

INFOHELP ROVER 2015 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

92% first tier resolution rate

Responded to 6,524 enquiries



5,994 resolved



580 referrals



Enquiries Snapshot

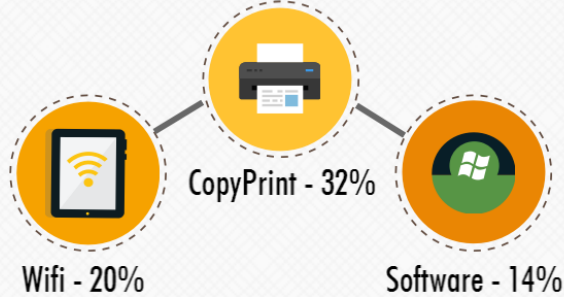
87% - Instructional



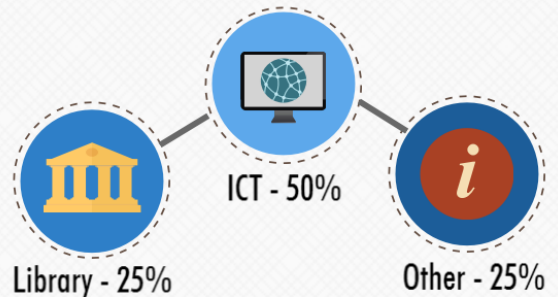
13% - ICT system failures



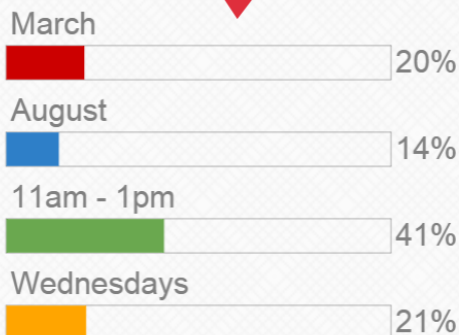
Top 3



Referred to



Peak Activity



Helping More Students



Enquiries per hour - up 16%

Total enquiries - up 3%

Total resolved enquiries - up 4%

2015 LIBRARY CLIENT SURVEY

Student Feedback

Students rate the service they receive from InfoHelp Rovers in the top 10 services offered by Library & Information Services

