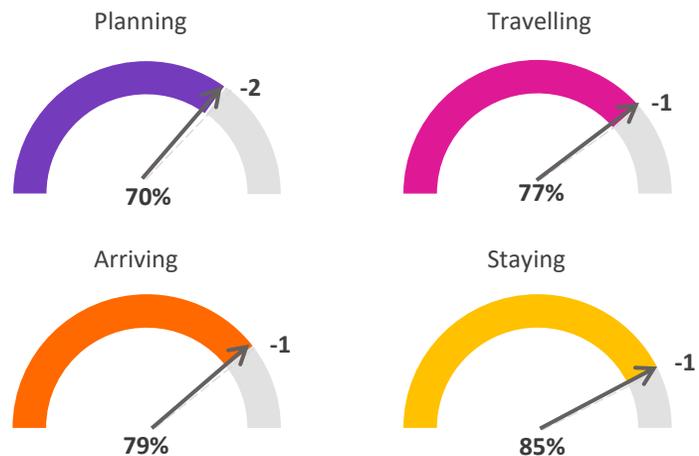


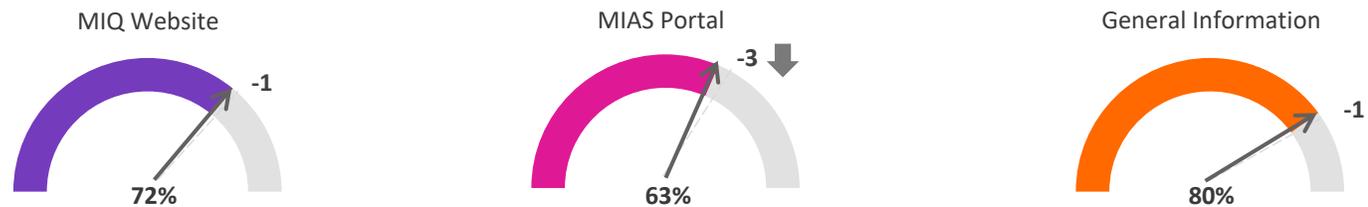
MIQ Experience Survey Summary of November 2021

Overall experience satisfaction **63%** ↓ -3 | Response rate **56%*** ↓ -1 | Responses **n=2781** +348 | Days live: **253**

Satisfaction by Journey Phase



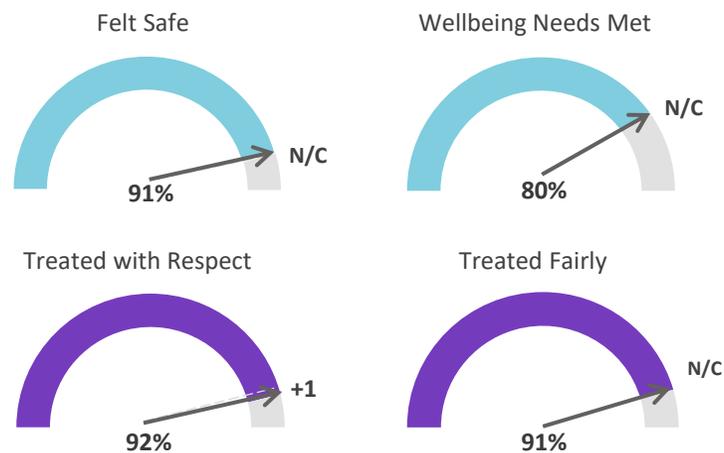
Satisfaction with Communications



Feedback Sentiment



Satisfaction of Pastoral Care



Voice Analysis

Top 5 themes – positive comments			Top 5 themes – negative comments		
1	Appreciation	61% -1	Cost of MIQ	59%	-7
2	MIQ staff (facility and defence)	46% -1	Fairness and Availability	59%	+18
3	Food & Drink	32% N/C	Thoughts on MIQ website or MIAS	54%	+3
4	MIQ Facilities and Conditions	30% +2	Coordination of MIQ experience	45%	+1
5	MIQ Check-in Experience	28% +7	Being accommodating for families	47%	N/C

Denotes results from *previous month*

*based on sent date

↑↓ Denotes results significantly different to *previous month*