

2019 Carleton Satisfaction Survey for Employees

Athletics Facilities

	% Using Service	Number of Users
	42.0%	428

Mean of Responses

	N	Avg.	Std. Dev.
My overall experience with the Athletics facilities	404	8.0	1.6
Athletics facilities (e.g Fitness Centre, pool, squash courts) that meet my needs	380	8.0	1.8
Accessibility of facilities at hours that are convenient to me	394	8.5	1.8
Response to requests or problems within an acceptable time	210	8.0	2.2
Cleanliness of facilities	405	7.3	2.1
Value for money	339	8.5	1.8
Change room facilities	355	6.7	2.4
Communication of timely and accurate information to customers	314	8.0	1.9
Professional and helpful staff	384	8.3	1.7
Professional and courteous greetings by the Welcome Centre reception desk in Alumni Hall	386	8.0	2.1

Percentage of Responses

	Low	Med.	High
My overall experience with the Athletics facilities	3.0%	26.7%	70.3%
Athletics facilities (e.g Fitness Centre, pool, squash courts) that meet my needs	6.3%	24.5%	69.2%
Accessibility of facilities at hours that are convenient to me	4.3%	16.8%	78.9%
Response to requests or problems within an acceptable time	8.1%	22.9%	69.0%
Cleanliness of facilities	11.1%	38.3%	50.6%
Value for money	4.4%	17.7%	77.9%
Change room facilities	17.2%	39.4%	43.4%
Communication of timely and accurate information to customers	7.0%	22.9%	70.1%
Professional and helpful staff	3.6%	20.6%	75.8%
Professional and courteous greetings by the Welcome Centre reception desk in Alumni Hall	8.5%	23.1%	68.4%

Source: 2019 Carleton Satisfaction Survey for Employees

Notes: 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.