

2019 Carleton Satisfaction Survey for Employees

University Communications

	% Using Service	Number of Users
	25.8%	236

Mean of Responses

	N	Avg.	Std. Dev.
My overall experience with the Department of University Communications	233	7.9	2.0
My understanding of the breadth and depth of the services provided by the Department of University Communications	225	7.2	2.2
The quality and content of the daily Carleton Top 5 intranet news service	218	7.9	1.8
Carleton's home page presence relating to the provision of useful info about the university, programs, and services	229	7.7	1.9
Strategic, timely, and effective media relations support	189	7.7	2.3
Strategic, timely, and effective issue management counsel and support	142	7.5	2.6
Support and counsel provided when planning and executing an event	146	7.8	2.2
Delivery of counsel and support in a professional, courteous, and timely manner	180	8.0	2.2
Quality and usefulness of media training sessions	91	8.3	2.0

Percentage of Responses

	Low	Med.	High
My overall experience with the Department of University Communications	6.0%	25.8%	68.2%
My understanding of the breadth and depth of the services provided by the Department of University Communications	10.7%	38.7%	50.7%
The quality and content of the daily Carleton Top 5 intranet news service	6.4%	26.1%	67.4%
Carleton's home page presence relating to the provision of useful info about the university, programs, and services	7.4%	31.0%	61.6%
Strategic, timely, and effective media relations support	9.5%	27.0%	63.5%
Strategic, timely, and effective issue management counsel and support	11.3%	26.8%	62.0%
Support and counsel provided when planning and executing an event	8.9%	24.0%	67.1%
Delivery of counsel and support in a professional, courteous, and timely manner	10.0%	18.3%	71.7%
Quality and usefulness of media training sessions	5.5%	17.6%	76.9%

Source: 2019 Carleton Satisfaction Survey for Employees

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