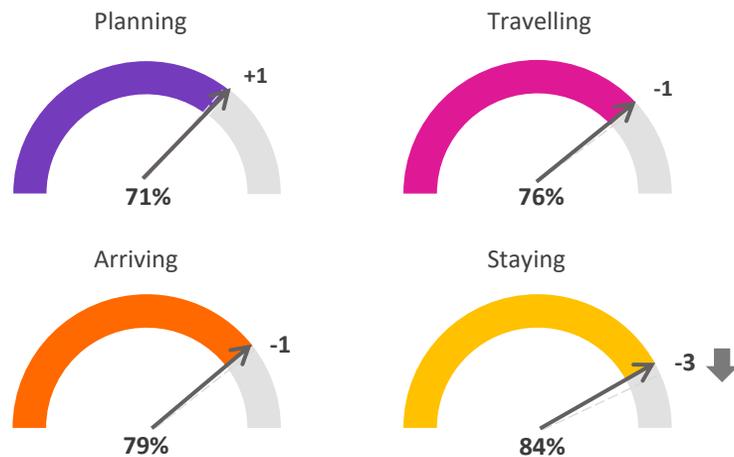


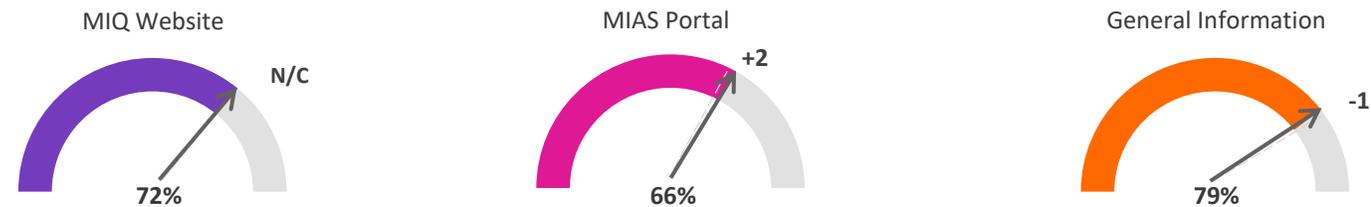
MIQ Experience Survey Summary of January 2022

Overall experience satisfaction **64%** -2 | Response rate **47%*** ↓ -6 | Responses **n=3249** -512 | Days live: **315**

Satisfaction by Journey Phase



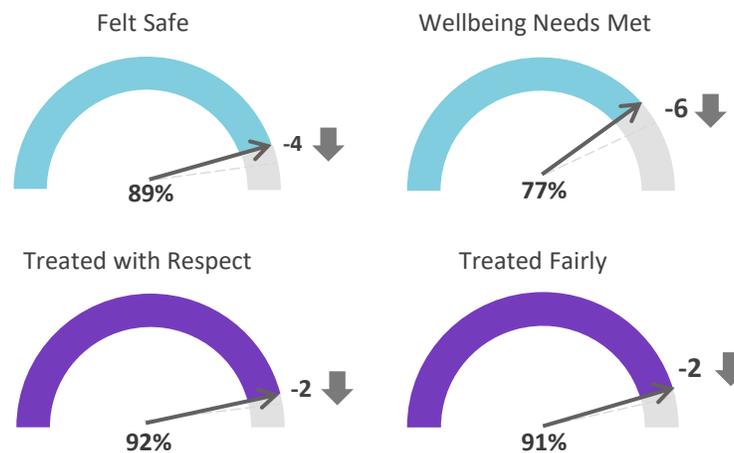
Satisfaction with Communications



Feedback Sentiment



Satisfaction of Pastoral Care



Voice Analysis

Top 5 themes – positive comments			Top 5 themes – negative comments		
1	Appreciation	61% -3	Thoughts on MIQ website or MIAS	53%	-4
2	MIQ staff (facility and defence)	43% -3	Cost of MIQ	53%	-11
3	MIQ Check-in Experience	38% +12	Fairness and Availability	50%	-1
4	Food & Drink	34% +4	Coordination of MIQ experience	45%	N/C
5	Internet Quality	34% +14	Being accommodating for families	45%	-1

Denotes results from *previous month*

*based on sent date

↑↓ Denotes results significantly different to *previous month*