

2014 Carleton Satisfaction Survey for Students

CCS Service Desk

CCS Service Desk	
% Using Service	Number of Users
18.1%	100

Mean of Responses

	CCS Service Desk		
	Yes		
	N	Avg.	Std. Dev.
My overall experience with the CCS Service Desk	96	8.1	2.2
Understanding of my needs and requirements	98	8.1	2.2
Availability to users (via telephone, voice mail, web, walk-in, etc.)	90	8.1	2.0
Response to requests or problems within an acceptable time	93	8.2	2.2
Provision of effective advice, support, and guidance	96	7.9	2.5
Ability to resolve problems or issues	92	7.9	2.4
Telephone touch-tone menu system	47	7.6	2.5
Helpful and courteous staff	98	8.2	2.4
Quality of information on CCS website	72	7.7	2.6

Percentage of Responses

	CCS Service Desk		
	Yes		
	Low	Med.	High
My overall experience with the CCS Service Desk	6.3%	25.0%	68.8%
Understanding of my needs and requirements	8.2%	21.4%	70.4%
Availability to users (via telephone, voice mail, web, walk-in, etc.)	4.4%	22.2%	73.3%
Response to requests or problems within an acceptable time	6.5%	19.4%	74.2%
Provision of effective advice, support, and guidance	11.5%	19.8%	68.8%
Ability to resolve problems or issues	10.9%	21.7%	67.4%
Telephone touch-tone menu system	10.6%	31.9%	57.4%
Helpful and courteous staff	11.2%	15.3%	73.5%
Quality of information on CCS website	12.5%	23.6%	63.9%

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.