

2019 Carleton Satisfaction Survey for Students

Maintenance Services

	% Using Service	Number of Users
	100%	546

Mean of Responses

	N	Avg.	Std. Dev.
My overall experience with the grounds and buildings on campus over the past 12 months	531	7.9	1.9
Service accessible to users (via telephone, voice mail, email, web, etc.)	446	7.9	1.9
Response to requests or problems within an acceptable time	358	7.7	2.1
Availability of appropriate recycling containers on campus	521	7.8	2.2
The general upkeep and related maintenance of university facilities over the last 12 months	523	7.8	2.0
Cleanliness and state of repair of classrooms	536	8.0	1.9
Cleanliness and state of repair of washrooms	534	6.9	2.4
Cleanliness of common areas/lounges	525	7.6	2.1
Overall cleanliness of campus landscape and grounds	536	8.1	1.8
Campus lighting and signage contributing to a safe campus environment	520	8.2	1.8

Percentage of Responses

	Low	Med.	High
My overall experience with the grounds and buildings on campus over the past 12 months	5.3%	30.1%	64.6%
Service accessible to users (via telephone, voice mail, email, web, etc.)	5.4%	28.5%	66.1%
Response to requests or problems within an acceptable time	7.3%	29.9%	62.8%
Availability of appropriate recycling containers on campus	9.4%	27.6%	63.0%
The general upkeep and related maintenance of university facilities over the last 12 months	7.3%	29.1%	63.7%
Cleanliness and state of repair of classrooms	6.2%	28.0%	65.9%
Cleanliness and state of repair of washrooms	15.4%	39.5%	45.1%
Cleanliness of common areas/lounges	7.4%	31.8%	60.8%
Overall cleanliness of campus landscape and grounds	4.1%	24.6%	71.3%
Campus lighting and signage contributing to a safe campus environment	3.5%	23.7%	72.9%

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.