

2017 Carleton Satisfaction Survey for Employees

HR - Talent Programs and HR Operations

	% Using Service	Number of Users
	37.2%	319

Mean of Responses

	Human Resources - Talent Programs and HR Operations		
	N	Avg.	Std. Dev.
My overall experience with the range of tools and programs offered through Talent Programs and HR Operations	264	6.3	2.4
My ease with accessing my Total Rewards Statement on Carleton Central	150	7.0	2.6
My understanding of my Total Rewards Statement on Carleton Central	165	6.1	2.9
Quality and frequency of the performance feedback that I receive	199	5.8	2.9
The information on my paystub in Carleton Central is easy to understand	290	7.8	2.2
The usefulness of staff/faculty and program information on the Human Resources Intranet	252	6.7	2.4
Accessibility of the online forms for employee services on the Intranet	259	7.1	2.3
Ease of use of staff self-service tools that are available to me by HR (intranet, forms, Carleton Central, Njoyn)	279	6.7	2.4
The overall level of service from Human Resources	303	6.5	2.5

Percentage of Responses

	HR - Talent Programs and HR Operations		
	Low	Med.	High
My overall experience with the range of tools and programs offered through Talent Programs and HR Operations	20.8%	42.4%	36.7%
My ease with accessing my Total Rewards Statement on Carleton Central	18.7%	26.7%	54.7%
My understanding of my Total Rewards Statement on Carleton Central	30.3%	28.5%	41.2%
Quality and frequency of the performance feedback that I receive	32.7%	31.7%	35.7%
The information on my paystub in Carleton Central is easy to understand	9.3%	22.8%	67.9%
The usefulness of staff/faculty and program information on the Human Resources Intranet	16.7%	42.5%	40.9%
Accessibility of the online forms for employee services on the Intranet	14.3%	37.1%	48.6%
Ease of use of staff self-service tools that are available to me by HR (intranet, forms, Carleton Central, Njoyn)	16.8%	39.1%	44.1%
The overall level of service from Human Resources	20.8%	39.9%	39.3%

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.