

2017 Carleton Satisfaction Survey for Students

Safety

Safety	
% Using Service	Number of Users
100%	590

Mean of Responses

	Safety		
	N	Avg.	Std. Dev.
My overall satisfaction with my personal safety on campus	563	8.7	1.6
My overall satisfaction of the physical safety of Carleton's campus (through access cards, alarm systems, security camer	553	8.5	1.7
Communication of safety incidents to the Carleton community (through website, social media, etc.)	449	8.1	2.1
Visibility of services (patrol officers, security)	548	7.8	2.2
Bike Registration program	180	7.9	2.5
Ability to resolve problems effectively	284	8.2	2.1
Laptop Registration program	173	8.1	2.3
Working After Hours program	182	8.2	2.3
Safe Walk program	232	8.3	2.1
Responsive and helpful staff	354	8.5	1.9

Percentage of Responses

	Safety		
	Low	Med.	High
My overall satisfaction with my personal safety on campus	2.1%	15.9%	82.0%
My overall satisfaction of the physical safety of Carleton's campus (through access cards, alarm systems, security camer	3.1%	18.8%	78.1%
Communication of safety incidents to the Carleton community (through website, social media, etc.)	8.2%	21.0%	70.9%
Visibility of services (patrol officers, security)	7.9%	27.0%	65.1%
Bike Registration program	10.0%	22.3%	67.7%
Ability to resolve problems effectively	6.7%	21.5%	71.8%
Laptop Registration program	8.3%	21.2%	70.5%
Working After Hours program	7.9%	18.0%	74.1%
Safe Walk program	6.2%	17.6%	76.2%
Responsive and helpful staff	4.1%	15.9%	80.0%

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

Safety

Safety			
Student Level			
First Year		All Other Students	
% Using Service	Number of Users	% Using Service	Number of Users
100%	216	100%	445

Mean of Responses

	Safety					
	Student Level					
	First Year			All Other Students		
	N	Avg.	Std. Dev.	N	Avg.	Std. Dev.
My overall satisfaction with my personal safety on campus	212	8.8	1.4	421	8.7	1.6
My overall satisfaction of the physical safety of Carleton's campus (through access cards, alarm systems, security camers)	212	8.6	1.6	411	8.5	1.7
Communication of safety incidents to the Carleton community (through website, social media, etc.)	173	8.3	1.8	333	8.0	2.2
Visibility of services (patrol officers, security)	203	8.1	1.9	412	7.7	2.3
Bike Registration program	85	8.3	2.0	123	7.7	2.7
Ability to resolve problems effectively	137	8.4	1.7	192	8.1	2.2
Laptop Registration program	81	8.3	1.8	119	8.1	2.5
Working After Hours program	83	8.4	1.8	126	8.1	2.5
Safe Walk program	104	8.7	1.6	162	8.2	2.3
Responsive and helpful staff	158	8.7	1.5	248	8.4	2.0

Percentage of Responses

	Safety					
	Student Level					
	First Year			All Other Students		
	Low	Med.	High	Low	Med.	High
My overall satisfaction with my personal safety on campus	1.4%	13.7%	84.9%	2.4%	16.6%	81.0%
My overall satisfaction of the physical safety of Carleton's campus (through access cards, alarm systems, security camers)	2.4%	17.5%	80.2%	3.4%	19.2%	77.4%
Communication of safety incidents to the Carleton community (through website, social media, etc.)	4.0%	22.5%	73.4%	9.6%	20.4%	70.0%
Visibility of services (patrol officers, security)	5.4%	25.6%	69.0%	8.7%	27.4%	63.8%
Bike Registration program	3.5%	24.7%	71.8%	13.0%	21.1%	65.9%
Ability to resolve problems effectively	2.2%	26.3%	71.5%	8.9%	19.3%	71.9%
Laptop Registration program	2.5%	27.2%	70.4%	10.9%	18.5%	70.6%
Working After Hours program	2.4%	22.9%	74.7%	10.3%	15.9%	73.8%
Safe Walk program	1.9%	15.4%	82.7%	8.0%	18.5%	73.5%
Responsive and helpful staff	1.3%	16.5%	82.3%	5.2%	15.7%	79.0%

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.

