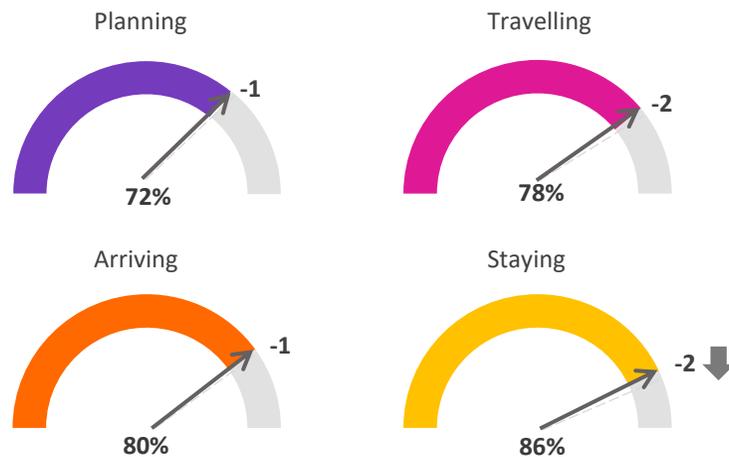


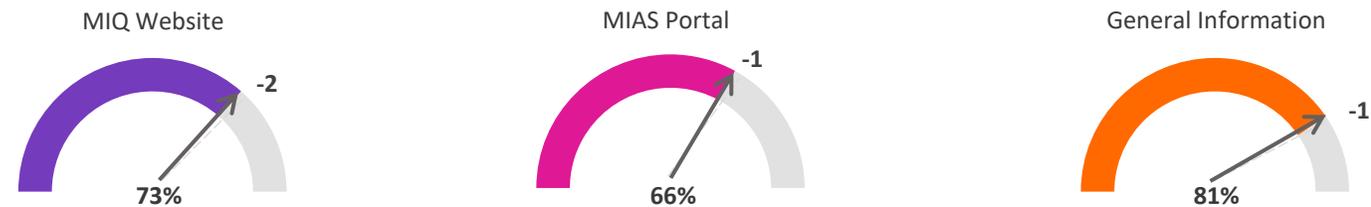
MIQ Experience Survey Summary of October 2021

Overall experience satisfaction **66%** ↓ -5 | Response rate **57%*** ↓ -4 | Responses **n=2433** +128 | Days live: **222**

Satisfaction by Journey Phase



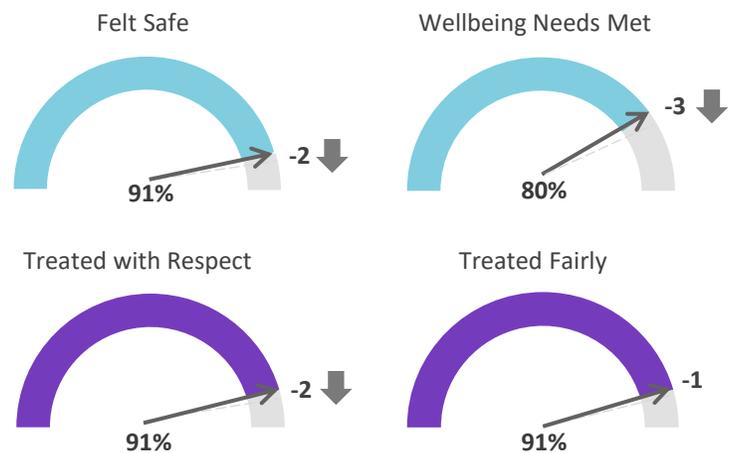
Satisfaction with Communications



Feedback Sentiment



Satisfaction of Pastoral Care



Voice Analysis

| Top 5 themes – positive comments | | | Top 5 themes – negative comments | | |
|----------------------------------|----------------------------------|---------|----------------------------------|-----|-------|
| 1 | Appreciation | 77% -2 | Cost of MIQ | 66% | +18 ↑ |
| 2 | MIQ staff (facility and defence) | 63% -1 | Thoughts on MIQ website or MIAS | 52% | -3 |
| 3 | Food & Drink | 31% +1 | Being accommodating for families | 46% | +4 |
| 4 | Internet Quality | 31% N/C | Coordination of MIQ experience | 45% | +1 |
| 5 | Coordination of MIQ experience | 30% -2 | Getting quality information | 42% | +1 |

Denotes results from *previous month*

*based on sent date ↑ ↓ Denotes results significantly different to *previous month*