

2019 Carleton Satisfaction Survey for Employees

eShop

	% Using Service	Number of Users
	33.0%	308

Mean of Responses

	N	Avg.	Std. Dev.
My overall satisfaction with eShop	306	6.4	2.4
Ease of finding products from approved vendors	280	5.8	2.5
Satisfaction with the growth of options in the last 2 years	198	6.6	2.5
Communication of new catalogues or features in eShop when they become available	219	5.9	2.6
Ease of approving a purchase	280	6.5	2.7
Overall satisfaction with purchasing low dollar value goods	249	6.3	2.7

Percentage of Responses

	Low	Med.	High
My overall satisfaction with eShop	20.6%	43.5%	35.9%
Ease of finding products from approved vendors	30.7%	42.5%	26.8%
Satisfaction with the growth of options in the last 2 years	19.7%	36.9%	43.4%
Communication of new catalogues or features in eShop when they become available	31.5%	36.5%	32.0%
Ease of approving a purchase	25.4%	30.4%	44.3%
Overall satisfaction with purchasing low dollar value goods	25.7%	34.1%	40.2%

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.

Would you use a mobile platform for ordering or approving an item if available?

	Yes		No	
	%	#	%	#
	46.7%	140	53.3%	160

Source: 2019 Carleton Satisfaction Survey for Employees

Notes: 1. Percentage based on respondents who participated.

Would you be willing to participate in focus groups to discuss availability of products in eShop?

	Yes		No	
	%	#	%	#
	23.2%	71	76.8%	235

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Notes: 1. Percentage based on respondents who participated.