

Support Area User Satisfaction Report for the Academic Year 2007/2008

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 2007/2008 academic year and compares them with results from the 2006/2007 and the 2005/2006 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 each year.

The results show continuing high levels of user satisfaction across most areas with the excellent performance from 2006/2007 and 2005/2006 continuing, and in many 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. Where 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 2006/2007 and 2005/2006 (where available) are shown in brackets alongside (or underneath) the current year's figures.

| | Page No: |
|---|----------|
| 1. Brasserie Restaurant | 4 |
| 2. Atrium Restaurant | 6 |
| 3. Cap and Gown Restaurant | 8 |
| 4. Café | 10 |
| 5. Hairdressing and Beauty Therapy | 14 |
| 6. Student Services | 16 |
| 7. Learning & Skills Development Centre | 20 |
| 8. Library – Summer Row | 24 |
| 9. Library and Resource Centre – Richmond House | 30 |
| 10. Main Reception (Atrium) | 36 |
| 11. 6 th Floor Finance Reception | 38 |
| 12. Resource Centre – Summer Row | 40 |
| 13. Accommodation Service – Maltings | 44 |

**THIS PAGE HAS BEEN
INTENTIONALLY LEFT BLANK**

1. Brasserie Restaurant

There were 876 completed comment cards collected for evaluation over the period compared with 789 for the previous year. The period marked the fourth 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, 1 criterion was rated higher, 3 were rated the same and 6 rated lower than 2006/2007.

Greeting on arrival was rated excellent or good by 96% of respondents (95), (96).

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

The choice of the menu was rated excellent or good by 95% of respondents (96), (98).

The quality of the food was rated excellent or good by 99% of respondents (99), (99). 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 97% of respondents (100), (98).

The knowledge of the students was rated as excellent or good by 89% of respondents (91), (93).

The speed of service was rated excellent or good by 89% of respondents (91), (90).

Courtesy of service was rated excellent or good by 98% 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 (99), (100). The rating of 'excellent' increased by 5% this year to 93%.

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

BRASSERIE RESTAURANT

RESULTS FROM THE CUSTOMER SURVEY – 2008 (876 responses)

Results from 2007 and 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> |
|--|-----------------------------|----------------------------|--------------------------|--------------------------|
| 1. Your greeting on arrival? | 58% (66) (61) | 38% (29) (35) | 3% (4) (4) | 1% (1) (-) |
| 2. The restaurant's décor? | 38% (47) (52) | 55% (47) (43) | 5% (5) (5) | 2% (1) (1) |
| 3. The choice on the menu? | 65% (62) (70) | 30% (34) (28) | 5% (3) (2) | (-) (1) (-) |
| 4. The quality of your food? | 83% (81) (82) | 16% (18) (17) | 1% (1) (1) | (-) (-) (-) |
| 5. The self-presentation of the students | 59% (74) (66) | 38% (26) (32) | 3% (-) (2) | (-) (-) (-) |
| 6. The knowledge of the students? | 37% (46) (42) | 52% (45) (51) | 10% (9) (7) | 1% (-) (-) |
| 7. The speed of service? | 47% (47) (47) | 42% (44) (43) | 10% (8) (8) | 1% (1) (2) |
| 8. The courtesy of the service? | 81% (85) (82) | 17% (14) (17) | 2% (1) (1) | (-) (-) (-) |
| 9. The 'value for money'? | 93% (88) (93) | 6% (11) (7) | 1% (1) (-) | (-) (-) (-) |
| 10. Would you recommend us to your family and friends? | 99% (99) (100) | 1% (1) (-) | | |

2. Atrium Restaurant

There were 508 completed comment cards collected for evaluation over the period compared with 503 for the previous year. The period marked the fourth 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 with some indicators achieving all time high levels of customer satisfaction. In total, there are 5 criteria rated higher, 3 rated the same and 2 rated lower than 2006/2007. Satisfaction with the speed of service fell to 84% this year from 94% last year. Although a training restaurant where service times are influenced by students under tuition the reasons for this reduction in performance will be discussed with service personnel.

Greeting on arrival was rated excellent or good by 95% of respondents (96), (95).

The restaurant's décor was rated excellent or good by 93% of respondents (89), (94).

The choice of the menu was rated excellent or good by 98% of respondents (95), (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), (96).

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

The speed of service was rated as excellent or good by 84% of respondents (94), (93).

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

'Value for Money' was rated excellent or good by 100% of respondents (99), (99).

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

ATRIUM RESTAURANT

RESULTS FROM THE CUSTOMER SURVEY – 2008 (508 responses)

Results from 2007 and 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> |
|--|--|--|----------------------------|--------------------------|
| 1. Your greeting on arrival? | 61% (63) (56) | 34% (33) (39) | 4% (3) (5) | 1% (1) (-) |
| 2. The restaurant's décor? | 45% (42) (49) | 48% (47) (45) | 7% (10) (6) | (-) (1) (-) |
| 3. The choice on the menu? | 68% (63) (74) | 31% (32) (23) | 1% (5) (2) | (-) (-) (1) |
| 4. The quality of your food? | 85% (82) (83) | 14% (17) (16) | 1% (1) (1) | (-) (-) (-) |
| 5. The self-presentation of the students | 67% (63) (57) | 29% (33) (39) | 3% (3) (4) | 1% (1) (-) |
| 6. The knowledge of the students? | 30% (35) (37) | 60% (52) (53) | 10% (12) (10) | (-) (1) (-) |
| 7. The speed of service? | 50% (54) (57) | 34% (40) (35) | 16% (5) (7) | (-) (1) (1) |
| 8. The courtesy of the service? | 82% (86) (79) | 18% (13) (20) | (-) (1) (1) | (-) (-) (-) |
| 9. The 'value for money'? | 86% (89) (87) | 14% (10) (12) | (-) (1) (1) | (-) (-) (-) |
| 10. Would you recommend us to your family and friends? | <u>Yes</u> 100% (99) (99) | <u>No</u> (-) (1) (1) | - - - | - - - |

3. Cap and Gown Restaurant

There were 976 completed comment cards collected for evaluation over the period compared with 854 the previous year. Service performance in most areas remains high, although satisfaction with the décor continues to slip. The Cap and Gown is the last restaurant for planned refurbishment, which is scheduled to take place within the next 12 months. Customers rating of student knowledge has fallen from 82% to 75% in the last three years and this trend will be discussed with service personnel. In total, there are 5 criteria rated higher, 1 rated the same and 4 rated lower than 2006/2007.

