

2015 Carleton Satisfaction Survey for Employees

Maintenance Services

Maintenance Services	
% Using Service	Number of Users
100%	796

Mean of Responses

	Maintenance Services		
	N	Avg.	Std. Dev.
My overall experience with the maintenance service of university facilities	771	6.6	2.3
My overall satisfaction with the sustainability and recycling efforts on campus	739	6.5	2.4
Maintenance services accessibility to users (via telephone, voicemail, e-mail, web, etc.)	615	7.4	2.2
Response to requests within an acceptable time	627	6.9	2.5
Courteous and helpful staff	719	8.0	2.0
Cleanliness and state of repair of classrooms/offices	764	5.8	2.6
Cleanliness and state of repair of washrooms	787	5.1	2.7
My overall satisfaction with the campus landscape	791	7.2	2.1

Percentage of Responses

	Maintenance Services		
	Low	Med.	High
My overall experience with the maintenance service of university facilities	15.8%	45.4%	38.8%
My overall satisfaction with the sustainability and recycling efforts on campus	19.6%	38.7%	41.7%
Maintenance services accessibility to users (via telephone, voicemail, e-mail, web, etc.)	11.5%	31.2%	57.2%
Response to requests within an acceptable time	17.2%	34.8%	48.0%
Courteous and helpful staff	7.0%	23.6%	69.4%
Cleanliness and state of repair of classrooms/offices	31.4%	35.7%	32.9%
Cleanliness and state of repair of washrooms	42.4%	35.5%	22.1%
My overall satisfaction with the campus landscape	12.0%	36.3%	51.7%

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.