



Edge Hill University  
LEARNING SERVICES

# RESULTS OF THE 2010 CUSTOMER SATISFACTION SURVEY

Learning Services takes feedback from all our customers very seriously in an attempt to continuously improve the services, resources and facilities that we offer.

We were successful in achieving the CSE award in 2009, which is an award issued by the government for excellent in customer care.



Thank you to the 705 customers who completed this years survey.

If you would like to make a comment or suggestion on how we can improve our services, please fill in a form at any University Library or online at;  
[www.edgehill.ac.uk/lis/feedback](http://www.edgehill.ac.uk/lis/feedback)

## Customer satisfaction continues to improve!

88% of those surveyed rated their experience of Learning Services as either excellent or good!



Learning Services conducted a survey of customer satisfaction between 14th April and 25th May 2010. 705 completed surveys were received. When asked the question 'How do you rate your experience of Learning Services?' 42.6% answered excellent, 45.2% good, 9.2% adequate and 1.6% poor. This meant a total of 87.8% answered either good or excellent which compares with 85% in 2008 and 78% in 2007.

## Survey breakdown....

Customers were asked if they 'Usually get access to services and information in good time?'. 87.6% strongly agreed or agreed with this statement.

Customers were asked if 'Library staff are knowledgeable and can always answer enquiries at the first point of contact?'. 85.4% of customers strongly agreed or agreed with this statement.

73.5% of customers said they used our library web pages to find out information, 47.9% said they visited our help-desks.

When asked for suggestions as to other ways of engaging with Learning Services, 163 customers gave a response. The most popular suggestion was SMS / Text messaging.

Customers were asked 'How satisfied are you with the response you get to your enquiries from library staff?'. 87.2% answered either satisfied or very satisfied.

Customers were asked 'If an enquiry is not resolved at first point of contact, how satisfied are you with the length of time of its subsequent resolution?'. 72% answered very satisfied or satisfied.