

## Immigration and Welfare Service – Quick Survey

The Immigration and Welfare Service launched a quick survey on 27 April 2016. The survey closed on 12 May 2016.

The survey was launched using Bristol Online Surveys. A link to the survey was sent to 97 students who had accessed the Immigration and Welfare Service either at a drop in or had attended an appointment with the Immigration and Welfare Service since September 2015 and were still currently studying at the University.

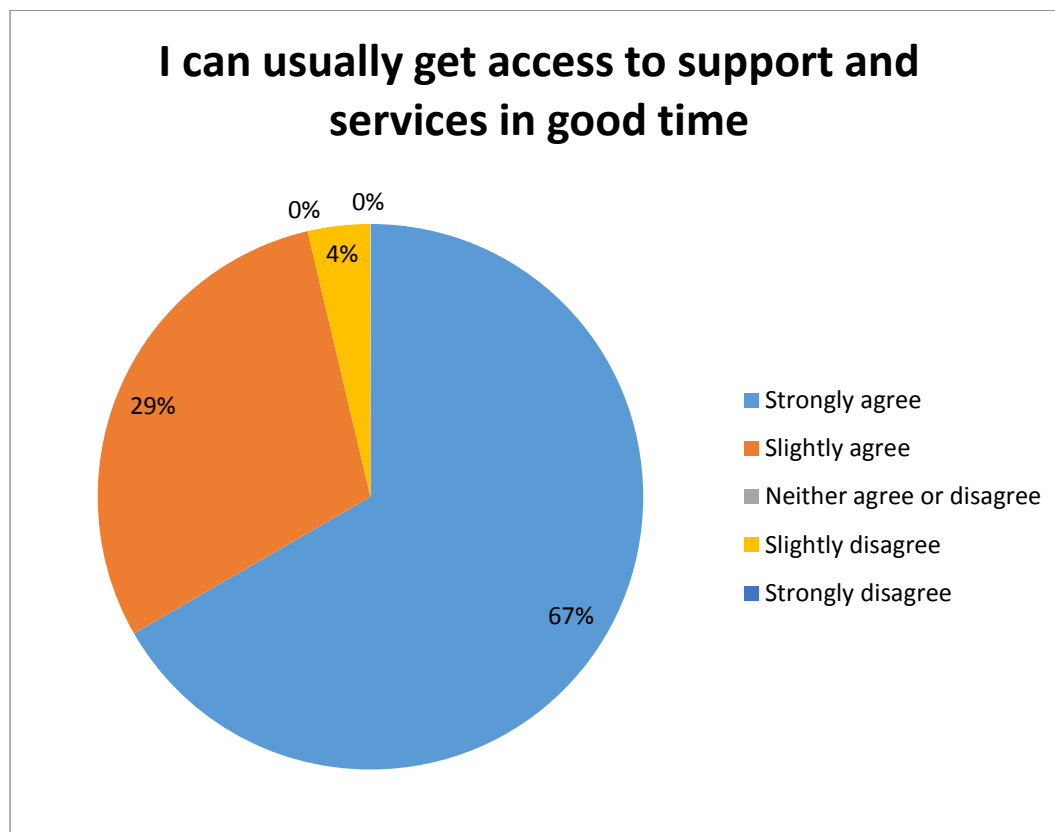
There was a prize draw for respondents who completed the survey of a £25 Amazon voucher.

27 students responded to the survey – a response rate of 27.8%

The results of the survey are shown below.

