



Senior Academic and General Staff Satisfaction with Administrative and Support Services - 2010

Planning Unit
February 2011

© Deakin University, 2010

Senior Academic and General Staff Satisfaction with Administrative and Support Services - 2010

February 2011

Report prepared by

The Planning Unit
Deakin University
VIC, 3217

Tel: +61 3 522 78552
Fax: +61 3 522 78558
Web: http://www.deakin.edu.au/planning_unit

Contents

Contents	i
Executive Summary	2
1 Results	3
1.1 Overall Satisfaction with Quality and Timeliness	3
1.2 Gap Analysis: Percentage Satisfaction with Quality and Timeliness of Services	5
2 Time-Series	6
3 Appendices	8
3.1 Appendix A – Verbatim Comments	8
3.2 Appendix B – Survey Instrument	11

Tables

Table 3-1 Question ‘Are there any other services that are not provided that you think are necessary?’	8
Table 3-2 Question ‘Please provide any general comments you would like to make about administrative support services you have received?’	9

Figures

Figure 1-1 Overall Satisfaction with the Quality of Services ranked by percentage satisfaction	3
Figure 1-2 Overall Satisfaction with the Timeliness of Services ranked by percentage satisfaction	4
Figure 1-3 Percentage Satisfaction with Quality and Timeliness of Services by Service Area	5
Figure 2-1 Overall Satisfaction with the Quality of Services percentage point trend 2006 – 2010	6
Figure 2-2 Overall Satisfaction with the Timeliness of Services Trend 2006 – 2009	7

Executive Summary

Staff Satisfaction with Administrative Support Services

In 2010, the Senior Academic and General Staff Satisfaction with Administrative and Support Services Survey was distributed to 295 University staff. Valid responses were received from 201 staff, giving an overall response rate of 68 per cent. The survey ran for three weeks from Monday 8th November through to Friday 26th November. Participants were invited to the survey via an initial email request, with two email reminders sent during the survey field period.

- Overall, senior academic and general staff relying of the university's administrative support services are both satisfied with the quality (81%), (85% in 2009) of the services provided and the timeliness (83%), (85% in 2009) of the services. The majority of support service areas received more than 80 per cent satisfaction in regard to Overall Satisfaction with the both the quality of the services and the timeliness of the services.
- Results from the 2010 survey are fairly comparable to those received in the 2009 survey in regard to the quality of services, with only the CGO group recording any significant improvement. While the timeliness of services improved for six support service areas, these improvements were relatively small, with the exception of the CFO group which recorded a notable improvement. In contrast a decline in timeliness is recorded for five of the support service areas.
- In 2010 staff are particularly satisfied with both the quality and the timeliness of the support services provided by the Library, the Logistics Division, the Equity and Diversity Unit and the Division of Student Life, with the Division of Student Administration also faring favourably in regard to the quality of its service.
- Results from the survey show a need for improvement in the quality of services from the Institute of Teaching and Learning, the Marketing Division – Domestic Student Recruitment and Deakin International, with each of these services receiving an Overall Satisfaction below 55 per cent for quality. This staff feedback also suggests that Deakin International will need to improve the timeliness of its services, with less than 60 per cent Overall Satisfaction with the timeliness in the delivery of their services.
- There is often a fine balance within the support service areas in regard to providing a high quality service and a timely one that meets the needs of their customers. Results from the 2010 survey suggest that in the main, this balancing act has been reasonably successful. Those service areas which achieved high Overall Satisfaction with the quality of their services also tended to receive high Overall Satisfaction with the timeliness of their services. This is particularly the case for the Library, the Logistics Division, the Equity and Diversity Unit and the Division of Student Life. Conversely, service areas with low Overall Satisfaction for quality also tended to have a low Overall Satisfaction in regard to timeliness, as evident in the results for the Institute of Teaching and Learning, the Marketing Division – Domestic Student Recruitment and Deakin International. The large gap between quality and timeliness for the Institute of Teaching and Learning is particularly worrisome with the results showing that perhaps the quality of the service has been traded off for timeliness. While the majority of staff is satisfied with the timeliness of the services provided by the Institute, just slightly more than one half of respondents are satisfied with the overall quality of the services provided.

Each of the support service areas has been provided with a more detailed breakdown of responses in regard to the individual services they provide. They are also provided with outcomes on the relative importance which their customers place on their individual services. It is envisioned that the service areas will use the data reports provided to assess where they can make improvements in their delivery of quality services while maintaining a commitment to the timeliness in service delivery. This is particularly important for those services on which their customers place a high importance. Services which customers indicate as highly important may need to be prioritised to ensure that both quality and timeliness are met. In instances of lesser importance, greater communication with customers of anticipated delivery dates may assist in the management of customer expectations in regard to the timeliness of delivery, and therefore without compromising the quality of the service.

