally, 98% of respondents would recommend the Cap and Gown experience to their family and friends (99), (98).

CAP AND GOWN RESTAURANT

RESULTS FROM THE CUSTOMER SURVEY – 2007 (854 responses)

Results from 2006 and 2005 are shown in brackets where appropriate

Customers were asked to rate the following areas:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
1. Your greeting on arrival?	55% (53) (60)	37% (42) (39)	8% (5) (1)	(-) (-) (-)
2. The restaurant's décor?	16% (16) (18)	53% (53) (56)	25% (27) (24)	6% (4) (2)
3. The choice on the menu?	51% (55) (55)	43% (41) (41)	5% (4) (4)	1% (-) (-)
4. The quality of your food?	63% (75) (75)	30% (22) (22)	6% (3) (3)	1% (-) (-)
5. The self-presentation of the students	56% (57) (69)	40% (40) (29)	4% (3) (2)	(-) (-) (-)
6. The knowledge of the students?	24% (32) (36)	54% (50) (48)	20% (17) (16)	2% (1) (-)
7. The speed of service?	42% (48) (51)	42% (41) (42)	13% (10) (7)	3% (1) (-)
8. The courtesy of the service?	66% (74) (79)	30% (25) (21)	4% (1) (-)	(-) (-) (-)
9. The 'value for money'?	86% (88) (88)	13% (11) (11)	1% (1) (1)	(-) (-) (-)
10. Would you recommend us to your family and friends?	<u>Yes</u> 98% (99) (98)	<u>No</u> 2% (1) (2)	- - -	- - -

4. Café

There were 277 completed comment cards collected for evaluation over the period compared with 116 the previous year. The results overall show continued increases in satisfaction in many areas, building on the all time high levels of satisfaction last year. However, performance in general areas such as perceived friendliness of service and cleanliness fell this year. In total, 9 criteria are rated higher as last year and 7 criteria rated lower than last year.

The Breakfast selection was rated excellent or good by 83% of respondents (79%), and the quality of the breakfasts was rated at 85% up from 74% the previous year.

The quality of the Hot Food was rated at 71% (74%); the quality of the Burgers, Fries and Pizza increased to 68% (from 59%).

The variety of food at the Salad Bar was rated lower at 56% (from 64%). However, the quality of the food received a higher rating with 73% of customers reporting it excellent or good, against 66% last year.

The selection of sandwiches was rated excellent or good by 61% (down from 67%) but the quality of sandwiches was rated higher at 69% (from 58% the previous year).

Satisfaction with the quality of cold drinks rose to 91% (from 89% the previous year). Satisfaction with the quality of hot drinks rose to 87% (from 86% the previous year).

The choice of cakes and pastries was rated as excellent or good by 77% of respondents (an increase from 71%) and the quality of cakes and pastries was rated at 86% (up from 75% the previous year).

The cleanliness of the Café was rated as excellent or good by only 78% (down from an all time high of 92% the previous year).

The friendliness of the service at the food counter was rated as excellent or good by 71% which is down from 88% last year and the friendliness at the till down to 73% (from 90% last year).

The overall quality of service was rated as excellent or good by 75% of respondents, which is down from 89% last year.

CAFÉ QUESTIONNAIRE

RESULTS FROM THE CUSTOMER SURVEY – 2007 (188 responses)

Results from 2006 are shown in brackets where appropriate

Customers were asked to rate the following areas:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
<u>Breakfast</u>				
1. Selection on offer at the breakfast bar	29% (27)	54% (52)	16% (20)	1% (1)
2. Quality of breakfast on offer	30% (24)	55% (50)	13% (25)	2% (1)
<u>Hot Food</u>				
3. The quality of hot food from main meal counter	29% (31)	42% (43)	27% (22)	2% (4)
4. The quality of Burgers, Fries and Pizza	17% (17)	51% (42)	31% (36)	1% (5)
<u>Salad Bar</u>				
5. The variety on display at the salad bar	20% (24)	36% (40)	36% (33)	8% (3)
6. The quality of food at the salad bar	18% (22)	55% (44)	24% (32)	3% (2)
<u>Sandwiches and Drinks</u>				
7. The selection of sandwiches on offer	17% (25)	44% (42)	35% (27)	4% (6)
8. The quality of sandwich purchased	15% (18)	54% (40)	29% (29)	2% (13)
9. The quality of cold drinks	40% (45)	51% (44)	9% (10)	- (1)
10. The quality of hot drinks on offer	35% (38)	52% (48)	12% (11)	1% (3)
<u>Cakes and Pastries</u>				
11. The choice of cakes and pastries on offer	22% (23)	55% (48)	23% (26)	- (3)
12. The quality of cakes and pastries on offer	25% (29)	61% (46)	13% (23)	1% (2)

General

13. The cleanliness of the Café	35% (44)	43% (48)	19% (7)	3% (1)
14. The friendliness of service at the food counter	37% (43)	34% (45)	27% (11)	2% (1)
15. The friendliness of service at the till	41% (56)	32% (34)	26% (10)	1% (-)
16. The overall quality of service	32% (37)	43% (52)	25% (11)	- (-)

