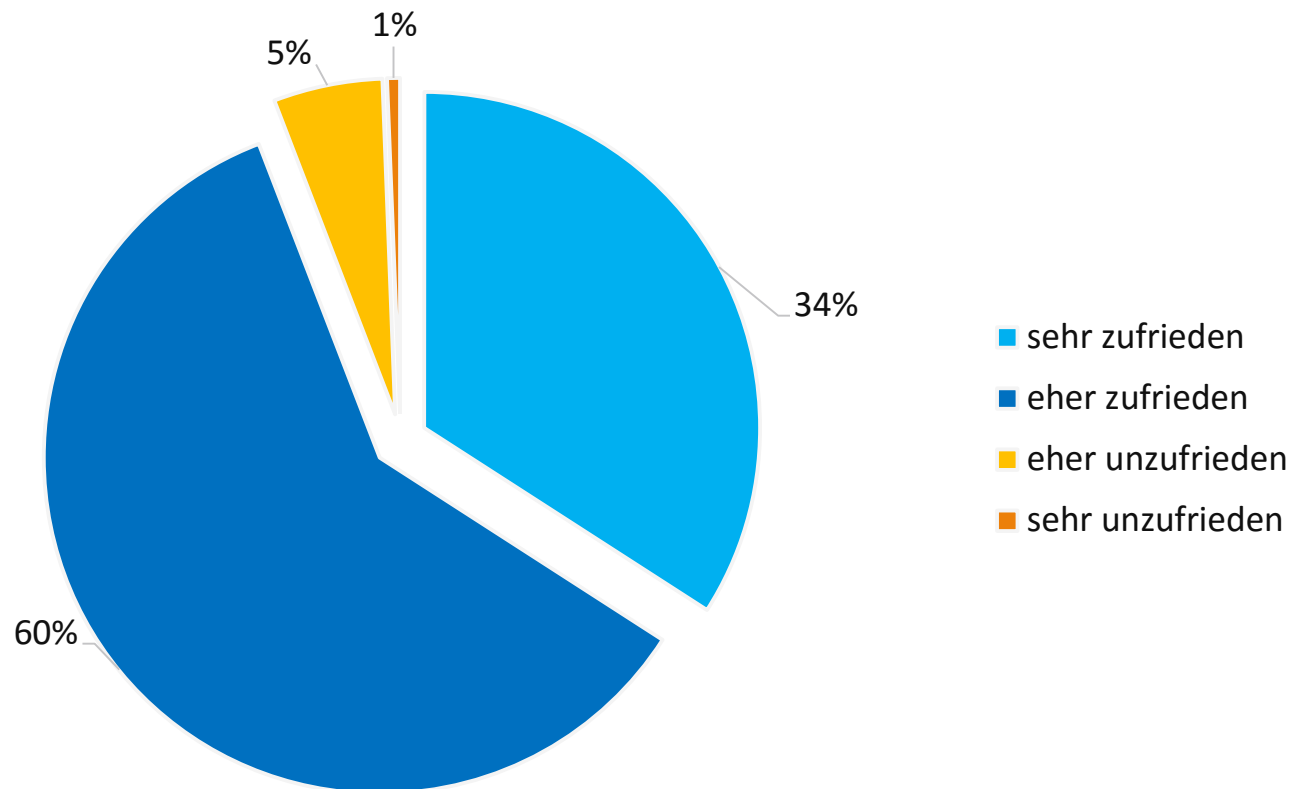




ZIV-Nutzerbefragung 2017

