

2016 Carleton Satisfaction Survey for Employees

Registrar Office

	% Using Service	Number of Users
	27.0%	223

Mean of Responses

	Registrar Office		
	N	Avg.	Std. Dev.
My overall satisfaction with the Registrar Office	220	8.3	1.8
Ability to contact a helpful staff member in person	190	8.3	2.1
Ability to contact a helpful person by telephone	191	8.1	2.0
Ability to contact a helpful person by e-mail	200	8.5	1.8
Ability to submit my request electronically/automatically	161	8.3	2.0
Understanding of my needs and requirements	210	8.1	2.1
Response to requests or problems within an acceptable time	211	8.4	2.0
Frequency of communications from the Registrar Office	163	8.3	2.0
Content of communications from the Registrar Office	171	8.3	1.8
Ease of finding relevant information on the Registrar Office website	192	8.0	2.0
Professional and helpful staff	214	8.7	1.7

Percentage of Responses

	Registrar Office		
	Low	Med.	High
My overall satisfaction with the Registrar Office	5.0%	19.5%	75.5%
Ability to contact a helpful staff member in person	7.9%	16.8%	75.3%
Ability to contact a helpful person by telephone	5.8%	23.6%	70.7%
Ability to contact a helpful person by e-mail	3.5%	19.0%	77.5%
Ability to submit my request electronically/automatically	6.8%	15.5%	77.6%
Understanding of my needs and requirements	8.6%	15.2%	76.2%
Response to requests or problems within an acceptable time	7.1%	11.8%	81.0%
Frequency of communications from the Registrar Office	6.7%	14.7%	78.5%
Content of communications from the Registrar Office	5.3%	16.4%	78.4%
Ease of finding relevant information on the Registrar Office website	6.3%	24.5%	69.3%
Professional and helpful staff	3.7%	12.1%	84.1%

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.