

## 2015 Carleton Satisfaction Survey for Employees

### FGPA

FGPA	
% Using Service	Number of Users
30.5%	245

### Mean of Responses

	FGPA		
	N	Avg.	Std. Dev.
My overall satisfaction with FGPA	238	7.8	2.2
Accessible to users via telephone	193	7.7	2.3
Accessible to users via e-mail	219	8.1	2.0
Understanding of my needs and requirements	227	7.6	2.4
Response to requests or problems within an acceptable time	228	7.8	2.3
Provision of effective advice and support	227	7.7	2.4
Professional and helpful staff	231	8.2	2.2
Usefulness of the information on the FGPA website	180	7.6	2.3
Ease of using the FGPA website	178	7.4	2.3

### Percentage of Responses

	FGPA		
	Low	Med.	High
My overall satisfaction with FGPA	8.8%	27.7%	63.4%
Accessible to users via telephone	10.9%	25.4%	63.7%
Accessible to users via e-mail	6.4%	23.3%	70.3%
Understanding of my needs and requirements	11.5%	25.6%	63.0%
Response to requests or problems within an acceptable time	10.1%	21.1%	68.9%
Provision of effective advice and support	10.1%	25.1%	64.8%
Professional and helpful staff	7.4%	19.5%	73.2%
Usefulness of the information on the FGPA website	13.9%	24.4%	61.7%
Ease of using the FGPA website	14.0%	30.3%	55.6%

**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.