

## 2015 Carleton Satisfaction Survey for Employees

### OIRP

OIRP	
% Using Service	Number of Users
22.4%	186

### Mean of Responses

	OIRP		
	N	Avg.	Std. Dev.
My overall experience with the service of OIRP	175	8.5	1.9
Understanding of my needs and requirements	167	8.3	2.0
Response to requests or problems within an acceptable time	166	8.4	2.1
Provision of effective advice, support and guidance	163	8.3	2.1
Ease of using the multi-dimensional data cubes	107	6.9	2.7
Usefulness of content covered by multi-dimensional data cubes	104	7.7	2.3
Support for the Teaching Evaluation process	87	8.5	2.1
Overall satisfaction with the Teaching Evaluation reporting portal	93	8.2	2.2
Professional and helpful staff	172	8.8	1.8

### Percentage of Responses

	OIRP		
	Low	Med.	High
My overall experience with the service of OIRP	5.1%	17.7%	77.1%
Understanding of my needs and requirements	6.6%	20.4%	73.1%
Response to requests or problems within an acceptable time	7.2%	16.9%	75.9%
Provision of effective advice, support and guidance	7.4%	17.8%	74.8%
Ease of using the multi-dimensional data cubes	20.6%	30.8%	48.6%
Usefulness of content covered by multi-dimensional data cubes	10.6%	25.0%	64.4%
Support for the Teaching Evaluation process	6.9%	13.8%	79.3%
Overall satisfaction with the Teaching Evaluation reporting portal	7.5%	19.4%	73.1%
Professional and helpful staff	3.5%	10.5%	86.0%

**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.