Greeting on arrival was rated excellent or good by 93% of respondents (92), (95).

The restaurant's décor was rated excellent or good by 62% of respondents (69), (69). This performance is understandable considering the increasing need for refurbishment in this area.

The choice of the menu was rated excellent or good by 95% of respondents (94), (96).

The quality of the food was rated excellent or good by 96% of respondents (93), (97).

The self-presentation of students was rated excellent or good by 95% of respondents (96), (97).

The knowledge of the students was rated as excellent or good by 75% of respondents (78), (82).

The speed of service was rated excellent or good by 87% of respondents (84), (89).

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

Value for Money was rated excellent or good by 97% of respondents (99), (99).

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

CAP AND GOWN RESTAURANT

RESULTS FROM THE CUSTOMER SURVEY – 2008 (976 responses)

Results from 2007 and 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> |
|--|---|---|----------------------------|--------------------------|
| 1. Your greeting on arrival? | 44% (55) (53) | 49% (37) (42) | 6% (8) (5) | 1% (-) (-) |
| 2. The restaurant's décor? | 18% (16) (16) | 44% (53) (53) | 28% (25) (27) | 10% (6) (4) |
| 3. The choice on the menu? | 48% (51) (55) | 47% (43) (41) | 4% (5) (4) | 1% (1) (-) |
| 4. The quality of your food? | 64% (63) (75) | 32% (30) (22) | 3% (6) (3) | 1% (1) (-) |
| 5. The self-presentation of the students | 47% (56) (57) | 48% (40) (40) | 4% (4) (3) | 1% (-) (-) |
| 6. The knowledge of the students? | 28% (24) (33) | 47% (54) (50) | 23% (20) (17) | 2% (2) (1) |
| 7. The speed of service? | 43% (42) (48) | 44% (42) (41) | 10% (13) (10) | 3% (3) (1) |
| 8. The courtesy of the service? | 68% (66) (74) | 28% (30) (25) | 4% (4) (1) | (-) (-) (-) |
| 9. The 'value for money'? | 83% (86) (88) | 14% (13) (11) | 3% (1) (1) | (-) (-) (-) |
| 10. Would you recommend us to your family and friends? | <u>Yes</u> 99% (98) (99) | <u>No</u> 1% (2) (1) | - - - | - - - |

4. Café

There were 225 completed comment cards collected for evaluation over the period compared with 277 the previous year. Performance in general areas such as perceived friendliness of service and cleanliness all increased substantially this year. Satisfaction with hot food, fast food and the quality of hot drinks all increased this year. However, the results overall show decreases in satisfaction with breakfast, sandwich, cakes and pastries selection and quality. Satisfaction with the overall quality of service increased to 87% from 75% last year; a most impressive increase. In total, there are 7 criteria rated higher, 1 rated the same and 8 rated lower than 2006/2007.

The Breakfast selection was rated excellent or good by 82% of respondents (83%), and the quality of the breakfasts was rated at 65% down from 85% the previous year.

The quality of the Hot Food was rated at 73% (71%); the quality of the Burgers, Fries and Pizza increased to 69% (from 68%).

The variety of food at the Salad Bar was rated at 56% the same as last year. The quality of the food at the Salad Bar received a lower rating with 58% of customers reporting it excellent or good, against 73% last year.

The selection of sandwiches was rated excellent or good by 60% (down from 61%); the quality of sandwiches was also rated at 60% (down from 69% the previous year).

Satisfaction with the quality of cold drinks fell to 87% (from 91% the previous year). Satisfaction with the quality of hot drinks rose to 92% (from 87% the previous year).

The choice of cakes and pastries was rated as excellent or good by 63% of respondents (down from 77%) and the quality of cakes and pastries was rated at 67% (down from 86% the previous year).

The cleanliness of the Café was rated as excellent or good by 84% (up from 78% the previous year).

The friendliness of the service at the food counter was rated as excellent or good by 86% (up from 71% last year) and the friendliness at the till is 91% (up from 73% last year).

The overall quality of service was rated as excellent or good by 87% of respondents, which is up from 75% last year.

CAFÉ QUESTIONNAIRE

RESULTS FROM THE CUSTOMER SURVEY – 2008 (225 responses)

Results from 2007 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 | 25% (29) | 57% (54) | 14% (16) | 4% (1) |
| 2. Quality of breakfast on offer | 27% (30) | 38% (55) | 29% (13) | 6% (2) |
| <u>Hot Food</u> | | | | |
| 3. The quality of hot food from main meal counter | 35% (29) | 38% (42) | 19% (27) | 8% (2) |
| 4. The quality of Burgers, Fries and Pizza | 12% (17) | 57% (51) | 24% (31) | 7% (1) |
| <u>Salad Bar</u> | | | | |
| 5. The variety on display at the salad bar | 20% (20) | 36% (36) | 37% (36) | 7% (8) |
| 6. The quality of food at the salad bar | 22% (18) | 36% (55) | 38% (24) | 4% (3) |
| <u>Sandwiches and Drinks</u> | | | | |
| 7. The selection of sandwiches on offer | 19% (17) | 41% (44) | 28% (35) | 12% (4) |
| 8. The quality of sandwich purchased | 20% (15) | 40% (54) | 24% (29) | 16% (2) |
| 9. The quality of cold drinks | 47% (40) | 40% (51) | 13% (9) | (-) (-) |
| 10. The quality of hot drinks on offer | 42% (35) | 50% (52) | 6% (12) | 2% (1) |
| <u>Cakes and Pastries</u> | | | | |
| 11. The choice of cakes and pastries on offer | 14% (22) | 49% (55) | 37% (23) | (-) (-) |
| 12. The quality of cakes and pastries on offer | 24% (25) | 43% (61) | 33% (13) | (-) (1) |

