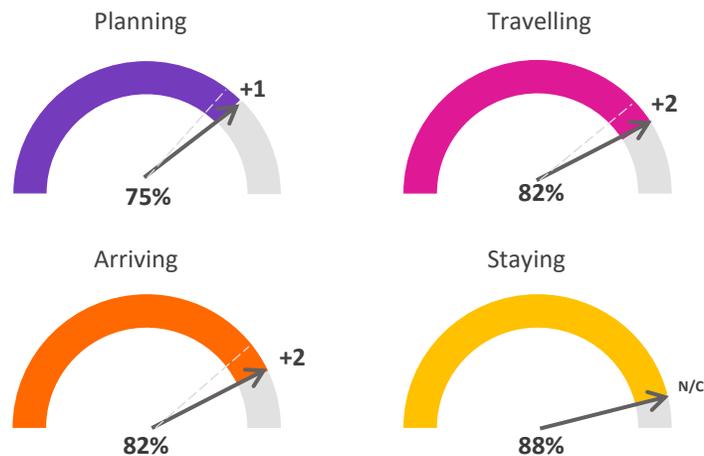


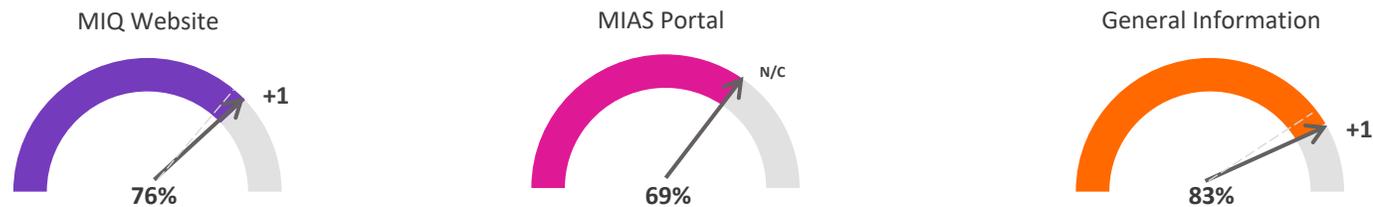
# MIQ Returnee Experience Survey Summary of August 2021

Overall experience satisfaction **77%** ↑ +3 | Response rate **57%** N/C | Responses n=2042 ↓ -604 | Days live: **161**

**Satisfaction by Journey Phase**



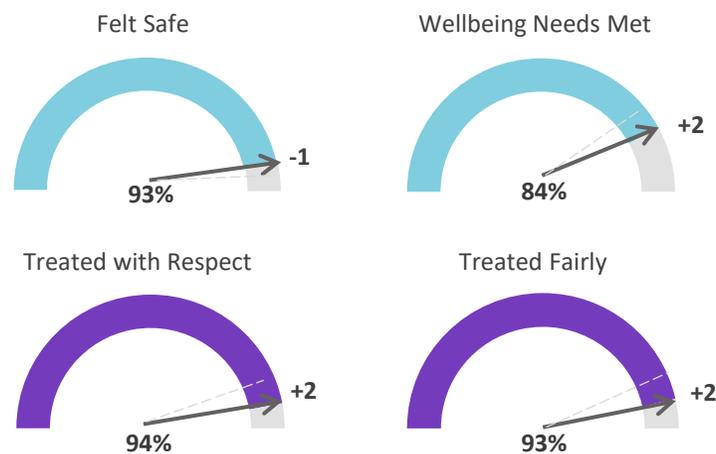
## Satisfaction with Communications



## Feedback Sentiment



**Satisfaction of Pastoral Care**



## Voice Analysis

Top 5 themes – positive comments				Top 5 themes – negative comments		
1	Appreciation	71%	-7 ↓	Fairness and Availability of vouchers	68%	+18 ↑
2	MIQ staff (facility and defence)	59%	-4	Internet quality	54%	+9 ↑
3	Arrival experience	33%	+8 ↑	Thoughts on MIQ website or MIAS	52%	-7 ↓
4	Coordination of MIQ experience	32%	-2	Cost of MIQ	51%	-44 ↓
5	Making the guest experience more comfortable	31%	+2	Being accommodating for families	44%	-6

Denotes results from *previous month*

↑ ↓ Denotes results significantly different to *previous month*