

2016 Carleton Satisfaction Survey for Employees

Athletics Programs

	% Using Service	Number of Users
	28.0%	251

Mean of Responses

	Athletics Programs		
	N	Avg.	Std. Dev.
My overall experience with the Athletics programs	183	8.1	1.8
Ability of the programs offered to meet my needs and interests	198	7.9	1.9
Service provided by staff when registering, or enquiring about programs	168	8.2	1.8
Way in which program opportunities are communicated and promoted (e.g. website, facebook, etc.)	195	8.0	1.9
Times at which the programs are offered	200	7.3	2.3
Value for money	195	7.8	2.1
The program environment (room, equipment, field, etc.)	182	7.6	2.0
Quality of the program instructors/leaders	172	8.4	1.7
Ease of use of online registration for programs	170	7.7	2.3
The CUFit pass and its entitlements and limitations are easy to understand and use	93	7.5	2.5
Overall satisfaction with the CUFit pass	81	7.6	2.5

Percentage of Responses

	Athletics Programs		
	Low	Med.	High
My overall experience with the Athletics programs	3.3%	26.8%	69.9%
Ability of the programs offered to meet my needs and interests	6.1%	26.8%	67.2%
Service provided by staff when registering, or enquiring about programs	4.2%	19.6%	76.2%
Way in which program opportunities are communicated and promoted (e.g. website, facebook, etc.)	6.7%	22.1%	71.3%
Times at which the programs are offered	14.0%	30.0%	56.0%
Value for money	9.2%	24.6%	66.2%
The program environment (room, equipment, field, etc.)	9.3%	32.4%	58.2%
Quality of the program instructors/leaders	4.7%	15.7%	79.7%
Ease of use of online registration for programs	10.0%	25.3%	64.7%
The CUFit pass and its entitlements and limitations are easy to understand and use	16.1%	17.2%	66.7%
Overall satisfaction with the CUFit pass	16.0%	14.8%	69.1%

Source: Carleton Satisfaction Survey for Employees, 2016

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