

## 2019 Carleton Satisfaction Survey for Employees

### Multifunctional Printer

	% Using Service	Number of Users
	55.1%	509

### Mean of Responses

	N	Avg.	Std. Dev.
My overall experience with university multifunctional printer	504	7.7	2.1
Equipment setup and features meet my needs and requirements	497	7.9	2.0
Knowledgeable staff are accessible to customers and able to respond to inquiries	322	7.3	2.5
Reliability of equipment	487	7.6	2.2
Quality of document produced	497	8.3	1.7
Training resources such as in-office training, in-class seminar, website etc. are adequate to meet user training needs	273	6.8	2.7
Service issues are resolved in a timely manner	316	7.4	2.4

### Percentage of Responses

	Low	Med.	High
My overall experience with university multifunctional printer	8.5%	27.8%	63.7%
Equipment setup and features meet my needs and requirements	7.4%	24.1%	68.4%
Knowledgeable staff are accessible to customers and able to respond to inquiries	15.8%	24.8%	59.3%
Reliability of equipment	10.3%	27.3%	62.4%
Quality of document produced	4.0%	16.9%	79.1%
Training resources such as in-office training, in-class seminar, website etc. are adequate to meet user training needs	19.8%	30.8%	49.5%
Service issues are resolved in a timely manner	12.7%	27.5%	59.8%

**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.