1 Results

For each of the services within the support service areas, respondents were asked first to rate their satisfaction with the quality of the service as 'Very dissatisfied', 'Dissatisfied', 'Satisfied' or 'Very satisfied', and secondly, their satisfaction with the timeliness of the service as 'Very dissatisfied', 'Dissatisfied', 'Satisfied' or 'Very satisfied'. Percentage satisfaction and percentage dissatisfaction is used in the reporting of results throughout this report. A percentage satisfaction is the aggregate of 'Satisfied' and 'Very Satisfied' for the quality and timeliness of the support services. Conversely, percentage dissatisfaction is the aggregate of 'Dissatisfied' and 'Very dissatisfied' with the quality and timeliness of the services. Respondents were also asked to indicate whether they thought the services were 'Important' or 'Not Important'. Importance tables for each of the service areas are included in the appendices.

1.1 Overall Satisfaction with Quality and Timeliness

Quality of Services

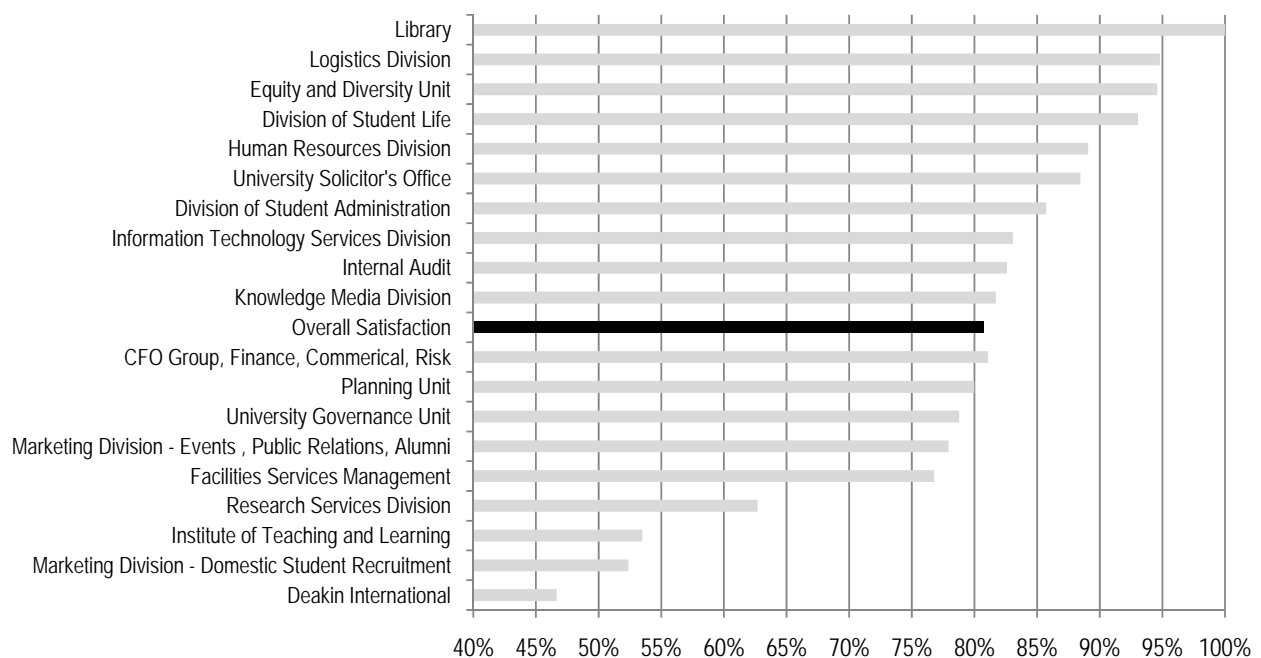


Figure 1-1 Overall Satisfaction with the Quality of Services ranked by percentage satisfaction

- Overall Satisfaction with the quality of support by administrative services is high (81%), but down on the 85 per cent received in 2009.
- Twelve of the nineteen support services received an Overall Satisfaction of 80 per cent or higher.
- Four support services; Library, Logistics Division, Equity and Diversity Unit and the Division of Student Life all obtained an Overall Satisfaction of 90 per cent or higher.
- The Library, Logistic Division and the Equity and Diversity Unit hold the top three ranked positions for the second consecutive year, with the Library maintaining the top ranking.
- Three services; Deakin International, Marketing – Domestic Student Recruitment and the Institute of Teaching and Learning obtained an Overall Satisfaction of 60 per cent or lower, and continue to sit at the bottom of the rankings.
- Research Services Division, the Institute of Teaching and Learning, Marketing Division – Domestic Student Recruitment and Deakin International continue to sit at the bottom on the rankings as they did in the 2009 survey results.

