

2014 Carleton Satisfaction Survey for Employees

Maintenance Services

Maintenance Services	
% Using Service	Number of Users
100%	740

Mean of Responses

	Maintenance Services		
	N	Avg.	Std. Dev.
My overall experience with the maintenance service of university facilities	706	6.7	2.3
My overall satisfaction with the sustainability and recycling efforts on campus	685	6.6	2.4
Maintenance services? accessibility to users (via telephone, voicemail, e-mail, web, etc.)	568	7.3	2.3
Response to requests within an acceptable time	573	6.8	2.5
Courteous and helpful staff	659	7.9	2.0
Cleanliness and state of repair of classrooms/offices	703	5.8	2.7
Cleanliness and state of repair of washrooms	733	5.2	2.7
My overall satisfaction with the campus landscape	734	7.3	2.1

Percentage of Responses

	Maintenance Services		
	Low	Med.	High
My overall experience with the maintenance service of university facilities	16.9%	42.1%	41.1%
My overall satisfaction with the sustainability and recycling efforts on campus	19.4%	39.1%	41.5%
Maintenance services? accessibility to users (via telephone, voicemail, e-mail, web, etc.)	14.1%	30.3%	55.6%
Response to requests within an acceptable time	19.5%	33.2%	47.3%
Courteous and helpful staff	7.3%	24.3%	68.4%
Cleanliness and state of repair of classrooms/offices	30.3%	40.5%	29.2%
Cleanliness and state of repair of washrooms	37.7%	40.2%	22.1%
My overall satisfaction with the campus landscape	10.4%	36.1%	53.5%

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.