

2017 Carleton Satisfaction Survey for Students

Athletics Facilities

| Athletics Facilities | |
|----------------------|-----------------|
| % Using Service | Number of Users |
| 51.3% | 379 |

Mean of Responses

| | Athletics Facilities | | |
|---|----------------------|------|-----------|
| | N | Avg. | Std. Dev. |
| My overall experience with the Athletics facilities | 358 | 7.8 | 1.9 |
| Athletics facilities (e.g Fitness Centre, pool, squash courts) that meet my needs | 341 | 8.0 | 2.0 |
| Accessibility of facilities at hours that are convenient to me | 355 | 7.7 | 2.2 |
| Response to requests or problems within an acceptable time | 197 | 7.9 | 2.2 |
| Cleanliness of facilities | 359 | 8.0 | 1.8 |
| Value for money | 334 | 7.4 | 2.3 |
| Locker facilities | 313 | 7.5 | 2.1 |
| Responsive and helpful staff | 311 | 8.3 | 1.8 |

Percentage of Responses

| | Athletics Facilities | | |
|---|----------------------|-------|-------|
| | Low | Med. | High |
| My overall experience with the Athletics facilities | 5.7% | 30.8% | 63.6% |
| Athletics facilities (e.g Fitness Centre, pool, squash courts) that meet my needs | 6.6% | 23.3% | 70.1% |
| Accessibility of facilities at hours that are convenient to me | 10.0% | 28.4% | 61.6% |
| Response to requests or problems within an acceptable time | 8.0% | 24.4% | 67.6% |
| Cleanliness of facilities | 4.4% | 28.7% | 66.9% |
| Value for money | 12.8% | 31.4% | 55.8% |
| Locker facilities | 8.2% | 33.6% | 58.2% |
| Responsive and helpful staff | 4.0% | 22.4% | 73.6% |

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

Athletics Facilities

| Athletics Facilities | | | |
|----------------------|-----------------|--------------------|-----------------|
| Student Level | | | |
| First Year | | All Other Students | |
| % Using Service | Number of Users | % Using Service | Number of Users |
| 52.6% | 141 | 50.9% | 285 |

Mean of Responses

| | Athletics Facilities | | | | | |
|---|----------------------|------|-----------|--------------------|------|-----------|
| | Student Level | | | | | |
| | First Year | | | All Other Students | | |
| | N | Avg. | Std. Dev. | N | Avg. | Std. Dev. |
| My overall experience with the Athletics facilities | 130 | 8.0 | 1.8 | 271 | 7.7 | 1.9 |
| Athletics facilities (e.g Fitness Centre, pool, squash courts) that meet my needs | 123 | 8.1 | 1.9 | 259 | 7.9 | 2.0 |
| Accessibility of facilities at hours that are convenient to me | 130 | 7.6 | 2.3 | 268 | 7.7 | 2.2 |
| Response to requests or problems within an acceptable time | 73 | 8.3 | 2.0 | 148 | 7.8 | 2.2 |
| Cleanliness of facilities | 132 | 8.3 | 1.7 | 271 | 7.9 | 1.9 |
| Value for money | 116 | 7.4 | 2.4 | 256 | 7.4 | 2.3 |
| Locker facilities | 104 | 7.6 | 2.0 | 243 | 7.5 | 2.1 |
| Responsive and helpful staff | 114 | 8.3 | 1.7 | 235 | 8.3 | 1.8 |

Percentage of Responses

| | Athletics Facilities | | | | | |
|---|----------------------|-------|-------|--------------------|-------|-------|
| | Student Level | | | | | |
| | First Year | | | All Other Students | | |
| | Low | Med. | High | Low | Med. | High |
| My overall experience with the Athletics facilities | 3.8% | 30.0% | 66.2% | 6.3% | 31.0% | 62.7% |
| Athletics facilities (e.g Fitness Centre, pool, squash courts) that meet my needs | 5.7% | 21.1% | 73.2% | 6.9% | 23.9% | 69.1% |
| Accessibility of facilities at hours that are convenient to me | 10.8% | 35.4% | 53.8% | 9.7% | 26.1% | 64.2% |
| Response to requests or problems within an acceptable time | 5.5% | 24.7% | 69.9% | 8.8% | 24.3% | 66.9% |
| Cleanliness of facilities | 3.0% | 27.3% | 69.7% | 4.8% | 29.2% | 66.1% |
| Value for money | 13.8% | 31.9% | 54.3% | 12.5% | 31.3% | 56.3% |
| Locker facilities | 6.7% | 34.6% | 58.7% | 8.6% | 33.3% | 58.0% |
| Responsive and helpful staff | 4.4% | 21.9% | 73.7% | 3.8% | 22.6% | 73.6% |

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.