Timeliness of Services

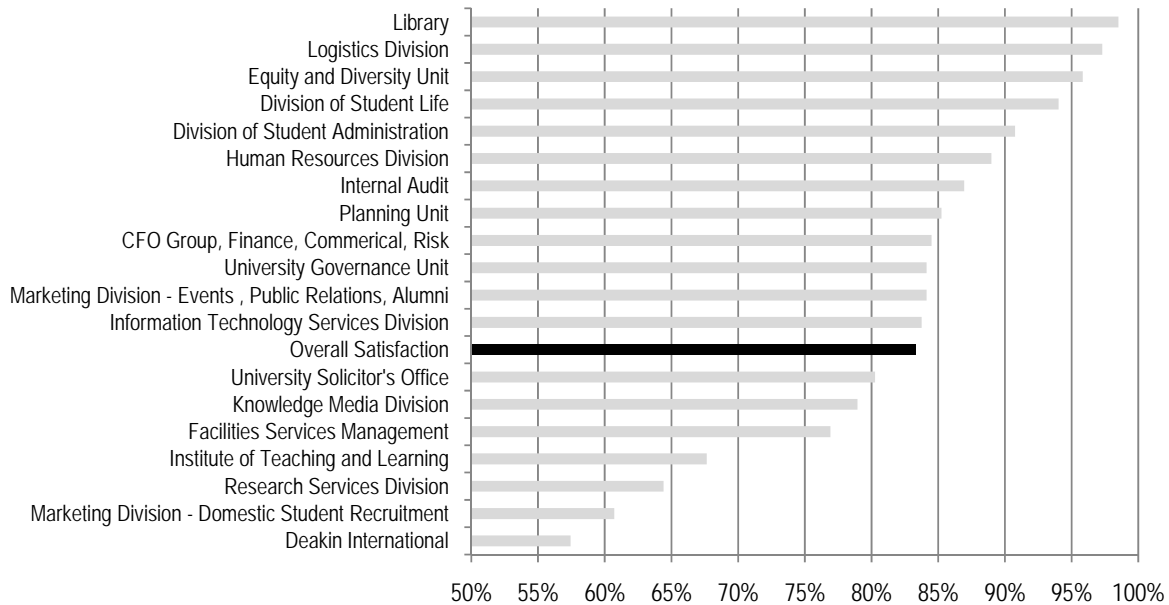
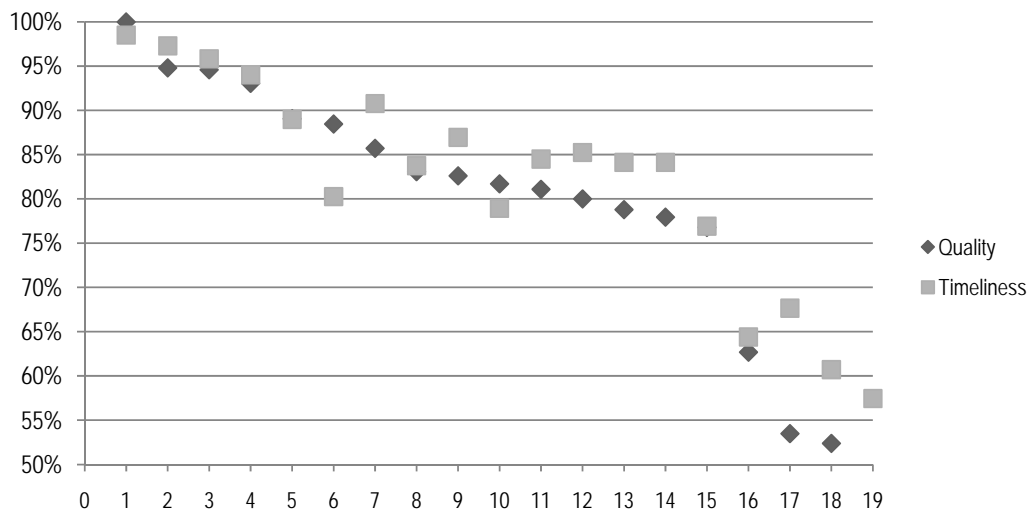


Figure 1-2 Overall Satisfaction with the Timeliness of Services ranked by percentage satisfaction

- Overall Satisfaction with the timeliness of support services was high at 83 per cent, although down slightly on the 85 per cent obtained in 2009.
- Thirteen of the support services received an Overall Satisfaction score of 80 per cent or higher and five services: Library, Logistics Division, Equity and Diversity Unit, the Division of student Life and the Division of Student Administration each obtained 90 per cent or more.
- The top ranked position is once again held by the Library. While the 2010 results show some movement up and down in ranked position, the top five services in 2010 are also the same top five as in 2009.
- Deakin International, Research Services Division and the Institute of Teaching and Learning also continue to remain at the bottom of the rankings, although there have also been some minor shifts up and down within that small range.
- The most notable movement has occurred for the Marketing Division – Domestic Student Recruitment, which slid from 12th position in 2009 to 18th position in 2010.

