

2014 Carleton Satisfaction Survey for Employees

Student Academic Success Centre

Student Academic Success Centre	
% Using Service	Number of Users
18.3%	134

Mean of Responses

	Student Academic Success Centre		
	N	Avg.	Std. Dev.
My overall satisfaction with the Student Academic Success Centre	119	7.8	2.0
Accessibility of the SASC office (via telephone, e-mail, walk in, etc.)	108	7.8	2.1
My understanding of the Academic Advising services provided by SASC	123	8.0	1.9
My understanding of the Peer Assisted Study Sessions (PASS)	112	7.8	2.2
My understanding of the Learning Support Services	114	7.8	2.1
My understanding of the Writing Tutorial Service	116	7.5	2.2
Quality of results achieved	89	7.7	2.2
Professional and helpful staff	121	8.3	1.9

Percentage of Responses

	Student Academic Success Centre		
	Low	Med.	High
My overall satisfaction with the Student Academic Success Centre	7.6%	28.6%	63.9%
Accessibility of the SASC office (via telephone, e-mail, walk in, etc.)	10.2%	20.4%	69.4%
My understanding of the Academic Advising services provided by SASC	5.7%	27.6%	66.7%
My understanding of the Peer Assisted Study Sessions (PASS)	8.9%	24.1%	67.0%
My understanding of the Learning Support Services	7.9%	28.9%	63.2%
My understanding of the Writing Tutorial Service	9.5%	31.9%	58.6%
Quality of results achieved	7.9%	28.1%	64.0%
Professional and helpful staff	5.8%	22.3%	71.9%

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.