

2014 Carleton Satisfaction Survey for Students

University Printers

University Printers	
% Using Service	Number of Users
45.0%	246

Mean of Responses

	University Printers		
	Yes		
	N	Avg.	Std. Dev.
My overall experience with university printers	244	7.7	2.3
Reliability of equipment	243	7.6	2.4
Quality of prints produced	243	8.3	1.9
Availability of printers where I need them	244	7.5	2.5
Accessibility of machines at hours that are convenient to me	239	8.1	2.2
Ease of use of card system	240	7.8	2.5

Percentage of Responses

	University Printers		
	Yes		
	Low	Med.	High
My overall experience with university printers	9.0%	32.4%	58.6%
Reliability of equipment	11.5%	30.5%	58.0%
Quality of prints produced	4.9%	22.2%	72.8%
Availability of printers where I need them	12.7%	27.9%	59.4%
Accessibility of machines at hours that are convenient to me	7.5%	20.5%	72.0%
Ease of use of card system	10.8%	24.2%	65.0%

Source: Carleton Satisfaction Survey for Students, 2014

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