

2017 Carleton Satisfaction Survey for Students

Upass

U - Pass	
% Having Upass	Number of Upass Holders
85.7%	554

Mean of Responses

	U - Pass		
	N	Avg.	Std. Dev.
My overall experience in receiving the U-Pass card	549	9.0	1.7
Hours of operation for U-Pass distribution	514	8.8	1.7
Time taken to distribute card	537	8.8	1.8
Accessibility of staff to assist	476	8.9	1.7
Responsive and helpful staff	496	8.9	1.6

Percentage of Responses

	U - Pass		
	Low	Med.	High
My overall experience in receiving the U-Pass card	2.5%	10.8%	86.6%
Hours of operation for U-Pass distribution	3.1%	13.5%	83.4%
Time taken to distribute card	4.1%	12.1%	83.8%
Accessibility of staff to assist	3.1%	10.8%	86.1%
Responsive and helpful staff	2.5%	11.4%	86.1%

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.

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Upass

U - Pass			
Student Level			
First Year		All Other Students	
% Having Upass	Number of Upass Holders	% Having Upass	Number of Upass Holders
92.7%	217	83.5%	409

Mean of Responses

	U - Pass					
	Student Level					
	First Year			All Other Students		
	N	Avg.	Std. Dev.	N	Avg.	Std. Dev.
My overall experience in receiving the U-Pass card	213	9.2	1.3	407	8.9	1.8
Hours of operation for U-Pass distribution	199	8.9	1.6	381	8.7	1.8
Time taken to distribute card	206	8.9	1.8	399	8.8	1.8
Accessibility of staff to assist	183	8.9	1.6	354	8.9	1.7
Responsive and helpful staff	187	9.0	1.6	371	8.9	1.6

Percentage of Responses

	U - Pass					
	Student Level					
	First Year			All Other Students		
	Low	Med.	High	Low	Med.	High
My overall experience in receiving the U-Pass card	1.4%	8.0%	90.6%	2.9%	11.8%	85.3%
Hours of operation for U-Pass distribution	3.0%	11.6%	85.4%	3.1%	14.2%	82.7%
Time taken to distribute card	4.4%	13.1%	82.5%	4.0%	11.8%	84.2%
Accessibility of staff to assist	3.8%	10.9%	85.2%	2.8%	10.7%	86.4%
Responsive and helpful staff	2.7%	11.8%	85.6%	2.4%	11.3%	86.3%

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.