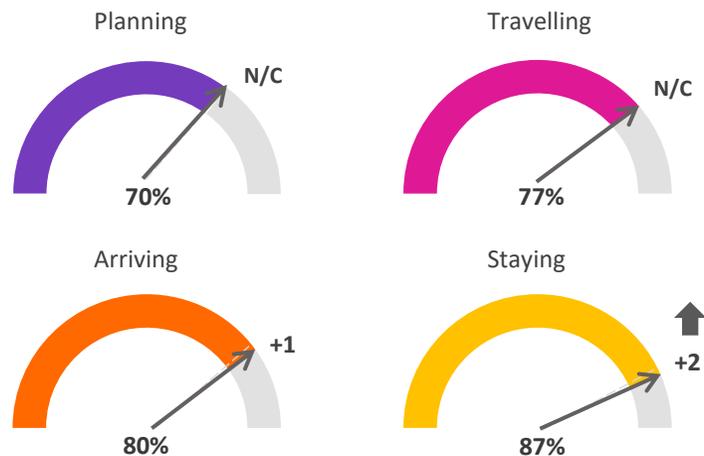


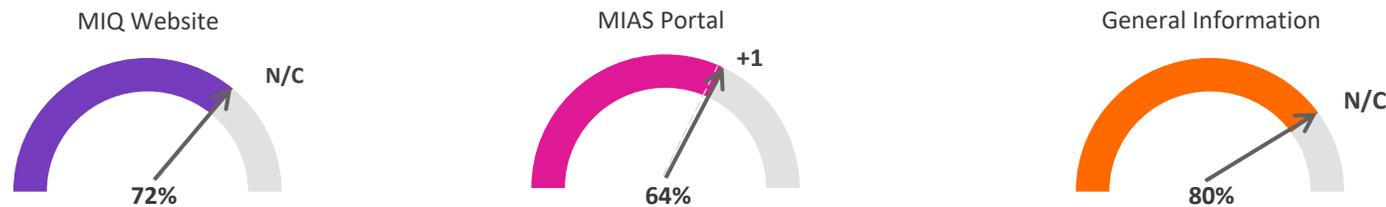
MIQ Experience Survey Summary of December 2021

Overall experience satisfaction **66%** ↑ +3 | Response rate **53%*** ↓ -3 | Responses **n=3761** +980 | Days live: **284**

Satisfaction by Journey Phase



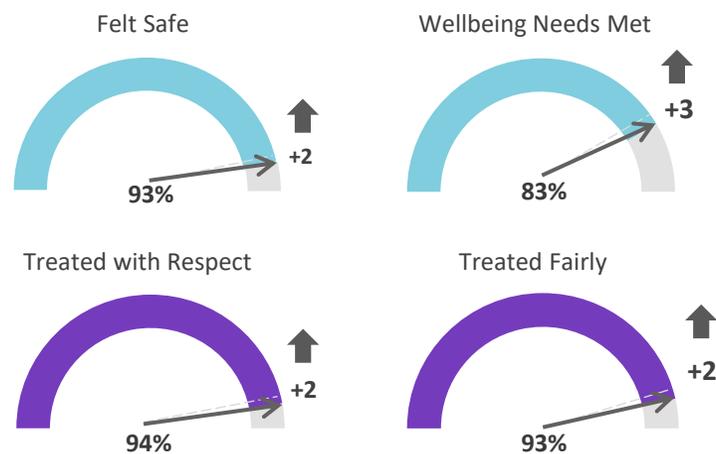
Satisfaction with Communications



Feedback Sentiment



Satisfaction of Pastoral Care



Voice Analysis

Top 5 themes – positive comments				Top 5 themes – negative comments			
1	Appreciation	64%	+3	Cost of MIQ	64%	+5	
2	MIQ staff (facility and defence)	46%	N/C	Thoughts on MIQ website or MIAS	57%	+3	
3	Food & Drink	30%	-2	Internet Quality	53%	+17	
4	MIQ Facilities and Conditions	29%	-1	Fairness and Availability	51%	-8	
5	Coordination of MIQ experience	28%	+2	Being accommodating for families	46%	-1	

Denotes results from *previous month*

*based on sent date

↑↓ Denotes results significantly different to *previous month*