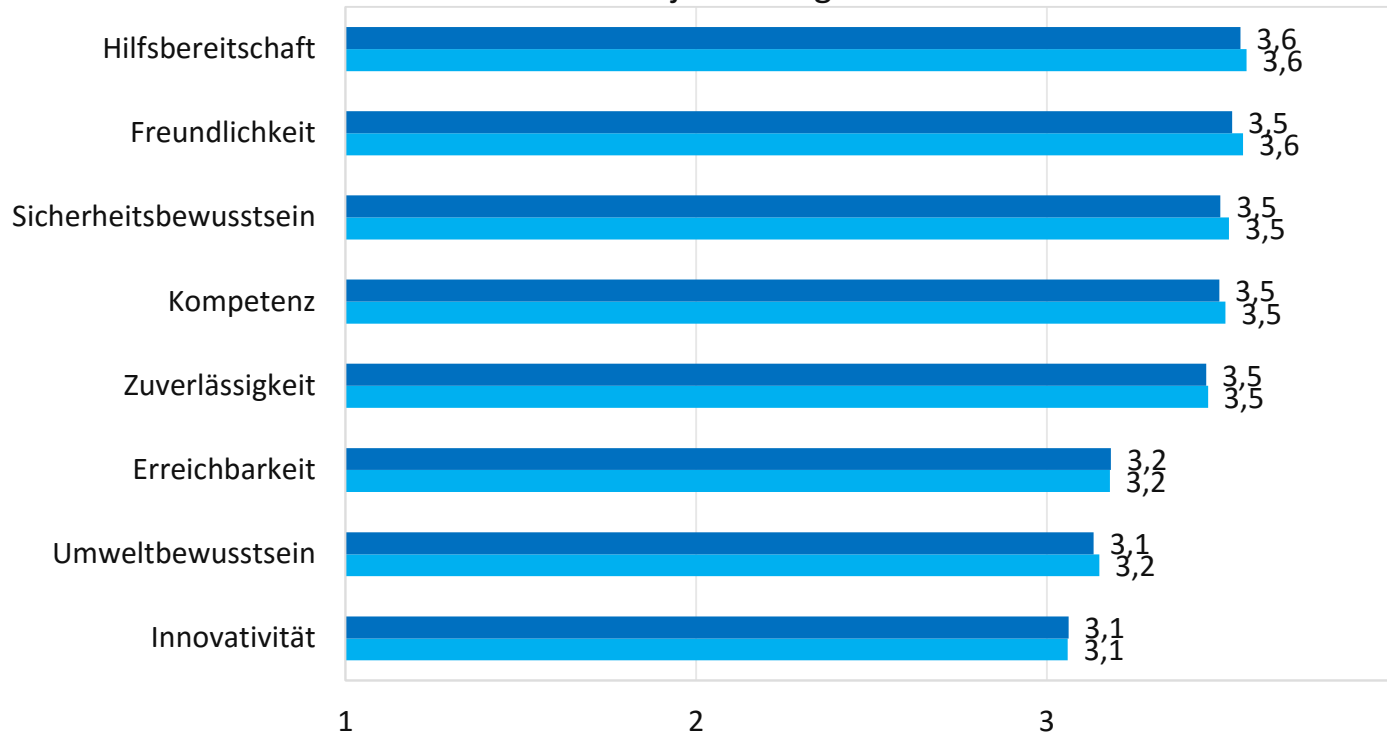
Gesamtzufriedenheit



n=2.750

Image

Vorjahresvergleich