Students**Staff**

This survey was completed by the following customers:

71%
(85)

29%
(15)

0830
-1030

1030
-1200

1200
-1400

1400
-1600

1600
-1830

Customers were asked to state the time of visit:

9%
(6)

14%
(6)

25%
(57)

23%
(8)

29%
(23)

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5. Hairdressing and Beauty Therapy

There were 40 completed comment cards collected for evaluation over the period compared with 48 completed cards the previous year. The results from the Hairdressing and Beauty Therapy survey show that the dip in customer satisfaction recorded last year has been checked and high standards of service and customer satisfaction have been re-established and increased across several areas. The results confirm that the action taken to address service performance in this area has been successful.

This year's survey shows that there are 7 indicators showing an increase in satisfaction, 1 indicator the same and 2 indicators showing a decrease.

Greeting on arrival was rated excellent or good by 95% of respondents (91), (100).

The Salon facilities were rated excellent or good by 92% of respondents (96), (92).

The choice of treatments was rated excellent or good by 100% of respondents (95), (87).

The quality of treatment was rated excellent or good by 98% of respondents (86), (93).

The self-presentation of students was rated excellent or good by 97% of respondents (81), (93).

The knowledge of the students was rated excellent or good by 92% of respondents (86), (93).

The courtesy of the students was rated excellent or good by 98% of respondents (86), (100).

The 'value for money' was rated excellent or good by 95% of respondents (95), (100).

The quality of Home Care advice was rated excellent or good by 97% of respondents (83), (84).

Finally, 94% of respondents would recommend their hairdressing or beauty therapy experience to their family or friends.

HAIRDRESSING AND BEAUTY THERAPY

RESULTS FROM THE CUSTOMER SURVEY – 2007 (40 responses)

Results from 2006 and 2005 are shown in brackets where appropriate

Customers were asked to rate the following areas:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
1. Your greeting on arrival?	45% (62) (56)	50% (29) (44)	5% (9) (-)	- (-) (-)
2. The Salon facilities	69% (48) (57)	23% (48) (35)	5% (4) (8)	3% (-) (-)
3. The choice of treatments	70% (71) (68)	30% (24) (19)	- (5) (13)	- (-) (-)
4. The quality of your treatment	78% (57) (60)	20% (29) (33)	- (14) (7)	2% (-) (-)
5. The self-presentation of the students	64% (24) (59)	33% (57) (34)	3% (5) (7)	- (14) (-)
6. The knowledge of the students?	46% (43) (59)	46% (43) (34)	5% (5) (7)	3% (9) (-)
7. The courtesy of the students	67% (48) (70)	31% (38) (30)	2% (5) (-)	- (9) (-)
8. The 'value for money'	87% (63) (93)	8% (32) (7)	5% (5) (-)	- (-) (-)
9. How would you rate the Home Care advice given?	60% (33) (45)	37% (50) (39)	3% (6) (8)	- (11) (8)
10. Would you recommend us to your family and friends?	<u>Yes</u> 94% (100) (100)	<u>No</u> 6% (-) (-)		

6. Student Services Unit

There were 53 completed questionnaires collected for evaluation over the period compared with 77 the previous year.

Only the responses for Very Good and Good are used for comparison with 'not applicable' responses removed from each indicator.

After several years of a strong upward trend in customer satisfaction performance, responses have stabilised this year with 5 indicators falling back from their all time high responses of last year.

Of those students who used a particular service –

The Accommodation Advice was rated very good or good by 87% of respondents (98), (100).

Personal Counselling was rated very good or good by 96% of respondents (100), (99).

Career advice and guidance was rated very good or good by 73% of respondents (75), (72).

Employment Information was rated very good or good by 92% of respondents (92), (90).

Student Loan Administration was rated very good or good by 100% of respondents (100), (86).

Advice on Benefits was rated very good or good by 100% of respondents (100), (92).

International Student Liaison was rated very good or good by 93% of respondents (95), (95).

Health Advice was rated very good or good by 79% of respondents (94), (88).

STUDENT SERVICES QUESTIONNAIRE

RESULTS FROM CUSTOMER SURVEY – 2007 (53 responses)

Results from 2006 are shown in brackets where appropriate

1. How did you learn about the services provided by the Unit?

Pre-arrival information	42% (26)
Induction	51% (66)
Student Handbook	7% (8)

