

2015 Carleton Satisfaction Survey for Students

Health and Counselling Services

Health and Counselling Services	
% Using Service	Number of Users
27.0%	141

Mean of Responses

	Health and Counselling Services		
	Yes		
	N	Avg.	Std. Dev.
My overall experience with the medical services of the office	133	7.9	2.2
My overall experience with the counselling services of the office	84	7.6	2.6
Ability of medical services to meet my needs and address my concerns	125	7.9	2.3
Ability of counselling services to meet my needs and address my concerns	83	7.5	2.7
Availability of the service within an acceptable timeframe	134	7.4	2.6
Accessibility of Health and Counselling Services Office (via telephone, walk-in, website, email, etc.)	129	7.8	2.5
Ease of identifying this service as the place to go for my needs	135	7.8	2.4
Professional and helpful staff	135	8.0	2.3
Usefulness of the information on the Health and Counselling Services website	114	7.6	2.5

Percentage of Responses

	Health and Counselling Services		
	Yes		
	Low	Med.	High
My overall experience with the medical services of the office	6.8%	29.3%	63.9%
My overall experience with the counselling services of the office	14.3%	20.2%	65.5%
Ability of medical services to meet my needs and address my concerns	8.8%	24.8%	66.4%
Ability of counselling services to meet my needs and address my concerns	14.5%	21.7%	63.9%
Availability of the service within an acceptable timeframe	13.4%	29.1%	57.5%
Accessibility of Health and Counselling Services Office (via telephone, walk-in, website, email, etc.)	12.4%	15.5%	72.1%
Ease of identifying this service as the place to go for my needs	13.3%	17.0%	69.6%
Professional and helpful staff	10.4%	19.3%	70.4%
Usefulness of the information on the Health and Counselling Services website	13.2%	26.3%	60.5%

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.