# 2017 Carleton Satisfaction Survey for Employees

## ITS - Security Awareness

| | % Using Service | Number of Users |
|---|---|---|
| | 100% | 847 |

## Mean of Responses

| | ITS - Security Awareness | | |
|---|---|---|---|
| | N | Avg. | Std. Dev. |
| My overall understanding of information security issues at Carleton | 785 | 7.2 | 1.9 |
| My knowledge of the information security awareness initiatives (e.g. today@carleton, ITS website, tweets) | 776 | 7.0 | 2.0 |
| My satisfaction with communication of information security information | 794 | 7.1 | 2.2 |
| Training on information security | 569 | 6.0 | 2.4 |
| Ease of finding information security guidance on the ITS website | 489 | 6.5 | 2.3 |
| My confidence in recognizing phishing attacks | 823 | 8.3 | 1.8 |
| Ease of changing passwords | 832 | 7.2 | 2.4 |
| The ability of ITS to keep my data and personally identifiable information (name, address, SIN#, etc.) secure | 652 | 7.3 | 2.3 |

## Percentage of Responses

| | ITS - Security Awareness | | |
|---|---|---|---|
| | Low | Med. | High |
| My overall understanding of information security issues at Carleton | 8.3% | 45.2% | 46.5% |
| My knowledge of the information security awareness initiatives (e.g. today@carleton, ITS website, tweets) | 10.8% | 45.1% | 44.1% |
| My satisfaction with communication of information security information | 12.6% | 36.6% | 50.8% |
| Training on information security | 25.5% | 44.6% | 29.9% |
| Ease of finding information security guidance on the ITS website | 19.6% | 42.7% | 37.6% |
| My confidence in recognizing phishing attacks | 4.0% | 20.8% | 75.2% |
| Ease of changing passwords | 14.8% | 29.4% | 55.8% |
| The ability of ITS to keep my data and personally identifiable information (name, address, SIN#, etc.) secure | 11.2% | 30.4% | 58.4% |

**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.

# 2017 Carleton Satisfaction Survey for Employees

## ITS - Information Security

| | % Using Service | Number of Users |
|---|---|---|
| | 100% | 816 |

## Mean of Responses

|  | ITS - Information Security | | |
| --- | --- | --- | --- |
|  | N | Avg. | Std. Dev. |
| Information security is an important part of my responsibilities | 858 | 4.3 | 1.0 |

**Source:** Carleton Satisfaction Survey for Employees, 2017
**Notes:** 1. % -> percentage of respondents where: Disagree - 1,2; Neutral - 3; Agree - 4,5.

## Percentage of Responses

|  | ITS - Information Security | | |
| --- | --- | --- | --- |
|  | Disagree | Neutral | Agree |
| Information security is an important part of my responsibilities | 5.1% | 11.6% | 83.2% |

**Source:** Carleton Satisfaction Survey for Employees, 2017
**Notes:** 1. % -> percentage of respondents where: Disagree - 1,2; Neutral - 3; Agree - 4,5.