2. How would you rate the following services provided by the Unit?

	<u>Very Good</u> %	<u>Good</u> %	<u>Fair</u> %	<u>Poor</u> %	<u>Not Applicable</u> %
Accommodation Advice	42% (48)	8% (13)	2% (1)	6% (-)	42% (38)
Personal Counselling	30% (30)	9% (8)	2% (-)	-	59% (62)
Career Advice and Guidance	19% (12)	11% (14)	6% (8)	6% (1)	58% (65)
Employment Information	38% (22)	12% (9)	4% (3)	-	46% (66)
Student Loan Administration	49% (19)	6% (12)	-	-	45% (69)
Advice on Benefits	43% (18)	14% (8)	-	-	43% (74)
International Student Liaison	22% (20)	6% (4)	2% (-)	- (1)	70% (75)
Health Advice	10% (13)	11% (7)	2% (1)	4% (-)	73% (79)
Study Support	60% (56)	4% (6)	-	-	36% (38)

3. How many times have you used the services provided by the Unit?

Never	0% (0)
Once	2% (2)
Two-Four Times	26% (21)
More Than Five Times	42% (40)
More Than Ten Times	30% (37)

4. Have you applied to receive financial assistance from any College Fund?

Yes	46% (34)
No	54% (66)

5. If YES, was this through:

The Access Fund	61% (88)
The Equipment Fund	25% (8)
Other Funding	14% (4)

6. How did you learn about the existence of the Funds?

Induction Meeting	39% (10)
Pre-arrival Pack	4% (20)
Tutor/Mentor	26% (45)
Friend	4% (10)
Student Services Unit	22% (10)
Other	5% (5)

7. Without this financial assistance, would you have been able to continue your studies?

Yes	12% (66)
No	88% (34)

8. If you have used any of the services of the Unit, how long did you have to wait?

Less than 5 minutes	83% (0)
6-10 minutes	15% (100)
More than 10 minutes	2% (0)

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7. Learning & Skills Development Centre

There were 181 completed questionnaires collected for evaluation over the period compared with 92 the previous year. This was the first year of operation in a new bespoke location for this learning support service.

The levels of service and user satisfaction for the Learning and Skills Development Centre are very similar to those of last year, with very high levels of student satisfaction being recorded.

There is an issue related to the reported low usage of text-based resources in the Learning and Skills Development Centre. Books for learners with dyslexia and also study skills do not appear well used. It could be that the high level of one to one support negates the use of text based resources or that many users are unaware of this resource being available? This has not detracted from the very high levels of user satisfaction that continues to be recorded.

100% of students rated the service as very helpful (100), (100).

LEARNING & SKILLS DEVELOPMENT CENTRE

RESULTS FROM SATISFACTION SURVEY – 2007 (181 responses)

Results for 2006 and 2005 are in brackets where appropriate

Students were asked to rate the following:

1. How often do you use the Study Support Centre?

More than once a week	78% (44) (44)
About once a week	19% (41) (50)
About once a month	2% (11) (3)
Less than once a month	1% (4) (-)
Just when I need to	- (-) (3)
This is the first time	- (-) (-)

2. Why did you come to the Learning & Skills Development Centre?

To get help with my coursework/assignments	42% (46) (43)
To get help with study skills	15% (8) (11)
To study by myself and to seek advice when necessary	7% (9) (9)
To get help with revision/exam practice.	17% (14) (12)
To attend a workshop	12% (11) (14)
To enquire about support for long-term literacy issues	2% (4) (4)
To enquire about support for long-term numeracy issues	2% (3) (2)
To enquire about disability support	3% (5) (5)
Other	- (-) (-)

3. If you need help – how long did you have to wait?

I had to wait for <u>less</u> than 5 minutes	99% (98) (96)
I had to wait for <u>more</u> than 5 minutes	1% (2) (4)

4. If you needed to book an appointment – how long did you have to wait?

An appointment was made for the same day	78% (49) (75)
An appointment was made within 2 – 3 days	13% (37) (18)
An appointment was made within a week	9% (14) (7)

5. Did you get the help you needed?

Yes	100% (100) (100)
No	0% (0) (0)

6. Please rate the following resources in the Study Support Centre/s:

1) Paper-based resources (e.g. referencing hand-out)

Excellent	79% (36)
Good	16% (33)
Fair	1% (-)
Poor	- (-)
Not used	4% (31)

2) Specialist software (eg Inspirations)

Excellent	5% (12)
Good	12% (23)
Fair	0% (-)
Not used	83% (65)

3) Computers

Excellent	79% (23)
Good	19% (64)
Fair	0% (1)
Poor	1% (-)
Not used	0% (12)

4) Study Skills books

Excellent	6% (8)
Good	10% (18)
Fair	1% (-)
Poor	1% (-)
Not used	82% (74)

5) Study Skills books for learners with dyslexia

Excellent	7% (8)
Good	10% (15)
Fair	0% (-)
Not used	83% (77)

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8. Library - Summer Row

The results for the Library and Resource Centre are evaluated and presented separately for the Summer Row facility and the Richmond House facility. This is the first year of operation for the refurbished Summer Row facility which is now separate from the Resource Centre. The historical data included here is for the combined former Library and Resource Centre.

There were 36 completed questionnaires collected for evaluation over the period compared with 58 the previous year, with 92% of these from students and 8% from staff. Satisfaction levels rose in many areas this year.

