The Service Quality Survey measures student satisfaction with a range of student services offered by the University, including administration (central and faculty), IT, accommodation, parking, support services, study and social spaces including Library, food and beverage and the attitude and responsiveness of staff providing the services.

The SQS was administered to all enrolled students studying at the University in October, 2016. A total of 1,655 students responded to the survey (up 377 from 2015).

KEY DEMOGRAPHIC DATA of RESPONDENTS

- 76% female
- 36% domestic
- 18-30 years of age
- 44% distance
- 54% full-time

OVERALL SATISFACTION & QUALITY OF SERVICES

- 83.0% good or excellent
- 89.2% satisfied or very satisfied
- Satisfaction up 4% since previous year

THE SQS ASKS STUDENTS TO RATE THEIR LEVEL OF SATISFACTION WITH 28 DIFFERENT SERVICES PROVIDED BY THE UNIVERSITY.

- The overall level of satisfaction for all 28 service areas increased from the previous year.
- Areas where student satisfaction had most increased were:
  - Quality of counselling services
  - Disability support services
  - Access to language & learning support services
  - Quality of career services
  - Quality of accommodation/housing facilities

- While the overall level of satisfaction for all service areas had increased, students indicated that they were least satisfied with the number of parking spaces available, the cost of accommodation/housing services and the quality of food and beverage options on campus.

THE 2016 SQS REFLECTED A POSITIVE YEAR ON YEAR RESULT WITH 29.7% OF STUDENTS RATING THE QUALITY OF SERVICES AS EXCELLENT (UP 6.3% FROM 2015) AND 29.1% OF STUDENTS INDICATING THAT THEY ARE VERY SATISFIED WITH UNIVERSITY SERVICES (UP 7% FROM 2015).

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