

2017 Carleton Satisfaction Survey for Employees

Financial Services - Research Accounting

	% Using Service	Number of Users
	32.2%	274

Mean of Responses

	Financial Services - Research Accounting		
	N	Avg.	Std. Dev.
My overall experience with Research Accounting	269	7.2	2.4
Understanding of my needs and requirements	259	7.0	2.5
Accessibility to users (via telephone, voice mail, e-mail, web, etc.)	261	7.2	2.6
Usefulness of the information on the Research Accounting webpages	197	6.5	2.5
Response to requests or problems within an acceptable time	261	6.7	2.9
Release of invoices and/or financial reports within an acceptable time	201	6.7	2.7
Provision of effective advice, support and guidance	249	7.0	2.7
Professional and helpful staff	259	7.7	2.5

Percentage of Responses

	Financial Services - Research Accounting		
	Low	Med.	High
My overall experience with Research Accounting	14.5%	33.1%	52.4%
Understanding of my needs and requirements	16.6%	32.8%	50.6%
Accessibility to users (via telephone, voice mail, e-mail, web, etc.)	16.1%	28.4%	55.6%
Usefulness of the information on the Research Accounting webpages	19.3%	43.7%	37.1%
Response to requests or problems within an acceptable time	23.0%	28.4%	48.7%
Release of invoices and/or financial reports within an acceptable time	20.4%	33.3%	46.3%
Provision of effective advice, support and guidance	16.9%	30.5%	52.6%
Professional and helpful staff	12.0%	21.6%	66.4%

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.