

2015 Carleton Satisfaction Survey for Employees

Campus Network

Campus Network	
% Using Service	Number of Users
100%	763

Mean of Responses

	Campus Network		
	N	Avg.	Std. Dev.
My overall experience with the Carleton University campus network services	740	8.0	1.6
Reliability and availability of wired on-campus network service (device connected to a wall jack)	688	8.3	1.7
Ease of setup, connecting, and logging into the wired on-campus network service	684	8.3	1.7
Speed and performance of the wired on-campus network service	711	8.0	2.0
Reliability and availability of wireless on-campus network service	707	7.5	2.1
Ease of setup, connecting, and logging into the wireless on-campus network service	694	7.6	2.1
Speed and performance of the wireless on-campus network service	693	7.5	2.1
Reliability and availability of Carleton VPN client network service	446	7.7	2.3
Ease of setup, connecting, and logging into the Carleton VPN client network service	453	7.5	2.4

Percentage of Responses

	Campus Network		
	Low	Med.	High
My overall experience with the Carleton University campus network services	3.9%	26.4%	69.7%
Reliability and availability of wired on-campus network service (device connected to a wall jack)	3.6%	19.8%	76.6%
Ease of setup, connecting, and logging into the wired on-campus network service	4.1%	20.2%	75.7%
Speed and performance of the wired on-campus network service	5.8%	23.6%	70.6%
Reliability and availability of wireless on-campus network service	8.5%	33.2%	58.3%
Ease of setup, connecting, and logging into the wireless on-campus network service	9.5%	28.1%	62.4%
Speed and performance of the wireless on-campus network service	8.7%	33.3%	58.0%
Reliability and availability of Carleton VPN client network service	9.6%	25.6%	64.8%
Ease of setup, connecting, and logging into the Carleton VPN client network service	12.8%	26.9%	60.3%

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.