

2017 Carleton Satisfaction Survey for Employees

HR - Pension and Benefits

	% Using Service	Number of Users
	37.9%	324

Mean of Responses

	Human Resources - Pension and Benefits		
	N	Avg.	Std. Dev.
My overall satisfaction with Carleton pension and benefits programs	295	7.6	2.1
Ease of access to, and use of, Carleton online Retirement Planner	169	7.1	2.6
The presentation of the information on my pension statement	256	7.1	2.2
The amount of information I receive regarding my pension	271	6.9	2.3
Ease of finding my benefit information on the intranet	265	6.8	2.4
Ease of use of GroupNet (e.g. easy log in, filing claims online, viewing claim history, reviewing my benefits)	260	7.7	2.3
Knowledgeable and helpful customer service at Great West Life (GWL) Call Centre	232	7.4	2.4
Amount of information communicated to me about my benefits	302	6.7	2.4

Percentage of Responses

	HR - Pension and Benefits		
	Low	Med.	High
My overall satisfaction with Carleton pension and benefits programs	7.8%	29.5%	62.7%
Ease of access to, and use of, Carleton online Retirement Planner	16.0%	30.2%	53.8%
The presentation of the information on my pension statement	11.3%	39.8%	48.8%
The amount of information I receive regarding my pension	15.5%	37.3%	47.2%
Ease of finding my benefit information on the intranet	15.8%	37.4%	46.8%
Ease of use of GroupNet (e.g. easy log in, filing claims online, viewing claim history, reviewing my benefits)	11.5%	22.3%	66.2%
Knowledgeable and helpful customer service at Great West Life (GWL) Call Centre	12.5%	28.0%	59.5%
Amount of information communicated to me about my benefits	17.9%	40.4%	41.7%

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.

Are you aware of the Employee/Faculty Assistance Program?

Yes		No	
%	#	%	#
61.3%	522	38.7%	329

Source: Carleton Satisfaction Survey for Employees, 2017

Are you aware of the Employee/Faculty Assistance Program?

Yes		No	
%	#	%	#
61.3%	522	38.7%	329

Source: Carleton Satisfaction Survey for Employees, 2017

Id: 950677