

2019 Carleton Satisfaction Survey for Students

CUOL

Carleton University Online	
% Using Service	Number of Users
46.0%	241

Mean of Responses

	N	Avg.	Std. Dev.
The selection of online courses available during the Fall/Winter terms	223	6.9	2.6
The selection of online courses available during the Summer terms	143	6.3	3.0
The quality of information on how to register and obtain access to online course services and materials	233	7.5	2.5
The support from CUOL staff to address questions or concerns relating to online learning at Carleton University	168	7.7	2.5

Percentage of Responses

	Low	Med.	High
The selection of online courses available during the Fall/Winter terms	18.4%	34.5%	47.1%
The selection of online courses available during the Summer terms	28.7%	32.2%	39.2%
The quality of information on how to register and obtain access to online course services and materials	12.0%	28.3%	59.7%
The support from CUOL staff to address questions or concerns relating to online learning at Carleton University	10.7%	23.8%	65.5%

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.

2019 Carleton Satisfaction Survey for Students

VOD

Video on Demand	
% Using Service	Number of Users
30.2%	158

Mean of Responses

	N	Avg.	Std. Dev.
My overall experience with CUOL's VOD service	158	8.3	2.2
The quality of the video stream version of the class	157	8.2	2.2
The quality of the downloadable version of the lectures	124	8.2	2.2
The speed at which the video streams and video downloads become available online for you to access	152	8.2	2.3
The reliability of CUOL's VOD service	155	8.1	2.3
Value for money	153	7.7	2.6
Professional and helpful staff when addressing VOD related problems	100	8.3	2.2

Percentage of Responses

	Low	Med.	High
My overall experience with CUOL's VOD service	8.2%	17.1%	74.7%
The quality of the video stream version of the class	7.6%	20.4%	72.0%
The quality of the downloadable version of the lectures	8.9%	18.5%	72.6%
The speed at which the video streams and video downloads become available online for you to access	9.9%	17.8%	72.4%
The reliability of CUOL's VOD service	10.3%	17.4%	72.3%
Value for money	14.4%	24.2%	61.4%
Professional and helpful staff when addressing VOD related problems	6.0%	24.0%	70.0%

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.

2019 Carleton Satisfaction Survey for Students

CUOL Website

CUOL Website	
% Using Service	Number of Users
34.0%	178

Mean of Responses

	N	Avg.	Std. Dev.
My overall experience with the CUOL website	175	8.3	1.9
Ease of website navigation	175	8.2	1.9
Ability to find the information that I require	174	8.1	2.0

Percentage of Responses

	Low	Med.	High
My overall experience with the CUOL website	5.1%	22.3%	72.6%
Ease of website navigation	5.1%	22.9%	72.0%
Ability to find the information that I require	4.6%	25.3%	70.1%

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.

2019 Carleton Satisfaction Survey for Students

CUOL's distance exam service

CUOL's distance exam service	
% Using Service	Number of Users
3.1%	16

Mean of Responses

	N	Avg.	Std. Dev.
Overall experience with CUOL's distance exam service	16	7.8	2.3
Ease of applying for the distance exam service	16	7.8	2.4
Communication from CUOL about your distance exam arrangements	16	7.5	2.7
Value for money	16	5.9	2.9
Professional and helpful staff when addressing distance exam related problems	15	7.9	2.8

Percentage of Responses

	Low	Med.	High
Overall experience with CUOL's distance exam service	12.5%	25.0%	62.5%
Ease of applying for the distance exam service	12.5%	25.0%	62.5%
Communication from CUOL about your distance exam arrangements	18.8%	25.0%	56.3%
Value for money	37.5%	31.3%	31.3%
Professional and helpful staff when addressing distance exam related problems	20.0%	13.3%	66.7%

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.

2019 Carleton Satisfaction Survey for Students

CUOL Student Centre

CUOL Student Centre	
% Using Service	Number of Users
6.5%	34

Mean of Responses

	N	Avg.	Std. Dev.
Convenience of location, accessibility	34	7.3	2.5
Hours of operation	34	8.6	1.5
Helpfulness of staff	28	8.7	1.2
Quality of space: clean, bright, secure, easy to use	34	8.1	1.8

Percentage of Responses

	Low	Med.	High
Convenience of location, accessibility	14.7%	41.2%	44.1%
Hours of operation		29.4%	70.6%
Helpfulness of staff		17.9%	82.1%
Quality of space: clean, bright, secure, easy to use	5.9%	26.5%	67.6%

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.