

## 2016 Carleton Satisfaction Survey for Employees

### Multifunctional Printer

	% Using Service	Number of Users
	44.9%	371

### Mean of Responses

	Multifunctional Printer		
	N	Avg.	Std. Dev.
My overall experience with university multifunctional printer	363	7.7	1.9
Equipment setup and features meet my needs and requirements	359	7.8	2.0
Help is accessible to customers (via telephone, voice mail, e-mail, etc.)	191	7.4	2.3
Reliability of equipment	353	7.4	2.1
Quality of document produced	360	8.1	1.5
Accessibility of machines at hours that are convenient to me	318	8.8	1.3
Ease of use of card system	194	8.4	2.0

### Percentage of Responses

	Multifunctional Printer		
	Low	Med.	High
My overall experience with university multifunctional printer	6.3%	31.7%	62.0%
Equipment setup and features meet my needs and requirements	8.1%	24.8%	67.1%
Help is accessible to customers (via telephone, voice mail, e-mail, etc.)	13.1%	31.4%	55.5%
Reliability of equipment	9.1%	33.4%	57.5%
Quality of document produced	3.3%	23.1%	73.6%
Accessibility of machines at hours that are convenient to me	1.6%	10.1%	88.4%
Ease of use of card system	4.6%	15.5%	79.9%

**Source:** Carleton Satisfaction Survey for Employees, 2016

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