

2015 Carleton Satisfaction Survey for Students

Student Academic Success Centre

% Using Any Service	Number of Users
32.6%	171

SASC: Academic Advising

% Using Service	Number of Users
15.8%	83

SASC: Academic Advising Mean of Responses

	N	Avg.	Std. Dev.
Overall Satisfaction with SASC	159	7.9	1.9
Overall Satisfaction with Academic Advising	83	7.8	2.2
Professional, helpful staff who were knowledgeable about their area	82	7.9	2.2
Ability to access service in a timely manner in a way that was convenient to me	83	7.8	2.2
Ability of the service to meet my needs and expectations	83	7.7	2.4
Ability of the service to provide me with the knowledge and skills to succeed	82	7.7	2.4
Advisors listening to my concerns and presenting me with a number of options	81	7.7	2.3

SASC: Academic Advising Percentage of Responses

	Low	Med.	High
Overall Satisfaction with SASC	4.4%	30.8%	64.8%
Overall Satisfaction with Academic Advising	8.4%	22.9%	68.7%
Professional, helpful staff who were knowledgeable about their area	8.5%	20.7%	70.7%
Ability to access service in a timely manner in a way that was convenient to me	10.8%	24.1%	65.1%
Ability of the service to meet my needs and expectations	10.8%	19.3%	69.9%
Ability of the service to provide me with the knowledge and skills to succeed	9.8%	22.0%	68.3%
Advisors listening to my concerns and presenting me with a number of options	12.3%	18.5%	69.1%

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.

SASC: Supplementary Instruction

% Using Service	Number of Users
12.6%	66

**SASC: Supplementary Instruction
Mean of Responses**

	N	Avg.	Std. Dev.
Overall Satisfaction with SASC	159	7.9	1.9
Overall Satisfaction with Supplementary Instruction	66	8.4	1.3
Professional, helpful staff who were knowledgeable about their area	62	8.4	1.6
Ability to access service in a timely manner in a way that was convenient to me	63	7.9	1.9
Ability of the service to meet my needs and expectations	62	8.2	1.6
Ability of the service to provide me with the knowledge and skills to succeed	62	8.3	1.4
Ability of Supplementary Instruction to help improve my grade	61	8.4	1.5

**SASC: Supplementary Instruction
Percentage of Responses**

	Low	Med.	High
Overall Satisfaction with SASC	4.4%	30.8%	64.8%
Overall Satisfaction with Supplementary Instruction		28.8%	71.2%
Professional, helpful staff who were knowledgeable about their area	4.8%	14.5%	80.6%
Ability to access service in a timely manner in a way that was convenient to me	7.9%	25.4%	66.7%
Ability of the service to meet my needs and expectations	1.6%	33.9%	64.5%
Ability of the service to provide me with the knowledge and skills to succeed		30.6%	69.4%
Ability of Supplementary Instruction to help improve my grade	1.6%	24.6%	73.8%

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.

SASC: Learning Support Services

	% Using Service	Number of Users
	8.0%	42

**SASC: Learning Support Services
Mean of Responses**

	N	Avg.	Std. Dev.
Overall Satisfaction with SASC	159	7.9	1.9
Overall Satisfaction with Learning Support Services	38	8.1	1.6
Professional, helpful staff who were knowledgeable about their area	37	8.1	1.6
Ability to access service in a timely manner in a way that was convenient to me	40	8.3	1.7
Ability of the service to meet my needs and expectations	39	8.2	1.5
Ability of the service to provide me with the knowledge and skills to succeed	39	8.1	1.6
Effective referrals to and from Learning Support Services	37	8.4	1.7

**SASC: Learning Support Services
Percentage of Responses**

	Low	Med.	High
Overall Satisfaction with SASC	4.4%	30.8%	64.8%
Overall Satisfaction with Learning Support Services	5.3%	26.3%	68.4%
Professional, helpful staff who were knowledgeable about their area	5.4%	21.6%	73.0%
Ability to access service in a timely manner in a way that was convenient to me	5.0%	20.0%	75.0%
Ability of the service to meet my needs and expectations	5.1%	23.1%	71.8%
Ability of the service to provide me with the knowledge and skills to succeed	5.1%	25.6%	69.2%
Effective referrals to and from Learning Support Services	5.4%	18.9%	75.7%

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.

SASC: Writing Tutorial Service

	% Using Service	Number of Users
	6.1%	32

**SASC: Writing Tutorial Service
Mean of Responses**

	N	Avg.	Std. Dev.
Overall Satisfaction with SASC	159	7.9	1.9
Overall Satisfaction with the Writing Tutorial Service	29	8.2	2.1
Professional, helpful staff who were knowledgeable about their area	30	8.2	2.1
Ability to access service in a timely manner in a way that was convenient to me	30	8.7	2.0
Ability of the service to meet my needs and expectations	30	8.1	2.2
Ability of the service to provide me with the knowledge and skills to succeed	30	8.0	2.2

**SASC: Writing Tutorial Service
Percentage of Responses**

	Low	Med.	High
Overall Satisfaction with SASC	4.4%	30.8%	64.8%
Overall Satisfaction with the Writing Tutorial Service	3.4%	27.6%	69.0%
Professional, helpful staff who were knowledgeable about their area	3.3%	26.7%	70.0%
Ability to access service in a timely manner in a way that was convenient to me	3.3%	10.0%	86.7%
Ability of the service to meet my needs and expectations	6.7%	23.3%	70.0%
Ability of the service to provide me with the knowledge and skills to succeed	3.3%	30.0%	66.7%

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.

SASC: Writing Tutorial Service

Which of the academic writing skills did the WTS assist in developing?

	%	#
Developing a thesis statement	40.6%	13
Developing sustaining arguments	43.8%	14
Presenting ideas in a logical and cohesive manner	68.8%	22
Critical use of sources	34.4%	11

Source: 2015 Carleton Satisfaction Survey for Students

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