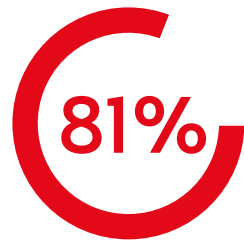


Student satisfaction with IT Services



Griffith University Students



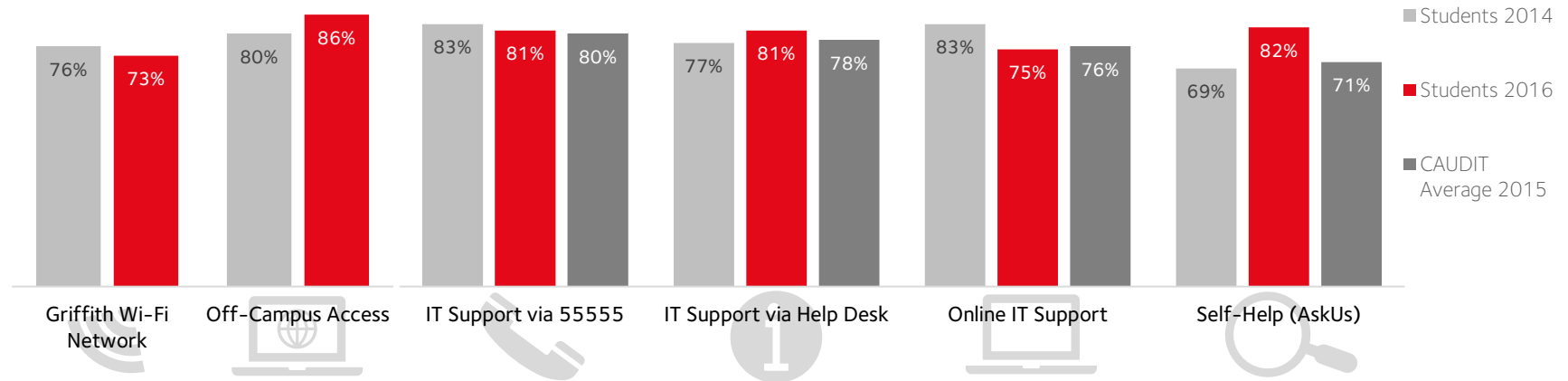
CAUDIT* Group Average for Students 2015

+ 10% MORE satisfied than the CAUDIT average for overall student satisfaction with IT Service Quality

*NOTE: CAUDIT refers to Council of Australasian University Directors of Information Tech.

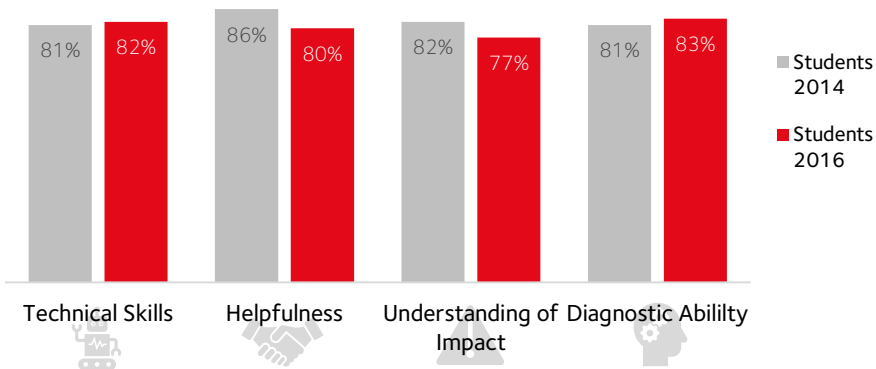
Student ratings of IT Services and Support at Griffith

% of Students who said that they were 'satisfied' or 'very satisfied' with the IT Services and Support @Griffith

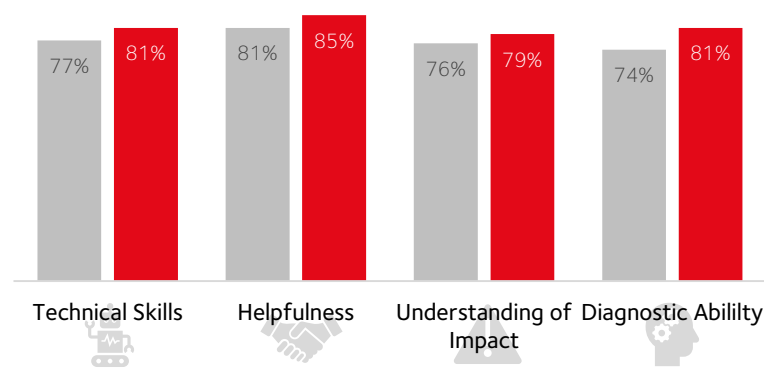


Student ratings of IT support staff competencies (IT Service Centre & Helpdesk staff)

Phone - IT support staff

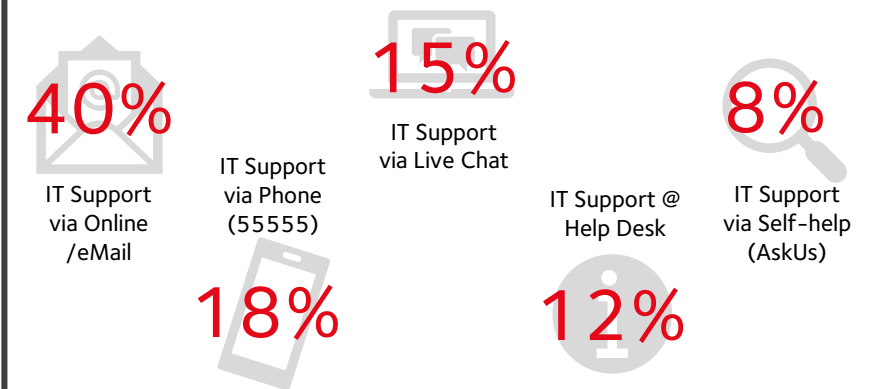


Helpdesk - IT support staff



Student IT support preferences

% of Students who said that they prefer this mode of IT Support



Response rate

The Survey cohort consisted of 5,200 students, of whom 453 responded giving a survey response rate of....

8.7%

This is above the typical response rate for the sector of around 7%.

IT Services & Support – Comments from Griffith Users

Griffith Wi-Fi Network

"there are still a few areas on campus I have noticed fail to get proper reception to the wifi network."

Network service coverage will be improved in Griffith's Wireless Development Project, 2017.

'AskUs' / IT Self-help resources

"sometimes keywords used...don't match up with results that are provided"

INS has appointed a small team of service-focused staff, to expand our Self-help resources.

IT Support via email or webform

"while receipt of jobs is quickly acknowledged it can take a few days...to filter down to the appropriate section to deal with"

Procedures have been put in place to ensure that emails are checked several times daily and responded to that day, unless escalation to another team is required.

"what users have told us."
Griffith's response

Survey Info.

Griffith University along with many other universities in Australia & New Zealand participate in a benchmarking exercise for IT Service Quality. The IT Service Quality Survey is a short survey which asks about students experiences with IT Support Services. The Survey was conducted in May 2016