

2019 Carleton Satisfaction Survey for Students

University Printers

CU on the GO	
% Using Service	Number of Users
47.7%	258

Mean of Responses

	N	Avg.	Std. Dev.
My overall experience with CU on the GO	255	7.2	2.5
Reliability of equipment	253	6.7	2.7
Satisfaction of print job/file submission process	254	7.5	2.5
Accessibility of resources for assistance	229	6.6	3.0
Quantity and location of CU on the GO devices	254	7.1	2.7

Percentage of Responses

	Low	Med.	High
My overall experience with CU on the GO	14.1%	32.5%	53.3%
Reliability of equipment	21.3%	34.0%	44.7%
Satisfaction of print job/file submission process	12.2%	29.1%	58.7%
Accessibility of resources for assistance	24.5%	28.8%	46.7%
Quantity and location of CU on the GO devices	18.9%	27.2%	53.9%

Source: 2019 Carleton Satisfaction Survey for Students

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