1.2 Gap Analysis: Percentage Satisfaction with Quality and Timeliness of Services



Number	Service Support Area	Number	Service Support Area
1	Library	11	CFO Group
2	Logistics Division	12	Planning Unit
3	Equity and Diversity Unit	13	University Governance Unit
4	Division of Student Life	14	Marketing Division - Events and Public Relations
5	Human Resources Division	15	Facilities Services Management
6	University Solicitor's Office	16	Research Services Division
7	Division of Student Administration	17	Institute of Teaching and Learning
8	Information Technology Services Division	18	Marketing Division - Domestic Student Recruitment
9	Internal Audit	19	Deakin International
10	Knowledge Media Division	11	CFO Group

Figure 1-3 Percentage Satisfaction with Quality and Timeliness of Services by Service Area

- Overall Satisfaction with the quality of the services was greater than Overall Satisfaction with the timeliness of the service for just four of the support services. For the remaining fifteen support services Overall Satisfaction was greater for timeliness compared to quality.
- A gap of five percentage points or more where Overall Satisfaction with the quality is greater than timeliness was received for seven of the support services, with Deakin International and the Institute of Teaching and Learning recording the greatest gap (11 and 14 percentage points respectively).
- Conversely, Overall Satisfaction with quality was notably greater than Overall Satisfaction with timeliness for the University Solicitor's Office (8 percentage points).

2 Time-Series

The 2008 survey did not have an Overall Satisfaction question for each of the individual support services areas. In the absence of the Overall Satisfaction question in 2008, a weighted measure was computed. This was rectified in the 2009 and 2010 survey whereby an Overall Satisfaction question is included for each area. Caution is advised in comparing Overall Satisfaction across the years due to this change in methodology in 2009. When examining trends in Overall Satisfaction for each of the service areas it is appropriate to limit analysis to change between the 2009 and 2010 survey years only.

There was no single question in regard to a University Overall Satisfaction with all combined administrative support services in the 2009 and 2010 survey instrument as there was in the 2008 survey instrument. An Overall Satisfaction rating for the University is determined by aggregating Overall Satisfaction for all support services using a weighted measure, which takes into account the distribution of responses to the Overall Satisfaction question of each support service area. Caution is advised in comparing the 2009 and 2010 results, at the University level against previous years due to this change in methodology.

Satisfaction with Quality of Services

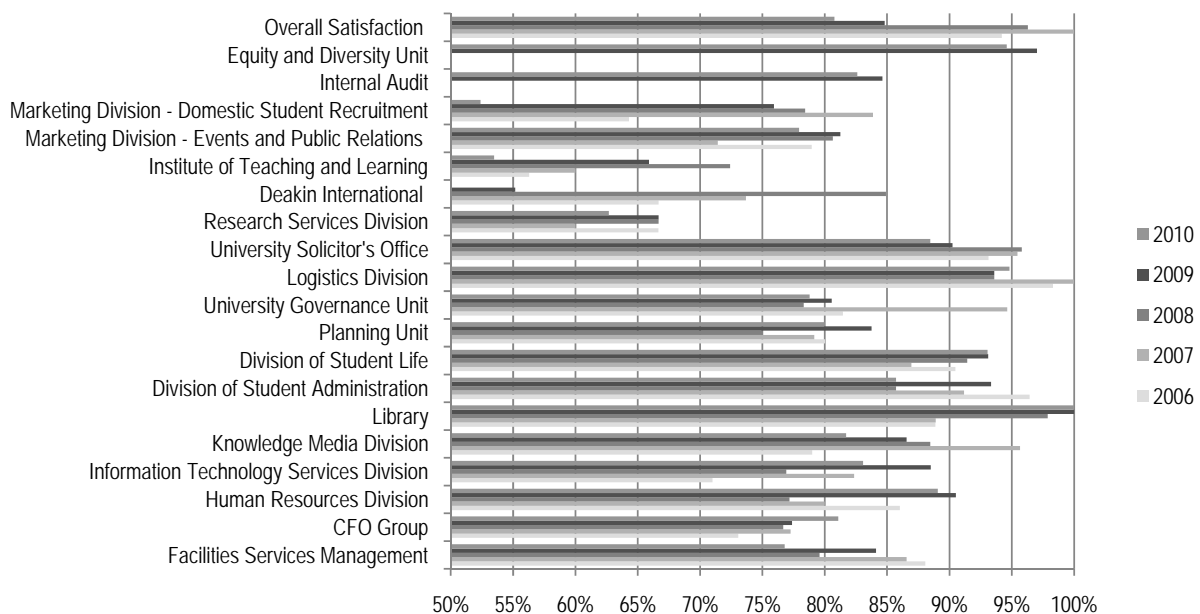


Figure 2-1 Overall Satisfaction with the Quality of Services percentage point trend 2006 – 2010

- The CFO group and Logistics Division were the only areas which recorded an improvement in Overall Satisfaction with the quality of their services compared to 2009 (4 and 1 percentage points respectively).
- Seventeen of the nineteen support services recorded a decline in Overall Satisfaction with the quality of their services. Of these, four support services; Marketing – Domestic Student Recruitment, the Institute of Teaching and Learning, Deakin International and Facilities Services Management all had decreases of more than five percentage points.

