

2015 Carleton Satisfaction Survey for Students

Bookstore

| Bookstore | |
|-----------------|-----------------|
| % Using Service | Number of Users |
| 66.4% | 351 |

Mean of Responses

| | Bookstore | | |
|---|-----------|------|-----------|
| | Yes | | |
| | N | Avg. | Std. Dev. |
| My overall experience with the University Bookstore | 350 | 7.7 | 1.9 |
| Accessibility of store at hours that are convenient to me | 341 | 7.8 | 2.0 |
| Availability of textbooks | 327 | 7.6 | 2.1 |
| Value for money | 343 | 5.1 | 2.7 |
| Professional and helpful staff | 336 | 8.1 | 1.8 |
| The usefulness of the information on the University Bookstore website | 245 | 7.3 | 2.4 |

Percentage of Responses

| | Bookstore | | |
|---|-----------|-------|-------|
| | Yes | | |
| | Low | Med. | High |
| My overall experience with the University Bookstore | 6.3% | 34.6% | 59.1% |
| Accessibility of store at hours that are convenient to me | 6.7% | 30.5% | 62.8% |
| Availability of textbooks | 8.0% | 30.9% | 61.2% |
| Value for money | 39.9% | 38.5% | 21.6% |
| Professional and helpful staff | 3.6% | 28.0% | 68.5% |
| The usefulness of the information on the University Bookstore website | 14.3% | 32.2% | 53.5% |

Source: 2015 Carleton Satisfaction Survey for Students

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

Did you take advantage of Price Matching?

| Yes | | No | |
|------|----|-------|-----|
| % | # | % | # |
| 9.7% | 34 | 90.3% | 315 |

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