

2015 Carleton Satisfaction Survey for Students

Maintenance Services

Maintenance Services	
% Using Service	Number of Users
100%	578

Mean of Responses

	Maintenance Services		
	N	Avg.	Std. Dev.
My overall experience with the grounds and buildings on campus over the past 12 months	570	7.8	1.9
Service accessible to users (via telephone, voice mail, email, web, etc.)	512	7.8	1.9
Response to requests or problems within an acceptable time	417	7.5	2.2
Availability of appropriate recycling containers on campus	544	7.5	2.2
The general upkeep and related maintenance of university facilities over the last 12 months	554	7.6	2.0
Cleanliness and state of repair of classrooms	568	7.6	2.1
Cleanliness and state of repair of washrooms	568	6.6	2.4
Cleanliness of common areas/lounges	556	7.5	2.0
Overall cleanliness of campus landscape and grounds	569	7.9	1.9
Campus lighting and signage contributing to a safe campus environment	563	8.0	2.0

Percentage of Responses

	Maintenance Services		
	Low	Med.	High
My overall experience with the grounds and buildings on campus over the past 12 months	6.3%	28.9%	64.7%
Service accessible to users (via telephone, voice mail, email, web, etc.)	5.7%	33.0%	61.3%
Response to requests or problems within an acceptable time	10.1%	30.9%	59.0%
Availability of appropriate recycling containers on campus	10.8%	31.1%	58.1%
The general upkeep and related maintenance of university facilities over the last 12 months	7.6%	33.2%	59.2%
Cleanliness and state of repair of classrooms	8.6%	29.0%	62.3%
Cleanliness and state of repair of washrooms	20.2%	39.6%	40.1%
Cleanliness of common areas/lounges	8.6%	33.8%	57.6%
Overall cleanliness of campus landscape and grounds	5.6%	26.0%	68.4%
Campus lighting and signage contributing to a safe campus environment	7.1%	22.7%	70.2%

Source: 2015 Carleton Satisfaction Survey for Students

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