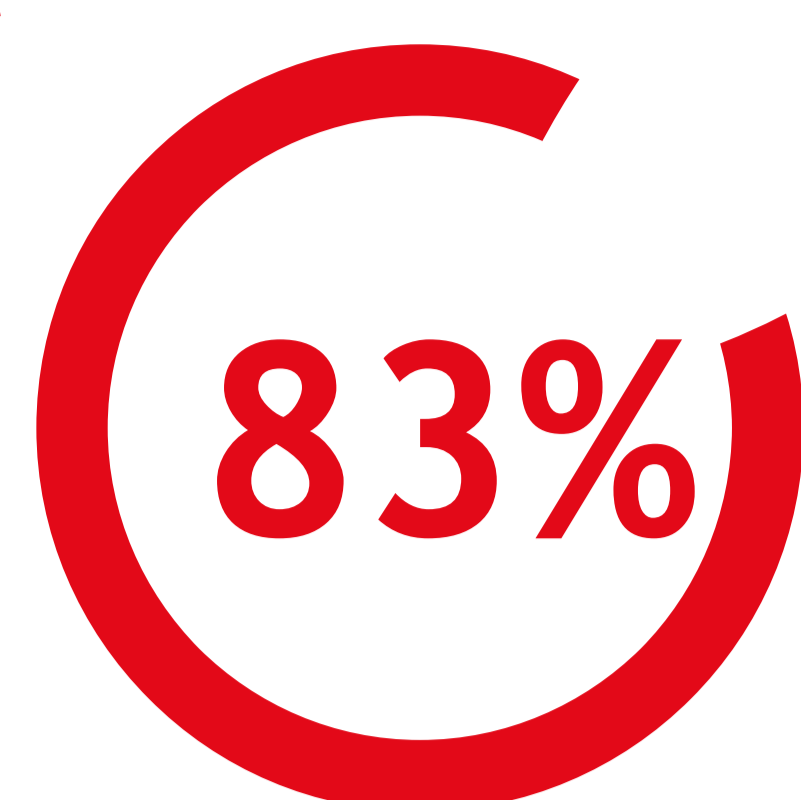
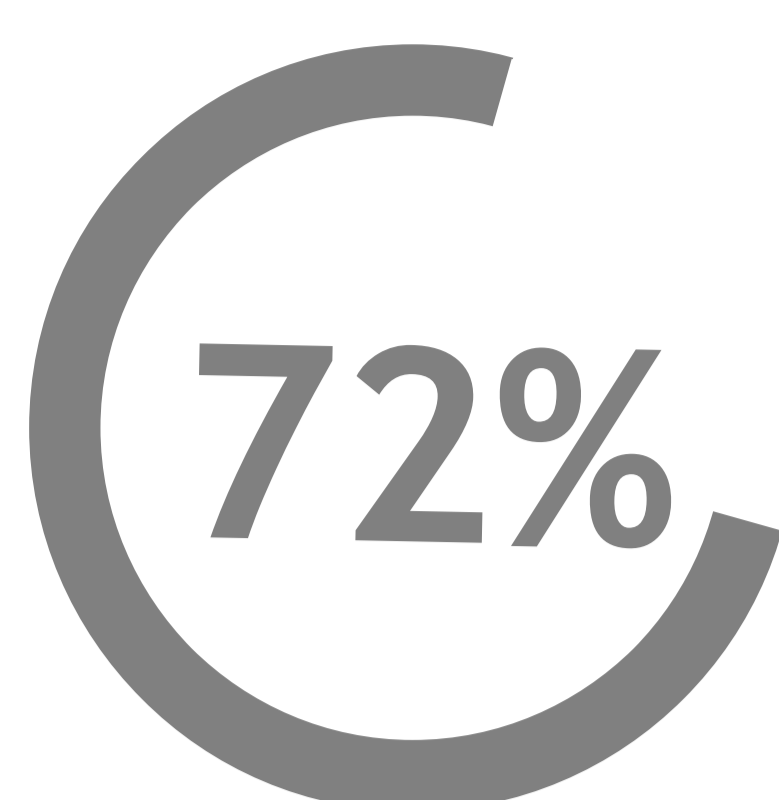


