

2019 Carleton Satisfaction Survey for Employees

Print Shop

	% Using Service	Number of Users
	29.8%	274

Mean of Responses

	N	Avg.	Std. Dev.
My overall experience with The Print Shop (excluding photocopiers)	270	8.9	1.6
Understanding of my needs and requirements	269	8.9	1.6
Accessible to users (via telephone, voice mail, e-mail, etc.)	261	9.1	1.4
Response to requests or problems within an acceptable time	261	9.0	1.5
Effectiveness of advice, support and guidance provided	246	9.0	1.5
Quality of the final printed product	268	9.0	1.5
Value for money	241	7.8	2.3
Courteous and helpful staff	264	9.3	1.2
Communication of quality, timely, and accurate information to customers	256	8.9	1.6

Percentage of Responses

	Low	Med.	High
My overall experience with The Print Shop (excluding photocopiers)	2.6%	10.4%	87.0%
Understanding of my needs and requirements	2.2%	11.5%	86.2%
Accessible to users (via telephone, voice mail, e-mail, etc.)	1.5%	8.4%	90.0%
Response to requests or problems within an acceptable time	2.7%	8.4%	88.9%
Effectiveness of advice, support and guidance provided	2.4%	8.5%	89.0%
Quality of the final printed product	2.6%	7.1%	90.3%
Value for money	10.4%	24.5%	65.1%
Courteous and helpful staff	1.1%	4.9%	93.9%
Communication of quality, timely, and accurate information to customers	3.1%	10.5%	86.3%

Source: 2019 Carleton Satisfaction Survey for Employees

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