General

| | | | | |
|---|--------------------|--------------------|--------------------|-------------------|
| 13. The cleanliness of the Café | 46% (35) | 38% (43) | 12% (19) | 4% (3) |
| 14. The friendliness of service at the food counter | 51% (37) | 35% (34) | 13% (27) | 1% (2) |
| 15. The friendliness of service at the till | 56% (41) | 35% (32) | 9% (26) | (-) (2) |
| 16. The overall quality of service | 46% (32) | 41% (43) | 13% (25) | (-) (-) |

Students**Staff**

This survey was completed by the following customers:

69%
(71)

31%
(29)

0830
-1030

1030
-1200

1200
-1400

1400
-1600

1600
-1830

Customers were asked to state the time of visit:

12%
(9)

29%
(14)

44%
(25)

10%
(23)

5%
(29)

**THIS PAGE HAS BEEN
INTENTIONALLY LEFT BLANK**

5. Hairdressing and Beauty Therapy

There were 169 completed comment cards collected for evaluation over the period compared with 40 completed cards the previous year. The results from the Hairdressing and Beauty Therapy survey show that high standards of service and customer satisfaction are being maintained.

This year's survey shows that there are 5 criteria rated higher and 5 rated lower than 2006/2007.

Greeting on arrival was rated excellent or good by 98% of respondents (95), (91).

The Salon facilities were rated excellent or good by 99% of respondents (92), (96).

The choice of treatments was rated excellent or good by 98% of respondents (100), (95).

The quality of treatment was rated excellent or good by 97% of respondents (98), (86).

The self-presentation of students was rated excellent or good by 96% of respondents (97), (81).

The knowledge of the students was rated excellent or good by 94% of respondents (92), (86).

The courtesy of the students was rated excellent or good by 97% of respondents (98), (86).

The 'value for money' was rated excellent or good by 98% of respondents (95), (95).

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

Finally, 96% of respondents would recommend their hairdressing or beauty therapy experience to their family or friends.

HAIRDRESSING AND BEAUTY THERAPY

RESULTS FROM THE CUSTOMER SURVEY – 2008 (169 responses)

Results from 2007 and 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> |
|--|--|---|--------------------------|--------------------------|
| 1. Your greeting on arrival? | 58% (45) (62) | 40% (50) (29) | 2% (5) (9) | - (-) (-) |
| 2. The Salon facilities | 56% (69) (48) | 43% (23) (48) | 1% (5) (4) | - (3) (-) |
| 3. The choice of treatments | 60% (70) (71) | 38% (30) (24) | 1% (-) (5) | 1% (-) (-) |
| 4. The quality of your treatment | 73% (78) (57) | 24% (20) (29) | 3% (-) (14) | - (2) (-) |
| 5. The self-presentation of the students | 68% (64) (24) | 28% (33) (57) | 3% (3) (5) | 1% (-) (14) |
| 6. The knowledge of the students? | 57% (46) (43) | 37% (46) (43) | 6% (5) (5) | - (3) (9) |
| 7. The courtesy of the students | 67% (67) (48) | 30% (31) (38) | 3% (2) (5) | - (-) (9) |
| 8. The 'value for money' | 83% (87) (63) | 15% (8) (32) | 1% (5) (5) | 1% (-) (-) |
| 9. How would you rate the Home Care advice given? | 49% (60) (33) | 34% (37) (50) | 11% (3) (6) | 6% (-) (11) |
| 10. Would you recommend us to your family and friends? | <u>Yes</u> 96% (94) (100) | <u>No</u> 4% (6) (-) | | |

6. Student Services

There were 45 completed questionnaires collected for evaluation over the period compared with 53 the previous year.

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

In total, there are 4 criteria rated higher and 5 rated lower than 2006/2007.

Of those students who used a particular service –

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

Personal Counselling was rated excellent or good by 86% of respondents (96), (100).

Career advice and guidance was rated excellent or good by 87% of respondents (72), (75).

Employment Information was rated excellent or good by 76% of respondents (92), (92).

Student Loan Administration was rated excellent or good by 88% of respondents (100), (100).

Advice on Benefits was rated excellent or good by 85% of respondents (100), (100).

International Student Liaison was rated excellent or good by 100% of respondents (93), (95).

Health Advice was rated excellent or good by 100% of respondents (79), (94).

The Learning and Skills Development Centre was rated excellent or good by 92% of respondents (100).

STUDENT SERVICES QUESTIONNAIRE

RESULTS FROM CUSTOMER SURVEY – 2008 (45 responses)

Results from 2007 are shown in brackets where appropriate

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

| | |
|-------------------------|-----------------|
| Pre-arrival information | 74% (42) |
| Induction | 16% (51) |
| Student Handbook | 10% (7) |

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

| | <u>Excellent</u> % | <u>Good</u> % | <u>Fair</u> % | <u>Poor</u> % | <u>Not</u> <u>Applicable</u> % |
|-------------------------------|-----------------------|------------------|------------------|------------------|--------------------------------------|
| Accommodation Advice | 30% (42) | 54% (8) | (-) (2) | (-) (6) | 16% (42) |
| Personal Counselling | 35% (30) | 15% (9) | 8% (2) | (-) (-) | 42% (59) |
| Career Advice and Guidance | 19% (19) | 35% (11) | 8% (6) | (-) (6) | 38% (58) |
| Employment Information | 18% (38) | 30% (12) | 15% (4) | (-) (-) | 37% (46) |
| Student Loan Administration | 27% (49) | 34% (6) | 8% (-) | (-) (-) | 31% (45) |
| Advice on Benefits | 28% (43) | 16% (14) | 8% (-) | (-) (-) | 48% (43) |
| International Student Liaison | 37% (22) | 19% (6) | (-) (2) | (-) (-) | 44% (70) |
| Health Advice | 5% (10) | 41% (11) | (-) (2) | (-) (4) | 54% (73) |
| Study Support | 47% (60) | 33% (4) | 7% (-) | (-) (-) | 13% (36) |

