2014 Monash Sport Customer Satisfaction Survey

Survey methodology involved hardcopy, online, ipad and staff entered feedback, using a Likert scale of 1 to 7 where 1 indicated very dissatisfied and 7 indicated very satisfied. The total quantity of feedback responses was 1,360. Overall Customer satisfaction rating is calculated by the average response rating, converted to a percentage.

Key

Very Satisfied
Moderately Satisfied
Slightly Satisfied
Neutral
Slightly Dissatisfied
Moderately dissatisfied
Very Dissatisfied

Overall Satisfaction Levels with Monash Sport

Quality of Monash Sport Services/Programs

Availability of Information about Monash Sport

Likelihood of Recommending Monash Sport to Friends and Colleagues

monash.edu/sport
The Value for Money at Monash Sport

Organisation of Monash Sport Services/Programs

Cleanliness of Monash Sport Facilities

Range of Monash Sport Services/Programs

Maintenance of Monash Sport Facilities

Overall Satisfaction Level (Year to Year Comparison)

Net Promoter Score

Key

Organisation of Monash Sport Services/Programs

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