

2014 Carleton Satisfaction Survey for Employees

Human Resources Advisory Services

Human Resources Advisory Services	
% Using Service	Number of Users
26.4%	194

Interacted as:

Human Resources Advisory Services					
Applicant or prospective applicant		Hiring manager		Both	
% of Users	# of Users	% of Users	# of Users	% of Users	# of Users
35.8%	69	47.7%	92	16.6%	32

Mean of Responses Applicant or Prospective Applicant

	Human Resources Advisory Services		
	N	Avg.	Std. Dev.
My overall experience with Human Resources - Advisory Services	97	7.2	2.5
Accessibility of staff (via telephone, web, e-mail, etc.)	96	6.8	2.7
Application process	91	6.8	2.7
Keeps me informed throughout the process	92	6.2	3.0
Timeliness with which my questions are handled	91	6.7	2.9
Professional and helpful staff	97	7.5	2.4
Ease of viewing and finding job postings on the Human Resources website	91	8.4	1.8

Percentage of Responses Applicant or Prospective Applicant

	Human Resources Advisory Services		
	Low	Med.	High
My overall experience with Human Resources - Advisory Services	14.4%	34.0%	51.5%
Accessibility of staff (via telephone, web, e-mail, etc.)	20.8%	34.4%	44.8%
Application process	24.2%	27.5%	48.4%
Keeps me informed throughout the process	30.4%	29.3%	40.2%
Timeliness with which my questions are handled	25.3%	29.7%	45.1%
Professional and helpful staff	11.3%	30.9%	57.7%
Ease of viewing and finding job postings on the Human Resources website	4.4%	16.5%	79.1%

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.

**Mean of Responses
Hiring Manager**

	Human Resources Advisory Services		
	N	Avg.	Std. Dev.
My overall experience with Human Resources - Advisory Services	119	6.9	2.4
Accessibility of staff (via telephone, web, e-mail, etc.)	118	6.8	2.4
Overall process of staffing a position	114	6.2	2.7
Classification process	93	5.5	2.7
Use of online recruitment tool (NJOYN)	86	6.3	2.5
Assistance with the interview process	101	7.0	2.5
Helpfulness in finding the best candidate for a job opening	102	6.7	2.7
Timeliness of the recruitment process from the date I submitted an electronic requisition	99	6.1	2.9
Timeliness with which my questions are handled	111	6.6	2.8
Professional and helpful staff	115	7.6	2.3

**Percentage of Responses
Hiring Manager**

	Human Resources Advisory Services		
	Low	Med.	High
My overall experience with Human Resources - Advisory Services	15.1%	36.1%	48.7%
Accessibility of staff (via telephone, web, e-mail, etc.)	20.3%	38.1%	41.5%
Overall process of staffing a position	26.3%	33.3%	40.4%
Classification process	37.6%	35.5%	26.9%
Use of online recruitment tool (NJOYN)	24.4%	40.7%	34.9%
Assistance with the interview process	15.8%	37.6%	46.5%
Helpfulness in finding the best candidate for a job opening	20.6%	35.3%	44.1%
Timeliness of the recruitment process from the date I submitted an electronic requisition	29.3%	33.3%	37.4%
Timeliness with which my questions are handled	23.4%	33.3%	43.2%
Professional and helpful staff	8.7%	30.4%	60.9%

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.