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

| | |
|----------------------|-----------------|
| Never | (0) (0) |
| Once | 12% (2) |
| Two-Four Times | 38% (26) |
| More Than Five Times | 38% (42) |
| More Than Ten Times | 12% (30) |

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

| | |
|-----|-----------------|
| Yes | 27% (46) |
| No | 73% (54) |

5. If YES, was this through:

| | |
|--------------------|-----------------|
| The Access Fund | 46% (61) |
| The Equipment Fund | 23% (25) |
| Other Funding | 31% (14) |

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

| | |
|-----------------------|-----------------|
| Induction Meeting | 13% (39) |
| Pre-arrival Pack | 27% (4) |
| Tutor/Mentor | 40% (26) |
| Friend | 13% (4) |
| Student Services Unit | 7% (22) |
| Other | (0) (5) |

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

| | |
|-----|-----------------|
| Yes | 17% (12) |
| No | 83% (88) |

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

| | |
|----------------------|-----------------|
| Less than 5 minutes | 70% (83) |
| 6-10 minutes | 30% (15) |
| More than 10 minutes | (0) (2) |

**THIS PAGE HAS BEEN
INTENTIONALLY LEFT BLANK**

7. Learning & Skills Development Centre

There were 23 completed questionnaires collected for evaluation over the period compared with 92 the previous year. The reasons for the poor return of questionnaires will be discussed with the Centre manager.

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 stated that they received the help they needed (100), (100).

LEARNING & SKILLS DEVELOPMENT CENTRE

RESULTS FROM SATISFACTION SURVEY – 2007 (23 responses)

Results for 2007 and 2006 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 | 35% (78) (44) |
| About once a week | 52% (19) (41) |
| About once a month | 13% (2) (11) |
| Less than once a month | (-) (1) (4) |
| Just when I need to | (-) (-) (-) |
| This is the first time | (-) (-) (-) |

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

| | |
|--|---------------|
| To get help with my coursework/assignments | 16% (42) (46) |
| To get help with study skills | 9% (15) (8) |
| To study by myself and to seek advice when necessary | 20% (7) (9) |
| To get help with revision/exam practice. | 7% (17) (14) |
| To attend a workshop | 29% (12) (11) |
| To enquire about support for long-term literacy issues | 4% (2) (4) |
| To enquire about support for long-term numeracy issues | 4% (2) (3) |
| To enquire about disability support | 11% (3) (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 | 100% (99) (98) |
| I had to wait for <u>more</u> than 5 minutes | (-) (1) (2) |

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

| | |
|---|---------------|
| An appointment was made for the same day | 55% (78) (49) |
| An appointment was made within 2 – 3 days | 45% (13) (37) |
| An appointment was made within a week | (-) (9) (14) |

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 | 61% (79) |
| Good | 35% (16) |
| Fair | (-) (1) |
| Poor | (-) (-) |
| Not used | 4% (4) |

2) Specialist software (eg Inspirations)

| | |
|-----------|-----------------|
| Excellent | 23% (5) |
| Good | 23% (12) |
| Fair | (-) (-) |
| Not used | 54% (83) |

3) Study Skills books

| | |
|-----------|-----------------|
| Excellent | 55% (6) |
| Good | 18% (10) |
| Fair | (-) (1) |
| Poor | (-) (1) |
| Not used | 27% (82) |

4) Study Skills books for learners with dyslexia

| | |
|-----------|-----------------|
| Excellent | 13% (7) |
| Good | 22% (10) |
| Fair | (-) (-) |
| Not used | 65% (83) |

**THIS PAGE HAS BEEN
INTENTIONALLY LEFT BLANK**

8. Library - Summer Row

There were 78 completed questionnaires collected for evaluation over the period compared with 36 the previous year, with 100% of the responses coming from students. Satisfaction levels rose in many areas this year. However, the availability of books and journals are still issues of student concern. In total, there are 6 criteria rated higher, 1 rated the same and 2 rated lower than 2006/2007.

Satisfaction with resources and services were as follows:

Satisfaction with information provided to help users make the best use of the Library was 90% (80), (81).

79% of students agreed their information/reference requirements were answered in full (76), (64).

93% of students agreed that the Library opening hours met their needs (91), (86).

47% of students agreed that the books they need are usually available (55)

55% of students agreed that the journals they want are usually available (56)

84% of users agree that noise and comfort levels are satisfactory (79), (47).

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

96% of users state that they find the Library staff approachable (94), (89)

91% of users say that the overall quality of service provided is 'very good' or 'good' (82), (69)

LIBRARY - Annual Satisfaction Survey

SUMMER ROW

RESULTS FROM THE CUSTOMER SURVEY – 2008 (78 responses)

Results from 2007 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 | 0% (8) |
| I am a student | 100% (92) |

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

| | |
|---------------------------------|----------|
| Catering and Bakery | 1% (0) |
| Hairdressing and Beauty | 0% (8) |
| Hospitality and Consumer | 25% (34) |
| Tourism and Leisure | 25% (29) |
| Care, Early Years and Education | 24% (18) |
| Other | 25% (11) |

(c) Mode of Study:

| | |
|---------------|----------|
| Full-time | 90% (88) |
| Part-time | 10% (12) |
| Block Release | 0% (0) |

(d) Level of Course:

| | |
|-------------------|----------|
| Further Education | 12% (17) |
| Undergraduate | 72% (72) |
| Postgraduate | 16% (11) |

(e) Why do you use the Library?

| | |
|------------------------------|----------|
| To borrow or return books | 99% (97) |
| To use the journals | 50% (69) |
| To study in the library | 61% (64) |
| To use the computers | 0% (0) |
| To use the photocopiers | 54% (67) |
| To buy stationery | 0% (0) |
| To hand in assignments | 0% (0) |
| To visit study support | 0% (0) |
| To do group work | 69% (64) |
| To use the library catalogue | 41% (44) |
| To see the Subject Librarian | 17% (28) |
| To visit careers | 0% (0) |
| Other | 3% (5) |

