

2016 Carleton Satisfaction Survey for Employees

Staffing

	% Using Service	Number of Users
	31.4%	263

Staffing

Was your interaction as a(n):					
Applicant or prospective applicant		Hiring manager		Both	
%	#	%	#	%	#
37.9%	99	52.5%	137	9.6%	25

Mean of Responses Applicant or Prospective Applicant

	Staffing		
	N	Avg.	Std. Dev.
My overall experience with Human Resources staffing process	123	7.1	2.7
Accessibility of staff (via telephone, web, e-mail, etc.)	114	7.1	2.8
Application process	120	7.0	2.6
Keeps me informed throughout the process	122	6.4	2.8
Timeliness with which my questions are handled	109	6.9	2.8
Professional and helpful staff	115	7.4	2.7
Ease of viewing and finding job postings on the Human Resources website	114	7.9	2.3

Percentage of Responses Applicant or Prospective Applicant

	Staffing		
	Low	Med.	High
My overall experience with Human Resources staffing process	18.7%	23.6%	57.7%
Accessibility of staff (via telephone, web, e-mail, etc.)	16.7%	26.3%	57.0%
Application process	17.5%	30.0%	52.5%
Keeps me informed throughout the process	25.4%	34.4%	40.2%
Timeliness with which my questions are handled	18.3%	28.4%	53.2%
Professional and helpful staff	14.8%	20.0%	65.2%
Ease of viewing and finding job postings on the Human Resources website	9.6%	18.4%	71.9%

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
Hiring Manager**

	Staffing		
	N	Avg.	Std. Dev.
My overall experience with Human Resources staffing process	156	7.0	2.2
Accessibility of staff (via telephone, web, e-mail, etc.)	154	7.0	2.4
Overall process of staffing a position	157	6.4	2.5
Use of online recruitment tool (NJOYN)	115	5.9	2.7
Assistance with the interview process	127	6.9	2.6
Helpfulness in finding the best candidate for a job opening	131	6.4	2.7
Timeliness with which my questions are handled	144	6.9	2.4
Professional and helpful staff	153	7.8	2.1

**Percentage of Responses
Hiring Manager**

	Staffing		
	Low	Med.	High
My overall experience with Human Resources staffing process	16.0%	36.5%	47.4%
Accessibility of staff (via telephone, web, e-mail, etc.)	16.2%	35.1%	48.7%
Overall process of staffing a position	24.2%	38.2%	37.6%
Use of online recruitment tool (NJOYN)	27.0%	42.6%	30.4%
Assistance with the interview process	19.7%	29.9%	50.4%
Helpfulness in finding the best candidate for a job opening	26.7%	33.6%	39.7%
Timeliness with which my questions are handled	20.8%	31.3%	47.9%
Professional and helpful staff	8.5%	26.8%	64.7%

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.