

2018 Carleton Satisfaction Survey for Students

Maintenance Services

	% Using Service	Number of Users
	100%	402

Mean of Responses

	N	Avg.	Std. Dev.
My overall experience with the grounds and buildings on campus over the past 12 months	393	7.4	2.1
Service accessible to users (via telephone, voice mail, email, web, etc.)	282	7.6	2.1
Response to requests or problems within an acceptable time	252	7.4	2.3
Availability of appropriate recycling containers on campus	382	7.1	2.4
The general upkeep and related maintenance of university facilities over the last 12 months	388	7.3	2.2
Cleanliness and state of repair of classrooms	393	7.3	2.2
Cleanliness and state of repair of washrooms	393	6.3	2.7
Cleanliness of common areas/lounges	388	7.2	2.2
Overall cleanliness of campus landscape and grounds	395	7.7	2.0
Campus lighting and signage contributing to a safe campus environment	393	7.8	2.0

Percentage of Responses

	Low	Med.	High
My overall experience with the grounds and buildings on campus over the past 12 months	9.2%	36.6%	54.2%
Service accessible to users (via telephone, voice mail, email, web, etc.)	7.1%	34.4%	58.5%
Response to requests or problems within an acceptable time	11.5%	34.1%	54.4%
Availability of appropriate recycling containers on campus	15.2%	33.8%	51.0%
The general upkeep and related maintenance of university facilities over the last 12 months	9.5%	36.6%	53.9%
Cleanliness and state of repair of classrooms	11.5%	34.6%	53.9%
Cleanliness and state of repair of washrooms	26.2%	36.6%	37.2%
Cleanliness of common areas/lounges	12.1%	36.1%	51.8%
Overall cleanliness of campus landscape and grounds	7.6%	30.6%	61.8%
Campus lighting and signage contributing to a safe campus environment	7.6%	28.0%	64.4%

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.