

OCTOBER QUALITY SURVEY 2022 RESULTS FOR HELP SERVICES, UNIVERSITY OF EDINBURGH

SITE	RETURNS (x)-previous year returns in brackets	%- SATISFIED =100- ((‘no’s/6x)x100))	COMMENTS
ML	106 (55)	100%	“Helpdesk staff always wonderful, helpful and accommodating”. “I’ve been particularly impressed by the friendliness of the Helpdesk staff”
NCL	6 (23)	100%	“Members of staff welcoming and patient”
LAW	86 (16)	99.6%	“Staff are always nice &friendly” “Always wonderful & friendly-thanks Fran!”
MH	38(21)	100	“Staff were extremely kind and helpful” “Staff very knowledgeable as Alumni, I didn’t know what to do”.
RIL	14(15)	100%	“ Incredibly lovely staff &very helpful” “Staff are always extremely helpful”
WGH	8(17)	100%	
VET	10(7)	100%	
NKM	5(19)	97%	“Thanks for the help”. (Of only 5 surveys, 1 out of 30 choices were No)
ECA	30(7)	100%	
A&A	8(9)	100%	
TOTALS	311	99.8% (Averaged figure across all sites and across all questions-see below)	

Overall results based on any deductions in each category of question-

310/311- 99.7%-Did you receive a friendly welcome?

311/311-100%- Were you happy with time taken?

311/311-100%-Were you happy with communications?

310/311-99.7%-Were staff knowledgeable?

310/311- 99.7%- Were you treated fairly today?

311/311-100%-Overall were you happy with the quality of service today?

Average of these 6 questions=99.8%

KB.08/11/22