

## 2015 Carleton Satisfaction Survey for Employees

### Athletics Facilities

Athletics Facilities	
% Using Service	Number of Users
46.0%	366

### Mean of Responses

	Athletics Facilities		
	N	Avg.	Std. Dev.
My overall experience with the Athletics facilities	357	8.1	1.8
Athletics facilities (e.g Fitness Centre, pool, squash courts) that meet my needs	351	8.2	1.7
Accessibility of facilities at hours that are convenient to me	354	8.4	1.8
Response to requests or problems within an acceptable time	189	8.0	2.2
Cleanliness of facilities	358	7.3	2.3
Value for money	302	8.2	1.9
Change room facilities	329	6.4	2.6
Communication of timely and accurate information to customers	271	7.7	2.2
Professional and helpful staff	350	8.2	1.9
Professional and courteous greetings by the Welcome Centre reception desk in Alumni Hall	339	8.0	2.0

### Percentage of Responses

	Athletics Facilities		
	Low	Med.	High
My overall experience with the Athletics facilities	4.8%	26.6%	68.6%
Athletics facilities (e.g Fitness Centre, pool, squash courts) that meet my needs	4.0%	23.1%	72.9%
Accessibility of facilities at hours that are convenient to me	4.0%	19.8%	76.3%
Response to requests or problems within an acceptable time	7.9%	22.2%	69.8%
Cleanliness of facilities	13.1%	32.1%	54.7%
Value for money	4.6%	21.2%	74.2%
Change room facilities	24.0%	39.5%	36.5%
Communication of timely and accurate information to customers	8.1%	27.7%	64.2%
Professional and helpful staff	4.6%	22.9%	72.6%
Professional and courteous greetings by the Welcome Centre reception desk in Alumni Hall	6.5%	24.2%	69.3%

**Source:** Carleton Satisfaction Survey for Employees, 2015

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