

## 2019 Carleton Satisfaction Survey for Employees

### Office of Quality Initiatives

	% Using Service	Number of Users
	36.8%	339

### Mean of Responses

	N	Avg.	Std. Dev.
Overall satisfaction with the services OQI provided	321	8.3	1.9
Understanding of my needs and requirements	297	8.0	2.1
Response to requests or problems within an acceptable time	245	8.5	1.8
Provision of effective advice, support and guidance	298	8.2	2.0
Communication of quality, timely and accurate information	304	8.4	1.8
Impact of OQI' initiatives	288	7.8	2.3
Professional and helpful service	316	8.7	1.7

### Percentage of Responses

	Low	Med.	High
Overall satisfaction with the services OQI provided	5.3%	15.6%	79.1%
Understanding of my needs and requirements	8.4%	18.9%	72.7%
Response to requests or problems within an acceptable time	4.1%	14.7%	81.2%
Provision of effective advice, support and guidance	6.0%	18.5%	75.5%
Communication of quality, timely and accurate information	4.9%	14.5%	80.6%
Impact of OQI' initiatives	9.4%	22.9%	67.7%
Professional and helpful service	3.2%	13.3%	83.5%

**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.