

2017 Carleton Satisfaction Survey for Students

Academic Advising Centre

Academic Advising Centre	
% Using Service	Number of Users
24.4%	189

Mean of Responses

	Academic Advising Centre		
	N	Avg.	Std. Dev.
Overall Satisfaction with the Academic Advising Centre	157	7.6	2.5
Ability to access service in a timely manner in a way that was convenient to me	157	7.5	2.4
Ability of the service to meet my needs and expectations	157	7.7	2.4
Ability of the service to provide me with the knowledge and skills to succeed	151	7.8	2.4
Ability of the service to provide accurate information to keep me on the path to graduation	147	7.8	2.5
Ability of the service to help me develop a plan of action to achieve my academic goals	150	7.6	2.5
Advisors who listen to my concerns and present me with a number of options	148	7.8	2.6
Professional staff who were knowledgeable about their area	151	8.0	2.2
Responsive and helpful staff	156	8.1	2.4

Percentage of Responses

	Academic Advising Centre		
	Low	Med.	High
Overall Satisfaction with the Academic Advising Centre	12.1%	22.6%	65.3%
Ability to access service in a timely manner in a way that was convenient to me	12.3%	31.2%	56.5%
Ability of the service to meet my needs and expectations	11.9%	25.5%	62.6%
Ability of the service to provide me with the knowledge and skills to succeed	13.2%	20.3%	66.4%
Ability of the service to provide accurate information to keep me on the path to graduation	13.6%	16.1%	70.3%
Ability of the service to help me develop a plan of action to achieve my academic goals	14.2%	21.2%	64.6%
Advisors who listen to my concerns and present me with a number of options	12.6%	21.1%	66.3%
Professional staff who were knowledgeable about their area	9.3%	21.6%	69.1%
Responsive and helpful staff	10.9%	15.0%	74.1%

Source: 2017 Carleton Satisfaction Survey for Students

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

2017 Carleton Satisfaction Survey for Students

Academic Advising Centre

Academic Advising Centre			
Student Level			
First Year		All Other Students	
% Using Service	Number of Users	% Using Service	Number of Users
22.3%	61	25.1%	148

Mean of Responses

	Academic Advising Centre					
	Student Level					
	First Year			All Other Students		
	N	Avg.	Std. Dev.	N	Avg.	Std. Dev.
Overall Satisfaction with the Academic Advising Centre	55	8.0	1.9	120	7.5	2.6
Ability to access service in a timely manner in a way that was convenient to me	54	8.1	1.9	121	7.3	2.5
Ability of the service to meet my needs and expectations	54	7.9	2.1	121	7.6	2.4
Ability of the service to provide me with the knowledge and skills to succeed	51	8.1	2.1	117	7.6	2.5
Ability of the service to provide accurate information to keep me on the path to graduation	48	8.3	2.0	115	7.7	2.6
Ability of the service to help me develop a plan of action to achieve my academic goals	49	8.1	2.0	117	7.4	2.6
Advisors who listen to my concerns and present me with a number of options	50	8.2	2.2	115	7.6	2.7
Professional staff who were knowledgeable about their area	51	8.5	1.9	117	7.9	2.3
Responsive and helpful staff	54	8.5	2.0	120	7.9	2.5

Percentage of Responses

	Academic Advising Centre					
	Student Level					
	First Year			All Other Students		
	Low	Med.	High	Low	Med.	High
Overall Satisfaction with the Academic Advising Centre	5.5%	25.5%	69.1%	14.2%	21.7%	64.2%
Ability to access service in a timely manner in a way that was convenient to me	3.7%	33.3%	63.0%	14.9%	30.6%	54.5%
Ability of the service to meet my needs and expectations	7.4%	27.8%	64.8%	13.2%	24.8%	62.0%
Ability of the service to provide me with the knowledge and skills to succeed	5.9%	31.4%	62.7%	15.4%	17.1%	67.5%
Ability of the service to provide accurate information to keep me on the path to graduation	6.3%	20.8%	72.9%	15.7%	14.8%	69.6%
Ability of the service to help me develop a plan of action to achieve my academic goals	4.1%	26.5%	69.4%	17.1%	19.7%	63.2%
Advisors who listen to my concerns and present me with a number of options	8.0%	22.0%	70.0%	13.9%	20.9%	65.2%
Professional staff who were knowledgeable about their area	5.9%	19.6%	74.5%	10.3%	22.2%	67.5%
Responsive and helpful staff	5.6%	20.4%	74.1%	12.5%	13.3%	74.2%

Source: 2017 Carleton Satisfaction Survey for Students

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