

## **2009 Carleton Satisfaction Survey – Student**

Dear Student,

Carleton University strives to offer its students an outstanding university experience and we are continuously working to improve services offered to you. An essential part of this process is getting feedback from students. For this reason, I am asking you to please take the time to complete our Student Satisfaction Survey.

This is an on-line survey that should take about twenty minutes to complete. You only need to rate the services that you have used. As a measure of appreciation, all respondents who complete this survey will be entered into a draw for one of ten Campus Card prizes valued at \$200 each. This draw will be made in December.

Please be assured that your responses will be confidential and used only to produce overall results. Once compiled, these results will be available on the university's web site at [www.carleton.ca/oirp/surveys](http://www.carleton.ca/oirp/surveys). If you have any questions or concerns about this survey, please feel free to contact the Office of Institutional Research and Planning at 613-520-3617.

To complete the survey please follow this link:

LINK

Thank you very much for participating in the survey and contributing to change at Carleton.

Dr. Roseann O'Reilly Runte  
President and Vice-Chancellor  
Carleton University

### **Introductory Text**

Thank you for agreeing to participate in Carleton University's Student Satisfaction Survey! This is one of several annual sample surveys that provide valuable feedback on students' experiences at Carleton.

This particular survey focuses on various student services and campus facilities. We can't include all campus services in the Satisfaction Survey each year because that would make the questionnaire too long. Also, by concentrating on selected services, we are able to get a clearer picture of your likes and dislikes. There is space at the end of the questionnaire for you to provide comments on any topic.

In an effort to improve student services on campus, aggregate results will be posted on Carleton's website, and anonymously compiled comments will be sent to the relevant departments. Please rest assured that your individual survey responses will be held in strict confidence and will be kept on a secure server only until they are no longer useful in providing overall responses. Protecting your personal privacy is very important to us, and we will not release any information or responses that could be used to identify you.

Please note: If at any time during the survey you'd like to go back to an earlier question, please use the 'previous' button instead of your browser's 'back' button.

### **University Patrol Services**

Y/N Have you had any interaction with a member of the University Patrol Services in the last 12 months?

#### **If yes:**

1. My overall experience with University Patrol Services
2. Understands my safety needs and requirements
3. Accessible to users (via telephone, voice mail, e-mail, web, etc.)
4. Response to requests or problems within an acceptable time
5. Effectiveness of advice, support and guidance provided
6. Problem resolution
7. Courteous and helpful staff

## **Registrar's Office**

The Registrar's Office in the Tory Building manages the academic activities of all Undergraduate and Special students which includes registration, petitions and appeals, academic evaluation and graduation. The office also manages the academic records of all Carleton students, past and present, Undergraduate, Graduate and Special including the issuance of official transcripts and certificates of enrollment.

Y/N Have you had contact with the Registrar's Office in the last 12 months?

### **If No:**

1. My overall experience with the Registrar's Office
2. Ease of using the Carleton Central Registration System
3. Understanding of my needs and requirements
4. Frequency of electronic newsletters and other communications from the Registrar's Office
5. Content of the electronic newsletters and other communications from the Registrar's Office
6. "Usefulness of the Registration Instruction Booklet mailed to new first-year students in 2009
7. Ease of finding relevant information on the Registrar's Office website
8. My experience with the Fall 2009 registration process

### **If yes:**

1. My overall experience with the Registrar's Office
2. The ability to contact a staff member in person
3. The ability to contact a staff member by telephone
4. The ability to contact a staff member by email
5. Response to requests or issues within an acceptable time
6. Ease of using the Carleton Central Registration System
7. Understanding of my needs and requirements
8. Frequency of electronic newsletters and other communications from the Registrar's Office
9. Content of the electronic newsletters and other communications from the Registrar's Office
10. Usefulness of the Registration Instruction Booklet mailed to new first-year students in 2009
11. Ease of finding relevant information on the Registrar's Office website
12. My experience with the Fall 2009 registration process
13. Professional and helpful staff

### **Recreation and Athletics – Programs**

Y/N Recreation and Athletics – Programs

**If yes:**

1. My overall experience with Recreation and Athletic Programs
2. Ability of programs offered to meet my needs and interests
3. Service provided by staff when registering or enquiring about programs
4. The way in which program opportunities are communicated and promoted (e.g. website, ads, guidebooks, flyers, demonstrations, etc.)
5. Times at which programs are offered
6. Value for money
7. The program environment (room, equipment, field, etc.)
8. The quality of program instructors/leaders
9. Ease of use of online registration for programs

### **Recreation and Athletics – Facilities**

Y/N Have you used the Athletics Facilities in the last 12 months?

