

Administrative support results

Office or team

Date

Number of answers

Tally how many staff ticked each box. Percent agree = (number of 4s + number of 5s) divided by the total, times 100.

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

Which part of admin support should improve first

SPEED

ACCURACY

UPDATES

ROOMS AND SUPPLIES

TRAVEL AND EXPENSES

Strengths

The two statements with the highest percent agree.

Two admin fixes to start with

The two statements with the lowest percent agree.

What the open answers say

Sort the comments into three or four themes.

You said, we will

What staff said about admin support, and what changes next.