

2017 Carleton Satisfaction Survey for Employees

Maintenance Services

Maintenance Services	
% Using Service	Number of Users
100%	883

Mean of Responses

	Maintenance Services		
	N	Avg.	Std. Dev.
My overall experience with the maintenance service of university facilities	828	6.6	2.2
My overall satisfaction with the sustainability and recycling efforts on campus	818	6.4	2.3
Maintenance services accessibility to users (via telephone, voicemail, e-mail, web, etc.)	685	7.4	2.0
Response to requests within an acceptable time	701	6.9	2.3
Courteous and helpful staff	778	8.1	1.8
Cleanliness and state of repair of classrooms/offices	823	6.0	2.4
Cleanliness and state of repair of washrooms	869	5.5	2.5
My overall satisfaction with the campus landscape	876	7.2	2.1

Percentage of Responses

	Maintenance Services		
	Low	Med.	High
My overall experience with the maintenance service of university facilities	16.2%	47.3%	36.5%
My overall satisfaction with the sustainability and recycling efforts on campus	19.9%	44.7%	35.3%
Maintenance services accessibility to users (via telephone, voicemail, e-mail, web, etc.)	9.2%	35.5%	55.3%
Response to requests within an acceptable time	15.4%	38.2%	46.4%
Courteous and helpful staff	4.6%	22.5%	72.9%
Cleanliness and state of repair of classrooms/offices	24.7%	45.6%	29.8%
Cleanliness and state of repair of washrooms	35.0%	39.8%	25.2%
My overall satisfaction with the campus landscape	10.3%	36.8%	53.0%

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.