

2016 Carleton Satisfaction Survey for Employees

Maintenance Services

| | % Using Service | Number of Users |
|--|-----------------|-----------------|
| | 100% | 811 |

Mean of Responses

| | Maintenance Services | | |
|---|----------------------|------|-----------|
| | N | Avg. | Std. Dev. |
| My overall experience with the maintenance service of university facilities | 762 | 6.9 | 2.4 |
| My overall satisfaction with the sustainability and recycling efforts on campus | 756 | 6.7 | 2.4 |
| Maintenance services accessibility to users (via telephone, voicemail, e-mail, web, etc.) | 604 | 7.4 | 2.3 |
| Response to requests within an acceptable time | 618 | 6.9 | 2.6 |
| Courteous and helpful staff | 705 | 8.0 | 2.1 |
| Cleanliness and state of repair of classrooms/offices | 771 | 6.0 | 2.6 |
| Cleanliness and state of repair of washrooms | 803 | 5.4 | 2.8 |
| My overall satisfaction with the campus landscape | 806 | 7.4 | 2.1 |

Percentage of Responses

| | Maintenance Services | | |
|---|----------------------|-------|-------|
| | Low | Med. | High |
| My overall experience with the maintenance service of university facilities | 14.8% | 38.5% | 46.7% |
| My overall satisfaction with the sustainability and recycling efforts on campus | 19.0% | 36.5% | 44.4% |
| Maintenance services accessibility to users (via telephone, voicemail, e-mail, web, etc.) | 12.7% | 29.8% | 57.5% |
| Response to requests within an acceptable time | 18.8% | 32.0% | 49.2% |
| Courteous and helpful staff | 7.2% | 20.7% | 72.1% |
| Cleanliness and state of repair of classrooms/offices | 26.6% | 40.3% | 33.1% |
| Cleanliness and state of repair of washrooms | 36.2% | 38.4% | 25.4% |
| My overall satisfaction with the campus landscape | 9.6% | 34.7% | 55.7% |

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.