

2016 Carleton Satisfaction Survey for Students

Maintenance Services

Maintenance Services	
% Using Service	Number of Users
100%	430

Mean of Responses

	Maintenance Services		
	N	Avg.	Std. Dev.
My overall experience with the grounds and buildings on campus over the past 12 months	419	7.9	1.8
Service accessible to users (via telephone, voice mail, email, web, etc.)	344	8.0	1.7
Response to requests or problems within an acceptable time	307	7.8	2.0
Availability of appropriate recycling containers on campus	412	7.4	2.3
The general upkeep and related maintenance of university facilities over the last 12 months	411	7.6	1.9
Cleanliness and state of repair of classrooms	419	7.5	2.0
Cleanliness and state of repair of washrooms	420	6.3	2.5
Cleanliness of common areas/lounges	411	7.5	2.0
Overall cleanliness of campus landscape and grounds	424	7.9	1.8
Campus lighting and signage contributing to a safe campus environment	413	8.0	1.8

Percentage of Responses

	Maintenance Services		
	Low	Med.	High
My overall experience with the grounds and buildings on campus over the past 12 months	5.7%	30.1%	64.2%
Service accessible to users (via telephone, voice mail, email, web, etc.)	3.5%	30.5%	66.0%
Response to requests or problems within an acceptable time	7.5%	30.0%	62.5%
Availability of appropriate recycling containers on campus	11.4%	28.6%	60.0%
The general upkeep and related maintenance of university facilities over the last 12 months	7.1%	32.6%	60.3%
Cleanliness and state of repair of classrooms	8.1%	34.6%	57.3%
Cleanliness and state of repair of washrooms	23.6%	39.5%	36.9%
Cleanliness of common areas/lounges	7.8%	35.5%	56.7%
Overall cleanliness of campus landscape and grounds	4.2%	29.7%	66.0%
Campus lighting and signage contributing to a safe campus environment	5.3%	25.4%	69.2%

Source: 2016 Carleton Satisfaction Survey for Students

Notes: 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.