

Heritage Services Public Services Service Standards

Analysis of Public Services Questionnaire 2009 Service Standards Targets

Date: Autumn 2009



Information about the study/research session was easy to access - agree strongly 87.5% (target 80%)

The booking process was straightforward - agree strongly 87.5% (target 80%)

The timing of the session tallied with my needs - agree strongly 62.5% (target 80%)

The services was friendly, helpful and efficient - agree strongly 87.5% (target 80%)

My appointment solved my enquiry - agree strongly 87.5% (target 80%)

I was completely satisfied with the service 87.5% (target 80%)

Average for Public Services 85.4% (on target)

All answers given were agree or agree strongly. There was no dissatisfaction.

Signed...Katie Smith Date...23rd September 2009

Further comments

Had a brilliant day and got access to more garments than I thought. Will help a lot with my BA (hons) degree

More time would be fab – 2 hours goes so fast!

Will strongly recommend the study session to people on my course

The staff was extremely helpful and I was very impressed with the study facility.

It was an excellent experience and has provided me with extremely valuable research