# IT SERVICE QUALITY SURVEY 2018 Student results

## Student Satisfaction with IT Services



Griffith University Students



CAUDIT\* Group 2017 Average for Students

**+11% MORE satisfied**

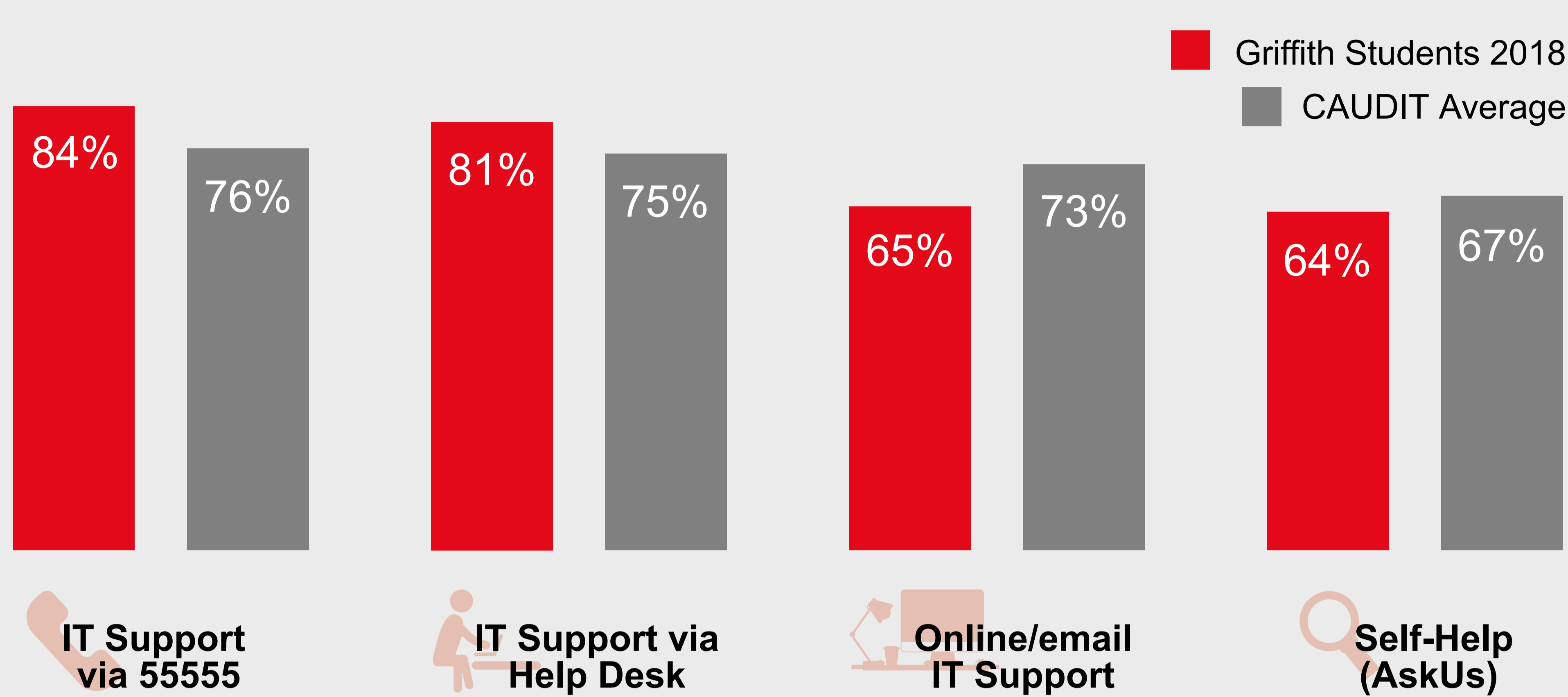
than the CAUDIT average for overall student satisfaction with IT Service Quality

\*NOTE: CAUDIT refers to the The Council of Australasian University Directors of Information Technology



## Student ratings of IT Support

% of Students who said that they were 'satisfied' or 'very satisfied' with IT support @Griffith



