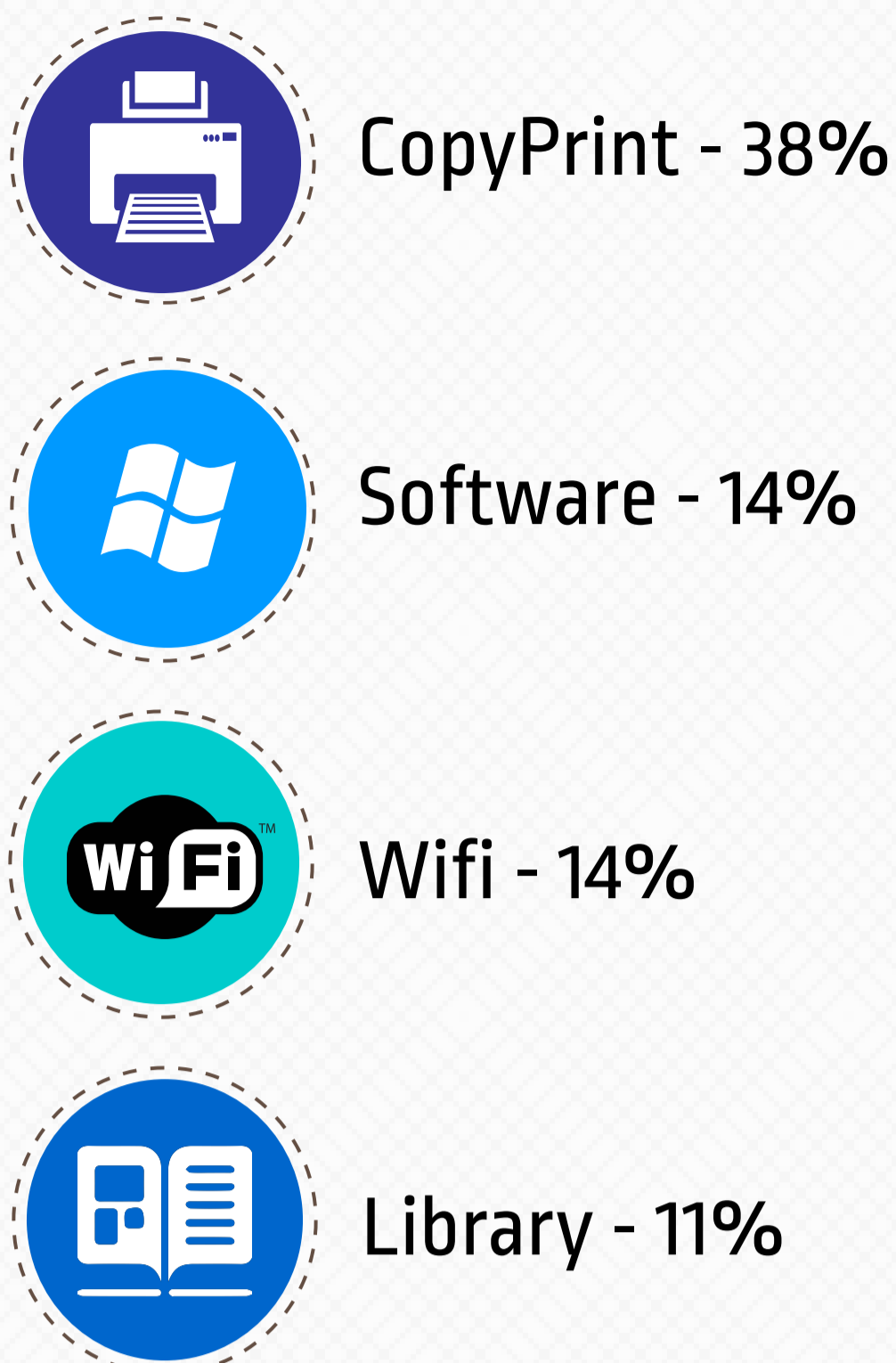


INFOHELP ROVER 2017 RESULTS

Providing point of need, first tier support by students to students in the Cairns and Townsville campus libraries and beyond