Satisfaction with Timeliness of Services

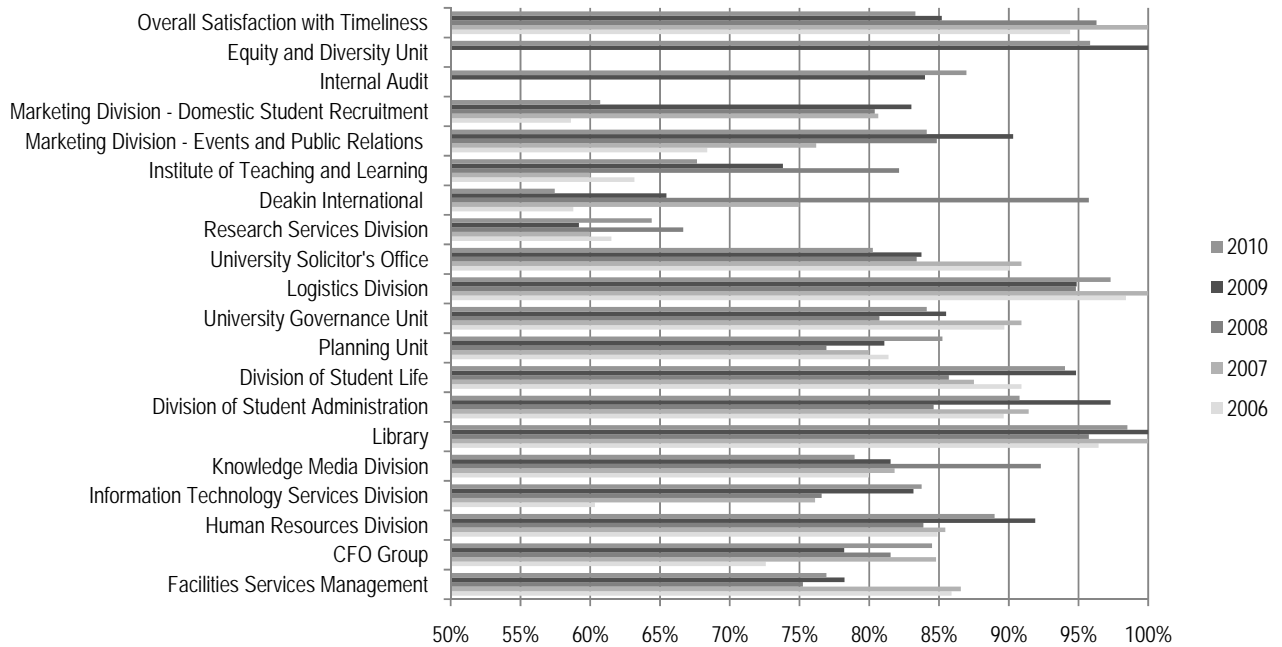


Figure 2-2 Overall Satisfaction with the Timeliness of Services Trend 2006 – 2009

- Overall Satisfaction with the timeliness of support services increased on the 2009 results for six of the support service areas, with the CFO group (6 percentage points) recording the highest, and only increase of more than five percentage points.
- A decrease in Overall Satisfaction with timeliness of five or more percentage points is recorded for five support services; Marketing Division – Domestic Student Recruitment, Deakin International, the Division of Student Administration, the Institute of Teaching and Learning and the Marketing Division – Events and Public Relations. The Marketing Division – Domestic Student Recruitment recorded a significant decline of 22 percentage points.

3 Appendices

3.1 Appendix A – Verbatim Comments

Table 3-1 Question 'Are there any other services that are not provided that you think are necessary?'

