

## 2019 Carleton Satisfaction Survey for Employees

### Maintenance Services

	% Using Service	Number of Users
	100%	902

### Mean of Responses

	N	Avg.	Std. Dev.
My overall experience with the maintenance service of university facilities	854	7.0	2.1
My overall satisfaction with the sustainability and recycling efforts on campus	838	6.4	2.4
Maintenance services' accessibility to users (via telephone, voicemail, e-mail, web, etc.)	643	7.4	2.2
Response to requests within an acceptable time	660	7.0	2.4
Courteous and helpful staff	779	8.2	1.8
Cleanliness and state of repair of classrooms/offices	859	6.3	2.5
Cleanliness and state of repair of washrooms	892	5.6	2.7
My overall satisfaction with the campus landscape	892	7.3	2.1

### Percentage of Responses

	Low	Med.	High
My overall experience with the maintenance service of university facilities	11.7%	43.0%	45.3%
My overall satisfaction with the sustainability and recycling efforts on campus	22.0%	41.6%	36.4%
Maintenance services' accessibility to users (via telephone, voicemail, e-mail, web, etc.)	10.7%	32.2%	57.1%
Response to requests within an acceptable time	15.5%	36.2%	48.3%
Courteous and helpful staff	5.0%	21.7%	73.3%
Cleanliness and state of repair of classrooms/offices	23.4%	41.9%	34.7%
Cleanliness and state of repair of washrooms	34.3%	37.3%	28.4%
My overall satisfaction with the campus landscape	10.2%	37.0%	52.8%

**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.