(f) When do you use the Library?

| | |
|-------------------------------|----------|
| Morning (9.00 am – 12 noon) | 54% (42) |
| Lunchtime (12 noon – 2.00 pm) | 72% (69) |
| Afternoon (2.00 pm – 5.00 pm) | 72% (86) |
| Evening (5.00 pm – 9.00 pm) | 35% (53) |
| Weekend | 24% (31) |

(g) How often do you use the Library?

| | |
|---------|----------|
| Daily | 35% (33) |
| Weekly | 56% (67) |
| Monthly | 4% (0) |
| Rarely | 5% (0) |
| Never | 0% (0) |

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

| | |
|------------|----------|
| Not at all | 0% (0) |
| Not really | 4% (3) |
| Partly | 28% (47) |
| Very much | 68% (50) |

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

| | |
|-----------|----------|
| Not often | 9% (26) |
| Often | 65% (54) |
| Always | 26% (20) |

| | <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 Library | 23% (20) | 67% (60) | 9% (20) | 1% (0) | Nil (0) |
| (2) The Library & Resource induction provided useful information about the library and the resources available | 22% (23) | 59% (46) | 18% (28) | 1% (3) | Nil (0) |
| (3) My information/reference enquiries were answered in full | 23% (23) | 56% (53) | 18% (18) | 3% (3) | Nil (3) |
| (4) The opening hours meet my needs | 47% (44) | 46% (47) | 6% (6) | 1% (3) | Nil (0) |
| (5) I find the Electronic catalogue easy to use | 36% (25) | 38% (47) | 20% (22) | 5% (3) | 1% (3) |
| (6) The books I want are usually available | 6% (11) | 41% (44) | 26% (22) | 26% (17) | 1% (6) |
| (7) The journals I want are usually available | 9% (12) | 46% (44) | 33% (23) | 11% (9) | 1% (12) |

| | <u>Yes</u> | <u>No</u> |
|---|------------|------------|
| SUBJECT LIBRARIANS: | 26% | 74% |
| (b) Do you use your Subject Librarian? | (41) | (59) |

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

| | |
|---|--------------------|
| I do not know who my Subject Librarian is | 61% (53) |
| If find it difficult to arrange a meeting with my Subject Librarian | 3% (0) |
| My enquiries have been answered in full by other library staff | 32% (33) |
| Other | 4% (14) |

| | <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 | 38% | 45% | 7% | 1% | 9% |
| (2) Books Collection | 25% | 49% | 16% | 6% | 4% |
| (3) Journals collection | 16% | 41% | 24% | 1% | 18% |
| (4) Newspaper | 14% | 33% | 25% | 3% | 25% |
| (5) Group work area | 22% | 48% | 25% | 1% | 4% |
| (6) Quiet study areas | 25% | 50% | 16% | 5% | 4% |

| | <u>Often</u> | <u>Occasionally</u> | <u>Never</u> |
|---|--------------------|---------------------|------------------|
| (b) How often do you use the electronic database services? | 48% (56) | 43% (38) | 9% (6) |

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

| | |
|---------------------------------|---------------------|
| I don't know about them | 87% (50) |
| I cannot use them | 13% (50) |
| 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 | 4% (18) | 84% (59) | 8% (17) | 1% (3) | Nil (Nil) | 3% (3) |
| (2) The on-line catalogue | 65% (63) | 15% (19) | 8% (9) | Nil (Nil) | Nil (Nil) | 12% (9) |
| (3) To use the photocopiers | 34% (43) | 38% (24) | 10% (12) | 4% (3) | 1% (3) | 13% (15) |

| | | | | | | |
|-----------------------------------|--------------------|-------------------|---------------------|---------------------|---------------------|--------------------|
| (4) To see your subject Librarian | 22% (38) | 11% (6) | Nil (Nil) | Nil (Nil) | Nil (Nil) | 67% (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 | 14% (15) | 70% (64) | 12% (12) | 3% (9) | 1% (0) |
| (b) I can find my way around the Library without difficulty | 38% (41) | 53% (50) | 8% (6) | 1% (0) | 0% (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 Library staff to help you find information you need? | 65% (58) | 35% (42) |
|---|--------------------|--------------------|

| | | | | |
|--|------------------------------|------------------------------|--------------------------|-----------------------------|
| | <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? | 1% (0) | 3% (6) | 34% (44) | 62% (50) |
|--|------------------|------------------|--------------------|--------------------|

| | | | | | |
|--|-------------------------|--------------------|--------------------|--------------------|-------------------------|
| | <u>Very Good</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Can't Say</u> |
|--|-------------------------|--------------------|--------------------|--------------------|-------------------------|

| | | | | | |
|--------------------------------|--------------------|--------------------|------------------|------------------|------------------|
| (c) Overall quality of service | 43% (32) | 48% (50) | 9% (9) | 0% (9) | 0% (0) |
|--------------------------------|--------------------|--------------------|------------------|------------------|------------------|

**THIS PAGE HAS BEEN
INTENTIONALLY LEFT BLANK**

9. Library and Resource Centre - Richmond House

There were 37 completed questionnaires collected for evaluation over the period compared with 76 last year. Most criteria showed higher levels of satisfaction this year.

Satisfaction with resources and services were as follows:

The Photocopiers were rated very good or good by 86% of respondents (73), (65).

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

The Printers were rated very good or good by 91% of respondents (81), (60).

The Computers were rated very good or good by 78% of respondents (54), (72).

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

Computer booking was rated very good or good by 60% of respondents (49), (56).

Satisfaction with information provided to help users make the best use of the LRC was 83% (73), (67).

76% of students agreed their information/reference requirements were answered in full (73), (67).

83% of students agreed that the opening hours met their needs (79), (72).

61% of users agree that noise and comfort levels are satisfactory (57), (58).

94% of users agree they can find their way around the Library without difficulty (83), (88).

