

2015 Carleton Satisfaction Survey for Employees

University Patrol Services

University Patrol Services	
% Using Service	Number of Users
27.1%	236

Mean of Responses

	University Patrol Services		
	N	Avg.	Std. Dev.
My overall satisfaction with the University Patrol Services	214	8.4	1.8
Understanding of my safety needs and requirements	182	8.6	1.8
Accessibility to users (via telephone, voicemail, e-mail, web, etc.)	188	8.5	1.9
Response to requests or problems within an acceptable time	199	8.5	1.9
Effectiveness of advice, support, and guidance provided	185	8.5	1.9
Ability to resolve problems effectively	195	8.3	2.1
Communication of quality and timely information to customers	177	8.3	2.0
Courteous and helpful staff	214	8.8	1.7

Percentage of Responses

	University Patrol Services		
	Low	Med.	High
My overall satisfaction with the University Patrol Services	4.7%	18.2%	77.1%
Understanding of my safety needs and requirements	4.4%	13.2%	82.4%
Accessibility to users (via telephone, voicemail, e-mail, web, etc.)	4.8%	16.5%	78.7%
Response to requests or problems within an acceptable time	5.0%	19.1%	75.9%
Effectiveness of advice, support, and guidance provided	4.3%	17.3%	78.4%
Ability to resolve problems effectively	6.7%	16.4%	76.9%
Communication of quality and timely information to customers	5.6%	19.2%	75.1%
Courteous and helpful staff	3.3%	11.7%	85.0%

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.