**This questionnaire is designed to collect the information about the international students’ viewpoints to the Help Desk website.**

**Your responses will be confidential and anonymous.**

**1. How long have you come to Australia? ...........................................................**

**2. Where are you come from? ........................................**

**Instructions: Please tick (or number) the relevant box or complete the blank space.**

**3. Did you have any problems need to find service provider when you come to Australia?**

|  |  |
| --- | --- |
|  |  |
| Yes | No |
|  |  |

**4. Which type of service provider is most important in your mind? Please rank the following in order to the willingness from 1 to 5, with 1 being the most willing.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| a. |  | Plumber | d. | |  | Building work |
| b. |  | Electrician | e. | |  | Air Conditioning |
| c. |  | Car Repairs |  |

**5. To what extent do you agree using the Help Desk website can solve your problems?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
| Highly agree | Agree | Neutral | Disagree | Definitely not agree |

**6. Do you think create detailed information about each service provider can help you?**

|  |  |
| --- | --- |
|  |  |
| Yes | No |
|  |  |

**7. Which channel do you want to enter into the Help Desk website?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| a. |  | Facebook | d. | |  | QUT E-mail or mail |
| b. |  | Instagram | e. | |  | APP |
| c. |  | Leaflets |  |

**8. After the staff contact to service provider, what type do you want to receive the information or the status of your request?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| a. |  | Mobile phone | d. | |  | Mail |
| b. |  | E-mail | e. | |  | Mobile phone and E-mail |
| c. |  | Text |  |

**9. What other services do you think need to add into the Help Desk website?**

**......................................**

**10. What suggestion about the Help Desk website do you want to provide?**

**Thank you for your participation.**