A Holiday Program for primary school children to help facilitate the work home balance during school holidays. To incorporate into Outlook a mechanism for seeking the Fleet cars booked, and by whom, to help facilitate car pooling and cut down the number of vehicles travelling between campus with sole occupants.
Additional English language support for international students throughout their time at Deakin. Planning for space needs which are a consequence of University targets.
An on-line survey tool for use by academic staff and research students to support research and research training Brief induction program outlining central services and how to engage with them.
Bus Inter-campus travel, especially in Geelong. The 'student experience' and social network needs to be augmented on our campuses, similar to that on other University campuses in Melb. By increasing student residences and associated services on campus, this will assist. This is timely with the developments taking place on the Waurm Ponds and Burwood campuses.
direct evaluation of mid level academic admin workload (AHOS T+L and Course Directors) as the HOS and PPR process is prejudiced by school budget constraints such that HOSs are forced to undervalue these roles
I think that central Divisions could improve their services by consulting more with faculties and by communicating what they plan to do or are doing. Faculty staff have a considerable range of skills and knowlege and they could offer a great deal to discussions of new processes and systems.
I think the introduction of a centrally coordinated timeline would go a considerable way towards improving communication between the Divisions and break down some of the silos. At present there are half a dozen different timelines that don't talk to each other and you only find out what's happening if you check the right one. This is crazy. It means much of what we do is reactive rather than proactive and a lot of people are reinventing the wheel. A central staff news system is critical too. And why don't we have standard email addresses for positions?
I think the Planning Unit should be adequately resourced to provide a service for analysis of data. ITSD need to provide more technical support - in particular after hours. DSA need to provide more support for the return of exam papers to academic staff for marking. University needs a process for safe recording of student results that is applied university wide.
One of the values of IT is in the automation of existing processes. With so many areas purchasing systems that simply do not provide the promised benefits and with so many submissions for IT project funding denied, we need a way forward to bring IT service expectations and demands in line with resources.
Ongoing formal liaison with senior administrative staff across faculties and divisions should be scheduled annually to ensure clear communication and opportunity to share good practice. There is currently a clear disconnect between faculties and divisions at a time when it is critical to ensure mutual support and collaboration.
Some of the committee processes (particularly course approvals) could be streamlined and re-engineered so that the information contributed to the process is provided at a point in time when it can be more useful.
Survey is far too long.
The idea that Divisions are SERVICE areas of the University is not occurring. Faculties are being directed to make changes to our operations by Senior staff in Divisions who have no idea how a Faculty operates. More secondments between Faculties and Divisions would help to overcome this issue.
The issue now is more coordination between the different divisions so that they support academics particularly in research in ways that reduce administrative load but increase responsiveness. Stil takes unreasonable time to recruit and get on staff for short term projects.
There is not enough direct staff support for my own work in the faculty.

There should be more consultation by Divisions and Support Services with Faculties for whom services are being provided. These should be partnership arrangements where the goal is to provide the best educational experiences and graduate outcomes for our students.

Table 3-2 Question 'Please provide any general comments you would like to make about administrative support services you have received?'

Admin staff within B+L are of extremely high quality. One hopes that this is recognised.
Administrative support across the University is very strong and provides good support to enable the University to operate efficiently.
Administrative support services staff are very willing to assist, and to provide a high level of service in a timely way. They contribute to my effectiveness.
Generally I have found staff within the administrative areas to be helpful when myself or my staff have approached them with issues. The only suggestions that I can make would be:- - two Faculty contacts be available at HR (currently 1 person deals with our Faculty) to improve turn around time in responses to emails and phone calls. - the Burwood Cashiers receive some professional development regarding customer service. The number of my staff who have complained over the years about how rude the cashiers are is unacceptable. - Improvements in the administration of Deakin International is required as a number of the staff within our faculty have little confidence in the quality of international applications or the integrity of the information that is received regarding admissions.
I find that the services that I receive from the Division of Student Administration are excellent, particularly in relation to curriculum and systems. I have also really appreciated that professional dealings that I have had with the Governance Unit. The ability to juggle a wide range of tasks and to be flexible has been greatly appreciated.
I have had varying experiences with administrative support services. In some cases, the service has been outstanding and in others, people are either very overworked or don't have an understanding of what internal customer service means. But overall, most people I've dealt with have been very helpful.
I have tried to indicate where there is some room for improvement, but more importantly to give positive feedback for areas that are crucial support and who are doing a great job.
In general support services are adequate with staff in the divisions clearly under pressure.
It seems to be a common situation that there is much more time allowed for the administrative components of any task, and very short amounts of time allocated to tasks requiring academic judgement eg international student considerations, scholarships, special examinations, special considerations etc, and administrative divisions are very quick to criticise if the academic tasks take longer than allowed. Usually, there is very poor information provided about what is needed, meaning that anyone dealing with a task for the first time doesn't know where to start.
Less duplication of paperwork and signing off for things where an e-mail or an online request would suffice. For example, key requests that need to be submitted in paper form. Also, after hours facilities management number to report damage to buildings after hours i.e. flooding.
Mandy Schultz in the Planning Unit has done an amazing job with limited resources over the past year or so. She has continued to provide an exceptional level of service which should be commended.
Overall there is a greater service orientation emerging in the last few months which is welcomed by all academics.
overall there still seems to be a focus on the process and the procedures rather than the outcomes and assistance to academics

Overall, the administrative support service staff try their hardest to meet our requests in a professional and friendly way. Thanks are due to all those staff who help us work our way around the administrative policies and processes at Deakin. The care that people have that they supply us with the correct information in a timely fashion is much appreciated.

Some of the services seem top heavy and out of touch...some could be better delivered at the Faculty level rather than university wide.

still too many silo's

Support services should be about assisting Faculties and other areas to provide the best customer service and educational experience for our students.

The existing administrative support services are all critical in maintaining and augmenting the academic enterprise and student experience. Our 'product' is our teaching/learning outcomes and the student experience. The administrative support services are critical in delivering this outcome.