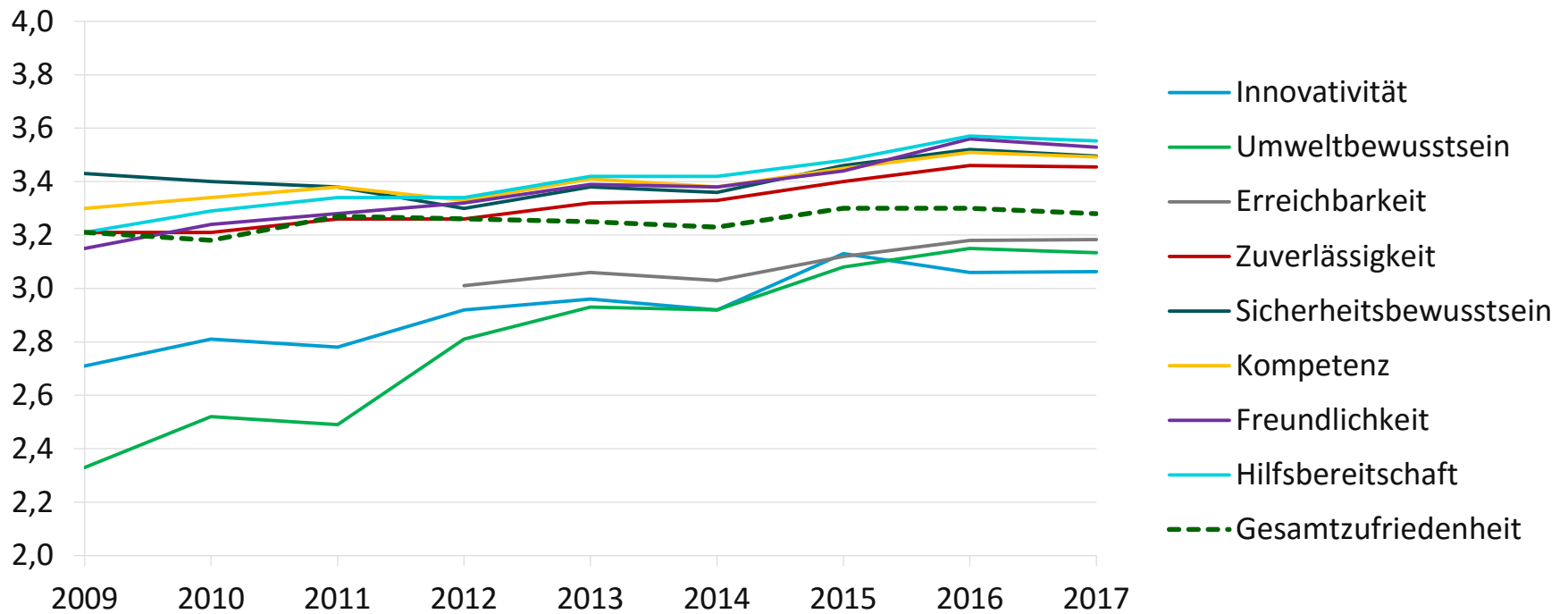
2016
 $n_{\min} = 618$
 $n_{\max} = 2.098$