**If yes:**

1. My over all experience with Recreation and Athletic Facilities
2. Athletic facilities (e.g. Fitness Centre, pool, squash court, etc) that meet my needs
3. Facilities accessible at hours convenient to me
4. Response to requests or problems within an acceptable time
5. Cleanliness of facilities
6. Value for money
7. Professional and helpful staff

## **Orientation**

Over 100 orientation events were organised this year during the week of September 5-12. The groups that organised these events included the Student Experience Office, the International Student Services Office, CUSA/RRRA, Eng. Frosh, and OPIRG.

Y/N Are you a first-year student who participated in Fall Orientation 2009?

### **If yes:**

1. My overall experience with Fall Orientation
2. Way in which orientation events were communicated and promoted (e.g. website, materials sent to me, posters, etc.)
3. Orientation package purchased was good value for the money.
4. Connections made with other students
5. Connections made with faculty
6. Development of an identity as a Carleton student
7. Sense of inclusion in the events I participated in
8. Choice of events that appealed to my needs and interests
9. Orientation leaders who were helpful to my adjustment to Carleton
10. Orientation leaders who were positive role models
11. Orientation's contribution to preparing me for the academic transition to university

## **Maintenance Services**

Maintenance Services provides the electrical, plumbing and architectural services needed to maintain our buildings in good working order. They also ensure that the buildings and grounds on campus are cleaned and, in the winter, cleared of ice and snow.

1. My overall experience with the grounds and buildings on campus over the past 12 months
2. Staff accessible to users (via telephone, voice mail, email, web, etc.)
3. Response to requests or problems within an acceptable time
4. Availability of appropriate recycling containers on campus
5. The general upkeep and related maintenance of university facilities over the last 12 months
6. Cleanliness and state of repair of classrooms
7. Cleanliness and state of repair of washrooms
8. Cleanliness of common areas/lounges
9. Overall cleanliness of campus landscape and grounds
10. Campus lighting and signage contributing to a safe campus environment

## **Library**

Y/N Have you used the Library in the last 12 months?

### **If yes:**

1. My overall experience with the Library
2. Library facilities accessible at hours that are convenient to me
3. Accessibility of staff to users (via telephone, e-mail, web, etc.)
4. Understanding of my needs and requirements
5. Response to requests or problems within a reasonable time
6. Suitability of the Library's collection
7. Availability of study space
8. Suitability of study space
9. "Professional and helpful staff"

## **Housing and Conference Services**

The Department of Housing and Conference Services manages all aspects of the on-campus residence operation.

Y/N Are you currently living in residence this semester?

### **If yes:**

1. My overall experience with Residence
2. Ease of the Residence application process
3. Residence information received prior to my arrival
4. Reliability of Residence telephone services
5. Reliability of Residence internet services
6. Support provided to help with my transition to University life
7. Variety of Residence programs to support academic, community, and residence living
8. Reasonable sound levels in residence that are conducive to studying and/or sleeping
9. Cleanliness of building common areas, including lounges and corridors
10. Professional, courteous, and helpful staff
11. Ease of the move in process

Y/N If you live on a designated 'Quieter Floor', has this made a positive impact on your Residence living experience?

### **Food Services - University Centre Food Court**

Y/N Have you purchased food in the Food Court (University Centre) in the last 12 months?

**If yes:**

1. My overall experience with this food facility
2. Facility accessible at hours that are convenient to me
3. Ambience of the food service area
4. Cleanliness of the facility
5. Variety of food available
6. Quality of the food
7. Value for money
8. Provision of service in a timely manner
9. Courteous and helpful staff

### **Food Services - Residence Commons**

Y/N Have you purchased food in the Residence Commons in the last 12 months?

