

2015 Carleton Satisfaction Survey for Employees

CURO

CURO	
% Using Service	Number of Users
25.2%	202

Mean of Responses

	CURO		
	N	Avg.	Std. Dev.
My overall experience with CURO	192	7.6	2.1
My experience with compliance permissions: Human Ethics	94	7.7	2.2
My experience with compliance permissions: Biohazards	26	7.5	2.2
My experience with compliance permissions: Animal Care	21	7.8	2.6
My experience with contract review and signoff	99	7.1	2.6
My experience with standard tricouncil application review and submission	122	7.6	2.3
My experience with facilitating other types of grant applications	117	7.7	2.2
Provision of timely and accurate outreach, workshops, and proactive work with Faculty members	120	7.5	2.3

Mean of Responses-Continued

	CURO		
	N	Avg.	Std. Dev.
Accessible and responsive to users via telephone or e-mail	176	8.0	2.1
Clarity of respective roles and responsibilities of the various personnel in CURO	170	6.5	2.6
Response to requests or problems within an acceptable time in a given portfolio (grants, contract, compliance)	158	7.3	2.5
Provision of effective advice and support	185	7.5	2.4
Referrals to other units for relevant issues (eg Research Accounting, Purchasing, Health and Safety, etc.)	103	7.4	2.4
Usefulness of the website	122	6.6	2.7
Professional and helpful staff	184	8.2	2.1

Percentage of Responses

	CURO		
	Low	Med.	High
My overall experience with CURO	8.3%	30.7%	60.9%
My experience with compliance permissions: Human Ethics	10.6%	26.6%	62.8%
My experience with compliance permissions: Biohazards	3.8%	42.3%	53.8%
My experience with compliance permissions: Animal Care	9.5%	19.0%	71.4%
My experience with contract review and signoff	18.2%	29.3%	52.5%
My experience with standard tricouncil application review and submission	12.3%	25.4%	62.3%
My experience with facilitating other types of grant applications	12.0%	23.9%	64.1%
Provision of timely and accurate outreach, workshops, and proactive work with Faculty members	12.5%	30.0%	57.5%

Percentage of Responses-Continued

	CURO		
	Low	Med.	High
Accessible and responsive to users via telephone or e-mail	8.5%	22.2%	69.3%
Clarity of respective roles and responsibilities of the various personnel in CURO	25.3%	35.3%	39.4%
Response to requests or problems within an acceptable time in a given portfolio (grants, contract, compliance)	13.9%	29.1%	57.0%
Provision of effective advice and support	13.5%	25.9%	60.5%
Referrals to other units for relevant issues (eg Research Accounting, Purchasing, Health and Safety, etc.)	15.5%	28.2%	56.3%
Usefulness of the website	23.8%	32.0%	44.3%
Professional and helpful staff	6.0%	21.7%	72.3%

Source: Carleton Satisfaction Survey for Employees, 2015

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

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