

## 2017 Carleton Satisfaction Survey for Students

### Cmail

ITS - Student Email	
% Using Service	Number of Users
96.8%	657

### Mean of Responses

	ITS - Student Email		
	N	Avg.	Std. Dev.
My overall experience with Carleton Student Email	648	8.5	1.7
Ease of access to Carleton Student Email via web browser	634	8.1	2.1
Ease of access to Carleton Student Email via computer email program	578	8.2	2.0
Ease of access to Carleton Student Email via smartphone	607	7.7	2.4
Accessibility of support (via website, telephone, voice mail, e-mail, etc.)	412	8.0	2.2
Timeliness of response to requests or problems	400	8.2	1.9
Sufficiency of anti-spam filtering tools in place	569	8.4	1.9
Reliability and availability of email service	634	8.5	1.7
My confidence in recognizing phishing attacks	535	8.4	1.9
My confidence that Carleton is taking adequate steps to protect the security of my email.	607	8.3	1.9
Adequacy of mailbox storage limits (50GB) for my needs	608	8.8	1.7

### Percentage of Responses

	ITS - Student Email		
	Low	Med.	High
My overall experience with Carleton Student Email	3.4%	18.1%	78.5%
Ease of access to Carleton Student Email via web browser	7.3%	24.4%	68.2%
Ease of access to Carleton Student Email via computer email program	5.3%	23.0%	71.7%
Ease of access to Carleton Student Email via smartphone	11.0%	24.6%	64.4%
Accessibility of support (via website, telephone, voice mail, e-mail, etc.)	7.3%	25.5%	67.2%
Timeliness of response to requests or problems	4.5%	23.5%	72.0%
Sufficiency of anti-spam filtering tools in place	4.2%	19.3%	76.5%
Reliability and availability of email service	3.0%	18.8%	78.2%
My confidence in recognizing phishing attacks	4.0%	19.9%	76.1%
My confidence that Carleton is taking adequate steps to protect the security of my email.	5.2%	19.6%	75.1%
Adequacy of mailbox storage limits (50GB) for my needs	2.7%	12.1%	85.2%

**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.

### Do you auto-forward your Carleton Student Email to another/preferred email account?

Yes		No	
%	#	%	#
18.3%	123	81.7%	551

**Source:** 2017 Carleton Satisfaction Survey for Students



## 2017 Carleton Satisfaction Survey for Students

### Cmail

ITS - Student Email			
Student Level			
First Year		All Other Students	
% Using Service	Number of Users	% Using Service	Number of Users
97.6%	242	96.5%	495

### Mean of Responses

	ITS - Student Email					
	Student Level					
	First Year			All Other Students		
	N	Avg.	Std. Dev.	N	Avg.	Std. Dev.
My overall experience with Carleton Student Email	238	8.5	1.6	489	8.5	1.7
Ease of access to Carleton Student Email via web browser	234	8.1	2.0	477	8.0	2.1
Ease of access to Carleton Student Email via computer email program	221	8.3	1.8	430	8.2	2.0
Ease of access to Carleton Student Email via smartphone	228	7.8	2.4	454	7.7	2.5
Accessibility of support (via website, telephone, voice mail, e-mail, etc.)	183	8.2	2.0	290	7.9	2.2
Timeliness of response to requests or problems	181	8.3	1.8	279	8.2	2.0
Sufficiency of anti-spam filtering tools in place	218	8.4	1.9	423	8.4	1.8
Reliability and availability of email service	230	8.5	1.7	480	8.5	1.7
My confidence in recognizing phishing attacks	188	8.3	2.0	409	8.4	1.8
My confidence that Carleton is taking adequate steps to protect the security of my email.	222	8.5	1.8	458	8.2	1.9
Adequacy of mailbox storage limits (50GB) for my needs	215	8.7	1.8	464	8.8	1.6

### Percentage of Responses

	ITS - Student Email					
	Student Level					
	First Year			All Other Students		
	Low	Med.	High	Low	Med.	High
My overall experience with Carleton Student Email	2.5%	18.9%	78.6%	3.7%	17.8%	78.5%
Ease of access to Carleton Student Email via web browser	7.3%	23.5%	69.2%	7.3%	24.7%	67.9%
Ease of access to Carleton Student Email via computer email program	3.2%	23.5%	73.3%	6.0%	22.8%	71.2%
Ease of access to Carleton Student Email via smartphone	9.6%	24.6%	65.8%	11.5%	24.7%	63.9%
Accessibility of support (via website, telephone, voice mail, e-mail, etc.)	6.6%	23.0%	70.5%	7.6%	26.6%	65.9%
Timeliness of response to requests or problems	3.3%	26.5%	70.2%	5.0%	22.2%	72.8%
Sufficiency of anti-spam filtering tools in place	4.6%	17.0%	78.4%	4.0%	20.1%	75.9%
Reliability and availability of email service	2.6%	19.6%	77.8%	3.1%	18.5%	78.3%
My confidence in recognizing phishing attacks	5.9%	20.2%	73.9%	3.4%	19.8%	76.8%
My confidence that Carleton is taking adequate steps to protect the security of my email.	3.2%	18.9%	77.9%	5.9%	19.9%	74.2%
Adequacy of mailbox storage limits (50GB) for my needs	3.7%	13.5%	82.8%	2.4%	11.6%	86.0%

**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.

**Do you auto-forward your Carleton Student Email to another/preferred email account?**

Yes				No			
Student Level				Student Level			
First Year		All Other Students		First Year		All Other Students	
%	#	%	#	%	#	%	#
11.7%	29	20.4%	104	88.3%	218	79.6%	405

**Source:** 2017 Carleton Satisfaction Survey for Students