2019 Carleton Satisfaction Survey for Employees

Campus Network

	% Using Service	Number of Users
	100%	919

Mean of Responses

	N	Avg.	Std. Dev.
My overall experience with the Carleton University campus network services	897	7.9	1.7
Reliability and availability of wired on-campus network service (device connected to a wall jack)	813	8.5	1.6
Ease of setup, connecting, and logging into the wired on-campus network service	806	8.3	1.7
Speed and performance of the wired on-campus network service	843	8.1	1.7
Reliability and availability of wireless on-campus network service	884	7.6	1.9
Ease of setup, connecting, and logging into the wireless on-campus network service	882	7.6	2.0
Speed and performance of the wireless on-campus network service	878	7.6	1.9
Reliability and availability of Carleton VPN client network service	603	7.9	2.0
Ease of setup, connecting, and logging into the Carleton VPN client network service	613	7.5	2.3

Percentage of Responses

	Low	Med.	High
My overall experience with the Carleton University campus network services	4.3%	30.9%	64.8%
Reliability and availability of wired on-campus network service (device connected to a wall jack)	2.2%	18.9%	78.8%
Ease of setup, connecting, and logging into the wired on-campus network service	3.7%	21.1%	75.2%
Speed and performance of the wired on-campus network service	3.0%	27.4%	69.6%
Reliability and availability of wireless on-campus network service	7.7%	33.8%	58.5%
Ease of setup, connecting, and logging into the wireless on-campus network service	8.7%	31.6%	59.6%
Speed and performance of the wireless on-campus network service	6.9%	33.8%	59.2%
Reliability and availability of Carleton VPN client network service	7.3%	26.5%	66.2%
Ease of setup, connecting, and logging into the Carleton VPN client network service	11.4%	26.9%	61.7%

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.

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