

2016 Carleton Satisfaction Survey for Employees

Athletics Facilities

	% Using Service	Number of Users
	47.4%	435

Mean of Responses

	Athletics Facilities		
	N	Avg.	Std. Dev.
My overall experience with the Athletics facilities	410	8.1	1.6
Athletics facilities (e.g Fitness Centre, pool, squash courts) that meet my needs	381	8.2	1.7
Accessibility of facilities at hours that are convenient to me	398	8.5	1.8
Response to requests or problems within an acceptable time	219	8.2	2.0
Cleanliness of facilities	406	7.5	2.2
Value for money	350	8.5	1.8
Change room facilities	356	7.1	2.3
Communication of timely and accurate information to customers	334	8.0	2.0
Professional and helpful staff	388	8.5	1.6
Professional and courteous greetings by the Welcome Centre reception desk in Alumni Hall	385	8.3	1.9

Percentage of Responses

	Athletics Facilities		
	Low	Med.	High
My overall experience with the Athletics facilities	2.4%	26.8%	70.7%
Athletics facilities (e.g Fitness Centre, pool, squash courts) that meet my needs	3.7%	23.6%	72.7%
Accessibility of facilities at hours that are convenient to me	5.5%	14.3%	80.2%
Response to requests or problems within an acceptable time	5.9%	18.3%	75.8%
Cleanliness of facilities	10.8%	32.3%	56.9%
Value for money	4.0%	19.1%	76.9%
Change room facilities	11.8%	36.0%	52.2%
Communication of timely and accurate information to customers	7.5%	21.9%	70.7%
Professional and helpful staff	3.4%	18.6%	78.1%
Professional and courteous greetings by the Welcome Centre reception desk in Alumni Hall	5.2%	20.5%	74.3%

Source: Carleton Satisfaction Survey for Employees, 2016

Notes: 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.