

2017 Carleton Satisfaction Survey for Employees

Athletics Facilities

	% Using Service	Number of Users
	42.8%	361

Mean of Responses

	Athletics Facilities		
	N	Avg.	Std. Dev.
My overall experience with the Athletics facilities	359	8.0	1.7
Athletics facilities (e.g Fitness Centre, pool, squash courts) that meet my needs	342	8.0	1.9
Accessibility of facilities at hours that are convenient to me	346	8.3	1.9
Response to requests or problems within an acceptable time	162	8.0	2.1
Cleanliness of facilities	357	7.2	2.2
Value for money	304	8.3	1.8
Change room facilities	318	6.8	2.5
Communication of timely and accurate information to customers	265	7.7	2.0
Professional and helpful staff	342	8.4	1.6
Professional and courteous greetings by the Welcome Centre reception desk in Alumni Hall	339	8.2	2.1

Percentage of Responses

	Athletics Facilities		
	Low	Med.	High
My overall experience with the Athletics facilities	4.2%	28.1%	67.7%
Athletics facilities (e.g Fitness Centre, pool, squash courts) that meet my needs	5.8%	25.1%	69.0%
Accessibility of facilities at hours that are convenient to me	5.2%	17.6%	77.2%
Response to requests or problems within an acceptable time	6.8%	22.2%	71.0%
Cleanliness of facilities	10.6%	36.1%	53.2%
Value for money	3.9%	19.1%	77.0%
Change room facilities	18.2%	33.6%	48.1%
Communication of timely and accurate information to customers	7.9%	26.0%	66.0%
Professional and helpful staff	2.3%	20.2%	77.5%
Professional and courteous greetings by the Welcome Centre reception desk in Alumni Hall	7.1%	20.1%	72.9%

Source: Carleton Satisfaction Survey for Employees, 2017

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