CCS: Carleton Email (Exchange), 2013 Employee

CCS: Carleton Email (Outlook/Exchange)	
Exchange(Outlook)	
% Using Service	Number of Users
83.3%	605

CCS: Carleton Email (Exchange), 2013 Employee
Mean of Responses

	CCS: Carleton Email (Outlook/Exchange)					
	Exchange (Outlook)			Other		
	N	Avg.	Std. Dev.	N	Avg.	Std. Dev.
My overall experience with Exchange/Outlook	594	8.3	1.6	37	6.2	3.0
Accessibility of support (via telephone, voice mail, e-mail, etc.)	481	8.4	1.6	34	6.6	2.5
Timeliness of response to requests or problems	467	8.3	1.7	29	7.2	2.3
Understanding of my needs and requirements	489	8.2	1.8	38	6.4	2.9
The calendar system?s ability to meets my needs	521	8.2	1.9	19	7.1	2.5
Adequacy of the 2.5 GB storage quotas for my needs	556	7.4	2.5	37	3.9	3.1
Sufficiency of anti-spam filtering tools in place	578	7.2	2.4	37	6.1	2.9
Reliability and availability of service	580	8.4	1.6	41	6.7	2.7
Ease of access from off campus	565	8.1	2.0	39	7.0	2.7
Usefulness of your email alias (e.g. jay.smith@carleton.ca) when communicating externally to Carleton	525	8.6	1.6	44	7.6	2.4

CCS: Carleton Email (Exchange), 2013 Employee
Percentage of Responses

	CCS: Carleton Email (Outlook/Exchange)					
	Exchange (Outlook)			Other		
	Low	Med.	High	Low	Med.	High
My overall experience with Exchange/Outlook	2.7%	21.4%	75.9%	35.1%	13.5%	51.4%
Accessibility of support (via telephone, voice mail, e-mail, etc.)	3.5%	18.7%	77.8%	23.5%	26.5%	50.0%
Timeliness of response to requests or problems	3.9%	19.5%	76.7%	20.7%	17.2%	62.1%
Understanding of my needs and requirements	5.3%	17.0%	77.7%	26.3%	26.3%	47.4%
The calendar system?s ability to meets my needs	5.2%	19.2%	75.6%	26.3%	10.5%	63.2%
Adequacy of the 2.5 GB storage quotas for my needs	16.5%	21.8%	61.7%	70.3%	8.1%	21.6%
Sufficiency of anti-spam filtering tools in place	15.9%	30.8%	53.3%	29.7%	32.4%	37.8%
Reliability and availability of service	4.0%	17.2%	78.8%	22.0%	29.3%	48.8%
Ease of access from off campus	7.1%	20.2%	72.7%	20.5%	20.5%	59.0%
Usefulness of your email alias (e.g. jay.smith@carleton.ca) when communicating externally to Carleton	2.5%	13.0%	84.6%	11.4%	18.2%	70.5%

Source: Satisfaction Survey, 2013 Employee

Notes: 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.

	% of Respondents
Why are you using an email system other than Outlook/Exchange? (Select all that apply)	
I require more storage than the 2.5GB provided by Outlook/Exchange	48.1%
I would not use Outlook/Exchange's Calendar for scheduling meetings	40.7%
I would need help to migrate my email to Outlook/Exchange	25.9%
I want to keep my current email address	44.4%
I do not want to use any Carleton-provided email system	13.0%
Other>	38.0%

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