2017
 $n_{\min} = 769$
 $n_{\max} = 1.836$

■ 2017
 ■ 2016

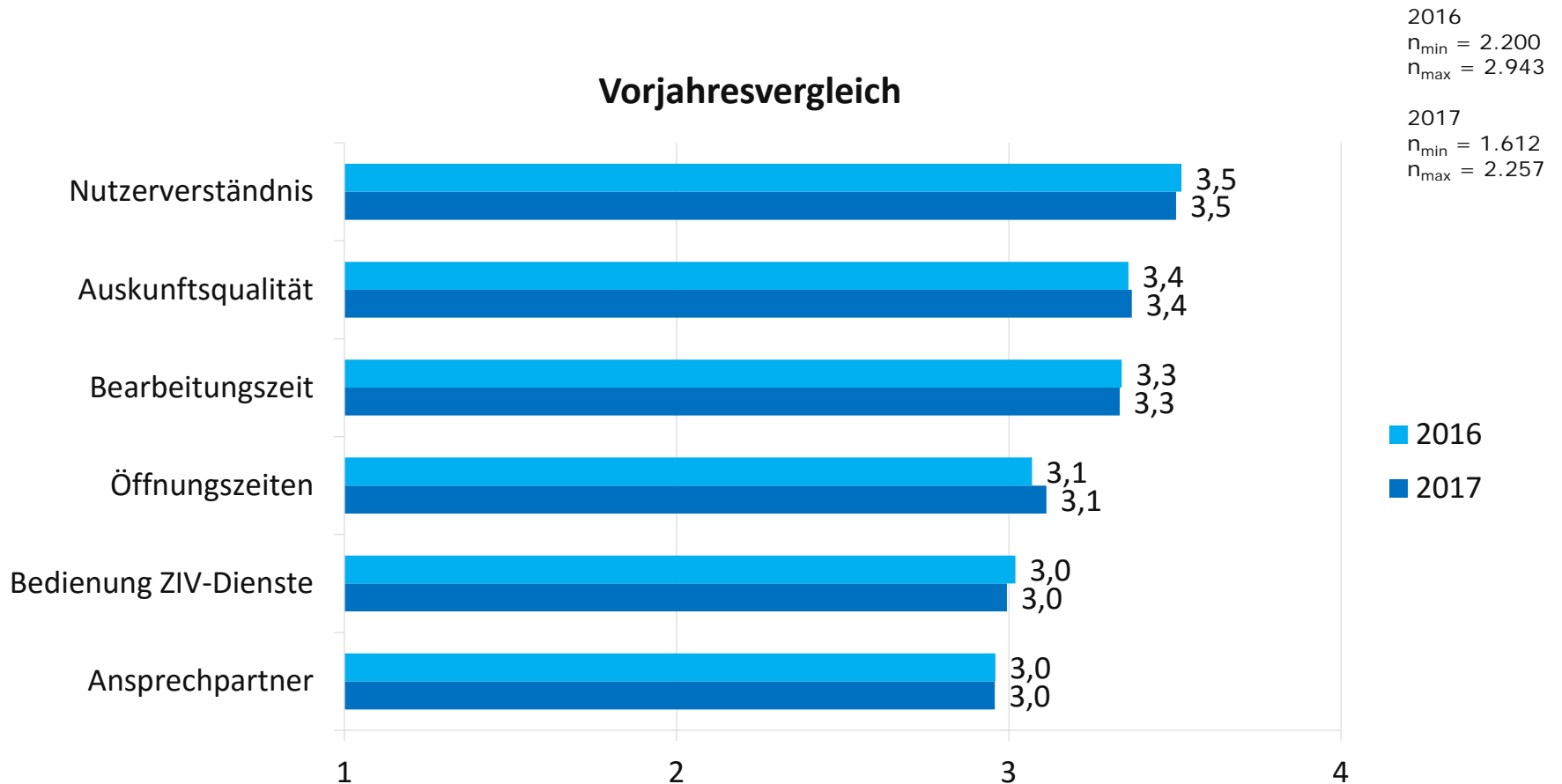
Gesamtzufriedenheit

