

2017 Carleton Satisfaction Survey for Students

Parking

Parking	
% Using Service	Number of Users
16.4%	108

Mean of Responses

	Parking		
	N	Avg.	Std. Dev.
My overall experience with the Parking Office	104	7.2	2.8
Accessibility of the office to customers via telephone	67	6.6	3.3
Accessibility of the office to customers via voice mail, e-mail, and web	84	6.8	3.2
Accessibility of the Parking Office location	88	6.9	2.9
Response to requests in an appropriate time	82	6.9	3.1
Understanding of my needs and requirements	95	7.2	2.9
Clarity and relevance of information provided to parking users	97	6.8	3.0
Ease of obtaining/renewing a parking permit	80	7.3	2.9
Enforcement of parking rules and regulations (fairness)	75	6.6	3.3
Ability of Parking Services to respond to the changing landscape/use of campus (re-allocation of permit/visitor parking)	68	6.7	3.1
Responsive and helpful staff	82	7.1	3.1

Percentage of Responses

	Parking		
	Low	Med.	High
My overall experience with the Parking Office	16.6%	27.8%	55.6%
Accessibility of the office to customers via telephone	26.5%	23.0%	50.5%
Accessibility of the office to customers via voice mail, e-mail, and web	24.9%	19.4%	55.7%
Accessibility of the Parking Office location	20.8%	23.8%	55.5%
Response to requests in an appropriate time	23.1%	18.2%	58.7%
Understanding of my needs and requirements	18.5%	18.2%	63.3%
Clarity and relevance of information provided to parking users	24.1%	20.3%	55.7%
Ease of obtaining/renewing a parking permit	22.8%	12.0%	65.1%
Enforcement of parking rules and regulations (fairness)	25.4%	24.1%	50.5%
Ability of Parking Services to respond to the changing landscape/use of campus (re-allocation of permit/visitor parking)	25.0%	20.1%	54.9%
Responsive and helpful staff	19.6%	19.2%	61.2%

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

Parking

Parking			
Student Level			
First Year		All Other Students	
% Using Service	Number of Users	% Using Service	Number of Users
10.0%	24	18.5%	92

Mean of Responses

	Parking					
	Student Level					
	First Year			All Other Students		
	N	Avg.	Std. Dev.	N	Avg.	Std. Dev.
My overall experience with the Parking Office	23	7.3	2.9	89	7.1	2.9
Accessibility of the office to customers via telephone	16	7.5	3.0	56	6.4	3.3
Accessibility of the office to customers via voice mail, e-mail, and web	17	6.8	3.4	73	6.8	3.1
Accessibility of the Parking Office location	20	7.0	2.9	75	6.9	2.9
Response to requests in an appropriate time	17	7.5	2.9	71	6.8	3.1
Understanding of my needs and requirements	20	7.5	3.0	82	7.2	2.9
Clarity and relevance of information provided to parking users	21	7.1	3.3	83	6.8	2.9
Ease of obtaining/renewing a parking permit	17	7.1	3.4	69	7.3	2.8
Enforcement of parking rules and regulations (fairness)	16	7.6	3.1	64	6.4	3.3
Ability of Parking Services to respond to the changing landscape/use of campus (re-allocation of permit/visitor parking)	15	7.6	3.2	58	6.5	3.0
Responsive and helpful staff	19	7.6	2.8	69	7.0	3.1

Percentage of Responses

	Parking					
	Student Level					
	First Year			All Other Students		
	Low	Med.	High	Low	Med.	High
My overall experience with the Parking Office	21.7%	13.0%	65.2%	15.7%	30.3%	53.9%
Accessibility of the office to customers via telephone	25.0%	12.5%	62.5%	26.8%	25.0%	48.2%
Accessibility of the office to customers via voice mail, e-mail, and web	35.3%	11.8%	52.9%	23.3%	20.5%	56.2%
Accessibility of the Parking Office location	25.0%	15.0%	60.0%	20.0%	25.3%	54.7%
Response to requests in an appropriate time	17.6%	17.6%	64.7%	23.9%	18.3%	57.7%
Understanding of my needs and requirements	20.0%	10.0%	70.0%	18.3%	19.5%	62.2%
Clarity and relevance of information provided to parking users	23.8%	19.0%	57.1%	24.1%	20.5%	55.4%
Ease of obtaining/renewing a parking permit	29.4%	5.9%	64.7%	21.7%	13.0%	65.2%
Enforcement of parking rules and regulations (fairness)	18.8%	18.8%	62.5%	26.6%	25.0%	48.4%
Ability of Parking Services to respond to the changing landscape/use of campus (re-allocation of permit/visitor parking)	20.0%	6.7%	73.3%	25.9%	22.4%	51.7%
Responsive and helpful staff	15.8%	21.1%	63.2%	20.3%	18.8%	60.9%

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.

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