

2015 Carleton Satisfaction Survey for Employees

IMS

| IMS | |
|-----------------|-----------------|
| % Using Service | Number of Users |
| 35.7% | 289 |

Mean of Responses

| | IMS | | |
|--|-----|------|-----------|
| | N | Avg. | Std. Dev. |
| My overall satisfaction with the service received from IMS | 284 | 8.2 | 1.8 |
| Understanding of my teaching needs in the classroom | 194 | 8.1 | 1.9 |
| Understanding of my needs for special events and lectures | 217 | 8.1 | 2.1 |
| Responds to requests or inquiries in a timely way | 274 | 8.4 | 1.8 |
| Support provided when I am teaching | 187 | 8.3 | 2.0 |
| Provision of helpful advice when I am uncertain about technology or events | 215 | 8.4 | 2.0 |
| Clarity of explanations of costs when I book a special event or lecture | 160 | 7.8 | 2.4 |
| Value for money | 168 | 6.5 | 2.8 |
| Usefulness of the IMS website | 134 | 7.6 | 2.2 |
| Properly set up and on time equipment deliveries | 201 | 8.4 | 1.9 |
| Professional and helpful staff | 281 | 8.7 | 1.7 |

Percentage of Responses

| | IMS | | |
|--|-------|-------|-------|
| | Yes | | |
| | Low | Med. | High |
| My overall satisfaction with the service received from IMS | 4.9% | 21.1% | 73.9% |
| Understanding of my teaching needs in the classroom | 6.2% | 22.2% | 71.6% |
| Understanding of my needs for special events and lectures | 8.8% | 16.6% | 74.7% |
| Responds to requests or inquiries in a timely way | 5.1% | 19.3% | 75.5% |
| Support provided when I am teaching | 7.0% | 16.6% | 76.5% |
| Provision of helpful advice when I am uncertain about technology or events | 6.5% | 13.0% | 80.5% |
| Clarity of explanations of costs when I book a special event or lecture | 10.0% | 21.9% | 68.1% |
| Value for money | 24.4% | 35.7% | 39.9% |
| Usefulness of the IMS website | 9.7% | 29.1% | 61.2% |
| Properly set up and on time equipment deliveries | 6.0% | 14.4% | 79.6% |
| Professional and helpful staff | 4.6% | 10.3% | 85.1% |

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.