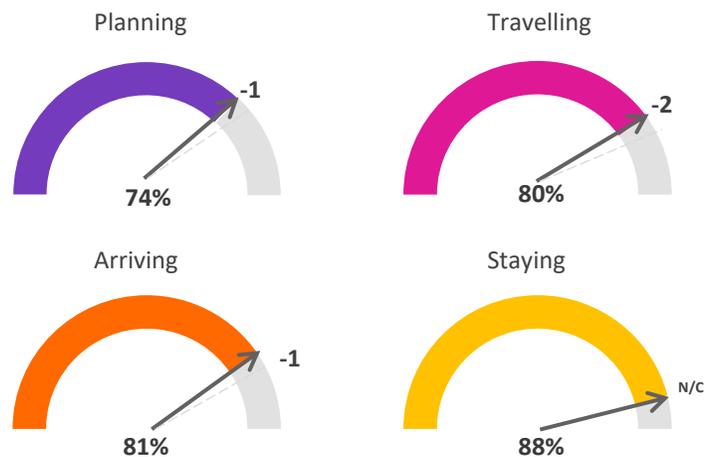


MIQ Experience Survey Summary of September 2021

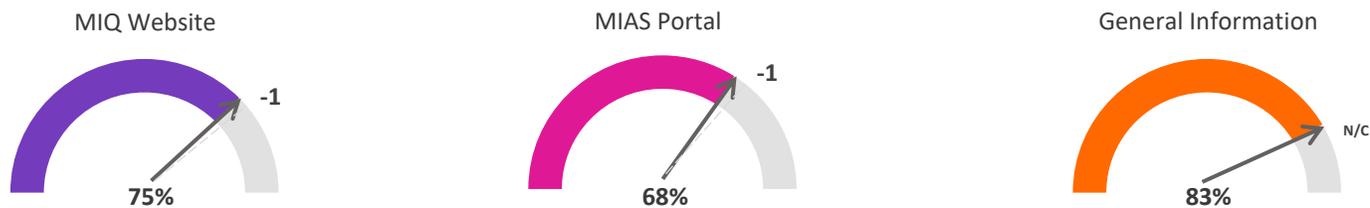
Overall experience satisfaction **74%** ↓ | Response rate **57%** n/c | Responses **n=1339** ↓ -703 | Days live: **191**

-3

Satisfaction by Journey Phase



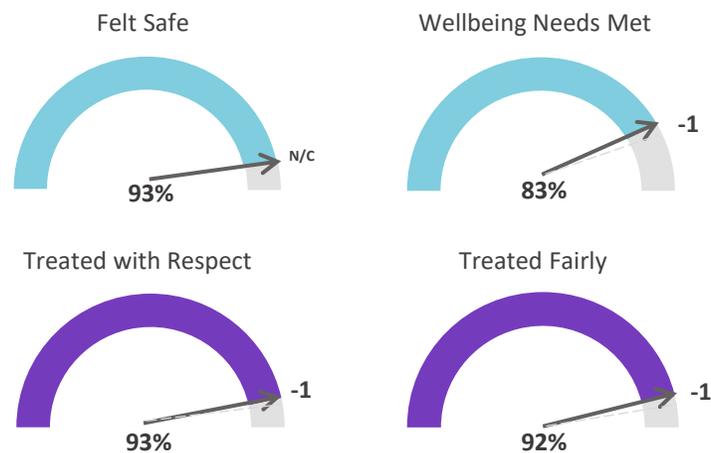
Satisfaction with Communications



Feedback Sentiment



Satisfaction of Pastoral Care



Voice Analysis

Top 5 themes – predominantly positive mentions				Top 5 themes – predominantly negative mentions		
1	Appreciation	79%	+8 ↑	Being accommodating for families	55%	+3
2	MIQ staff (facility and defence)	64%	+5	Thoughts on MIQ website or MIAS	55%	+3
3	MIQ check-in experience	40%	-7	Fairness and availability	50%	-4 ↓
4	Guest health and well-being in MIQ	31%	N/C	Cost of MIQ	48%	-3
5	Food and drink	30%	N/C	Coordination of MIQ experience	44%	+2

Denotes results from *previous month*

N/C = no change

↑ ↓ Denotes results significantly different to *previous month*