9-Jahres-Trend



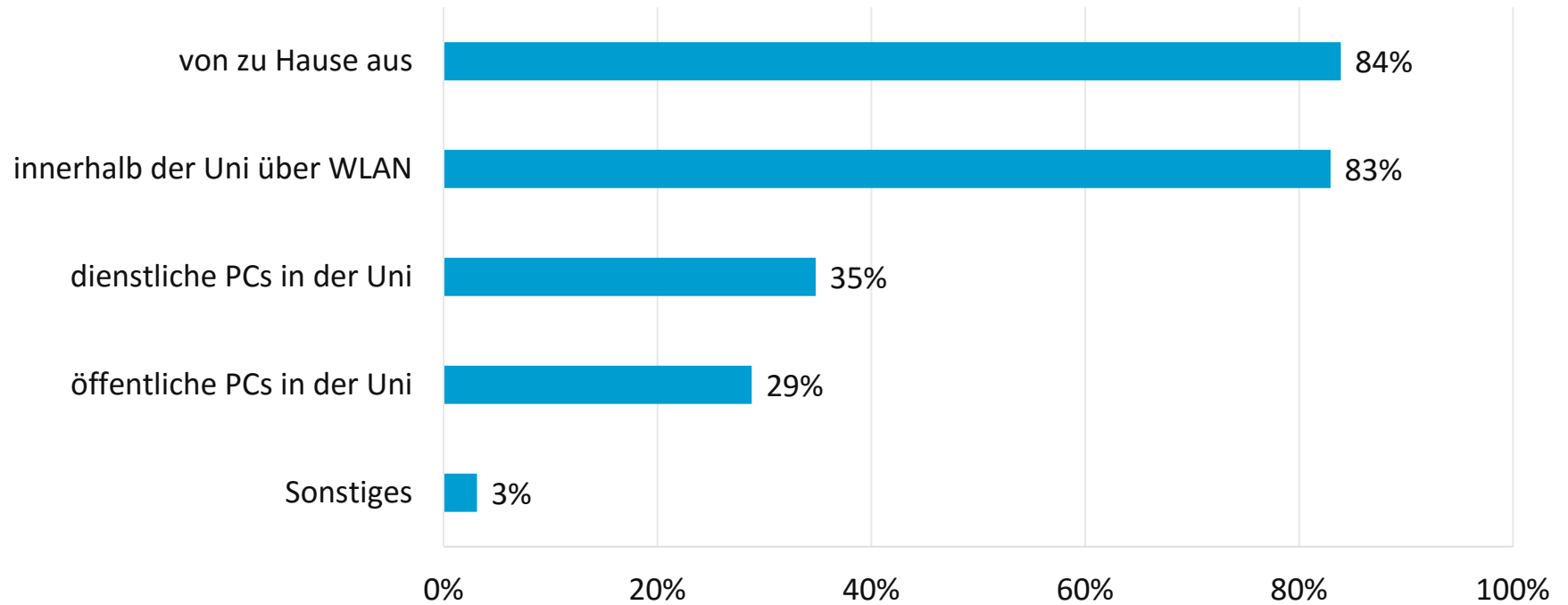
Servicequalität

Vorjahresvergleich



Nutzung

