

2019 Carleton Satisfaction Survey for Employees

Campus Safety Services-Patrol

| | % Using Service | Number of Users |
|--|-----------------|-----------------|
| | 22.8% | 228 |

Mean of Responses

| | N | Avg. | Std. Dev. |
|--|-----|------|-----------|
| My overall satisfaction with Patrol Services | 212 | 8.4 | 2.0 |
| Understanding of my safety needs and requirements | 188 | 8.4 | 2.1 |
| Accessibility to users (via telephone, voicemail, e-mail, web, etc.) | 189 | 8.6 | 1.8 |
| Response to requests or problems within an acceptable time | 192 | 8.3 | 2.1 |
| Effectiveness of advice, support, and guidance provided | 180 | 8.3 | 2.1 |
| Ability to resolve problems effectively | 191 | 8.2 | 2.2 |
| Communication of quality and timely information to customers | 181 | 8.3 | 2.1 |
| Courteous and helpful staff | 209 | 8.6 | 1.9 |

Percentage of Responses

| | Low | Med. | High |
|--|------|-------|-------|
| My overall satisfaction with Patrol Services | 4.7% | 17.5% | 77.8% |
| Understanding of my safety needs and requirements | 6.9% | 14.4% | 78.7% |
| Accessibility to users (via telephone, voicemail, e-mail, web, etc.) | 2.6% | 15.9% | 81.5% |
| Response to requests or problems within an acceptable time | 7.3% | 14.6% | 78.1% |
| Effectiveness of advice, support, and guidance provided | 7.2% | 11.7% | 81.1% |
| Ability to resolve problems effectively | 7.9% | 14.1% | 78.0% |
| Communication of quality and timely information to customers | 6.1% | 15.5% | 78.5% |
| Courteous and helpful staff | 5.3% | 13.4% | 81.3% |

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.