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, 2018. A total of 934 students responded to the survey.

KEY DEMOGRAPHIC DATA of RESPONDENTS

- **70%** FEMALE
- **79%** DOMESTIC
- **37%** OVER 41 YEARS OF AGE
- **43%** ON CAMPUS
- **59%** FULL-TIME

The 2018 SQS showed an increase in student satisfaction with University services. 30.4% of students rated the quality of services as excellent (up 8.9% from 2017) and 27.2% of students indicated that they are very satisfied with University services (up 4.8% from 2017).

UP 6% SINCE PREVIOUS YEAR

79% QUALITY of SERVICES

79% of respondents rated the overall quality of services as good or excellent in 2018.

84% UNIVERSITY SERVICES SATISFACTION

84% of respondents indicated that they are satisfied or very satisfied with University services.

KEY FINDINGS

- **96%** SATISFACTION
  Able to log on to student systems when needed.
- **95%** SATISFACTION
  Treated with respect by staff.
- **95%** SATISFACTION
  Feel safe & secure on University premises.

The SQS asks students to rate their level of satisfaction with 34 different services provided by the University. The average satisfaction across all service areas increased from 2017 by 1.3%. Areas where student satisfaction had most increased are:

- Current technology
- Financial assistance
- Getting involved in student life

Students indicated that they were least satisfied with the number of parking spaces available, the quality of food and beverage options on campus and study spaces in the library. Areas where the level of satisfaction had most decreased are:

- Maintenance of recreational facilities
- Support for students with a disability
- Counselling services

TOP 3 AREAS

- **29%** SATISFACTION
  The University has adequate parking spaces.
- **59%** SATISFACTION
  Quality food and beverage options available on campus.
- **66%** SATISFACTION
  Study spaces in Library.

BOTTOM 3 AREAS

- **8%** SATISFACTION
  Maintenance of recreational facilities
- **5%** SATISFACTION
  Support for students with a disability
- **5%** SATISFACTION
  Counselling services