

2015 Carleton Satisfaction Survey for Employees

Human Resources Advisory Services

Human Resources Advisory Services	
% Using Service	Number of Users
32.0%	258

Interacted as:

Human Resources Advisory Services					
Applicant or prospective applicant		Hiring manager		Both	
% of Users	# of Users	% of Users	# of Users	% of Users	# of Users
44.2%	114	47.7%	123	8.1%	21

Mean of Responses Applicant or Prospective Applicant

	Human Resources Advisory Services		
	N	Avg.	Std. Dev.
My overall experience with Human Resources staffing process	131	7.0	2.6
Accessibility of staff (via telephone, web, e-mail, etc.)	120	6.9	2.8
Application process	133	7.2	2.4
Keeps me informed throughout the process	130	6.2	2.9
Timeliness with which my questions are handled	119	6.6	2.8
Professional and helpful staff	126	7.4	2.5
Ease of viewing and finding job postings on the Human Resources website	126	8.3	1.9

Percentage of Responses Applicant or Prospective Applicant

	Human Resources Advisory Services		
	Low	Med.	High
My overall experience with Human Resources staffing process	15.3%	37.4%	47.3%
Accessibility of staff (via telephone, web, e-mail, etc.)	20.0%	27.5%	52.5%
Application process	13.5%	32.3%	54.1%
Keeps me informed throughout the process	26.2%	37.7%	36.2%
Timeliness with which my questions are handled	21.8%	34.5%	43.7%
Professional and helpful staff	13.5%	27.0%	59.5%
Ease of viewing and finding job postings on the Human Resources website	6.3%	16.7%	77.0%

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.

**Mean of Responses
Hiring Manager**

	Human Resources Advisory Services		
	N	Avg.	Std. Dev.
My overall experience with Human Resources staffing process	135	6.7	2.2
Accessibility of staff (via telephone, web, e-mail, etc.)	134	6.8	2.2
Overall process of staffing a position	134	6.1	2.3
Classification process	112	5.7	2.5
Use of online recruitment tool (NJOYN)	94	6.1	2.6
Assistance with the interview process	112	6.7	2.3
Helpfulness in finding the best candidate for a job opening	114	6.2	2.5
Timeliness of the recruitment process from the date I submitted an electronic requisition	114	5.6	2.8
Timeliness with which my questions are handled	128	6.4	2.6
Professional and helpful staff	133	7.5	2.2

**Percentage of Responses
Hiring Manager**

	Human Resources Advisory Services		
	Low	Med.	High
My overall experience with Human Resources staffing process	14.8%	48.1%	37.0%
Accessibility of staff (via telephone, web, e-mail, etc.)	11.2%	49.3%	39.6%
Overall process of staffing a position	20.9%	48.5%	30.6%
Classification process	26.8%	50.0%	23.2%
Use of online recruitment tool (NJOYN)	26.6%	41.5%	31.9%
Assistance with the interview process	15.2%	42.9%	42.0%
Helpfulness in finding the best candidate for a job opening	23.7%	41.2%	35.1%
Timeliness of the recruitment process from the date I submitted an electronic requisition	34.2%	37.7%	28.1%
Timeliness with which my questions are handled	21.1%	40.6%	38.3%
Professional and helpful staff	9.8%	32.3%	57.9%

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.