

## 2014 Carleton Satisfaction Survey for Employees

### Educational Development Centre

Educational Development Centre	
% Using Service	Number of Users
26.2%	193

### Mean of Responses

	Educational Development Centre		
	N	Avg.	Std. Dev.
My overall experience with the Education Development Centre	187	8.5	1.7
Understanding of my teaching support needs	147	8.3	1.9
Provision of effective advice and support	173	8.4	1.9
Quality of the educational development services (course design, assessment and teaching support, etc)	145	8.4	1.9
Response to requests or inquiries within an acceptable time	170	8.7	1.6
Usefulness of the professional development offerings provided (incl. certificates, forums, workshops and consultations)	135	8.1	2.1
Usefulness of the EDC website	128	7.8	2.1
Assistance with cuLearn	145	8.7	1.7
Ability of the Scantron exam service to meet my needs	72	9.0	1.6
Professional and helpful staff	182	9.1	1.3

### Percentage of Responses

	Educational Development Centre		
	Low	Med.	High
My overall experience with the Education Development Centre	3.2%	13.9%	82.9%
Understanding of my teaching support needs	4.8%	17.0%	78.2%
Provision of effective advice and support	4.0%	15.6%	80.3%
Quality of the educational development services (course design, assessment and teaching support, etc)	4.1%	16.6%	79.3%
Response to requests or inquiries within an acceptable time	3.5%	8.8%	87.6%
Usefulness of the professional development offerings provided (incl. certificates, forums, workshops and consultations)	7.4%	17.8%	74.8%
Usefulness of the EDC website	10.9%	20.3%	68.8%
Assistance with cuLearn	3.4%	14.5%	82.1%
Ability of the Scantron exam service to meet my needs	2.8%	5.6%	91.7%
Professional and helpful staff	1.1%	7.1%	91.8%

**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.