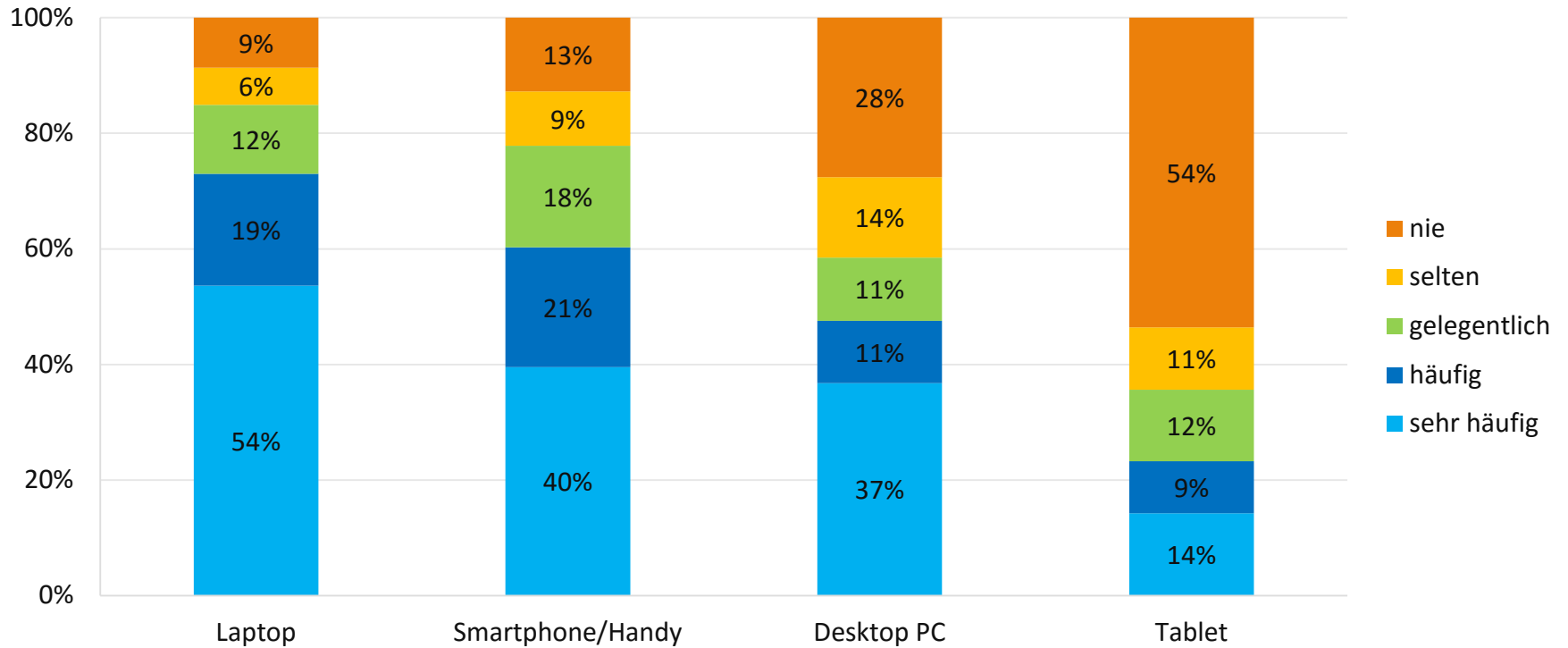
Nutzungsorte



n=2.145

Nutzung

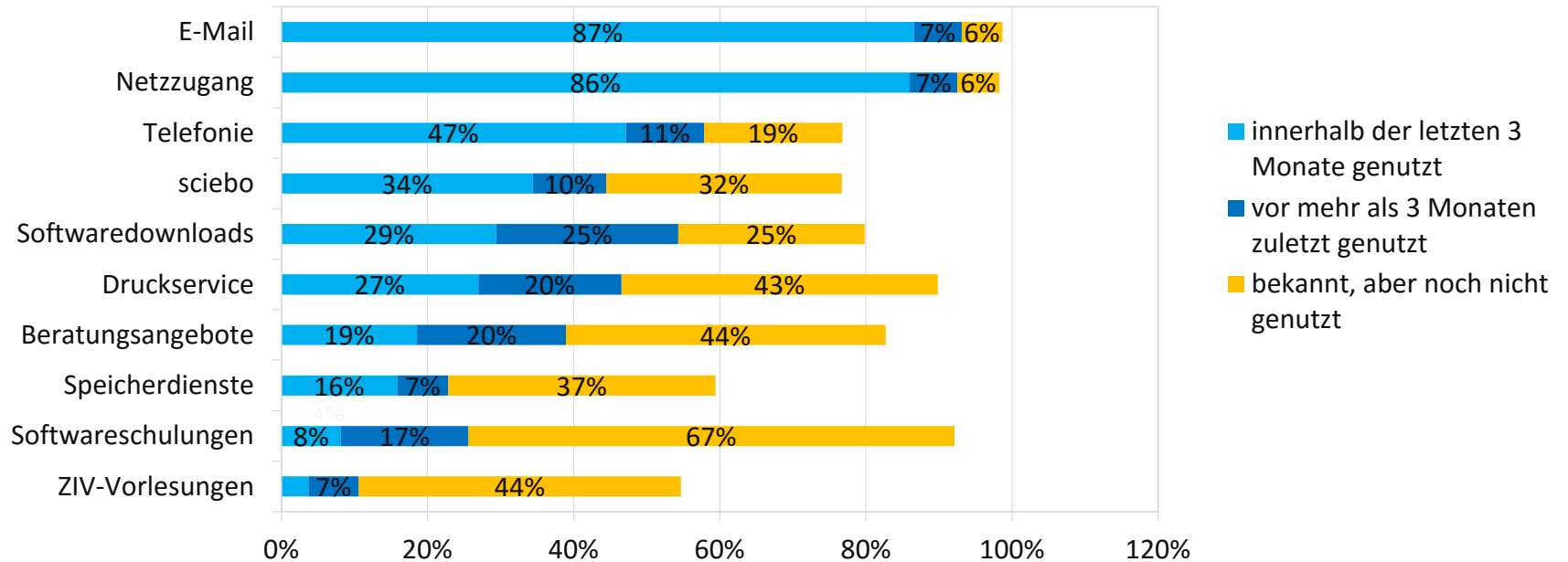
Genutzte Geräte



