

IMC LIBRARY CLIENT SATISFACTION SURVEY

Dear Student,

The library is committed to providing the best and most relevant resources and services to make your study here a success. To help us achieve that goal, please fill in the following survey. Your name and information collected will be confidential.

Please rate the following from 1 to 3, **Feel free to add comments in the Comments Section**
3 being most satisfied, 1 least satisfied

The Collection

Are the following resources adequate to support your learning and research?

Text books: 1 2 3

Reference Books: 1 2 3

Recommended Reading: 1 2 3

Leisure Reading: 1 2 3

Newspapers: 1 2 3

Journals/Magazines: 1 2 3

e-Resources:

e-Databases: 1 2 3

eBooks: 1 2 3

Subject Guide 1 2 3

Research Assistance 1 2 3

Online lectures 1 2 3

What resources would you like to see increase?

Comments:

Top Education Group Ltd trading as Australian National Institute of Management and Commerce

Is our staff:	Comments
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Friendly and helpful? 1 2 3

Knowledgeable & informed? 1 2 3

Infrastructure/facilities	Comments
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Convenient Location: 1 2 3

Enough individual study space: 1 2 3

Enough group study space: 1 2 3

Enough computers: 1 2 3

Enough Snack area: 1 2 3

Enough desks & chairs: 1 2 3

Printing, Scanning and

photocopying Equipment: 1 2 3

Adequate opening hours: 1 2 3

Quiet and tidy study area: 1 2 3

Library Website	Comments
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Easily accessible to navigate: 1 2 3

Informative: 1 2 3

Easy-to-find Online Resources: 1 2 3

Easy-to-search Resources: 1 2 3

Social Media to Connect: 1 2 3

Top Education Group Ltd trading as Australian National Institute of Management and Commerce

ACN: 098 139 176 | CRICOS Code: 02491D | TEQSA PRV 12059 | Suite 1, Biomedical Building, 1 Central Ave, Eveleigh NSW 2015
Tel: + 61 2 9209 4888 | Fax: + 61 2 8088 6784 | E-mail: info@top.edu.au | www.top.edu.au

Services:	Comments
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Workshops: 1 2 3

Academic Skills Workshops: 1 2 3

English Language Skills Workshops: 1 2 3

Consultations: 1 2 3

Tutorials: 1 2 3

Please rate the quality of the service you received from TOP's Library.	Comments
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1 2 3

How frequently do you visit the Library?	Comments
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3-5 times per month 1-2 times per month

Once every 2 months Other

Additional general comments you want to add:

Are you an:

Undergraduate student Postgraduate student

Are you a student of:

Business Law

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**Student name and
number:**

**Survey completion
date:**

Mobile number:

Signature:

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