

## 2016 Carleton Satisfaction Survey for Employees

### University Communications

	% Using Service	Number of Users
	36.8%	313

### Mean of Responses

	University Communications		
	N	Avg.	Std. Dev.
My overall experience with the Department of University Communications	471	7.8	1.9
My understanding of the breadth and depth of the services provided by DUC	558	6.8	2.3
The quality and content of the Carleton Now employee online publication	611	7.5	2.1
The quality and content of Today @ Carleton	676	7.9	1.9
Carletons web presence relating to the provision of useful information about the university, programs, and services	661	7.6	2.0
Strategic, timely, and effective media relations support	244	7.5	2.2
Strategic, timely, and effective issue management counsel and support	203	7.4	2.4
Support and counsel provided when planning and executing an event	188	7.4	2.5
Delivery of counsel and support in a professional, courteous, and timely manner	241	8.0	2.1
Quality and usefulness of media training sessions	120	8.0	2.3

### Percentage of Responses

	University Communications		
	Low	Med.	High
My overall experience with the Department of University Communications	6.4%	28.7%	65.0%
My understanding of the breadth and depth of the services provided by DUC	15.6%	43.7%	40.7%
The quality and content of the Carleton Now employee online publication	8.3%	33.1%	58.6%
The quality and content of Today @ Carleton	5.8%	26.3%	67.9%
Carletons web presence relating to the provision of useful information about the university, programs, and services	8.3%	29.2%	62.5%
Strategic, timely, and effective media relations support	10.2%	29.1%	60.7%
Strategic, timely, and effective issue management counsel and support	12.8%	28.6%	58.6%
Support and counsel provided when planning and executing an event	16.0%	21.8%	62.2%
Delivery of counsel and support in a professional, courteous, and timely manner	10.0%	17.4%	72.6%
Quality and usefulness of media training sessions	7.5%	20.8%	71.7%

**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.

### Mean of Responses

	Interacted with DUC					
	Yes			No		
	N	Avg.	Std. Dev.	N	Avg.	Std. Dev.
My overall experience with the Department of University Communications	306	7.9	2.0	165	7.7	1.9
My understanding of the breadth and depth of the services provided by DUC	289	7.1	2.2	269	6.5	2.2
The quality and content of the Carleton Now employee online publication	271	7.6	2.1	340	7.4	2.0
The quality and content of Today @ Carleton	287	7.9	2.0	389	7.9	1.9
Carletons web presence relating to the provision of useful information about the university, programs, and services	286	7.7	2.0	375	7.5	2.0
Strategic, timely, and effective media relations support	244	7.5	2.2			
Strategic, timely, and effective issue management counsel and support	203	7.4	2.4			
Support and counsel provided when planning and executing an event	188	7.4	2.5			
Delivery of counsel and support in a professional, courteous, and timely manner	241	8.0	2.1			
Quality and usefulness of media training sessions	120	8.0	2.3			

### Percentage of Responses

	Interacted with DUC					
	Yes			No		
	Low	Med.	High	Low	Med.	High
My overall experience with the Department of University Communications	6.5%	27.1%	66.3%	6.1%	31.5%	62.4%
My understanding of the breadth and depth of the services provided by DUC	13.5%	38.1%	48.4%	17.8%	49.8%	32.3%
The quality and content of the Carleton Now employee online publication	8.5%	30.6%	60.9%	8.2%	35.0%	56.8%
The quality and content of Today @ Carleton	6.6%	27.9%	65.5%	5.1%	25.2%	69.7%
Carletons web presence relating to the provision of useful information about the university, programs, and services	8.4%	27.6%	64.0%	8.3%	30.4%	61.3%
Strategic, timely, and effective media relations support	10.2%	29.1%	60.7%			
Strategic, timely, and effective issue management counsel and support	12.8%	28.6%	58.6%			
Support and counsel provided when planning and executing an event	16.0%	21.8%	62.2%			
Delivery of counsel and support in a professional, courteous, and timely manner	10.0%	17.4%	72.6%			
Quality and usefulness of media training sessions	7.5%	20.8%	71.7%			

**Source:** Carleton Satisfaction Survey for Employees, 2016

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