



TellQUT

Monthly Report for April 2009

This report is a summary of feedback submitted to TellQUT between 1 April and 30 April 2009.

Total number of TellQUT feedback issues submitted = 38

Positive	4
Negative	34

Common Issues identified:

Units = 10

Maintenance = 4

Information Technology (General) = 4

Categories of other issues identified:

Facilities (General) (2)

QUT Virtual (1)

Assessment (1)

Blackboard (1)

Audio-Visual (2)

Queries (2)

Courses (1)

Facilities (Buildings) (3)

Parking & Transport (2)

Statements (3)

TellQUT (1)

Graduations (1)

How QUT responded to some of the issues raised:

Issue: I lost my go-card this morning and retrieved it at lost and found mailroom. Whoever send it in, thank you so much.

Response: *We are pleased to know that a student did the right thing and submitted it to lost property and that you had your card back in a short time. TellQUT also thanks the student who found it.*

Issue: i have recently found the female toilets at QUT have been pretty disgusting, especially the ones on level 4 of Z block where the sanitary bins are often over flowing and there is toilet paper all over the floor. These toilets are used by heaps of students so maybe that is why they are really bad compared to the others but it still isnt very nice.

Response: *Z Block at Gardens Point is an extremely busy location within the University. As such the toilets are cleaned three times per day, before 8:00am, between 12:00pm and 2:00pm and again between 4:00pm and 6:00pm. Toilets are audited daily at 10:00am to ensure that cleanliness is maintained. Timetabling indicates that the high use areas such as Level 4 are in constant use. This use quickly degrades the toilets after they have been cleaned. We will ensure cleaning staff inspect these areas constantly and rectify immediately any deficiencies. Facilities Management is investigating additional cleaning services for some areas within Z Block however funding may preclude this.*

Information on other issues and responses can be accessed on the TellQUT website at <http://www.studentsupport.qut.edu.au/services/TellQUT/feedback.jsp>