

## 2018 Carleton Satisfaction Survey for Students

### CSAS: Overall

	% Using Service	Number of Users
	42.3%	209

### CSAS: Overall Mean of Responses

	N	Avg.	Std. Dev.
My overall satisfaction with the Centre for Student Academic Support	185	7.3	1.9

### CSAS: Overall Percentage of Responses

	Low	Med.	High
My overall satisfaction with the Centre for Student Academic Support	9.7%	37.8%	52.4%

**Source:** 2018 Carleton Satisfaction Survey for Students

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

### CSAS: Usage by Type of Service

	%	#
Peer Assisted Study Sessions (PASS) workshops and office hours	32.0%	158
Subject Coaching	2.8%	14
Learning Support workshops	7.5%	37
Learning Support consultations	2.2%	11
Writing Services consultations	6.9%	34
Bounce Back	1.8%	9
English Conversation Sessions	2.0%	10
I have not used any of the above services	57.7%	285

### CSAS: PASS

	% Using Service	Number of Users
	32.0%	158

### CSAS: PASS Mean of Responses

	N	Avg.	Std. Dev.
My overall satisfaction with the Peer Assisted Study Sessions (PASS) workshops and office hours	136	7.7	1.9
Professional, helpful staff who were knowledgeable about their area	127	7.9	1.7
Ability to access the service in a timely manner in a way that was convenient to me	128	7.5	2.0
Ability of the service to meet my needs and expectations	123	7.4	2.0
Ability of the service to provide me with the knowledge and skills to succeed	128	7.6	1.9
Ability of the service to teach me study strategies that I can use in other courses	125	7.1	2.4

**CSAS: PASS  
Percentage of Responses**

	Low	Med.	High
My overall satisfaction with the Peer Assisted Study Sessions (PASS) workshops and office hours	6.6%	33.8%	59.6%
Professional, helpful staff who were knowledgeable about their area	3.1%	31.5%	65.4%
Ability to access the service in a timely manner in a way that was convenient to me	7.8%	41.4%	50.8%
Ability of the service to meet my needs and expectations	8.9%	35.8%	55.3%
Ability of the service to provide me with the knowledge and skills to succeed	7.8%	32.8%	59.4%
Ability of the service to teach me study strategies that I can use in other courses	14.4%	36.8%	48.8%

**Source:** 2018 Carleton Satisfaction Survey for Students

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

**PASS was offered for my most difficult courses**

Yes		No	
%	#	%	#
55.8%	77	44.2%	61

**Source:** 2018 Carleton Satisfaction Survey for Students

**Notes:** 1.

Percentage based on respondents who answered this question.

**CSAS: Learning Support (workshops and consultations)**

% Using Service	Number of Users
8.5%	42

**CSAS: Learning Support (workshops and consultations)  
Mean of Responses**

	N	Avg.	Std. Dev.
My overall satisfaction with Learning Support service (workshops/one-on-one consultations)	34	7.2	2.2
Professional, helpful staff who were knowledgeable about learning strategies	34	7.6	2.1
Ability to access the service in a timely manner in a way that was convenient to me	36	7.4	2.5
Ability of topics to meet my needs	36	7.3	2.5
Content was relevant and easy to integrate	36	7.5	2.4
Ability of the service to provide me with the learning strategies and study skills needed to succeed	36	7.5	2.2

**CSAS: Learning Support (workshops and consultations)  
Percentage of Responses**

	Low	Med.	High
My overall satisfaction with Learning Support service (workshops/one-on-one consultations)	8.8%	41.2%	50.0%
Professional, helpful staff who were knowledgeable about learning strategies	8.8%	32.4%	58.8%
Ability to access the service in a timely manner in a way that was convenient to me	11.1%	36.1%	52.8%
Ability of topics to meet my needs	16.7%	27.8%	55.6%
Content was relevant and easy to integrate	11.1%	27.8%	61.1%
Ability of the service to provide me with the learning strategies and study skills needed to succeed	11.1%	30.6%	58.3%

**Source:** 2018 Carleton Satisfaction Survey for Students

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

**CSAS: Writing Services**

	% Using Service	Number of Users
	6.9%	34

**CSAS: Writing Services**

**Mean of Responses**

	N	Avg.	Std. Dev.
My overall satisfaction with the Writing Services consultation	30	7.3	2.4
Professional, helpful staff who were knowledgeable about academic writing	30	7.6	2.1
Ability to access the service in a timely manner in a way that was convenient to me	30	7.2	2.9
Ability of the service to meet my needs and expectations	29	7.0	2.8
Ability of the service to provide me with knowledge about the writing process	30	7.0	3.0
Ability of the service to improve my writing abilities	30	6.8	3.0

**CSAS: Writing Services**

**Percentage of Responses**

	Low	Med.	High
My overall satisfaction with the Writing Services consultation	13.3%	30.0%	56.7%
Professional, helpful staff who were knowledgeable about academic writing	13.3%	23.3%	63.3%
Ability to access the service in a timely manner in a way that was convenient to me	20.0%	20.0%	60.0%
Ability of the service to meet my needs and expectations	24.1%	20.7%	55.2%
Ability of the service to provide me with knowledge about the writing process	23.3%	23.3%	53.3%
Ability of the service to improve my writing abilities	23.3%	20.0%	56.7%

**Source:** 2018 Carleton Satisfaction Survey for Students

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

**Academic areas Writing Services consultant assisted you with**

	%	#
Developing a thesis statement	29.4%	10
Developing/sustaining arguments	8.8%	3
Presenting ideas clearly and concisely	29.4%	10
Critical use of sources	20.6%	7
Structure/organization of your paper	52.9%	18
Helping you understand assignment instructions	5.9%	2
Review introduction/conclusion	23.5%	8
Refer to research librarian for your course	14.7%	5
Tips for editing/proofreading your own paper	47.1%	16

**Source:** 2018 Carleton Satisfaction Survey for Students

**Notes:** 1.

Percentage based on respondents who used Writing Services.

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