

2017 Carleton Satisfaction Survey for Students

Maintenance Services

Maintenance Services	
% Using Service	Number of Users
100%	642

Mean of Responses

	Maintenance Services		
	N	Avg.	Std. Dev.
My overall experience with the grounds and buildings on campus over the past 12 months	629	7.8	1.9
Service accessible to users (via telephone, voice mail, email, web, etc.)	488	7.8	2.0
Response to requests or problems within an acceptable time	393	7.4	2.4
Availability of appropriate recycling containers on campus	607	7.5	2.2
The general upkeep and related maintenance of university facilities over the last 12 months	620	7.7	2.1
Cleanliness and state of repair of classrooms	629	7.7	2.0
Cleanliness and state of repair of washrooms	628	6.7	2.5
Cleanliness of common areas/lounges	616	7.6	2.1
Overall cleanliness of campus landscape and grounds	631	8.0	1.8
Campus lighting and signage contributing to a safe campus environment	622	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	5.1%	32.3%	62.6%
Service accessible to users (via telephone, voice mail, email, web, etc.)	6.1%	31.9%	62.0%
Response to requests or problems within an acceptable time	12.6%	29.6%	57.8%
Availability of appropriate recycling containers on campus	10.5%	33.1%	56.4%
The general upkeep and related maintenance of university facilities over the last 12 months	8.8%	29.4%	61.7%
Cleanliness and state of repair of classrooms	7.1%	30.5%	62.4%
Cleanliness and state of repair of washrooms	20.0%	34.4%	45.6%
Cleanliness of common areas/lounges	8.6%	30.2%	61.3%
Overall cleanliness of campus landscape and grounds	4.3%	25.8%	69.9%
Campus lighting and signage contributing to a safe campus environment	6.4%	26.4%	67.2%

Source: 2017 Carleton Satisfaction Survey for Students

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

2017 Carleton Satisfaction Survey for Students

Maintenance Services

Maintenance Services			
Student Level			
First Year		All Other Students	
% Using Service	Number of Users	% Using Service	Number of Users
100%	236	100%	484

Mean of Responses

	Maintenance Services					
	Student Level					
	First Year			All Other Students		
	N	Avg.	Std. Dev.	N	Avg.	Std. Dev.
My overall experience with the grounds and buildings on campus over the past 12 months	231	7.9	1.9	474	7.7	1.9
Service accessible to users (via telephone, voice mail, email, web, etc.)	198	7.8	2.1	356	7.7	2.0
Response to requests or problems within an acceptable time	175	7.4	2.4	276	7.3	2.4
Availability of appropriate recycling containers on campus	222	7.6	2.2	458	7.4	2.2
The general upkeep and related maintenance of university facilities over the last 12 months	227	7.9	2.0	468	7.6	2.1
Cleanliness and state of repair of classrooms	229	8.0	1.8	476	7.6	2.0
Cleanliness and state of repair of washrooms	226	7.2	2.2	477	6.6	2.6
Cleanliness of common areas/lounges	227	7.9	1.9	464	7.5	2.1
Overall cleanliness of campus landscape and grounds	235	8.2	1.7	474	8.0	1.9
Campus lighting and signage contributing to a safe campus environment	229	8.1	1.9	469	7.9	2.0

Percentage of Responses

	Maintenance Services					
	Student Level					
	First Year			All Other Students		
	Low	Med.	High	Low	Med.	High
My overall experience with the grounds and buildings on campus over the past 12 months	5.2%	27.3%	67.5%	5.1%	34.0%	61.0%
Service accessible to users (via telephone, voice mail, email, web, etc.)	6.1%	30.8%	63.1%	6.2%	32.3%	61.5%
Response to requests or problems within an acceptable time	11.4%	30.3%	58.3%	13.0%	29.3%	57.6%
Availability of appropriate recycling containers on campus	9.9%	30.2%	59.9%	10.7%	34.1%	55.2%
The general upkeep and related maintenance of university facilities over the last 12 months	5.7%	27.3%	67.0%	9.8%	30.1%	60.0%
Cleanliness and state of repair of classrooms	4.4%	27.5%	68.1%	8.0%	31.5%	60.5%
Cleanliness and state of repair of washrooms	12.4%	36.3%	51.3%	22.4%	33.8%	43.8%
Cleanliness of common areas/lounges	5.7%	29.5%	64.8%	9.5%	30.4%	60.1%
Overall cleanliness of campus landscape and grounds	3.4%	19.6%	77.0%	4.6%	27.8%	67.5%
Campus lighting and signage contributing to a safe campus environment	5.7%	23.6%	70.7%	6.6%	27.3%	66.1%

Source: 2017 Carleton Satisfaction Survey for Students

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