n.min=2.025
n.max=2.119

Nutzung

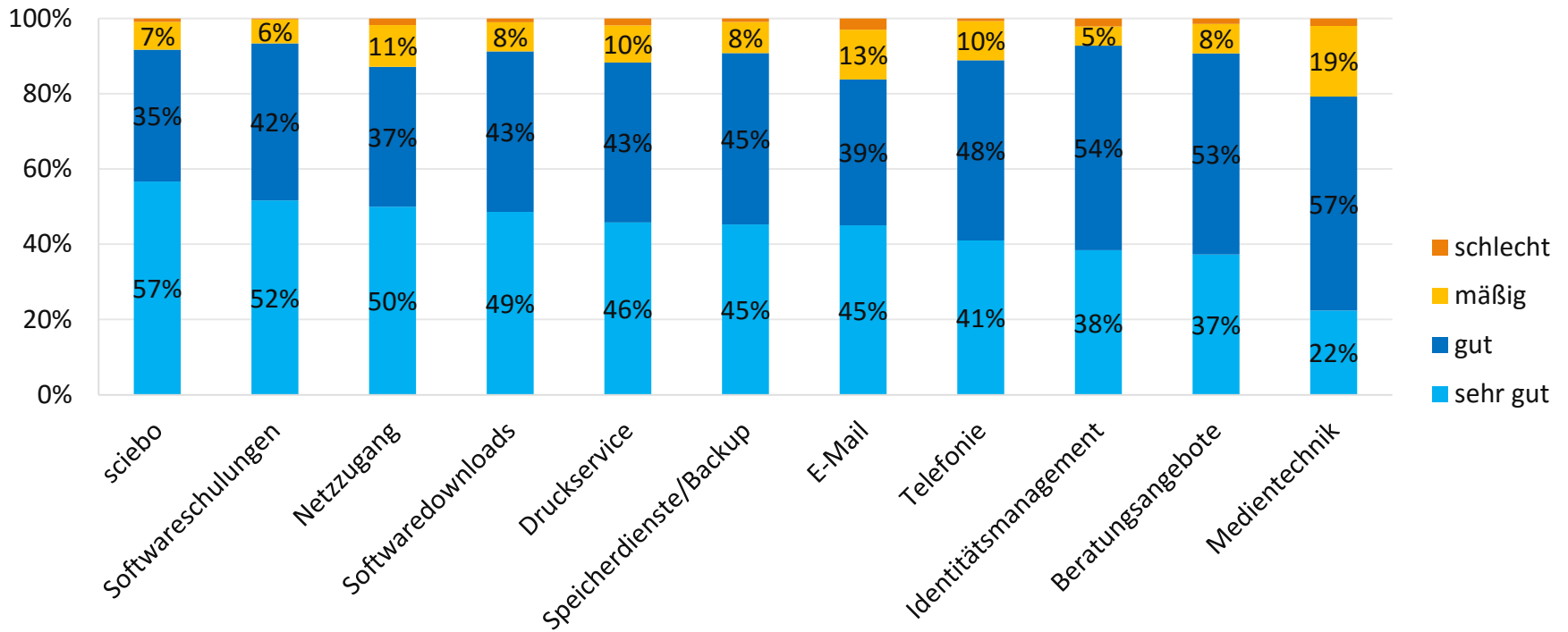
Bekanntheit und Nutzung der ZIV-Services