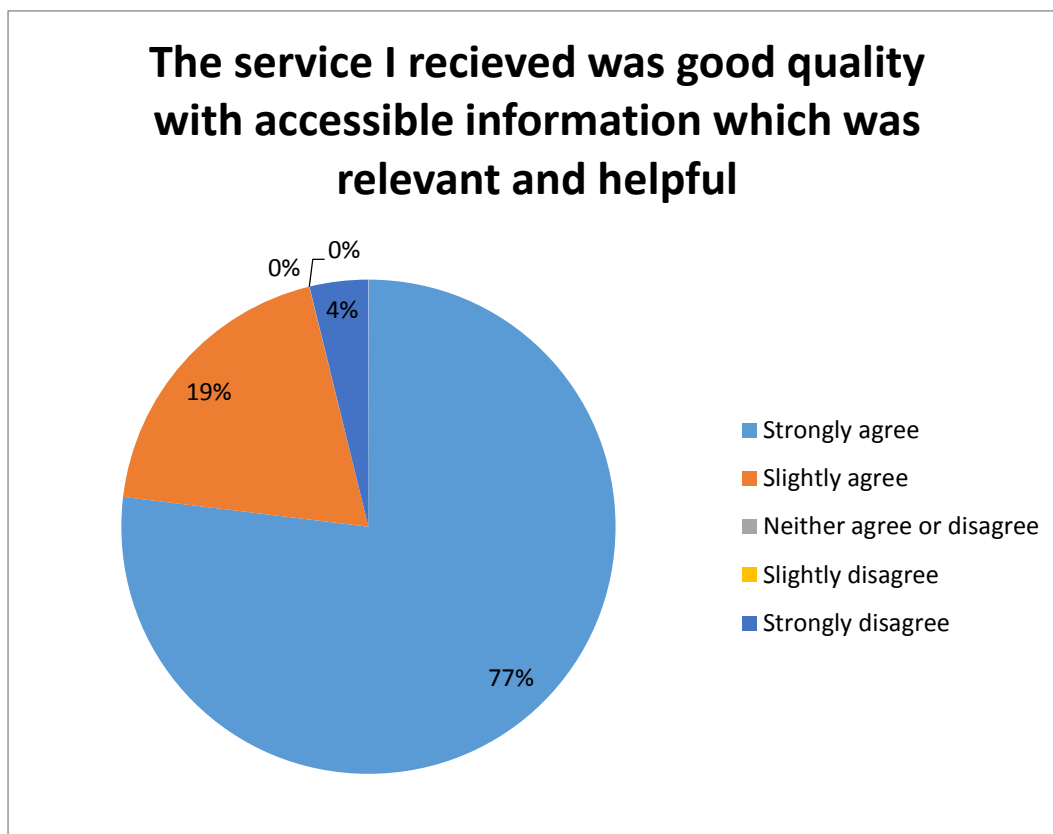
### Q1. I can usually get access to support and services in good time

Strongly agree	18	67%
Slightly agree	8	29%
Neither agree or disagree	0	0%
Slightly disagree	1	4%
Strongly disagree	0	0%



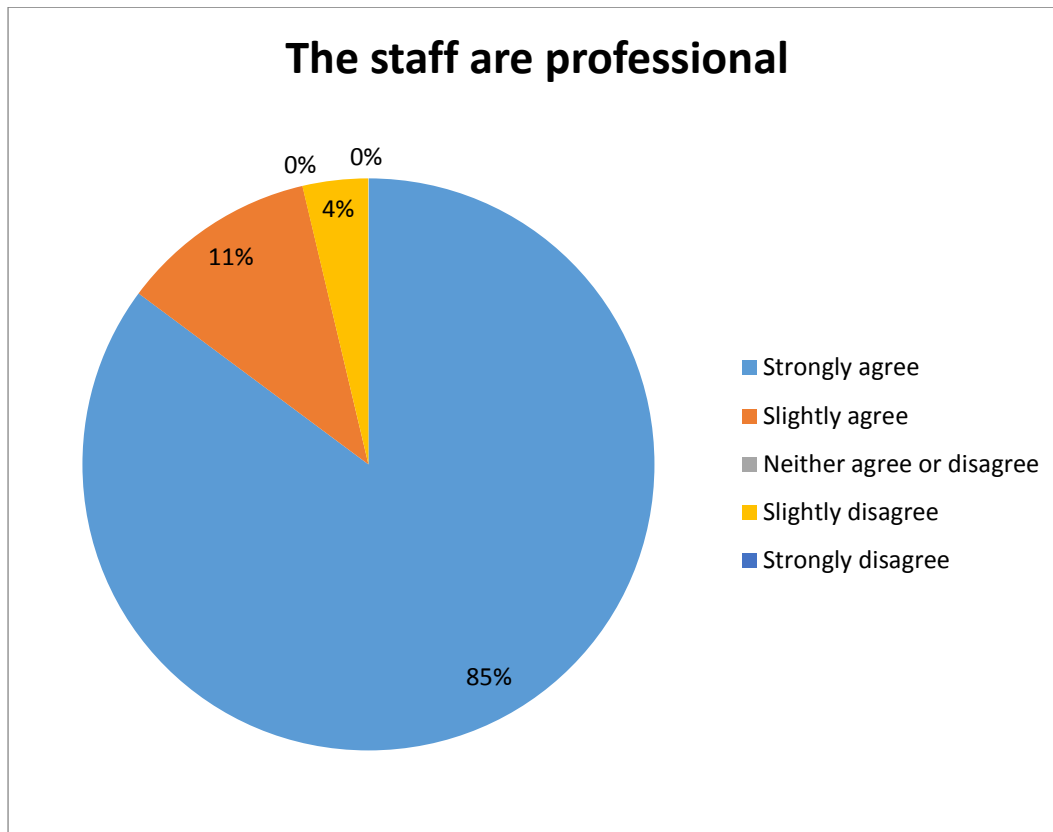
**Q2.The service I received was good quality with accessible information which was relevant and helpful**

