

2014 Carleton Satisfaction Survey for Employees

Athletics Programs

Athletics Programs	
% Using Service	Number of Users
27.8%	217

Mean of Responses

	Athletics Programs		
	N	Avg.	Std. Dev.
My overall experience with the Recreation and Athletics programs	158	8.1	1.8
Ability of the programs offered to meet my needs and interests	165	8.0	2.0
Service provided by staff when registering, or enquiring about programs	145	7.9	2.1
Way in which program opportunities are communicated and promoted (e.g. website, facebook, etc.)	166	7.5	2.1
Times at which the programs are offered	173	7.3	2.2
Value for money	158	7.7	2.2
The program environment (room, equipment, field, etc)	156	7.4	2.4
Quality of the program instructors/leaders	147	8.5	1.9
Ease of use of online registration for programs	137	7.6	2.4
The CUFit pass and its entitlements and limitations are easy to understand and use	88	7.5	2.6
Overall satisfaction with the CUFit pass	70	7.4	2.7

Percentage of Responses

	Athletics Programs		
	Low	Med.	High
My overall experience with the Recreation and Athletics programs	5.1%	24.7%	70.3%
Ability of the programs offered to meet my needs and interests	6.7%	22.4%	70.9%
Service provided by staff when registering, or enquiring about programs	6.2%	26.2%	67.6%
Way in which program opportunities are communicated and promoted (e.g. website, facebook, etc.)	9.0%	33.7%	57.2%
Times at which the programs are offered	12.7%	31.8%	55.5%
Value for money	9.5%	27.2%	63.3%
The program environment (room, equipment, field, etc)	11.5%	29.5%	59.0%
Quality of the program instructors/leaders	4.1%	19.7%	76.2%
Ease of use of online registration for programs	10.9%	24.1%	65.0%
The CUFit pass and its entitlements and limitations are easy to understand and use	11.4%	27.3%	61.4%
Overall satisfaction with the CUFit pass	12.9%	27.1%	60.0%

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.