

2019 Carleton Satisfaction Survey for Students

Academic Advising Centre

Academic Advising Centre	
% Using Service	Number of Users
20.7%	114

Mean of Responses

	Academic Advising Centre		
	N	Avg.	Std. Dev.
Overall Satisfaction with the Academic Advising Centre	108	7.9	2.5
Ability to access service in a timely manner in a way that was convenient to me	108	8.0	2.4
Ability of the service to meet my needs and expectations	108	7.8	2.5
Ability of the service to provide me with the knowledge and skills to succeed	107	7.7	2.6
Ability of the service to provide accurate information to keep me on the path to graduation	103	7.9	2.5
Ability of the service to help me develop a plan of action to achieve my academic goals	100	8.0	2.5
Advisors who listen to my concerns and present me with a number of options	104	7.8	2.8
Professional staff who were knowledgeable about their area	101	7.9	2.5
Responsive and helpful staff	106	8.0	2.5

Percentage of Responses

	Academic Advising Centre		
	Low	Med.	High
Overall Satisfaction with the Academic Advising Centre	13.0%	17.6%	69.4%
Ability to access service in a timely manner in a way that was convenient to me	11.1%	16.7%	72.2%
Ability of the service to meet my needs and expectations	11.1%	21.3%	67.6%
Ability of the service to provide me with the knowledge and skills to succeed	12.1%	19.6%	68.2%
Ability of the service to provide accurate information to keep me on the path to graduation	9.7%	19.4%	70.9%
Ability of the service to help me develop a plan of action to achieve my academic goals	11.0%	15.0%	74.0%
Advisors who listen to my concerns and present me with a number of options	14.4%	16.3%	69.2%
Professional staff who were knowledgeable about their area	11.9%	17.8%	70.3%
Responsive and helpful staff	11.3%	13.2%	75.5%

Source: 2019 Carleton Satisfaction Survey for Students

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

What other options or platforms would you like to see made available to make advising more accessible to you?

	%	#
None, I am satisfied with the services provided	22.8%	26
Booked appointments	52.6%	60
Phone appointments	29.8%	34
Online advising sessions	39.5%	45
Other	2.6%	3

Academic Advising Centre

Have you run your audit in Carleton Central?

Yes	
% Using Service	Number of Users
55.0%	298

Mean of Responses

	Yes		
	N	Avg.	Std. Dev.
My overall satisfaction with running the audit	291	8.5	1.8
My overall satisfaction with understanding the audit	290	7.5	2.4

Percentage of Responses

	Yes		
	Low	Med.	High
My overall satisfaction with running the audit	2.7%	23.0%	74.2%
My overall satisfaction with understanding the audit	13.1%	31.7%	55.2%

Source: 2019 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 Advising Centre

Have you run your ASR in Carleton Central?

Yes	
% Using Service	Number of Users
23.1%	125

Mean of Responses

	Yes		
	N	Avg.	Std. Dev.
My overall satisfaction with running the ASR	122	8.6	1.8
My overall satisfaction with understanding the ASR	121	8.4	1.9

Percentage of Responses

	Yes		
	Low	Med.	High
My overall satisfaction with running the ASR	3.3%	15.6%	81.1%
My overall satisfaction with understanding the ASR	3.3%	22.3%	74.4%

Source: 2019 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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