

## 2015 Carleton Satisfaction Survey for Employees

### Office of Quality Initiatives

OQI	
% Using Service	Number of Users
30.8%	262

### Mean of Responses

	OQI		
	N	Avg.	Std. Dev.
Overall Satisfaction with the services OQI provided	243	8.1	2.1
Understanding of my needs and requirements	225	7.9	2.2
Response to requests or problems within an acceptable time	191	8.4	2.0
Provision of effective advice, support and guidance	218	8.0	2.2
Communication of quality, timely and accurate information	229	8.1	2.2
Impact of OQI initiatives	204	7.8	2.4
Professional and helpful service	236	8.6	1.8

### Percentage of Responses

	OQI		
	Yes		
	Low	Med.	High
Overall Satisfaction with the services OQI provided	7.0%	21.4%	71.6%
Understanding of my needs and requirements	9.8%	24.9%	65.3%
Response to requests or problems within an acceptable time	6.3%	14.7%	79.1%
Provision of effective advice, support and guidance	9.6%	18.8%	71.6%
Communication of quality, timely and accurate information	8.3%	19.2%	72.5%
Impact of OQI initiatives	12.3%	21.1%	66.7%
Professional and helpful service	4.7%	15.3%	80.1%

**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.