There appears to be a lack of understanding as to what good service delivery is about. Managing expectations often appears to be unknown to many people. This is probably a reflection of the silo based structures of the administrative divisions and very rare efforts to cross those boundaries to consolidate and collaborate on delivering better services.

There is still a degree of duplication and unnecessary administrative processes around the University that don't add value. I would encourage all administrative areas to work together as part of the process to simplify administrative processes.

This is the first time that I have completed this survey and I am troubled by it. It does not seem to establish what services the respondent has experienced and how frequently, the scale for responses lacks gradation.

Under-resourcing and staff turnover cause problems, as does a disconnect such as ITL has suffered now for many years. These concerns should be a priority in the immediate future.

3.2 Appendix B – Survey Instrument

Senior Academic and General Staff Satisfaction with Administrative and Support Services - 2010

This survey seeks feedback on your level of satisfaction with the services provided by the University's central administrative Divisions and Units and will form a baseline for measuring future improvements undertaken in response to your feedback. We therefore value your input and would be grateful if you could complete this survey.

Your responses are confidential and no results will be reported which will identify individuals. Your username will be used only to check response rates and send survey reminders. If a question refers to a service not used, please leave blank.

[Start](#)

Please select the administrative Division, Unit, or Faculty in which you are currently employed.

Area of Employment

Please select the administrative Divisions on which you do **NOT** wish to provide feedback.

Your selections will allow the survey to present you with questions related only to Divisions from which you have received administrative support.

- CFO Group (incl. Financial and Business, Commercial Management Unit and Risk Management Unit)
- Deakin International
- Division of Student Administration
- Division of Student Life
- Equity and Diversity Unit
- Facilities Services Management
- Human Resources Division
- Information Technology Services Division
- Institute of Teaching and Learning
- Internal Audit
- Knowledge Media Division
- Library
- Logistics Division
- Marketing Division - Domestic Student Recruitment
- Marketing Division - Events and Public Relations (incl. Alumni and Development)
- Planning Unit
- Research Services Division
- University Governance Unit
- University Solicitor's Office

For each of the following administrative support services please indicate the **importance** to you of the support services and facilities by selecting 'Not important' or 'Important'.

Please also indicate your level of satisfaction with both the **quality** and **timeliness** of support services by selecting from 'Very Dissatisfied', 'Dissatisfied', 'Satisfied' and 'Very Satisfied'.

CFO Group (incl. Financial and Business Services Division, Commercial Management Unit and Risk Management Unit)

	Importance		Quality of Service			Timeliness of Service				Null	
	Not Important	Important	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A
Commercial and financial guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Development of the University's annual budget	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial reporting guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General accounting issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training and support in the use of DFMS (Deakin Financial Management System)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risk management guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with the insurance claims process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall I am satisfied with the services received from the CFO Group			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Do you have any comments regarding services received from the CFO Group

Deakin International

	Importance		Quality of Service			Timeliness of Service				Null	
	Not Important	Important	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A
Admission of international higher degree by research students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
International student marketing activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
International student recruitment activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Market advice to support international student recruitment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
International student admissions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coordination of study abroad and exchange programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
English language provision (through DUELI)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall I am satisfied with the services received from Deakin International			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Do you have any comments regarding services received from Deakin International

Division of Student Administration

	Importance		Quality of Service				Timeliness of Service				Null
	Not Important	Important	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A
Organisation of enrolment days (eg: VTAC and International)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Admission processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Examinations management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Result release processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Graduations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Callista help desk and ad hoc reporting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scholarship processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall I am satisfied with the services received from the Division of Student Administration			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Do you have any comments regarding services received from the **Division of Student Administration**

Division of Student Life

	Importance		Quality of Service				Timeliness of Service				Null
	Not Important	Important	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A
Counselling services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career planning/advice for students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic/study skill services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accommodation for students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial support for students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment services for students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
International student support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fitness clubs/gyms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall I am satisfied with the services received from the Division of Student Life			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Do you have any comments regarding services received from the **Division of Student Life**

Equity and Diversity Unit

	Importance		Quality of Service				Timeliness of Service				null
	Not Important	Important	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A
Student access and equity services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability services for students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff equity services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Harassment and discrimination complaints management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall I am satisfied with the services received from the Equity and Diversity Unit			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Do you have any comments regarding services received from the **Equity and Diversity Unit**

Facilities Management Services Division

	Importance		Quality of Service				Timeliness of Service				null
	Not Important	Important	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A
Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleaning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance of buildings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building projects (refurbishments)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building projects (new works)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grounds and gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall I am satisfied with the services received from the Facilities Management Services Division			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Do you have any comments regarding services received from the **Facilities Management Services Division**

Human Resources Services Division

	Importance		Quality of Service				Timeliness of Service				Null
	Not Important	Important	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A
Occupational health and safety	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Workplace relations advice	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Payroll/superannuation	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Recruitment	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Staff development courses	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Provision of human resources data	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Staff survey rollout and action planning support	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Overall I am satisfied with the services received from the Human Resources Services Division			<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	