Supported by SSA Fees

Top Enquiry Types



Type of Assistance

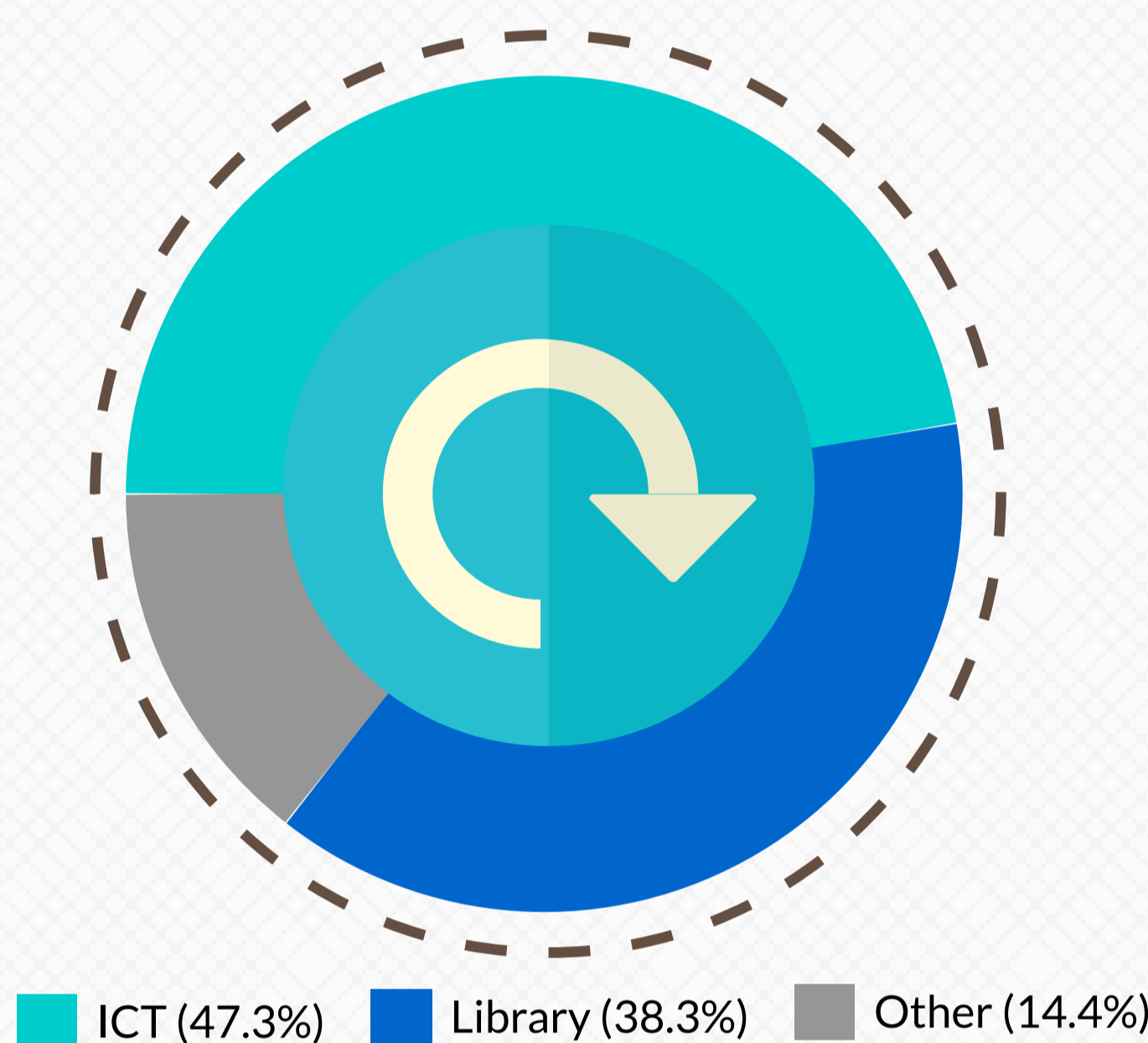
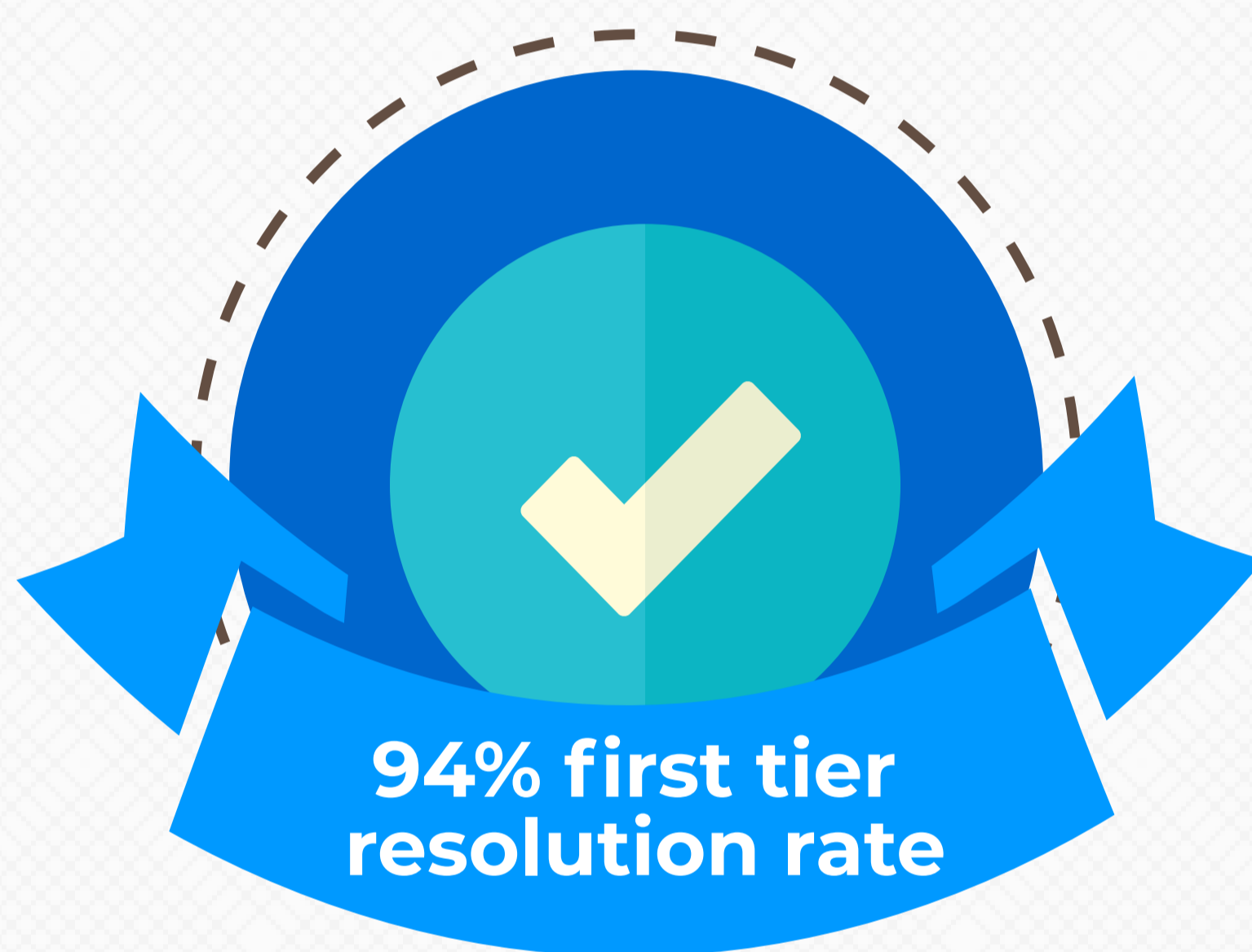


Enquiries Snapshot

3,823 enquiries

3,601 resolved

222 referrals



Peak Activity

- Busiest Months** *March & August*
- Busiest Times** *1pm - 3pm*
- Busiest Days** *Monday & Tuesday*

Transition Support

Assistance provided Oweek to week 3



InfoHelp Rovers Enhance Student Events in the Library

- Oweek
- Library Information Week
- Open Day
- Pizza Party
- Exam Plan

Students value InfoHelp Rovers



"I appreciate the help from the Rovers"

