

# Administrative support survey

Leave your name off. Think about the help you have had from the admin team over the last three months. Answers are only read as group totals.

Office or team

Date

For each statement, tick one box from 1 (strongly disagree) to 5 (strongly agree).

**1** Which kinds of admin help have you used in the last 3 months? (tick all that apply)

- ☐ Meetings and rooms   ☐ Travel   ☐ Expenses and orders   ☐ Documents and filing  
☐ Supplies and mail   ☐ Front desk   ☐ None of these

| STATEMENT                                                      | STRONGLY DISAGREE          |                            |                            |                            |                            | STRONGLY AGREE |  |  |  |  |
|----------------------------------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------|--|--|--|--|
| <b>2</b> I know where to send each kind of admin request.      | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |                |  |  |  |  |
| <b>3</b> My requests are acknowledged on the same working day. | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |                |  |  |  |  |
| <b>4</b> Admin work I ask for is done by the date I need it.   | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |                |  |  |  |  |
| <b>5</b> Bookings and documents are right the first time.      | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |                |  |  |  |  |
| <b>6</b> I hear early when a deadline is at risk.              | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |                |  |  |  |  |
| <b>7</b> Rooms, supplies and equipment are ready when needed.  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |                |  |  |  |  |
| <b>8</b> I trust the admin team with confidential material.    | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |                |  |  |  |  |
| <b>9</b> Requests from junior and senior staff get equal care. | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |                |  |  |  |  |
| <b>10</b> Admin help frees up time for my own work.            | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |                |  |  |  |  |

**11** Which part of admin support should improve first?

- ☐ Speed   ☐ Accuracy   ☐ Updates   ☐ Rooms and supplies   ☐ Travel and expenses

**12** What is one thing the admin team could start doing that would help you most?

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Thank you. Your answers are anonymous.

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## Optional questions (1 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

### Rate each admin service

| STATEMENT                                                           | VERY<br>DISSATISFIED                                                                                                                                                                                                                          |                                |                                | VERY<br>SATISFIED              |                                |
|---------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| <b>13</b> How satisfied are you with meeting and room bookings?     | <input type="text" value="1"/>                                                                                                                                                                                                                | <input type="text" value="2"/> | <input type="text" value="3"/> | <input type="text" value="4"/> | <input type="text" value="5"/> |
| <b>14</b> How satisfied are you with travel arrangements?           | <input type="text" value="1"/>                                                                                                                                                                                                                | <input type="text" value="2"/> | <input type="text" value="3"/> | <input type="text" value="4"/> | <input type="text" value="5"/> |
| <b>15</b> How satisfied are you with help on expenses and orders?   | <input type="text" value="1"/>                                                                                                                                                                                                                | <input type="text" value="2"/> | <input type="text" value="3"/> | <input type="text" value="4"/> | <input type="text" value="5"/> |
| <b>16</b> How satisfied are you with document preparation?          | <input type="text" value="1"/>                                                                                                                                                                                                                | <input type="text" value="2"/> | <input type="text" value="3"/> | <input type="text" value="4"/> | <input type="text" value="5"/> |
| <b>17</b> How satisfied are you with supplies, mail and deliveries? | <input type="text" value="1"/>                                                                                                                                                                                                                | <input type="text" value="2"/> | <input type="text" value="3"/> | <input type="text" value="4"/> | <input type="text" value="5"/> |
| <b>18</b> How satisfied are you with front desk service?            | <input type="text" value="1"/>                                                                                                                                                                                                                | <input type="text" value="2"/> | <input type="text" value="3"/> | <input type="text" value="4"/> | <input type="text" value="5"/> |
| <b>19</b> Which of these services matters most to your work?        | <input type="checkbox"/> Meetings and rooms <input type="checkbox"/> Travel <input type="checkbox"/> Expenses and orders <input type="checkbox"/> Documents <input type="checkbox"/> Supplies and mail<br><input type="checkbox"/> Front desk |                                |                                |                                |                                |