91% of users state that they find the Library staff approachable (94), (100)

75% of users say that the overall quality of service provided is 'very good' or 'good' (90), (82)

LIBRARY AND RESOURCE CENTRE (LRC) - Annual Satisfaction Survey

RICHMOND HOUSE

RESULTS FROM THE CUSTOMER SURVEY – 2008 (37 responses)

Results from 2007 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 | 6% (7) |
| I am a student | 94% (93) |

(b) Age range:

| | |
|-------|----------|
| 16-19 | 81% (75) |
| 20+ | 19% (25) |

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

| | |
|---------------------------------|----------|
| Hairdressing and Beauty | 11% (22) |
| Tourism and Leisure | 15% (33) |
| Care, Early Years and Education | 56% (32) |
| Hospitality and Consumer | 0% (2) |
| Other | 18% (11) |

(d) Mode of Study:

| | |
|-----------|----------|
| Full-time | 97% (96) |
| Part-time | 3% (4) |

(e) Level of Course:

| | |
|-------------------|----------|
| Further Education | 85% (86) |
| Undergraduate | 12% (10) |
| Postgraduate | 3% (4) |

(f) Which LRC do you use?

| | |
|----------------|----------|
| Summer Row | 6% (3) |
| Richmond House | 72% (76) |
| Both | 22% (21) |

(g) Why do you use the LRC?

| | |
|-------------------------|-----|
| To borrow/return books | 80% |
| To use the journals | 17% |
| To visit study support | 14% |
| To study in the library | 54% |
| To use the computers | 83% |
| To use the photocopiers | 57% |
| To hand in assignments | 71% |
| To Buy stationery | 3% |
| Other | 9% |

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

| | |
|-----------------------|-----------------|
| The Internet | 79% (94) |
| Word processing | 85% (91) |
| Spreadsheets | 21% (31) |
| E-mail | 56% (47) |
| The on-line databases | 12% (13) |
| Printing work | 82% (89) |
| Other | 3% (0) |

(h) When do you use the LRC?

| | |
|-------------------------------|-----------------|
| Morning (9.00 am – 12 noon) | 58% (78) |
| Lunchtime (12 noon – 2.00 pm) | 78% (82) |
| Afternoon (2.00 pm – 5.00 pm) | 67% (76) |
| Evening (5.00 pm – 9.00 pm) | 0% (18) |
| Weekend | 3% (5) |

(i) How often do you use the LRC?

| | |
|---------|-----------------|
| Daily | 58% (64) |
| Weekly | 36% (26) |
| Monthly | 3% (3) |
| Rarely | 3% (7) |
| Never | 0% (Nil) |

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

| | |
|------------|-----------------|
| Partly | 32% (31) |
| Very much | 53% (58) |
| Not at all | 3% (3) |
| Not really | 12% (8) |

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

| | |
|-----------|-----------------|
| Not often | 14% (17) |
| Never | 0% (3) |
| Often | 66% (57) |
| Always | 20% (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 | 36% (30) | 47% (43) | 14% (23) | 3% (3) | 0% (1) |
| 2.The LRC induction provided useful information about the library and the resources available | 32% (27) | 41% (49) | 18% (20) | 9% (4) | 0% (Nil) |
| 3.My information/reference enquiries were answered in full | 23% (22) | 53% (51) | 15% (24) | 6% (3) | 3% (Nil) |
| 4.The opening hours meet my needs | 50% (38) | 33% (41) | 8% (14) | 6% (4) | 3% (3) |

| | | | | | |
|---|--------------------|--------------------|--------------------|------------------|------------------|
| 5.I find the Electronic catalogue easy to use | 26% (16) | 18% (34) | 41% (43) | 6% (6) | 9% (1) |
| 6.The books I want are usually available | 36% (25) | 39% (51) | 14% (13) | 8% (7) | 3% (4) |
| 7.The journals I want are usually available | 28% (19) | 30% (32) | 30% (39) | 6% (4) | 6% (6) |

Yes **No**

(b) Subject Librarians:

1. Do you know the name of your Subject Librarian? **27%**
(29) **73%**
(71)

2. Do you use your Subject Librarian? **21%**
(22) **79%**
(78)

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

I do not know who my Subject Librarian is **61%**
(71)

If find it difficult to arrange a meeting with my Subject Librarian **8%**
(5)

My enquiries have been answered in full by other library staff **23%**
(20)

Other **8%**
(4)

Very Good **Good** **Fair** **Poor** **Can't say**

3. RESOURCES AND FACILITIES:

(a) How would you rate the following:

(1) The photocopiers **39%**
(24) **47%**
(49) **11%**
(14) **0%**
(Nil) **3%**
(13)

(2) Internet access **33%**
(34) **36%**
(37) **11%**
(28) **17%**
(1) **3%**
(Nil)

(3) Printers **48%**
(36) **43%**
(45) **6%**
(19) **3%**
(Nil) **0%**
(Nil)

(4) Computers **39%**
(24) **39%**
(30) **14%**
(37) **5%**
(8) **3%**
(1)

(5) Hand in of assignments **46%**
(37) **37%**
(37) **8%**
(11) **3%**
(Nil) **6%**
(5)

| | | | | | |
|-------------------------------|--------------------|--------------------|--------------------|------------------|--------------------|
| (6) Collection of assignments | 41% (23) | 26% (38) | 12% (24) | 3% (1) | 18% (14) |
| (7) Computer booking | 38% (22) | 22% (27) | 22% (27) | 6% (3) | 12% (21) |

| | <u>Often</u> | <u>Occasionally</u> | <u>Never</u> |
|---|------------------|---------------------|--------------------|
| (b) How often do you use the electronic database services? | 3% (9) | 29% (43) | 68% (48) |

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

I don't know about them **57%**
(67)

I cannot use them **13%**
(15)