Satisfaction with resources and services were as follows:

Satisfaction with information provided to help users make the best use of the Library was 80% (81), (67).

76% of students agreed their information/reference requirements were answered in full (64), (53).

91% of students agreed that the Library opening hours met their needs (86), (82).

79% of users agree that noise and comfort levels are satisfactory (47).

91% of users agree they can find their way around the Library without difficulty (83).

94% of users state that they find the Library staff approachable (89)

82% of users say that the overall quality of service provided is 'very good' or 'good' (69)

LIBRARY - Annual Satisfaction Survey

SUMMER ROW

RESULTS FROM THE CUSTOMER SURVEY – 2007 (36 responses)

Results from 2006 are shown in brackets where appropriate

Library users were asked to rate the following:

1. USER PROFILE

(a) What type of Library user are you?

I am a member of staff	8% (4)
I am a student	92% (96)

(b) I am studying/teaching in the following programme areas:

Catering and Bakery	0% (3)
Hairdressing and Beauty	8% (1)
Hospitality and Consumer	34% (19)
Tourism and Leisure	29% (35)
Care, Early Years and Education	18% (21)
Other	11% (21)

(c) Mode of Study:

Full-time	88% (88)
Part-time	12% (9)
Block Release	0% (3)

(d) Level of Course:

Further Education	17% (7)
Undergraduate	72% (64)
Postgraduate	11% (29)

(e) Why do you use the Library?

To borrow or return books	97% (98)
To use the journals	69% (72)
To study in the library	64% (67)
To use the computers	0% (86)
To use the photocopiers	67% (74)
To buy stationery	0% (36)
To hand in assignments	0% (90)
To visit study support	0% (10)
To do group work	64% (-)
To use the library catalogue	44% (-)
To see the Subject Librarian	28% (-)
To visit careers	0% (3)
Other	5% (2)

(f) When do you use the Library?

Morning (9.00 am – 12 noon)	42% (57)
Lunchtime (12 noon – 2.00 pm)	69% (74)
Afternoon (2.00 pm – 5.00 pm)	86% (76)
Evening (5.00 pm – 9.00 pm)	53% (41)
Weekend	31% (50)

(g) How often do you use the Library?

Daily	33% (48)
Weekly	67% (43)
Monthly	0% (4)
Rarely	0% (5)
Never	0% (Nil)

(h) Does your use of the Library help with your course?

Not at all	0% (2)
Not really	3% (2)
Partly	47% (28)
Very much	50% (68)

(i) How often do you usually find the information you need for your projects, assignments and research in the Library?

Not often	26% (13)
Often	54% (72)
Always	20% (15)

Totally Agree Mostly Agree Not Sure Mostly Disagree Totally Disagree

2. THE LRC SERVICE**(a) Please rate the following:**

(1) I received sufficient information to help me make use of the Library	20% (16)	60% (65)	20% (17)	Nil (2)	Nil (Nil)
(2) The Library & Resource induction provided useful information about the library and the resources available	23% (20)	46% (49)	28% (26)	3% (5)	Nil (Nil)
(3) My information/reference enquiries were answered in full	23% (16)	53% (48)	18% (29)	3% (7)	3% (Nil)
(4) The opening hours meet my needs	44% (38)	47% (48)	6% (5)	3% (7)	Nil (2)
(5) I find the Electronic catalogue easy to use	25% (22)	47% (44)	22% (23)	3% (9)	3% (2)
(6) The books I want are usually available	11% (9)	44% (33)	22% (25)	17% (24)	6% (9)
(7) The journals I want are usually available	12% (10)	44% (35)	23% (33)	9% (11)	12% (11)

	<u>Yes</u>	<u>No</u>
SUBJECT LIBRARIANS:	41%	59%
(b) Do you use your Subject Librarian?	(18)	(82)

IF YOU SELECTED 'NO, please indicate below why you do not use your Subject Librarian

I do not know who my Subject Librarian is	53% (46)
If find it difficult to arrange a meeting with my Subject Librarian	0% (2)
My enquiries have been answered in full by other library staff	33% (41)
Other	14% (11)

	<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Can't say</u>
3. RESOURCES AND FACILITIES:					
(a) How would you rate the following:					
(1) On-line catalogue	26%	53%	12%	6%	3%
(2) Books Collection	20%	51%	26%	3%	0%
(3) Journals collection	14%	49%	20%	14%	3%
(4) Newspaper	23%	28%	26%	6%	17%
(5) Group work area	18%	44%	23%	12%	3%
(6) Quiet study areas	34%	46%	14%	3%	3%

	<u>Often</u>	<u>Occasionally</u>	<u>Never</u>
(b) How often do you use the electronic database services?	56% (40)	38% (48)	6% (12)

IF YOU SELECTED 'Never', please indicate why you do not use electronic resources

I don't know about them	50% (78)
I cannot use them	50% (22)
I don't need them for my course	Nil (Nil)

