2017 Carleton Satisfaction Survey for Employees

ITS - Remote Access

	% Using Service	Number of Users
	50.6%	437

Mean of Responses

	ITS - Remote Access		
	N	Avg.	Std. Dev.
My overall experience with remote access	417	7.8	2.2
The ease of finding VPN how-to instructions	370	7.3	2.5
The clarity and value of VPN how-to instructions	359	7.2	2.5
My experience remotely accessing Travel and Expense	218	7.6	2.5
My experience remotely accessing Banner Admin	216	7.5	2.5
My experience remotely accessing network drives	302	7.2	2.8

Percentage of Responses

	ITS Remote Access		
	Low	Med.	High
My overall experience with remote access	9.8%	24.9%	65.2%
The ease of finding VPN how-to instructions	15.1%	28.6%	56.2%
The clarity and value of VPN how-to instructions	15.9%	27.6%	56.5%
My experience remotely accessing Travel and Expense	13.8%	22.5%	63.8%
My experience remotely accessing Banner Admin	13.0%	26.4%	60.6%
My experience remotely accessing network drives	17.5%	26.5%	56.0%

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.

What device platform do you use VPN for remote access to the Carleton campus network?

	ITS Remote Access	
	% Selected	# Selected
Android	5.2%	45
Apple / Mac	20.8%	180
PC	31.7%	274