

2014 Carleton Satisfaction Survey for Employees

Athletics Facilities

Athletics Facilities	
% Using Service	Number of Users
46.8%	374

Mean of Responses

	Athletics Facilities		
	N	Avg.	Std. Dev.
My overall experience with the Recreation and Athletics facilities	348	8.1	1.6
Athletics facilities (e.g Fitness Centre, pool, squash courts) that meet my needs	332	8.1	1.8
Accessibility of facilities at hours that are convenient to me	342	8.4	1.8
Response to requests or problems within an acceptable time	179	7.8	2.1
Cleanliness of facilities	346	7.3	2.1
Value for money	291	8.3	1.9
Change room facilities	311	6.8	2.3
Communication of timely and accurate information to customers	267	7.8	2.0
Professional and helpful staff	324	8.1	1.8
Professional and courteous greetings by the Welcome Centre reception desk in Alumni Hall	317	7.7	2.3

Percentage of Responses

	Athletics Facilities		
	Low	Med.	High
My overall experience with the Recreation and Athletics facilities	2.6%	27.9%	69.5%
Athletics facilities (e.g Fitness Centre, pool, squash courts) that meet my needs	3.9%	22.6%	73.5%
Accessibility of facilities at hours that are convenient to me	4.7%	16.1%	79.2%
Response to requests or problems within an acceptable time	7.8%	27.4%	64.8%
Cleanliness of facilities	9.5%	35.0%	55.5%
Value for money	4.5%	20.3%	75.3%
Change room facilities	16.1%	38.6%	45.3%
Communication of timely and accurate information to customers	7.5%	27.7%	64.8%
Professional and helpful staff	4.9%	25.9%	69.1%
Professional and courteous greetings by the Welcome Centre reception desk in Alumni Hall	11.7%	23.0%	65.3%

Source: Carleton Satisfaction Survey for Employees, 2014

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