	<u>No Wait</u>	<u>1-5 mins</u>	<u>6-10 mins</u>	<u>11-15 mins</u>	<u>Over 15 mins</u>	<u>Can't Say</u>
(c) WAITING TIMES:						
How long do you have to wait for the following services?						
(1) To be served at the Library Counter	18% (18)	59% (78)	17% (2)	3% (Nil)	Nil (Nil)	3% (2)
(2) The on-line catalogue	63%	19%	9%	Nil	Nil	9%
(3) To use the photocopiers	43% (38)	24% (38)	12% (7)	3% (4)	3% (7)	15% (6)

(4) To see your subject Librarian **38%** **6%** **Nil** **Nil** **Nil** **56%**

	<u>Totally Agree</u>	<u>Mostly Agree</u>	<u>Not Sure</u>	<u>Mostly Disagree</u>	<u>Totally Disagree</u>
4. The Building and Environment:					
(a) Noise and comfort levels are satisfactory	15% (9)	64% (38)	12% (12)	9% (27)	0% (14)
(b) I can find my way around the Library without difficulty	41% (28)	50% (55)	6% (11)	0% (4)	3% (2)
	<u>Yes</u>	<u>No</u>			

5. Please Rate the overall quality of the service:

(a) Do you usually go to a member of the Library staff to help you find information you need?	58% (73)	42% (27)			
	<u>Not at all app</u>	<u>Not really app</u>	<u>Partly App</u>	<u>Very much app</u>	
(b) How approachable do you find the staff of the Library?	0% (2)	6% (9)	44% (41)	50% (48)	
	<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Can't Say</u>
(c) Overall quality of service	32% (15)	50% (54)	9% (18)	9% (11)	0% (2)

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9. Library and Resource Centre - Richmond House

There were 76 completed questionnaires collected for evaluation over the period compared with 39 last year, with 93% of these from students and 7% from staff.

Satisfaction with resources and services were as follows:

The Photocopiers were rated very good or good by 73% of respondents (65).

Internet access was rated very good or good by 71% of respondents (68).

The Printers were rated very good or good by 81% of respondents (60).

The Computers were rated very good or good by 54% of respondents (72).

The Hand-In of assignments was rated very good or good by 78% of respondents (83).

Computer booking was rated very good or good by 49% of respondents (56).

The percentage of respondents who use the electronic database services, 'often' was 9% which was unchanged from last year.

Satisfaction with information provided to help users make the best use of the LRC was 73% (67).

73% of students agreed their information/reference requirements were answered in full (67).

79% of students agreed that the opening hours met their needs (72).

57% of users agree that noise and comfort levels are satisfactory (58).

83% of users agree they can find their way around the Library without difficulty (88).

94% of users state that they find the Library staff approachable (100)

90% of users say that the overall quality of service provided is 'very good' or 'good' (82)

LIBRARY AND RESOURCE CENTRE (LRC) - Annual Satisfaction Survey

RICHMOND HOUSE

RESULTS FROM THE CUSTOMER SURVEY – 2007 (76 responses)

Results from 2006 are shown in brackets where appropriate

Library users were asked to rate the following:

1. USER PROFILE

(a) What type of Library user are you?

I am a member of staff	7% (5)
I am a student	93% (95)

(b) Age range:

16-19	75% (82)
20+	25% (18)

(c) I am studying/teaching in the following programme areas:

Hairdressing and Beauty	22% (37)
Tourism and Leisure	33% (31)
Care, Early Years and Education	32% (23)
Hospitality and Consumer	2%
Other	11% (9)

(d) Mode of Study:

Full-time	96% (95)
Part-time	4% (5)

(e) Level of Course:

Further Education	86% (87)
Undergraduate	10% (13)
Postgraduate	4% (0)

(f) Which LRC do you use?

Summer Row	3% (0)
Richmond House	76% (100)
Both	21% (0)

(g) Why do you use the LRC?

To borrow/return books	79%
To use the journals	12%
To visit study support	17%
To study in the library	66%
To use the computers	88%
To use the photocopiers	25%
To hand in assignments	65%
To visit Careers	4%
To Buy stationery	3%

IF YOU SELECTED 'To use the computers', please indicate what you used the computer for?

The Internet	94% (92)
Word processing	91% (95)
Spreadsheets	31% (13)
E-mail	47% (61)
The on-line databases	13% (8)
Printing work	89% (76)
Other	0% (5)

(h) When do you use the LRC?

Morning (9.00 am – 12 noon)	78% (62)
Lunchtime (12 noon – 2.00 pm)	82% (80)
Afternoon (2.00 pm – 5.00 pm)	76% (77)
Evening (5.00 pm – 9.00 pm)	18% (15)
Weekend	5% (Nil)

(i) How often do you use the LRC?

Daily	64% (74)
Weekly	26% (23)
Monthly	3% (Nil)
Rarely	7% (3)
Never	Nil (Nil)

(j) Does your use of the LRC help with your course?

Partly	31% (58)
Very much	58% (40)
Not at all	3% (2)
Not really	8% (0)

(k) How often do you usually find the information you need for your projects, assignments and research in the LRC?

