

2017 Carleton Satisfaction Survey for Employees

Athletics Programs

	% Using Service	Number of Users
	28.0%	237

Mean of Responses

	Athletics Programs		
	N	Avg.	Std. Dev.
My overall experience with the Athletics programs	224	8.2	1.6
Ability of the programs offered to meet my needs and interests	226	7.9	1.9
Service provided by staff when registering, or enquiring about programs	218	8.2	1.8
Way in which program opportunities are communicated and promoted (e.g. Carleton Top 5, website, facebook, etc.)	215	7.9	1.9
Times at which the programs are offered	227	7.5	2.2
Value for money	225	8.0	2.0
The program environment (room, equipment, field, etc.)	221	7.7	2.1
Quality of the program instructors/leaders	188	8.3	1.9
Ease of use of online registration for programs	185	7.6	2.3
The CUFit pass and its entitlements and limitations are easy to understand and use	120	7.7	2.5
Overall satisfaction with the CUFit pass	107	7.8	2.4

Percentage of Responses

	Athletics Programs		
	Low	Med.	High
My overall experience with the Athletics programs	2.2%	26.8%	71.0%
Ability of the programs offered to meet my needs and interests	4.4%	28.8%	66.8%
Service provided by staff when registering, or enquiring about programs	4.6%	24.8%	70.6%
Way in which program opportunities are communicated and promoted (e.g. Carleton Top 5, website, facebook, etc.)	5.6%	26.5%	67.9%
Times at which the programs are offered	11.5%	27.3%	61.2%
Value for money	7.1%	21.8%	71.1%
The program environment (room, equipment, field, etc.)	9.0%	24.9%	66.1%
Quality of the program instructors/leaders	4.8%	19.7%	75.5%
Ease of use of online registration for programs	11.4%	24.3%	64.3%
The CUFit pass and its entitlements and limitations are easy to understand and use	15.8%	14.2%	70.0%
Overall satisfaction with the CUFit pass	12.1%	19.6%	68.2%

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.