
Overall Satisfaction (N = 2526)

Net Promoter Score (N = 1324)

*Rating = Average rating on seven point likert scale (1-7), converted to a percentage

The extent that Monash Sport has enhanced respondents ability to (Monash students, N = 966):

- Improve their own mental health
- Transition into University life
- Improve their wellbeing and happiness
- Respect other students
- Study more effectively
- Feel accepted by other students
- Interact with others that are different from themselves (i.e. race, ethnicity, beliefs, etc.)

Key
- Very Dissatisfied / Not at all
- Mod Dissatisfied / Rarely
- Slightly Dissatisfied / Slightly
- Neutral / Moderately
- Slightly Satisfied / Often
- Mod Satisfied / Mostly
- Very Satisfied / Extremely
Respondents satisfaction with the following aspects of Monash Sport. N = 1324

- Staff Communication
- Customer Service
- Value for Money
- Quality of Services & Programs
- Cleanliness of facilities
- Maintenance of facilities

To what degree... (Monash students only). N = 966

- Was the range and quality of sports, aquatic and fitness facilities a decision factor in choosing Monash University?
- Has being a member/customer of Monash Sport increased respondents sense of belonging to the Monash community?
- Has being part of Monash Sport enhanced your academic performance?

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