

2014 Carleton Satisfaction Survey for Employees

CCS Service Desks

CCS Service Desk	
% Using Service	Number of Users
74.8%	552

Mean of Responses

	CCS Service Desk		
	N	Avg.	Std. Dev.
My overall satisfaction with the Service Desk at Computing and Communications Services	548	8.4	1.7
Understanding of my needs and requirements	540	8.3	1.8
Accessibility to users (via telephone, e-mail, voice mail, web, walk-in, etc.)	543	8.3	1.9
Response to requests or problems within an acceptable time	544	8.2	2.0
Provision of quality, responsive and helpful service	544	8.4	1.9
Telephone touch-tone menu system	425	7.8	2.2
Professional and courteous staff	545	8.7	1.5
Knowledgeable and helpful staff	544	8.6	1.7
Accessibility of information on website	431	7.6	2.2

Percentage of Responses

	CCS Service Desk		
	Low	Med.	High
My overall satisfaction with the Service Desk at Computing and Communications Services	3.8%	19.0%	77.2%
Understanding of my needs and requirements	5.0%	19.3%	75.7%
Accessibility to users (via telephone, e-mail, voice mail, web, walk-in, etc.)	5.5%	20.1%	74.4%
Response to requests or problems within an acceptable time	7.9%	18.2%	73.9%
Provision of quality, responsive and helpful service	5.7%	15.3%	79.0%
Telephone touch-tone menu system	9.6%	27.1%	63.3%
Professional and courteous staff	2.8%	10.1%	87.2%
Knowledgeable and helpful staff	4.6%	12.7%	82.7%
Accessibility of information on website	9.7%	30.6%	59.6%

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.