Not often	17% (17)
Never	3% (0)
Often	57% (60)
Always	23% (23)

	<u>Totally Agree</u>	<u>Mostly Agree</u>	<u>Not Sure</u>	<u>Mostly Disagree</u>	<u>Totally Disagree</u>
2. THE LRC SERVICE					
(a) Please rate the following:					
1.I received sufficient information to help me make use of the LRC	30% (24)	43% (43)	23% (30)	3% (3)	1% (Nil)
2.The LRC induction provided useful information about the library and the resources available	27% (19)	49% (41)	20% (32)	4% (8)	NIL (Nil)
3.My information/reference enquiries were answered in full	22% (17)	51% (50)	24% (22)	3% (8)	Nil (3)
4.The opening hours meet my needs	38% (36)	41% (36)	14% (20)	4% (8)	3% (Nil)

5.I find the Electronic catalogue easy to use	16% (19)	34% (17)	43% (50)	6% (11)	1% (3)
6.The books I want are usually available	25% (35)	51% (41)	13% (11)	7% (8)	4% (5)
7.The journals I want are usually available	19% (23)	32% (28)	39% (46)	4% (3)	6% (Nil)

Yes No

(b) Subject Librarians:

1. Do you know the name of your Subject Librarian? **29%** **71%**

2. Do you use your Subject Librarian? **22%**
(19) **78%**
(81)

IF YOU SELECTED 'NO, please indicate below why you do not use your Subject Librarian

I do not know who my Subject Librarian is **71%**
(88)

If find it difficult to arrange a meeting with my Subject Librarian **5%**
(Nil)

My enquiries have been answered in full by other library staff **20%**
(8)

Other **4%**
(4)

Very Good Good Fair Poor Can't say

3. RESOURCES AND FACILITIES:

(a) How would you rate the following:

(1) The photocopiers	24% (31)	49% (31)	14% (31)	Nil (2)	13% (5)
(2) Internet access	34% (34)	37% (34)	28% (26)	1% (6)	Nil (Nil)
(3) Printers	36% (37)	45% (23)	19% (37)	Nil (3)	Nil (Nil)
(4) Computers	24% (39)	30% (33)	37% (17)	8% (11)	1% (Nil)
(5) Hand in of assignments	37% (39)	37% (44)	21% (11)	Nil (3)	5% (3)

(6) Collection of assignments	23% (20)	38% (43)	24% (20)	1% (Nil)	14% (17)
(7) Computer booking	22% (17)	27% (39)	27% (22)	3% (22)	21% (NIL)

	<u>Often</u>	<u>Occasionally</u>	<u>Never</u>
(b) How often do you use the electronic database services?	9% (9)	43% (29)	48% (62)

IF YOU SELECTED 'Never', please indicate why you do not use electronic resources

I don't know about them	67% (65)
I cannot use them	15% (Nil)
I don't need them for my course	18% (35)

	<u>No Wait</u>	<u>1-5 mins</u>	<u>6-10 mins</u>	<u>11-15 mins</u>	<u>Over 15 mins</u>	<u>Can't Say</u>
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(c) WAITING TIMES:

How long do you have to wait for the following services?

(1) To be served at the Library Counter	39% (38)	56% (62)	1% (Nil)	Nil (Nil)	Nil (Nil)	4% (Nil)
(2) For a computer	42% (53)	32% (18)	9% (12)	6% (9)	1% (Nil)	10% (8)
(3) To use the photocopiers	51% (50)	22% (29)	4% (3)	Nil (Nil)	Nil (Nil)	23% (18)
(4) For technical support	22% (27)	40% (41)	16% (3)	Nil (3)	4% (Nil)	18% (26)

	<u>Totally Agree</u>	<u>Mostly Agree</u>	<u>Not Sure</u>	<u>Mostly Disagree</u>	<u>Totally Disagree</u>
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4. Building and Environment:

(a) Noise and comfort levels are satisfactory	17% (18)	40% (40)	11% (18)	25% (18)	7% (6)
(b) I can find my way around the LRC without difficulty	54% (55)	29% (33)	8% (9)	5% (Nil)	4% (3)
	<u>Yes</u>	<u>No</u>			

5. Please Rate the overall quality of the service:

(a) Do you usually go to a member of the LRC staff to help you find information you need?	50% (36)	50% (64)
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	<u>Not at all app</u>	<u>Not really app</u>	<u>Partly App</u>	<u>Very much app</u>	
(b) How approachable do you find the staff of the LRC?	1% (Nil)	5% (Nil)	31% (33)	63% (67)	
	<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Can't Say</u>
(c) Overall quality of service	41% (24)	49% (58)	7% (18)	3% (Nil)	Nil (Nil)

10. Main Reception (Atrium)

There were 37 completed questionnaires collected for evaluation over the period compared with 26 the previous year. The results show that this year satisfaction levels have fallen back from the all time high figures of the previous year. There have been a number of changes of personnel in this service area this year.

