

2014 Carleton Satisfaction Survey for Students

Maintenance Services

Maintenance Services	
% Using Service	Number of Users
100%	531

Mean of Responses

	Maintenance Services		
	N	Avg.	Std. Dev.
My overall experience with the grounds and buildings on campus over the past 12 months	525	7.9	1.8
Staff accessible to users (via telephone, voice mail, e-mail, web, etc.)	427	8.0	1.9
Response to requests or problems within an acceptable time	380	7.8	2.0
Availability of appropriate recycling containers on campus	505	7.7	2.1
The general upkeep and related maintenance of university facilities over the last 12 months	514	7.7	2.0
Cleanliness and state of repair of classrooms	524	7.6	2.0
Cleanliness and state of repair of washrooms	527	6.4	2.6
Cleanliness of common areas/lounges	510	7.6	2.0
Overall cleanliness of campus landscape and grounds	525	8.0	1.8
Campus lighting and signage contributing to a safe campus environment	510	7.8	2.1

Percentage of Responses

	Maintenance Services		
	Low	Med.	High
My overall experience with the grounds and buildings on campus over the past 12 months	5.0%	29.1%	65.9%
Staff accessible to users (via telephone, voice mail, e-mail, web, etc.)	4.9%	29.3%	65.8%
Response to requests or problems within an acceptable time	6.8%	30.3%	62.9%
Availability of appropriate recycling containers on campus	8.5%	31.5%	60.0%
The general upkeep and related maintenance of university facilities over the last 12 months	7.0%	31.3%	61.7%
Cleanliness and state of repair of classrooms	8.6%	30.0%	61.5%
Cleanliness and state of repair of washrooms	21.6%	40.6%	37.8%
Cleanliness of common areas/lounges	7.8%	35.1%	57.1%
Overall cleanliness of campus landscape and grounds	4.8%	27.6%	67.6%
Campus lighting and signage contributing to a safe campus environment	8.6%	27.3%	64.1%

Source: Carleton Satisfaction Survey for Students, 2014

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