I don't need them for my course **30%**
(18)

| | <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 | 59% (39) | 32% (56) | 6% (1) | Nil (Nil) | Nil (Nil) | 3% (4) |
| (2) For a computer | 34% (42) | 24% (32) | 6% (9) | 3% (6) | 9% (1) | 24% (10) |
| (3) To use the photocopiers | 44% (51) | 44% (22) | Nil (4) | 3% (Nil) | Nil (Nil) | 9% (23) |
| (4) For technical support | 18% (22) | 21% (40) | 18% (16) | 6% (Nil) | 9% (4) | 28% (18) |

| | <u>Totally Agree</u> | <u>Mostly Agree</u> | <u>Not Sure</u> | <u>Mostly Disagree</u> | <u>Totally Disagree</u> |
|--|----------------------|---------------------|-----------------|------------------------|-------------------------|
|--|----------------------|---------------------|-----------------|------------------------|-------------------------|

4. Building and Environment:

(a) Noise and comfort levels are satisfactory **24%**
(17) **37%**
(40) **6%**
(11) **21%**
(25) **12%**
(7)

(b) I can find my way around the LRC without difficulty **76%**
(54) **18%**
(29) **3%**
(8) **0%**
(5) **3%**
(4)

| | <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? | 53% (50) | 47% (50) | | | |
| | <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? | 6% (1) | 3% (5) | 27% (31) | 64% (63) | |
| | <u>Very Good</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Can't Say</u> |
| (c) Overall quality of service | 34% (41) | 41% (49) | 19% (7) | 3% (3) | 3% (Nil) |

10. Main Reception (Atrium)

There were 89 completed questionnaires collected for evaluation over the period compared with 37 the previous year. The results show that this year satisfaction levels have increased across nearly all criteria.

98% of respondents were promptly acknowledged at the main reception desk (up from 94 last year). The waiting time for service increased slightly this year, with 75% of respondents being attended to immediately against 81% last year.

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

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

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

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

MAIN COLLEGE RECEPTION

RESULTS FROM THE CUSTOMER SURVEY – 2008 (89 responses)

Results from 2007 are in brackets where appropriate

SERVICE

(a) On arrival at the reception area,

were you promptly acknowledged?

| | |
|-----|-----------------|
| Yes | 98% (94) |
| No | 2% (6) |

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

| | |
|---------------------|-----------------|
| No Wait | 75% (81) |
| 1-2 Minutes | 22% (11) |
| 3-5 Minutes | 3% (3) |
| More Than 6 Minutes | 0% (5) |

(c) The reason for visit:

| | |
|--|-----------------|
| Course enquiry | 16% (12) |
| To book or to use the facilities | 12% (17) |
| Meeting a member of staff | 18% (3) |
| Interview for a job | 1% (-) |
| To collect a grant cheque or travel expenses | 1% (-) |
| Other enquiry | 52% (65) |

| | <u>Very Good</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> |
|--|--------------------|-------------------|------------------|------------------|
| (d) Courtesy of the reception staff | 90% (81) | 10% (6) | 0% (5) | 0% (8) |
| (e) Helpfulness of the reception staff | 86% (84) | 14% (5) | 0% (3) | 0% (8) |
| (f) Overall quality of service at reception | 88% (81) | 12% (8) | 0% (5) | 0% (6) |

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

11. 6th Floor Finance Reception

There were 27 completed questionnaires collected for evaluation over the period compared with 38 the previous year. Prompt acknowledgement at reception was 100% which was the same high performance as last year. Waiting time performance improved, with 100% of respondents having no wait, up from 95% the previous year.

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

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

Overall quality of service also remained at 100%. As last year, 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. Resource Centre (Summer Row)

This new facility opened for the 2006/2007 academic year and this is the second satisfaction survey to be issued. A total of 199 responses were received.

92% of respondents state that they received sufficient information to help them make use of the Resource Centre (91).

The standard of the printers in the Resource Centre was rated very good or good by 78% (67) of students.

The standard of the computers in the Resource Centre was rated very good or good by 81% (85) of students.

The standard of the photocopiers in the Resource Centre was rated very good or good by 82% (75) of students.

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

Collection of assignments was rated very good or good by 86% (87) of students.

Computer booking was rated very good or good by 72% (79) of students.

The sale of stationery supplies was rated very good or good by 87% (88) of students.

The helpfulness of the Resource Centre staff was rated very good or good by 92% (94) of students.

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

Noise and comfort levels were rated very good or good by 74% (78) of students.

The overall quality of service in the Resource Centre was rated very good or good by 93% (96) of students.

RESOURCE CENTRE – SUMMER ROW

RESULTS FROM SATISFACTION SURVEY – 2008 (199 responses)

Results from 2007 are shown in brackets where appropriate

1. USER PROFILE:

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

| | |
|---------------------------------|----------|
| Catering and Bakery | 3% (4) |
| Hairdressing and Beauty | 1% (3) |
| Hospitality and Consumer | 21% (19) |
| Tourism & Leisure | 19% (19) |
| Care, Early Years and Education | 28% (39) |
| Other | 28% (16) |

(b) Mode of Study:

| | |
|---------------|----------|
| Full-time | 92% (71) |
| Part-time | 8% (28) |
| Block Release | 0% (1) |

(c) Level of Course:

| | |
|-------------------|----------|
| Further Education | 14% (11) |
| Undergraduate | 81% (80) |
| Postgraduate | 5% (9) |

(d) Why do you use the Resource Centre?

| | |
|--|----------|
| To hand in and collect assignments | 28% (30) |
| To buy stationery | 11% (14) |
| To type up assignments and dissertations | 18% (15) |
| For internet research | 18% (19) |
| To use the printer | 24% (20) |
| Other | 1% (2) |

(e) When do you use the Resource Centre?

| | |
|-------------------------------|----------|
| Morning (9.00am to 12 noon) | 70% (49) |
| Lunchtime (12 noon to 2.00pm) | 55% (48) |
| Afternoon (2.00pm to 5.00pm) | 70% (69) |
| Evening (5.00pm – 9.00pm) | 27% (31) |
| Weekend | 15% (22) |