Strongly agree	20	77%
Slightly agree	5	19%
Neither agree or disagree	0	0%
Slightly disagree	0	0%
Strongly disagree	1	4%



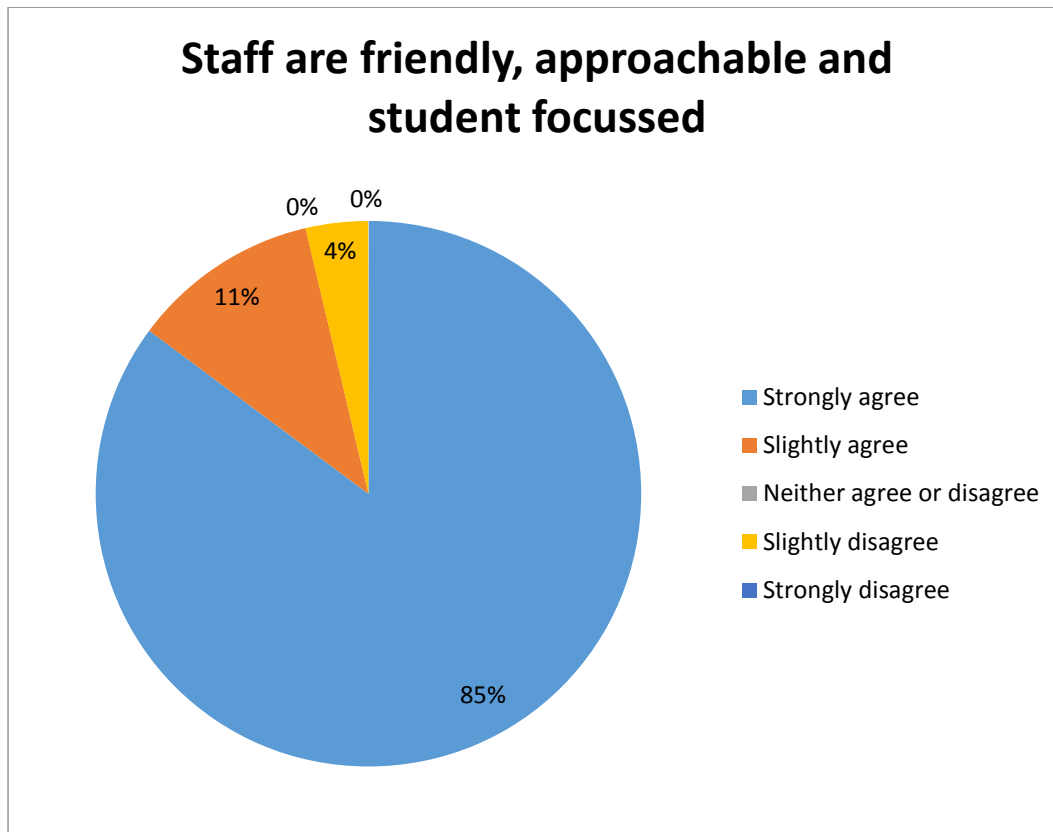
### Q3. The staff are professional

Strongly agree	23	85%
Slightly agree	3	11%
Neither agree or disagree	0	0%
Slightly disagree	1	4%
Strongly disagree	0	0%



#### Q4. Staff are friendly, approachable and student focussed

Strongly agree	23	85%
Slightly agree	3	11%
Neither agree or disagree	0	0%
Slightly disagree	1	4%
Strongly disagree	0	0%



**Q5. Overall the service delivered was good and it met my expectation**

Strongly agree	20	74%
Slightly agree	6	22%
Neither agree or disagree	0	0%
Slightly disagree	0	0%
Strongly disagree	1	4%

