

Author Survey – the Results

Routledge strives to offer a high level of service to all our authors, ensuring a smooth, helpful and efficient publication process. Since October 2008 we have been conducting an author survey to find out in which areas we are excelling and where there is room for improvement, and we are pleased to share with you the latest results.

The survey shows that authors publishing in our Education titles are particularly happy with their experience of the Routledge publication process, with a mean satisfaction rating of 8.5 out of 10 for Education authors' overall satisfaction with their experience of publishing their most recent article. These authors also rated Routledge 8.6 for ease of manuscript submission and a fantastic 9.2 for their satisfaction with the final version of their article online and/or in print.

These results reflect the professionalism of our Journal Editors and we would like to thank them for all their hard work in supporting authors through the Routledge publication process.

We were delighted with the positive comments we received in response to the survey, and have selected a few of our highlights:

“Changes were made with speed and efficiency, editors both academic and production were quick to respond to any queries I had.”

“I appreciated the quick reviews and felt the article was improved by the suggestions of the reviewers and editors.”

“Courteous, professional, efficient and helpful experience throughout - with helpful constructive criticism from reviewers.”

“Feedback was timely and appropriate. As a new scholar, I was pleased to find guidance in the editors.”

“The whole publishing process was clear, well-explained, efficient and professional.”

“Working with the journal academic editor and the managing editor was absolutely delightful. They were extremely professional and efficient throughout the process.”

“I found the detailed comments about content and style to be extremely helpful and was very grateful to the time that referees had taken. (As a peer reviewer myself, this has encouraged me to uphold the same standards)”

We look forward to maintaining this high level of service and continuing our excellent relationship with our authors in 2012!