

2017 Carleton Satisfaction Survey for Students

Wireless

ITS - Wireless	
% Using Service	Number of Users
92.3%	620

Mean of Responses

	ITS - Wireless		
	N	Avg.	Std. Dev.
My overall experience with the Campus Wireless Network	609	6.7	2.2
Campus Wireless Network's contributions to my overall learning experience	600	7.6	2.3
Overall availability of the Campus Wireless Network throughout campus	609	6.4	2.5
Availability of the Campus Wireless Network in public, social gathering, and study spaces	599	6.9	2.4
Ease of setup, connecting, and logging into the Campus Wireless Network in public, social gathering, and study spaces	607	6.9	2.5
Speed of the wireless connection in public, social gathering, and study spaces	607	6.2	2.7
Availability of the Campus Wireless Network in classrooms	602	7.1	2.4
Ease of setup, connecting, and logging into the Campus Wireless Network in classrooms	599	7.1	2.4
Speed of the wireless connection in classrooms	600	6.7	2.6
Quality of wireless documentation on the ITS website	365	6.7	2.6
Reliability of the Campus Wireless Network	601	6.2	2.6

Percentage of Responses

	ITS - Wireless		
	Low	Med.	High
My overall experience with the Campus Wireless Network	15.9%	45.7%	38.4%
Campus Wireless Network's contributions to my overall learning experience	9.1%	32.3%	58.6%
Overall availability of the Campus Wireless Network throughout campus	21.5%	43.3%	35.2%
Availability of the Campus Wireless Network in public, social gathering, and study spaces	16.5%	35.7%	47.8%
Ease of setup, connecting, and logging into the Campus Wireless Network in public, social gathering, and study spaces	16.9%	34.6%	48.5%
Speed of the wireless connection in public, social gathering, and study spaces	26.4%	34.4%	39.2%
Availability of the Campus Wireless Network in classrooms	14.7%	33.2%	52.1%
Ease of setup, connecting, and logging into the Campus Wireless Network in classrooms	14.7%	33.6%	51.7%
Speed of the wireless connection in classrooms	21.5%	31.8%	46.7%
Quality of wireless documentation on the ITS website	19.7%	35.5%	44.9%
Reliability of the Campus Wireless Network	25.9%	36.4%	37.7%

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

Wireless

ITS - Wireless			
Student Level			
First Year		All Other Students	
% Using Service	Number of Users	% Using Service	Number of Users
95.1%	234	91.3%	463

Mean of Responses

	ITS - Wireless					
	Student Level					
	First Year			All Other Students		
	N	Avg.	Std. Dev.	N	Avg.	Std. Dev.
My overall experience with the Campus Wireless Network	229	6.5	2.4	456	6.8	2.2
Campus Wireless Network's contributions to my overall learning experience	225	7.4	2.3	449	7.6	2.3
Overall availability of the Campus Wireless Network throughout campus	229	6.2	2.5	456	6.4	2.4
Availability of the Campus Wireless Network in public, social gathering, and study spaces	225	6.7	2.5	448	6.9	2.4
Ease of setup, connecting, and logging into the Campus Wireless Network in public, social gathering, and study spaces	227	7.0	2.5	455	6.9	2.5
Speed of the wireless connection in public, social gathering, and study spaces	229	5.9	2.8	454	6.4	2.6
Availability of the Campus Wireless Network in classrooms	227	7.0	2.5	450	7.2	2.4
Ease of setup, connecting, and logging into the Campus Wireless Network in classrooms	225	7.0	2.5	448	7.1	2.4
Speed of the wireless connection in classrooms	228	6.4	2.7	447	6.8	2.5
Quality of wireless documentation on the ITS website	154	6.5	2.7	262	6.7	2.6
Reliability of the Campus Wireless Network	227	6.0	2.8	449	6.3	2.6

Percentage of Responses

	ITS - Wireless					
	Student Level					
	First Year			All Other Students		
	Low	Med.	High	Low	Med.	High
My overall experience with the Campus Wireless Network	20.1%	43.2%	36.7%	14.5%	46.5%	39.0%
Campus Wireless Network's contributions to my overall learning experience	11.1%	34.2%	54.7%	8.5%	31.6%	59.9%
Overall availability of the Campus Wireless Network throughout campus	24.9%	41.5%	33.6%	20.4%	43.9%	35.7%
Availability of the Campus Wireless Network in public, social gathering, and study spaces	17.8%	37.8%	44.4%	16.1%	35.0%	48.9%
Ease of setup, connecting, and logging into the Campus Wireless Network in public, social gathering, and study spaces	18.1%	32.2%	49.8%	16.5%	35.4%	48.1%
Speed of the wireless connection in public, social gathering, and study spaces	31.0%	35.8%	33.2%	24.9%	33.9%	41.2%
Availability of the Campus Wireless Network in classrooms	16.3%	32.2%	51.5%	14.2%	33.6%	52.2%
Ease of setup, connecting, and logging into the Campus Wireless Network in classrooms	17.8%	30.7%	51.6%	13.6%	34.6%	51.8%
Speed of the wireless connection in classrooms	25.4%	33.8%	40.8%	20.1%	31.1%	48.8%
Quality of wireless documentation on the ITS website	20.1%	38.3%	41.6%	19.5%	34.4%	46.2%
Reliability of the Campus Wireless Network	28.6%	36.1%	35.2%	24.9%	36.5%	38.5%

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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