## Student IT Support preferences

% of Students who said that they prefer this mode of IT support @Griffith

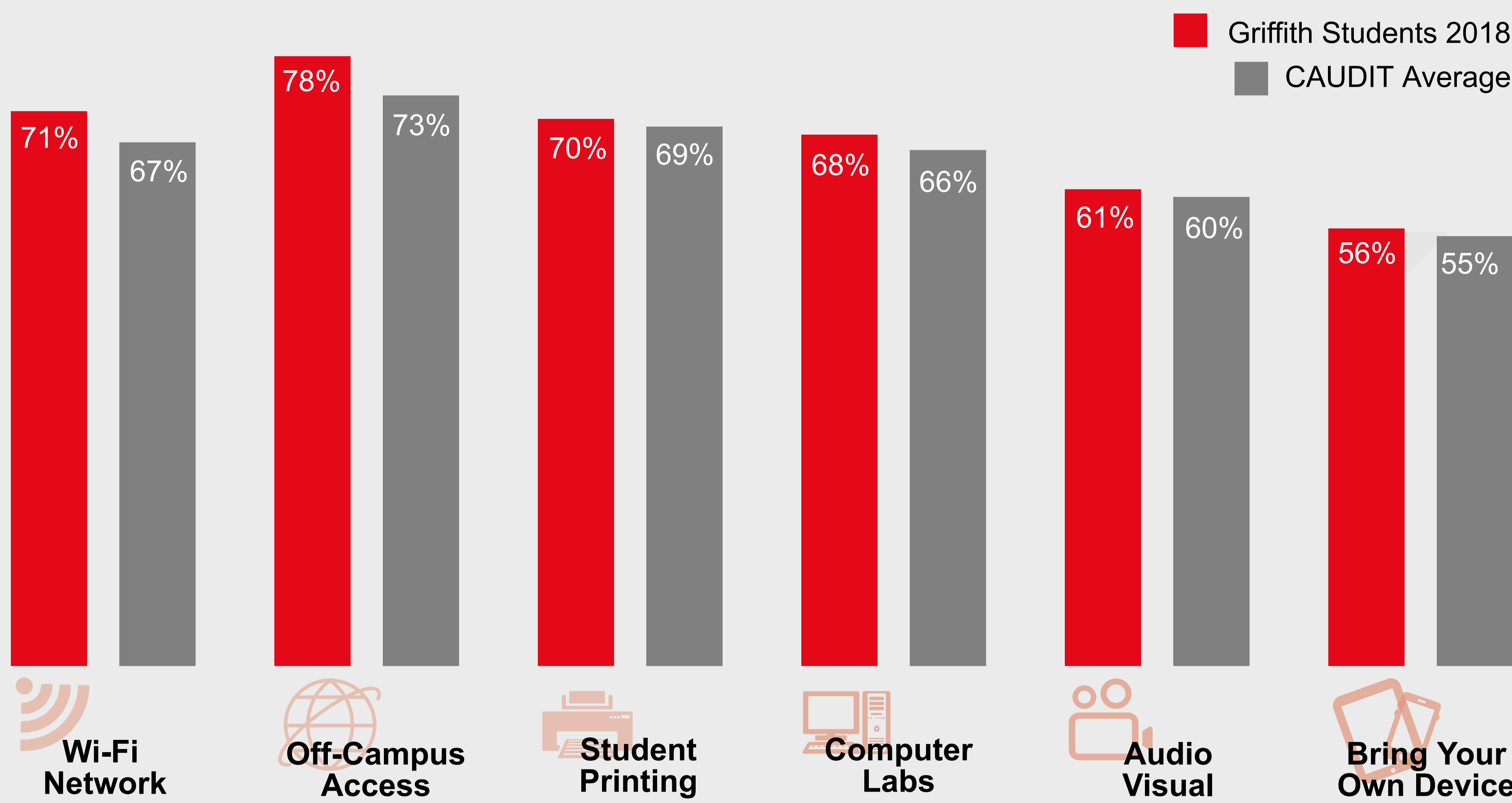


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## Student ratings of IT Services

% of Students who said that they were 'satisfied' or 'very satisfied' with these IT services @Griffith



## Student IT Services & Support comments

what students said about IT services @Griffith...& what action Griffith is taking in response...

"I find that some university systems are not mobile friendly - for example, when checking my marks on learning@griffith on my phone, there is a problem with the display and it won't allow me to scroll to see my marks."

"more mobile friendly learning@griffith"

"When using L@G on my Android phone sometimes it is difficult to navigate the mymarks sections."

### Griffith's Response...

Learning@Griffith is best accessed on your mobile device using the 'BlackBoard App', which is included as a feature of the Griffith App. BlackBoard is continually working to improve the ability of users to access their material on mobile devices. An impending upgrade to BlackBoard Ultra, will provide significant improvements to Learning@Griffith in the future.



## Student response rate

The Survey cohort consisted of 5,200 students, or whom 563 responded giving a response rate of... **10.8%**  
This is above the typical response rate for the sector of around 8%.



## Survey information

Griffith, along with many unis in Australia & NZ, participate in a benchmarking exercise for IT Service Quality. The IT Service Quality Survey is a short survey which asks about student experiences with IT Support Services. This survey was conducted in May 2018.