

2016 Carleton Satisfaction Survey for Employees

MyCarletonOne

	% Using Service	Number of Users
	100%	816

Mean of Responses

	MyCarletonOne		
	N	Avg.	Std. Dev.
My overall experience with MyCarletonOne (MC1) account and password management	805	8.4	1.7
I am able to access all my Carleton online services with my MC1 username and password	791	8.5	1.8
Ease of changing my password	591	8.0	2.1
If I forget my password, the ease of setting a new one	410	7.8	2.3
Availability of support (hours of service)	502	8.1	1.9
Timeliness of response to requests	479	8.1	2.0
Communication of information regarding MC1	584	7.9	2.0

Percentage of Responses

	MyCarletonOne		
	Low	Med.	High
My overall experience with MyCarletonOne (MC1) account and password management	2.7%	19.0%	78.3%
I am able to access all my Carleton online services with my MC1 username and password	3.4%	18.3%	78.3%
Ease of changing my password	7.4%	21.5%	71.1%
If I forget my password, the ease of setting a new one	9.0%	24.1%	66.8%
Availability of support (hours of service)	5.4%	22.7%	71.9%
Timeliness of response to requests	5.4%	22.3%	72.2%
Communication of information regarding MC1	7.4%	25.2%	67.5%

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.

Do you feel changing your password on a regular basis improves security?

	Yes		No	
	%	#	%	#
	52.0%	441	48.0%	407

Do you change your password on a regular basis?

	Yes		No	
	%	#	%	#
	23.6%	198	76.4%	641

Source: Carleton Satisfaction Survey for Employees, 2016