**If yes:**

1. My overall experience with this food facility
2. Accessibility of facility at hours that are convenient to me
3. Ambience of the food service area
4. Cleanliness of the facility
5. Variety of food available
6. Quality of the food
7. Value for money
8. Provision of service in a timely manner
9. Courteous and helpful staff

### **CUTV Student Centre**

Y/N Have you used the services of the CUTV Student Centre in the last 12 months?

**If yes:**

1. My overall experience with the CUTV Student Centre
2. CUTV Student Centre's understanding of my needs and requirements
3. The hours of operation of the centre
4. Ease of identifying the Student Centre as the place to go for my needs
5. The on-site facility for watching lectures
6. The lecture rental service
7. Value for money
8. Professional and helpful staff

### **CCS Wireless Network**

Y/N Have you used the Carleton University Wireless Network in the last 12 months?

**If yes:**

1. My overall experience with the Campus Wireless Network
2. Reliability of the Campus Wireless Network
3. Overall availability of the Campus Wireless Network throughout campus
4. Availability of the Campus Wireless Network in public study spaces
5. Ease of setup, connecting, and logging into the Campus Wireless Network
6. Speed of the wireless connection
7. Quality of wireless documentation on the CCS website
8. Campus Wireless Network's contributions to my overall learning experience

### **CCS – Learning Management System (WebCT)**

Y/N In the past 12 months, have you taken a course where the instructor used the Learning Management System (WebCT)?

**If yes:**

1. My overall experience using WebCT
2. Number of my current courses in WebCT
3. Ease of use
4. Ease of obtaining posted learning materials
5. Ease of uploading assignments
6. Ease of taking online quizzes
7. Usefulness of the chat feature
8. Reliability of WebCT
9. Ease of finding help
10. Ease of using the CCS Service desk to obtain the help I need
11. WebCT's contribution to my overall learning experience



## **Career Centre**

The Career Centre strives to provide expertise, resources, counseling and workshops in all areas of career development, employment and recruiting.

Y/N Have you used the Career Centre in the last 12 months?

### **If yes:**

1. My overall experience with the Career Centre
2. Understanding of my needs and requirements
3. Suitable job opportunities available through online postings, career fairs, networking events, and recruitment information sessions
4. Professional, helpful, and knowledgeable staff
5. Variety of in-person and online services to meet my needs
6. Quality of workshops
7. Effectiveness of individual counselling/advising services
8. Ease of use of online registration for Career Centre programming within the myCareer system
9. Ease of finding relevant information on the myCareer portal
10. Ways in which programs are communicated and promoted (web, posters, departmental email)

## **Business Office**

The Business Office, through Student Accounts Receivable, is responsible for responding to student inquiries on the payment of fees

Y/N Have you had any contact with the Business Office in the past 12 months?

### **If no:**

1. My overall experience with managing my student financial account
2. Clarity and accuracy of my financial account information (account balance, charges, etc.)
3. Clarity of the payment deadlines
4. Ease of payment process
5. Ease of assigning my scholarship, bursary, Teaching Assistantship, or Research Assistantship funding toward my tuition account online (if applicable)

### **If yes:**

1. My overall experience with managing my student financial account
2. Clarity and accuracy of my financial account information (account balance, charges, etc.)
3. Clarity of the payment deadlines
4. Ease of payment process
5. Ease of assigning my scholarship, bursary, Teaching Assistantship, or Research Assistantship funding toward my tuition account online (if applicable)
6. Accessibility of Business Office (via telephone, voice mail, e-mail, web, etc.)
7. Response to requests or inquiries within an acceptable time
8. Professional and helpful staff

**Q34**

Given the current economic climate, all organizations are facing budget challenges. To help ensure Carleton stays financially healthy, the university has recently set up a Task Force on Financial Resources, including employee and student representatives.

The Task Force is now seeking ideas from the university community regarding potential new sources of revenue, ways to minimize waste on campus, and ways to reduce costs. Can you think of something we could do that would help Carleton to be more efficient and/or economical? Please include any suggestions in the box below.

**Q35**

You are welcome to use the space below to provide any additional feedback on services to students, including services not on this year's survey.