

Service areas

The Tell Us survey is an annual survey that invites Griffith students to provide feedback on a range of non-academic services:



Student administration matters (admissions, fees, enrolments, exams, credit and program advice)



Personal support services (careers, health, disabilities, counselling, welfare)



Library services (study spaces, resources, help, workshops and consultations)



IT services and support (computing, internet access, Wi-Fi)



Recreation services (sports, clubs, societies, campus events)



Food outlets



Griffith International (support for international students, English language support)



Student Ombudsman (student complaints handling process)

Sample population

Includes: all current students (undergraduate, postgraduate and research (Higher Degree by Research) students).

Excludes: students invited to participate in concurrent surveys – national Student Experience Survey (SES) and Trimester 2 Starting@Griffith.

Survey structure

Tell Us collects ratings ('service markers') on a ten point agreement scale ranging from 'Strongly disagree' to 'Strongly agree'.

Non-academic services, excluding food outlets, are measured against the following service markers:



Services available



Information available



Information clear



Staff professional & helpful



Issues handled fairly

Food outlets are measured on:

Good range



Affordability



Outlets open



Survey analysis

Satisfaction with services is calculated as:

$$\% \text{ agreement} = \% \text{ general agreement} - \% \text{ general disagreement}$$

General agreement includes 'Agree' and 'Strongly agree' responses, while general disagreement comprises 'Disagree' and 'Strongly disagree'.

Overall net agreement for each service area is aggregated. This can also be segmented for further drill down, by:



CAMPUS



RESIDENCY STATUS



DISABILITY STATUS



BY FIRST PEOPLES



SOCIOECONOMIC STATUS (SES)



ACADEMIC CAREER LEVEL



ATTENDANCE TYPE



GENDER