

## 2017 Carleton Satisfaction Survey for Employees

### Construction Services

	% Using Service	Number of Users
	16.6%	141

### Mean of Responses

	Construction Services		
	N	Avg.	Std. Dev.
My overall experience with Construction Services	139	6.3	2.6
Understanding of my needs and requirements	128	6.3	2.8
Accessible to users (via telephone, voice mail, e-mail, etc. )	120	6.3	2.7
Response to requests or problems within an acceptable time	127	5.9	2.9
Keeping me informed throughout the process	132	5.5	3.0
Accuracy of construction cost estimates	85	5.7	3.2
Quality of construction work performed	108	6.4	2.7
Ability of construction services to meet my needs	111	6.4	2.7
Courteous and helpful staff	128	7.5	2.6

### Percentage of Responses

	Construction Services		
	Low	Med.	High
My overall experience with Construction Services	23.0%	39.6%	37.4%
Understanding of my needs and requirements	25.8%	32.8%	41.4%
Accessible to users (via telephone, voice mail, e-mail, etc. )	27.5%	36.7%	35.8%
Response to requests or problems within an acceptable time	32.3%	32.3%	35.4%
Keeping me informed throughout the process	37.1%	32.6%	30.3%
Accuracy of construction cost estimates	36.5%	27.1%	36.5%
Quality of construction work performed	21.3%	36.1%	42.6%
Ability of construction services to meet my needs	24.3%	34.2%	41.4%
Courteous and helpful staff	12.5%	25.8%	61.7%

**Source:** Carleton Satisfaction Survey for Employees, 2017

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