All respondents – 94% were promptly acknowledged at the main reception desk. The waiting time for service fell this year, with 81% of respondents being attended to immediately against 100% last year.

The courtesy of reception staff was rated very good or good by 87% of respondents (100).

The helpfulness of reception staff was rated very good or good by 89% of respondents (100).

The overall quality of service at reception was rated very good or good by 89% of respondents (100).

96% of respondents stated that all their enquiries had been dealt with (100).

MAIN COLLEGE RECEPTION

RESULTS FROM THE CUSTOMER SURVEY – 2007 (37 responses)

Results from 2006 are in brackets where appropriate

SERVICE

(a) On arrival at the reception area,

were you promptly acknowledged?

Yes	94% (100)
No	6% (0)

(b) How long did you have to wait for service?

No Wait	81% (100)
1-2 Minutes	11% (0)
3-5 Minutes	3% (0)
More Than 6 Minutes	5% (0)

(c) The reason for visit:

Course enquiry	12% (14)
To book or to use the facilities	17% (0)
Meeting a member of staff	3% (29)
Late Enrolment	3% (7)
Other enquiry	65% (50)

	<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
(d) Courtesy of the reception staff	81% (100)	6% (0)	5% (0)	8% (0)
(e) Helpfulness of the reception staff	84% (100)	5% (0)	3% (0)	8% (0)
(f) Overall quality of service at reception	81% (100)	8% (0)	5% (0)	6% (0)

	<u>Yes</u>	<u>No</u>
WERE ALL YOUR ENQUIRIES DEALT WITH?	96% (100)	4% (0)

11. 6th Floor Finance Reception

There were 38 completed questionnaires collected for evaluation over the period compared with 18 the previous year. Prompt acknowledgement at reception was 100% which was the same high performance as last year. Waiting time performance improved, with 95% of respondents having no wait, up from 94% the previous year.

The courtesy of staff was rated very good or good by 100% of respondents. This standard has been maintained for the last three years. This year the number of 'very good' responses increased from 94 to 97%

Satisfaction with staff helpfulness remained at 100% as it has been since 1999/2000. Again, the number of 'very good' responses increased from 94 to 95% this year.

Overall quality of service also remained at 100%. All responses for this indicator rated quality as 'very good'.

100% of respondents reported that all their enquiries had been dealt with (100).

This is another excellent result from this staff and student service area.

12. Finance Office

There were 33 completed questionnaires collected for evaluation over the period compared with 29 the previous year.

Prompt acknowledgement at the reception area was reported by 97% of respondents (100).

The courtesy of staff was rated very good or good by 100% of respondents (100). There was an increase in the number of 'very good' responses to 82%, up from 69% last year.

Satisfaction with staff helpfulness was 100% (100). The number of very good responses increased to 85% from 74% last year.

Overall quality of service is also recorded at 100% (100) with the number of very good responses increasing to 91% from 74% last year.

100% of respondents reported that all their enquiries had been dealt with (100).

FINANCE OFFICE

RESULTS FROM THE CUSTOMER SURVEY – 2007 (33 responses)

1. SERVICE

(a) On arrival at the reception area, were you promptly acknowledged?

Yes	97% (100)
No	3%

(b) How long did you have to wait for service?

No Wait	88% (69)
1-2 Minutes	9% (21)
3-5 Minutes	3% (10)
More Than 6 Minutes	

(c) The reason for visit:

To book or to use the facilities

Meeting a member of staff	3% (-)
To collect a grant cheque or travel Expenses	30% (61)
To pay fees or accommodation money	12% (4)
Course enquiry	9% (7)
Interview for a job	
Late enrolment	(3)
Other enquiry	46% (25)

	<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
(d) Courtesy of the reception staff	82% (69)	18% (28)	(3)	
(e) Helpfulness of the reception staff	85% (74)	15% (26)		
(f) Overall quality of service at reception	91% (74)	9% (26)		

	<u>Yes</u>	<u>No</u>
2. WERE ALL YOUR ENQUIRIES DEALT WITH?	100% (100)	

13. Audio-Visual

There were 53 completed questionnaires collected for evaluation over the period, an increase from 41 for the previous year.

The quality of service was rated very good or good by 96% of users (90).

The helpfulness of the audio visual staff was rated as very good or good by 93% of users (88).

The courtesy of staff was rated very good or good by 94% of users (90).

Overall satisfaction with the audio-visual service was 100% (98).

