

2014 Carleton Satisfaction Survey for Students

Parking Office

Parking Office	
% Using Service	Number of Users
22.7%	124

Mean of Responses

	Parking Office		
	Yes		
	N	Avg.	Std. Dev.
My overall experience with the Parking Office	116	6.7	2.8
Accessibility of the office to customers via telephone	67	6.9	2.9
Accessibility of the office to customers via voice mail, e-mail, and web	85	7.1	2.9
Accessibility of the Parking Office location	106	7.1	2.9
Response to requests in an appropriate time	99	7.1	2.9
Understanding of my needs and requirements	108	6.7	3.0
Clarity of information presented	114	6.4	3.0
Ease of obtaining/renewing a parking permit	95	7.1	2.9
Enforcement of parking rules and regulations (fairness)	101	6.4	3.2
The condition of the parking lots	110	6.4	3.0
Professional, courteous, and helpful staff	107	6.8	3.1

Percentage of Responses

	Parking Office		
	Yes		
	Low	Med.	High
My overall experience with the Parking Office	19.8%	29.3%	50.9%
Accessibility of the office to customers via telephone	23.9%	22.4%	53.7%
Accessibility of the office to customers via voice mail, e-mail, and web	21.2%	18.8%	60.0%
Accessibility of the Parking Office location	17.0%	27.4%	55.7%
Response to requests in an appropriate time	20.2%	25.3%	54.5%
Understanding of my needs and requirements	22.2%	28.7%	49.1%
Clarity of information presented	26.3%	29.8%	43.9%
Ease of obtaining/renewing a parking permit	18.9%	27.4%	53.7%
Enforcement of parking rules and regulations (fairness)	28.7%	20.8%	50.5%
The condition of the parking lots	28.2%	29.1%	42.7%
Professional, courteous, and helpful staff	23.4%	24.3%	52.3%

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.