Do you have any comments regarding services received from the **Human Resources Services Division**

Information Technology Services Division

	Importance		Quality of Service				Timeliness of Service				Null
	Not Important	Important	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A
IT Systems that I regularly use	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
IT Service Desk	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
IT project management	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Wired network	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Wireless network	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
ITSD services provided for business requirements	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Overall I am satisfied with the services received from the Information Technology Services Division			<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	

Do you have any comments regarding services received from the **Information Technology Services Division**

Institute of Teaching and Learning

	Importance		Quality of Service				Timeliness of Service				null
	Not Important	Important	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A
Academic professional development program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advice about project grants for teaching and learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advice and support for teaching awards and recognition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consultation with other Institutes and Divisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consultation with Faculty and Schools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advice and support in embedding graduate attributes in curriculum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advice and support in embedding rural and regional needs in curriculum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advice and support in relation to internationalising the curriculum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall I am satisfied with the services received from the Institute of Teaching and Learning			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Do you have any comments regarding services received from the **Institute of Teaching and Learning**

Internal Audit

	Importance		Quality of Service				Timeliness of Service				null
	Not Important	Important	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A
Consultation and development of the terms of reference	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Analysis and review of processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Observations and recommendations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of written audit reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall I am satisfied with the services received from Internal Audit			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Do you have any comments regarding services received from **Internal Audit**

Knowledge Media Division

	Importance		Quality of Service				Timeliness of Service				Null
	Not Important	Important	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A
Teaching and learning content production (print)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Teaching and learning content production (interactive/online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Website content management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DSO administration and management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall I am satisfied with the services received from the Knowledge Media Division			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Do you have any comments regarding services received from the **Knowledge Media Division**

Library

	Importance		Quality of Service				Timeliness of Service				Null
	Not Important	Important	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A
Information resources for teaching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information resources for research	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deakin research online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library facilities and spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support services (eg. library liaison program, e-readings, direct delivery of books and articles)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall I am satisfied with the services received from the Library			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Do you have any comments regarding services received from the **Library**

Logistics Division

	Importance		Quality of Service				Timeliness of Service				Null
	Not Important	Important	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A
Printery services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Warehousing, mail and portorage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fleet vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall I am satisfied with the services received from the Logistics Division			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Do you have any comments regarding services received from the **Logistics Division**

Marketing Division - Domestic Student Recruitment

	Importance		Quality of Service				Timeliness of Service				null
	Not Important	Important	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A
Undergraduate recruitment activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Postgraduate recruitment activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with recruitment of non-school leavers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Market research to support domestic student recruitment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with producing marketing material	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance in using the website as a marketing tool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall I am satisfied with the services received from the Marketing Division - Domestic Student Recruitment			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Do you have any comments regarding services received from the **Marketing Division - Domestic Student Recruitment**

Marketing Division - Events and Public Relations (incl. Alumni and Development)

	Importance		Quality of Service				Timeliness of Service				null
	Not Important	Important	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A
Assistance with organising corporate events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with dealing with the media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with managing alumni	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organisation and logistics of Open Day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall I am satisfied with the services received from the Marketing Division - Events and Public Relations (incl. Alumni and Development)			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Do you have any comments regarding services received from the **Marketing Division - Events and Public Relations (incl. Alumni and Development)**

Planning Unit

	Importance		Quality of Service				Timeliness of Service				null	
	Not Important	Important	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A	
Accessibility of data	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Reliability of information	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Enrolment planning	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Analysis and reporting	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Survey services	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Ad hoc reporting	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Overall I am satisfied with the services received from the Planning Unit			<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Do you have any comments regarding services received from the **Planning Unit**

Research Services Division

	Importance		Quality of Service				Timeliness of Service				null	
	Not Important	Important	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A	
Central services supporting human ethics	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Central support services for grant applications	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
RSD support services for research contracts	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Support in obtaining research funding	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Research data management (including archiving)	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Overall I am satisfied with the services received from the Research Services Division			<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Do you have any comments regarding services received from the **Research Services Division**

University Governance Unit

	null		Quality of Service				Timeliness of Service				null
	Not Important	Important	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A
The Guide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management of records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management of and assistance with policy matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service provided to senior staff in the preparation of papers for Council and other committees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service given to Planning and Resources Committee and subcommittees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service given to the Academic Board, committees and subcommittees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compliance matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall I am satisfied with the services received from the University Governance Unit			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Do you have any comments regarding services received from the **University Governance Unit**

University Solicitor's Office

	Importance		Quality of Service				Timeliness of Service				null
	Not Important	Important	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A
Advice regarding contracts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall I am satisfied with the services received from the University Solicitor's Office			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Do you have any comments regarding services received from the **University Solicitor's Office**

Are there any other services that are not provided that you think are necessary?

Please provide any general comments you would like to make about administrative support services you have received.