AUDIO-VISUAL

RESULTS FROM THE CUSTOMER SURVEY – 2007 (53 responses)

Results from 2006 are shown in brackets

1. Quality of Service	<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
	70% (63)	26% (27)	4% (10)	

2. Helpfulness of Staff	<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
	79% (66)	14% (22)	7% (10)	(2)

3. Courtesy of Staff	<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
	83% (73)	11% (17)	6% (7)	(3)

4. On average how often do you use Audio-Visual services each week?

Less than once	60% (66)
1-2 times	30% (17)
3-4 times	4% (12)
5-6 times	4% (-)
7-8 times	2% (-)
9-10 times	(5)
More than 10 times	

5. Are your requirements fulfilled on time?

Always	63% (66)
Usually	33% (27)
Sometimes	4% (7)
Rarely	-

6. Overall, How satisfied are you with the service provided by Audio-Visual department?

Very Satisfied	69% (69)
Satisfied	31% (29)
Dissatisfied	(2)
Very dissatisfied	

14. Resource Centre (Summer Row)

This is a completely new survey for a new facility opened for the 2006/2007 academic year. With the refurbishment of the Summer Row Library, the Resources Centre facility has been moved into a new bespoke facility on the first and second floors of the Summer Row building.

91% of respondents state that they received sufficient information to help the make use of the Resource Centre.

The standard of the printers in the Resource Centre was rated very good or good by 67% of students.

The standard of the computers in the Resource Centre was rated very good or good by 85% of students.

The standard of the photocopiers in the Resource Centre was rated very good or good by 78% of users.

Hand-in of assignments was rated very good or good by 90% of students.

Collection of assignments was rated very good or good by 87% of students.

Computer booking was rated very good or good by 79% of students.

The sale of stationery supplies was rated very good or good by 88% of students.

The helpfulness of the Resource Centre staff was rated very good or good by 94% of students.

The helpfulness of the Technical Support staff was rated very good or good by 80% of students.

Noise and comfort levels were rated very good or good by 78% of students.

The overall quality of service in the Resource Centre was rated very good or good by 96% of students.

RESOURCE CENTRE – SUMMER ROW

RESULTS FROM SATISFACTION SURVEY – 2007 (202 responses)

1. USER PROFILE:

(a) I am studying/teaching in the following programme areas:

Catering and Bakery	4%
Hairdressing and Beauty	3%
Hospitality and Consumer	19%
Tourism & Leisure	19%
Care, Early Years and Education	39%
Other	16%

(b) Mode of Study:

Full-time	71%
Part-time	28%
Block Release	1%

(c) Level of Course:

Further Education	11%
Undergraduate	80%
Postgraduate	9%

(d) Why do you use the Resource Centre?

To hand in and collect assignments	30%
To buy stationery	14%
To type up assignments and dissertations	15%
For internet research	19%
To use the printer	20%
Other	2%

(e) When do you use the Resource Centre?

Morning (9.00am to 12 noon)	49%
Lunchtime (12 noon to 2.00pm)	48%
Afternoon (2.00pm to 5.00pm)	69%
Evening (5.00pm – 9.00pm)	31%
Weekend	22%

(f) How often do you use the Resource Centre:

Daily	28%
Weekly	49%
Monthly	9%
Rarely	14%

	<u>Totally Agree</u>	<u>Mostly Agree</u>	<u>Not Sure</u>	<u>Mostly Disagree</u>	<u>Totally Disagree</u>
2. THE RESOURCE CENTRE SERVICE					
Please rate the following:					
(1) I received sufficient information to help make use of the Resource Centre.	41%	50%	6%	2%	1%
(2) The Library & Resource Centre induction provided useful information about the library and the resources available	33%	51%	12%	3%	1%

	<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Can't say</u>
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3. RESOURCES AND FACILITIES

(a) How would you rate the following?

(1) Internet Access	39%	44%	10%	1%	6%
(2) Printers	25%	38%	24%	7%	6%
(3) Computers	34%	46%	13%	1%	6%
(4) Hand-in of assignments	52%	38%	9%	1%	Nil
(5) Collection of assignments	48%	40%	11%	1%	Nil
(6) Computer booking	17%	38%	12%	2%	31%
(7) Stationery supplies	26%	52%	10%	1%	11%
(8) Photocopiers	21%	44%	14%	4%	17%
(9) Helpfulness of Resource Centre Staff	53%	40%	6%	Nil	1%
(10) Helpfulness of technical support staff	31%	36%	12%	5%	16%

	<u>No wait</u>	<u>1-5 mins</u>	<u>6-10 mins</u>	<u>11-15 mins</u>	<u>Over 15 mins</u>	<u>Cant say</u>
WAITING TIMES						
(b) How long do you have to wait for the following services?						
(1) To be served at the counter	37%	60%	1%	1%	Nil	1%
(2) For a computer	39%	28%	13%	4%	4%	12%
(3) To use the printers	14%	38%	22%	9%	5%	12%
(4) For technical support	16%	30%	12%	3%	5%	34%

	<u>Totally Agree</u>	<u>Mostly Agree</u>	<u>Not Sure</u>	<u>Mostly Disagree</u>	<u>Totally Disagree</u>
4. THE BUILDING AND ENVIRONMENT					
(a) Noise and comfort levels are satisfactory	25%	53%	13%	8%	1%
(b) I can find my way around the Resource Centre without difficulty	49%	45%	4%	1%	1%

	<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
5. How would you rate the overall quality Of service?	43%	53%	3%	1%