

## 2014 Carleton Satisfaction Survey for Employees

### Environmental Health and Safety

Environmental Health and Safety	
% Using Service	Number of Users
24.7%	185

### Mean of Responses

	Environmental Health and Safety		
	N	Avg.	Std. Dev.
My overall satisfaction with Environmental Health and Safety	176	7.4	2.3
Accessibility via telephone, voicemail, e-mail, web, etc.	147	7.8	2.2
Response to requests or problems within an acceptable time	147	7.5	2.5
Effectiveness of advice, support and guidance provided	159	7.4	2.5
Ability to resolve problems effectively	145	7.2	2.7
Quality of health and safety training	163	7.5	2.3
Availability/accessibility of health and safety training	163	8.0	2.0
Understanding of my needs and concerns	153	7.2	2.6
Communication of quality, timely, and accurate information	162	7.3	2.6
Professional and knowledgeable staff	169	7.8	2.5

### Percentage of Responses

	Environmental Health and Safety		
	Low	Med.	High
My overall satisfaction with Environmental Health and Safety	11.4%	30.7%	58.0%
Accessibility via telephone, voicemail, e-mail, web, etc.	8.2%	26.5%	65.3%
Response to requests or problems within an acceptable time	13.6%	20.4%	66.0%
Effectiveness of advice, support and guidance provided	14.5%	21.4%	64.2%
Ability to resolve problems effectively	18.6%	20.7%	60.7%
Quality of health and safety training	12.3%	27.6%	60.1%
Availability/accessibility of health and safety training	9.2%	20.9%	69.9%
Understanding of my needs and concerns	18.3%	21.6%	60.1%
Communication of quality, timely, and accurate information	17.3%	21.6%	61.1%
Professional and knowledgeable staff	13.6%	13.6%	72.8%

**Source:** Carleton Satisfaction Survey for Employees, 2014

**Notes:** 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.