

2016 Carleton Satisfaction Survey for Employees

Travel and Expense-Submitting

	% Using Service	Number of Users
	61.9%	512

Did you submit an expense report for:

		Yourself		Someone else		Both	
		%	#	%	#	%	#
		70.6%	360	6.3%	32	23.1%	118

Mean of Responses

	Travel and Expense-Submitting		
	N	Avg.	Std. Dev.
Overall Satisfaction with the system for submitting a claim	503	6.7	2.6
Ease of navigation	495	6.1	2.7
Ease of entering or editing expenses, including funding allocation	486	5.8	2.8
Availability to use your device of choice to enter your expense report	286	5.9	3.2
Timelines of approval and payment	496	7.0	2.6
Availability of support, tools and training	415	7.0	2.6

Percentage of Responses

	Travel and Expense-Submitting		
	Low	Med.	High
Overall Satisfaction with the system for submitting a claim	19.1%	34.6%	46.3%
Ease of navigation	25.9%	40.4%	33.7%
Ease of entering or editing expenses, including funding allocation	31.7%	36.8%	31.5%
Availability to use your device of choice to enter your expense report	36.4%	22.7%	40.9%
Timelines of approval and payment	18.8%	28.4%	52.8%
Availability of support, tools and training	17.1%	31.6%	51.3%

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.

Mean of Responses

	Did you submit an expense report for:								
	Yourself			Someone else			Both		
	N	Avg.	Std. Dev.	N	Avg.	Std. Dev.	N	Avg.	Std. Dev.
Overall Satisfaction with the system for submitting a claim	355	6.6	2.6	30	7.3	2.4	118	6.8	2.8
Ease of navigation	349	6.0	2.6	28	6.9	2.6	118	6.4	2.8
Ease of entering or editing expenses, including funding allocation	343	5.7	2.7	28	6.7	2.7	115	5.9	2.9
Availability to use your device of choice to enter your expense report	205	5.8	3.1	18	7.4	2.6	63	5.8	3.4
Timelines of approval and payment	351	7.0	2.7	28	7.3	2.5	117	6.8	2.6
Availability of support, tools and training	287	6.9	2.6	25	7.4	2.5	103	7.2	2.5

Percentage of Responses

	Did you submit an expense report for:								
	Yourself			Someone else			Both		
	Low	Med.	High	Low	Med.	High	Low	Med.	High
Overall Satisfaction with the system for submitting a claim	19.4%	37.2%	43.4%	10.0%	36.7%	53.3%	20.3%	26.3%	53.4%
Ease of navigation	26.1%	43.8%	30.1%	25.0%	21.4%	53.6%	25.4%	34.7%	39.8%
Ease of entering or editing expenses, including funding allocation	32.4%	37.9%	29.7%	21.4%	32.1%	46.4%	32.2%	34.8%	33.0%
Availability to use your device of choice to enter your expense report	37.6%	23.9%	38.5%	16.7%	22.2%	61.1%	38.1%	19.0%	42.9%
Timelines of approval and payment	19.4%	27.1%	53.6%	14.3%	25.0%	60.7%	17.9%	33.3%	48.7%
Availability of support, tools and training	18.5%	32.4%	49.1%	16.0%	28.0%	56.0%	13.6%	30.1%	56.3%

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.

2016 Carleton Satisfaction Survey for Employees

Travel and Expense-Approving

	% Using Service	Number of Users
	30.9%	255

Mean of Responses

	Travel and Expense-Approving		
	N	Avg.	Std. Dev.
Overall Satisfaction with the system for approving a claim	251	7.1	2.6
Ease of navigation	251	6.8	2.7
Availability of sufficient information in the system to verify and approve the claim	248	6.6	2.7
Availability to use your device of choice to approve an expense report	149	6.9	3.0
Availability of support, tools and training	194	7.0	2.6

Percentage of Responses

	Travel and Expense-Approving		
	Low	Med.	High
Overall Satisfaction with the system for approving a claim	15.9%	27.9%	56.2%
Ease of navigation	19.5%	32.3%	48.2%
Availability of sufficient information in the system to verify and approve the claim	22.6%	30.2%	47.2%
Availability to use your device of choice to approve an expense report	22.1%	23.5%	54.4%
Availability of support, tools and training	14.9%	31.4%	53.6%

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.

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