

2016 Carleton Satisfaction Survey for Employees

Email Messaging

Primary Email System			
Exchange (Outlook)		Other	
%	#	%	#
92.5%	811	7.5%	66

Mean of Responses

	Email Messaging		
	N	Avg.	Std. Dev.
My overall satisfaction with Exchange email	781	7.8	2.0
Availability of support (hours of service)	566	8.1	1.9
Reliability	764	7.8	2.0
Timeliness of response to requests	556	8.1	1.8
Functioning on my mobile device(s)	590	7.6	2.3
Usefulness of the calendar	679	8.1	2.1
Adequacy of the 50 GB storage	690	8.1	2.1
Usefulness of the email-filtering feature of Clutter	699	5.3	3.1
Effectiveness of spam filtering	755	6.9	2.5
Ease of access from off campus	759	7.6	2.3

Percentage of Responses

	Email Messaging		
	Low	Med.	High
My overall satisfaction with Exchange email	7.4%	29.8%	62.7%
Availability of support (hours of service)	4.8%	26.0%	69.3%
Reliability	7.2%	27.4%	65.4%
Timeliness of response to requests	4.7%	27.0%	68.3%
Functioning on my mobile device(s)	10.5%	27.3%	62.2%
Usefulness of the calendar	7.1%	20.2%	72.8%
Adequacy of the 50 GB storage	7.8%	19.7%	72.5%
Usefulness of the email-filtering feature of Clutter	40.8%	28.5%	30.8%
Effectiveness of spam filtering	17.9%	33.6%	48.5%
Ease of access from off campus	11.7%	25.3%	63.0%

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.

Mean of Responses

	Primary Email System					
	Exchange (Outlook)			Other		
	N	Avg.	Std. Dev.	N	Avg.	Std. Dev.
My overall satisfaction with Exchange email	759	7.8	2.0	21	5.4	3.2
Availability of support (hours of service)	552	8.1	1.8	14	6.9	3.0
Reliability	746	7.9	1.9	17	6.6	3.0
Timeliness of response to requests	542	8.1	1.8	14	6.2	3.0
Functioning on my mobile device(s)	571	7.7	2.2	18	6.1	3.3
Usefulness of the calendar	663	8.1	2.0	16	5.6	3.3
Adequacy of the 50 GB storage	673	8.1	2.1	17	7.1	3.2
Usefulness of the email-filtering feature of Clutter	680	5.3	3.1	18	4.3	3.4
Effectiveness of spam filtering	736	6.9	2.5	18	5.9	3.3
Ease of access from off campus	738	7.7	2.2	20	5.6	3.4

Percentage of Responses

	Primary Email System					
	Exchange (Outlook)			Other		
	Low	Med.	High	Low	Med.	High
My overall satisfaction with Exchange email	6.6%	29.6%	63.8%	33.3%	38.1%	28.6%
Availability of support (hours of service)	4.3%	26.1%	69.6%	21.4%	21.4%	57.1%
Reliability	6.7%	27.3%	66.0%	23.5%	29.4%	47.1%
Timeliness of response to requests	4.2%	26.6%	69.2%	21.4%	42.9%	35.7%
Functioning on my mobile device(s)	9.6%	27.3%	63.0%	33.3%	27.8%	38.9%
Usefulness of the calendar	6.3%	20.1%	73.6%	37.5%	25.0%	37.5%
Adequacy of the 50 GB storage	7.4%	19.8%	72.8%	23.5%	17.6%	58.8%
Usefulness of the email-filtering feature of Clutter	40.1%	28.8%	31.0%	61.1%	16.7%	22.2%
Effectiveness of spam filtering	17.4%	33.7%	48.9%	33.3%	33.3%	33.3%
Ease of access from off campus	11.0%	25.1%	64.0%	35.0%	35.0%	30.0%

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.