2015 Carleton Satisfaction Survey for Students

Cmail

	Carleton Student Email	
	% Using Service	Number of Users
	97.4%	552

Mean of Responses

	Carleton Student Email		
	Yes		
	N	Avg.	Std. Dev.
My overall experience with Carleton Student Email	533	8.3	1.9
Ease of access to Carleton Student Email via web browser	523	8.2	2.1
Ease of access to Carleton Student Email via computer email program	473	8.1	2.2
Ease of access to Carleton Student Email via smartphone	484	7.4	2.7
Accessibility of support (via website, telephone, voice mail, e-mail, etc.)	367	8.0	2.1
Timeliness of response to requests or problems	338	8.0	2.1
Sufficiency of anti-spam filtering tools in place	454	8.4	2.0
Reliability and availability of email service	507	8.6	1.7
Adequacy of mailbox storage limits (50GB) for my needs	502	8.9	1.6

Percentage of Responses

	Carleton Student Email		
	Yes		
	Low	Med.	High
My overall experience with Carleton Student Email	5.1%	20.3%	74.7%
Ease of access to Carleton Student Email via web browser	7.1%	20.5%	72.5%
Ease of access to Carleton Student Email via computer email program	9.1%	20.1%	70.8%
Ease of access to Carleton Student Email via smartphone	17.1%	24.0%	58.9%
Accessibility of support (via website, telephone, voice mail, e-mail, etc.)	7.1%	25.6%	67.3%
Timeliness of response to requests or problems	7.1%	24.6%	68.3%
Sufficiency of anti-spam filtering tools in place	5.5%	18.3%	76.2%
Reliability and availability of email service	3.0%	16.4%	80.7%
Adequacy of mailbox storage limits (50GB) for my needs	2.2%	12.0%	85.9%

Source: 2015 Carleton Satisfaction Survey for Students
Notes: 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.

Do you auto-forward your cmail to another email account?

	Yes		No	
	%	#	%	#
	26.2%	144	73.8%	405

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