

## 2019 Carleton Satisfaction Survey for Employees

### Email Messaging

Primary Email System			
Exchange (Outlook)		Other	
%	#	%	#
93.1%	875	6.9%	65

### Mean of Responses

	N	Avg.	Std. Dev.
My overall satisfaction with Exchange email	866	8.0	1.8
Availability of support (hours of service)	605	8.0	1.8
Reliability	849	8.1	1.7
Timeliness of response to requests	595	8.1	1.7
Functioning on my mobile device(s)	726	7.9	1.8
Usefulness of the calendar	773	7.9	2.1
Adequacy of the 50 GB storage	747	8.3	1.8
Usefulness of the email-filtering feature of 'Clutter'	601	6.1	3.1
Effectiveness of spam filtering	817	6.8	2.5
Ease of access from off campus	835	7.9	2.0

### Percentage of Responses

	Low	Med.	High
My overall satisfaction with Exchange email	4.8%	29.1%	66.1%
Availability of support (hours of service)	4.0%	27.3%	68.8%
Reliability	3.9%	26.0%	70.1%
Timeliness of response to requests	3.5%	26.9%	69.6%
Functioning on my mobile device(s)	5.4%	30.2%	64.5%
Usefulness of the calendar	7.4%	23.0%	69.6%
Adequacy of the 50 GB storage	5.2%	18.9%	75.9%
Usefulness of the email-filtering feature of 'Clutter'	30.4%	27.5%	42.1%
Effectiveness of spam filtering	17.9%	35.3%	46.9%
Ease of access from off campus	6.7%	23.7%	69.6%

**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.

### Mean of Responses

	Primary Email System					
	Exchange (Outlook)			Other		
	N	Avg.	Std. Dev.	N	Avg.	Std. Dev.
My overall satisfaction with Exchange email	834	8.0	1.7	30	7.2	2.2
Availability of support (hours of service)	587	8.0	1.8	17	7.4	2.3
Reliability	819	8.1	1.7	28	7.5	1.9
Timeliness of response to requests	577	8.1	1.7	16	7.5	2.3
Functioning on my mobile device(s)	704	7.9	1.8	20	6.8	2.3
Usefulness of the calendar	755	8.0	2.0	17	6.6	2.6
Adequacy of the 50 GB storage	726	8.3	1.8	21	7.4	2.3
Usefulness of the email-filtering feature of 'Clutter'	581	6.1	3.1	18	5.8	2.8
Effectiveness of spam filtering	789	6.8	2.5	27	7.1	2.3
Ease of access from off campus	804	7.9	1.9	29	7.7	2.3

### Percentage of Responses

	Primary Email System					
	Exchange (Outlook)			Other		
	Low	Med.	High	Low	Med.	High
My overall satisfaction with Exchange email	4.7%	28.4%	66.9%	10.0%	43.3%	46.7%
Availability of support (hours of service)	3.7%	27.3%	69.0%	11.8%	29.4%	58.8%
Reliability	3.9%	25.2%	70.9%	3.6%	46.4%	50.0%
Timeliness of response to requests	3.3%	26.9%	69.8%	12.5%	25.0%	62.5%
Functioning on my mobile device(s)	5.1%	29.5%	65.3%	15.0%	45.0%	40.0%
Usefulness of the calendar	7.2%	22.9%	69.9%	17.6%	29.4%	52.9%
Adequacy of the 50 GB storage	5.1%	18.6%	76.3%	9.5%	28.6%	61.9%
Usefulness of the email-filtering feature of 'Clutter'	30.3%	27.2%	42.5%	33.3%	33.3%	33.3%
Effectiveness of spam filtering	17.9%	35.6%	46.5%	14.8%	25.9%	59.3%
Ease of access from off campus	6.6%	23.5%	69.9%	10.3%	27.6%	62.1%

**Source:** Carleton Satisfaction Survey for Employees, 2019

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