n.min=280
n.max=2.211

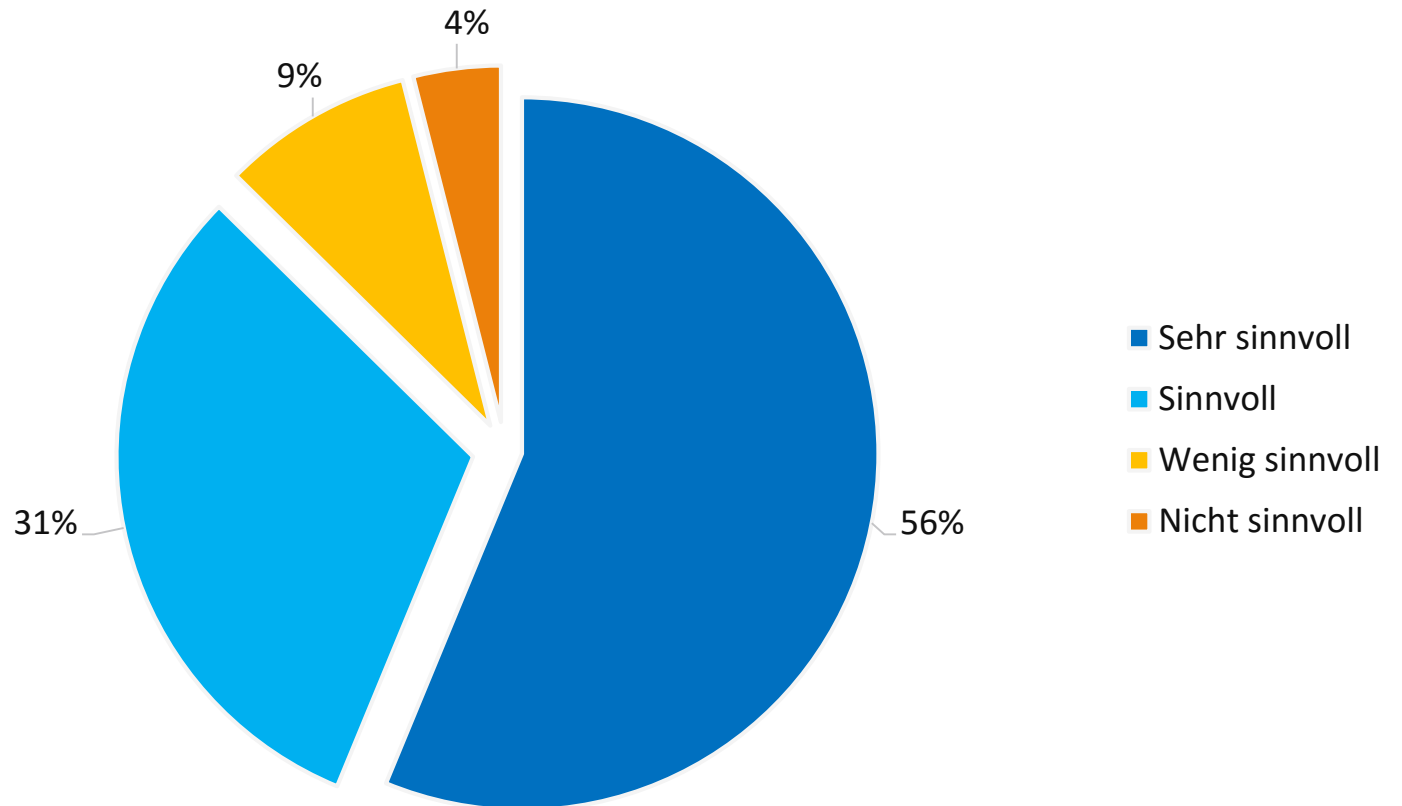
Bewertung

ZIV-Dienste



n.min=138
n.max=2.012

WWU-App



n=1.718