

2019 Carleton Satisfaction Survey for Employees

IMS

	% Using Service	Number of Users
	32.5%	303

Mean of Responses

	N	Avg.	Std. Dev.
My overall satisfaction with the service received from IMS	297	8.6	1.6
Understanding of my teaching needs in the classroom	201	8.5	1.8
Understanding of my needs for special events and lectures	210	8.4	1.9
Responds to requests or inquiries in a timely way	283	8.5	1.9
Support provided when I am teaching	190	8.9	1.8
Provision of helpful advice when I am uncertain about technology or events	229	8.6	1.8
Clarity of explanations of costs when I book a special event or lecture	166	8.1	2.3
Value for money	173	7.1	2.8
Usefulness of the IMS website	159	7.4	2.5
Properly set up and on time equipment deliveries	216	8.4	2.0
Professional and helpful staff	292	8.9	1.6

Percentage of Responses

	Low	Med.	High
My overall satisfaction with the service received from IMS	3.0%	19.2%	77.8%
Understanding of my teaching needs in the classroom	3.5%	21.4%	75.1%
Understanding of my needs for special events and lectures	4.3%	21.4%	74.3%
Responds to requests or inquiries in a timely way	6.0%	15.2%	78.8%
Support provided when I am teaching	3.7%	10.5%	85.8%
Provision of helpful advice when I am uncertain about technology or events	4.8%	14.8%	80.3%
Clarity of explanations of costs when I book a special event or lecture	10.8%	17.5%	71.7%
Value for money	18.5%	27.2%	54.3%
Usefulness of the IMS website	12.6%	32.7%	54.7%
Properly set up and on time equipment deliveries	6.9%	17.6%	75.5%
Professional and helpful staff	2.4%	14.4%	83.2%

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.