### If you have a dedicated assistant

| STATEMENT                                                             | STRONGLY<br>DISAGREE                                                                                                                                |                                |                                | STRONGLY<br>AGREE              |                                |
|-----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| <b>20</b> My assistant keeps my calendar the way I would.             | <input type="text" value="1"/>                                                                                                                      | <input type="text" value="2"/> | <input type="text" value="3"/> | <input type="text" value="4"/> | <input type="text" value="5"/> |
| <b>21</b> My assistant protects time for focused work.                | <input type="text" value="1"/>                                                                                                                      | <input type="text" value="2"/> | <input type="text" value="3"/> | <input type="text" value="4"/> | <input type="text" value="5"/> |
| <b>22</b> My assistant flags what needs my attention first.           | <input type="text" value="1"/>                                                                                                                      | <input type="text" value="2"/> | <input type="text" value="3"/> | <input type="text" value="4"/> | <input type="text" value="5"/> |
| <b>23</b> We agree on what my assistant can decide alone.             | <input type="text" value="1"/>                                                                                                                      | <input type="text" value="2"/> | <input type="text" value="3"/> | <input type="text" value="4"/> | <input type="text" value="5"/> |
| <b>24</b> How often do you and your assistant plan the week together? | <input type="checkbox"/> Daily <input type="checkbox"/> A few times a week <input type="checkbox"/> Weekly <input type="checkbox"/> Rarely or never |                                |                                |                                |                                |

### Travel, expenses and claims

| STATEMENT                                              | STRONGLY<br>DISAGREE           |                                |                                | STRONGLY<br>AGREE              |                                |
|--------------------------------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| <b>25</b> Travel bookings match what I asked for.      | <input type="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> | <input type="text" value="4"/> | <input type="text" value="5"/> |
| <b>26</b> Changes to travel plans are handled quickly. | <input type="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> | <input type="text" value="4"/> | <input type="text" value="5"/> |
| <b>27</b> I know what an expense claim needs from me.  | <input type="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> | <input type="text" value="4"/> | <input type="text" value="5"/> |

## Optional questions (2 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

### Meetings and events

| STATEMENT                                                                                                                                                           | STRONGLY<br>DISAGREE           |                                |                                |                                | STRONGLY<br>AGREE              |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| 28 Invitations arrive with the right time, room and link.                                                                                                           | <input type="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> | <input type="text" value="4"/> | <input type="text" value="5"/> |
| 29 Rooms are set up before the meeting starts.                                                                                                                      | <input type="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> | <input type="text" value="4"/> | <input type="text" value="5"/> |
| 30 How much notice do you usually give for a meeting request?                                                                                                       |                                |                                |                                |                                |                                |
| <input type="checkbox"/> Same day <input type="checkbox"/> 1 to 2 working days <input type="checkbox"/> 3 to 5 working days <input type="checkbox"/> A week or more |                                |                                |                                |                                |                                |

### When a request went wrong

31 Think of your last admin request that did not go well. What held it up?

☐ A rule or policy   ☐ The process or system   ☐ How it was handled   ☐ Not sure   ☐ No problems

32 How many times did you follow up on that request?

☐ None   ☐ Once   ☐ Twice   ☐ Three or more

33 What happened, and what would have fixed it?

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### Remote and hybrid staff

| STATEMENT                                                                                                                                                                                | STRONGLY<br>DISAGREE           |                                |                                |                                | STRONGLY<br>AGREE              |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| 34 I get the same admin help when I work remotely.                                                                                                                                       | <input type="text" value="1"/> | <input type="text" value="2"/> | <input type="text" value="3"/> | <input type="text" value="4"/> | <input type="text" value="5"/> |
| 35 How do you usually send an admin request?                                                                                                                                             |                                |                                |                                |                                |                                |
| <input type="checkbox"/> Email <input type="checkbox"/> Chat message <input type="checkbox"/> Online request form <input type="checkbox"/> In person <input type="checkbox"/> Phone call |                                |                                |                                |                                |                                |

Thank you. Your answers are anonymous.

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## Optional questions (3 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

### About you (optional)

**36** Which best describes your role?

- ☐ Staff   ☐ Team lead or manager   ☐ Senior leader   ☐ Prefer not to say
- 

**37** Where do you work most weeks?

- ☐ In the office   ☐ Hybrid   ☐ Mostly remote   ☐ Prefer not to say
- 

Thank you. Your answers are anonymous.

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