

2017 Carleton Satisfaction Survey for Employees

eShop

	% Using Service	Number of Users
	42.0%	357

Mean of Responses

	eShop		
	N	Avg.	Std. Dev.
My overall satisfaction with eShop	351	6.2	2.5
My overall satisfaction with eShop for purchase orders to external vendors	261	6.0	2.7
My overall satisfaction with cheques requisitions	231	6.3	2.6
My overall satisfaction with ordering or paying internal departments e.g. Print Shop, Facilities Management and Planning	282	6.4	2.6
Availability of support, tools and training	304	6.7	2.5
Ease of approving eShop transactions	283	6.5	2.7

Percentage of Responses

	eShop		
	Low	Med.	High
My overall satisfaction with eShop	24.2%	40.7%	35.0%
My overall satisfaction with eShop for purchase orders to external vendors	26.8%	39.8%	33.3%
My overall satisfaction with cheques requisitions	23.4%	39.0%	37.7%
My overall satisfaction with ordering or paying internal departments e.g. Print Shop, Facilities Management and Planning	24.8%	34.4%	40.8%
Availability of support, tools and training	18.4%	37.2%	44.4%
Ease of approving eShop transactions	23.0%	32.2%	44.9%

Source: Carleton Satisfaction Survey for Employees, 2017

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

Mean of Responses

	External Vendors Purchases		
	N	Avg.	Std. Dev.
Range of eShop catalogue vendors	228	6.2	2.5
Ease of navigating the eShop portal	281	5.8	2.6
Ease of completing eShop transactions	281	6.1	2.6
Ease of finding products or vendor information in the eShop portal	256	5.7	2.7

Source: Carleton Satisfaction Survey for Employees, 2017

Percentage of Responses

	External Vendors Purchases		
	Low	Med.	High
Range of eShop catalogue vendors	24.6%	43.4%	32.0%
Ease of navigating the eShop portal	31.3%	40.9%	27.8%
Ease of completing eShop transactions	27.0%	37.0%	35.9%
Ease of finding products or vendor information in the eShop portal	31.6%	42.2%	26.2%

Source: Carleton Satisfaction Survey for Employees, 2017

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

Would you like to use a mobile app for shopping or approving orders?

	Yes		No	
	%	#	%	#
	17.4%	62	82.6%	294

Source: Carleton Satisfaction Survey for Employees, 2017

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