

2014 Carleton Satisfaction Survey for Employees

Bookstore

Bookstore	
% Using Service	Number of Users
63.5%	483

Mean of Responses

	Bookstore		
	N	Avg.	Std. Dev.
My overall experience with the University Bookstore	473	7.8	1.9
Understanding of my needs and requirements	392	7.7	2.1
Staff accessible to customers when required (via telephone, e-mail, web, etc.)	342	8.0	1.9
Ease and convenience of ordering	257	7.9	2.2
Ability to handle the Fall term rush	179	7.6	2.4
Professional and helpful staff	455	8.2	1.7
The usefulness of the information on the University Bookstore website	237	6.6	2.6
Ease of using the University Bookstore website	226	6.5	2.6

Percentage of Responses

	Bookstore		
	Low	Med.	High
My overall experience with the University Bookstore	6.3%	29.6%	64.1%
Understanding of my needs and requirements	9.4%	26.8%	63.8%
Staff accessible to customers when required (via telephone, e-mail, web, etc.)	6.1%	23.4%	70.5%
Ease and convenience of ordering	7.8%	23.7%	68.5%
Ability to handle the Fall term rush	10.1%	27.4%	62.6%
Professional and helpful staff	2.9%	24.4%	72.7%
The usefulness of the information on the University Bookstore website	21.1%	34.2%	44.7%
Ease of using the University Bookstore website	20.4%	37.2%	42.5%

Source: Carleton Satisfaction Survey for Employees, 2014

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