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, 2017. A total of 1,047 students responded to the survey.

A large proportion of respondents identified themselves as female, domestic, 18-30 years of age and studying full-time. A sample response bias towards this demographic group should be noted.

The 2017 SQS reflected a drop in student satisfaction with University services. 32.1% of students rated the quality of services as excellent (down 8.3% from 2016) and 25.4% of students indicated that they were unsatisfied with University services (down 6.7% from 2016).

The SQS asks students to rate their level of satisfaction with 33 different services provided by the University. The overall level of satisfaction for all 33 service areas decreased from the previous year. Areas where student satisfaction had most increased are:

- Quality of accommodation/housing facilities
- Affordability of accommodation/housing facilities
- Maintenance of recreational facilities

Areas where the level of satisfaction had most decreased from the previous year are:

- 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.

A large proportion of respondents identified themselves as female, domestic, 18-30 years of age and studying full-time. A sample response bias towards this demographic group should be noted.

TOP 3 AREAS

- 71% SATISFACTION
  - Students feel safe and secure on University premises.
- 77% SATISFACTION
  - Ability to log on to student systems when needed (e.g. email, eStudent, MyLO, library database).
- 57% SATISFACTION
  - The University offers accommodation/housing services at a reasonable cost.

BOTTOM 3 AREAS

- 29% SATISFACTION
  - The University has inadequate parking spaces.
- 55% SATISFACTION
  - The University offers accommodation/housing services at a reasonable cost.
- 60% SATISFACTION
  - The University has quality food and beverage options available on campus.

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