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

| | |
|---------|----------|
| Daily | 31% (28) |
| Weekly | 53% (49) |
| Monthly | 8% (9) |
| Rarely | 8% (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. | 43% (41) | 49% (50) | 6% (6) | 1% (2) | 1% (1) |
| (2) The Library & Resource Centre induction provided useful information about the library and the resources available | 38% (33) | 49% (51) | 10% (12) | 1% (3) | 2% (1) |

| | <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) Internet Access | 45% (39) | 37% (44) | 13% (10) | 4% (1) | 1% (6) |
| (2) Printers | 44% (25) | 34% (38) | 17% (24) | 4% (7) | 1% (6) |
| (3) Computers | 32% (34) | 49% (46) | 14% (13) | 5% (1) | Nil (6) |
| (4) Hand-in of assignments | 47% (52) | 43% (38) | 8% (9) | 2% (1) | Nil (Nil) |
| (5) Collection of assignments | 43% (48) | 43% (40) | 11% (11) | 2% (1) | 1% (Nil) |
| (6) Computer booking | 18% (17) | 31% (38) | 16% (12) | 3% (2) | 32% (31) |
| (7) Stationery supplies | 37% (26) | 39% (52) | 10% (10) | 1% (1) | 13% (11) |
| (8) Photocopiers | 34% (21) | 41% (44) | 14% (14) | 3% (4) | 8% (17) |
| (9) Helpfulness of Resource Centre Staff | 43% (53) | 47% (40) | 7% (6) | 1% (Nil) | 2% (1) |
| (10) Helpfulness of technical support staff | 32% (31) | 42% (36) | 15% (12) | 3% (5) | 8% (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 | 39% (37) | 55% (60) | 3% (1) | Nil (1) | 1% (Nil) | 2% (1) |
| (2) For a computer | 32% (39) | 35% (28) | 15% (13) | 3% (4) | 6% (4) | 9% (12) |
| (3) To use the printers | 21% (14) | 50% (38) | 18% (22) | 5% (9) | 2% (5) | 4% (12) |
| (4) For technical support | 25% (16) | 31% (30) | 8% (12) | 2% (3) | 5% (5) | 29% (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% (25) | 49% (53) | 16% (13) | 7% (8) | 3% (1) |
| (b) I can find my way around the Resource Centre without difficulty | 61% (49) | 35% (45) | 2% (4) | 1% (1) | 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? | 49% (43) | 44% (53) | 6% (3) | 1% (1) |

13. Accommodation Service – Maltings

There were 46 completed questionnaires collected for evaluation over the period compared with 68 the previous year. The results show continuing high levels of satisfaction with the Maltings student accommodation and its management.

Again, 100% of respondents report that their greeting on arrival was 'very good' or 'good'. The proportion of respondents rating their greeting as 'very good' increased from 72 to 74% this year.

100% of respondents report that their room was clean and tidy on arrival (94).

52% of respondents believe their room is furnished to a high standard up from 49%. 97% are happy with the standard of furnishing in their room (97).

Reliability of fittings improved again this year with 74% of respondents reporting 'no problems' with their rooms, against 63% last year.

Those who reported problems had them resolved more swiftly with 72% of problems resolved in a day (50%). No respondent had to wait more than three days for the problem with their room to be resolved.

Overall satisfaction with the 'Maltings' Halls of Residence remained very high with 100% of respondents saying it met or exceeded their expectations (98). Of these, 48% said it exceeded their expectations (41).

100% of students think the Maltings residence provides good or acceptable value for money (100).

STUDENT SERVICES – ‘MALTINGS’ QUESTIONNAIRE
RESULTS FROM CUSTOMER SURVEY – 2008 (46 responses)
 Results from 2006 are shown in brackets where appropriate

1. Was the Maltings Halls of Residence your first choice of accommodation?

| | | | |
|-----|------------|-----|-------|
| Yes | 98% | (-) | (100) |
| No | 2% | (-) | (-) |

2. When you arrived at the Maltings how was your greeting?

| | | | |
|-------------------|------------|-----|------|
| Very Good | 74% | (-) | (72) |
| Good | 26% | (-) | (28) |
| Poor | - | (-) | (-) |
| I was not greeted | - | (-) | (-) |

3. Was your room clean and tidy and ready for you to move in?

| | | | |
|-------------------------|------------|-----|------|
| Yes, very clean | 83% | (-) | (65) |
| Yes, satisfactory | 17% | (-) | (29) |
| Partly- could be better | - | (-) | (6) |
| No, not ready | | | |

4. Do you think your room was furnished to a:

| | | | |
|---------------------|------------|-----|------|
| High standard | 52% | (-) | (49) |
| Acceptable standard | 48% | (-) | (48) |
| Basic standard | - | (-) | (3) |

5. Did you need to report any problems with the fittings or facilities in your room?

| | | | |
|-------------------------|------------|-----|------|
| No, everything was fine | 74% | (-) | (63) |
| One problem only | 24% | (-) | (34) |
| Two or more problems | 2% | (-) | (3) |

6. If you had any problems with your accommodation, were the repairs carried out promptly?

| | | | |
|----------------------------------|------------|-----|------|
| Yes, within a day | 72% | (-) | (50) |
| Within two days | 26% | (-) | (21) |
| Within three days | 2% | (-) | (17) |
| Had to wait more than three days | - | (-) | (12) |

7. What was your impression of the Maltings?

| | | | |
|-----------------------------|------------|-----|------|
| It exceeded my expectations | 48% | (-) | (41) |
| It met my expectations | 52% | (-) | (57) |
| I was slightly disappointed | - | (-) | (2) |
| I was very disappointed | | | |

8. Do you think the Maltings provide:

| | | | |
|----------------------------|------------|-----|------|
| Good value for money | 61% | (-) | (49) |
| Acceptable value for money | 39% | (-) | (51) |
| Poor value for money | - | (-) | (-) |

9. If accommodation at the Maltings were available for continuing students, would you be interested in staying?

| | | | |
|-----|------------|-----|------|
| Yes | 96% | (-) | (85) |
| No | 4% | (-) | (15) |