Florida SouthWestern State College's Library faculty developed a satisfaction survey to be distributed via email each fall/spring terms in alternating years to students. The results of the survey are intended to be used to target areas for improvement. The results of those who responded are detailed below. The survey is a five question survey designed to determine library site (by campus) and measure student satisfaction. The survey elicited 372 responses (compared with 439 in fall 2016) and based on the results of question 1, spanned all four sites (Charlotte, Collier, Hendry-Glades, and Thomas Edison).

Question 2 was the first satisfaction question. In response to Question 2: "How many times have you used your campus library this semester?" 31% of 372 respondents reported "10 or more times" (see Figure 1), down from 39% in fall 2016. Of those who responded to the survey, 14% stated they never visited the library in this term, up from 11% in fall 2016.
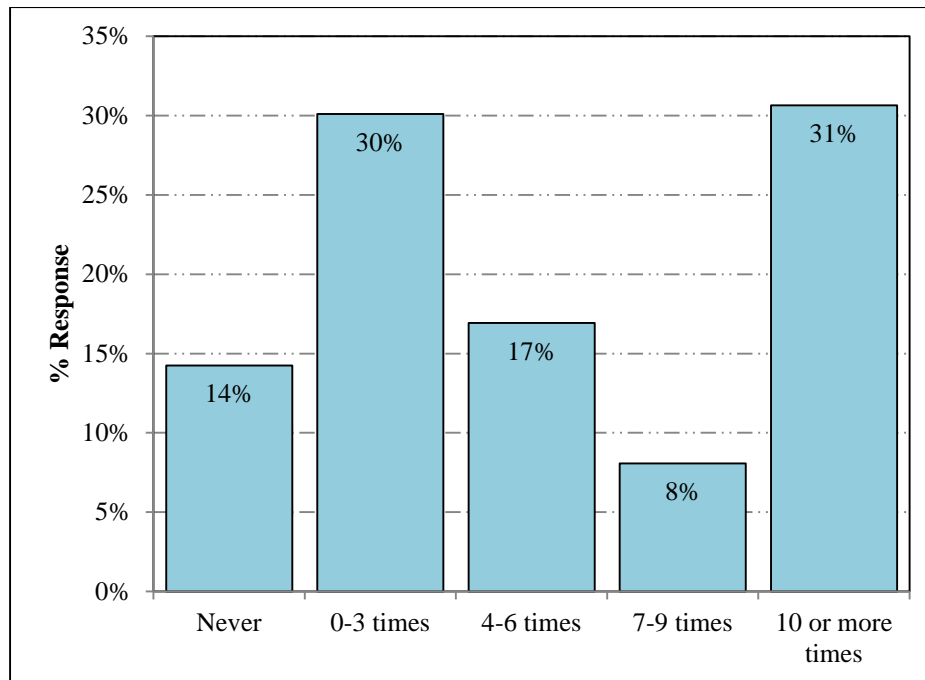

Figure 1. Response to survey question "How many times have you used your campus library this semester?" Survey respondents: 372.

In response to Question 3: "How satisfied are you with the following?" the percentage of positive response ("Very Satisfied" or "Satisfied") by topical area is shown in Figure 2. Results exhibit student respondents are least satisfied with "Study Rooms", where only 56% indicated "Very Satisfied" or "Satisfied" (down from 60% in fall 2016). The next lowest area is "Open Study Space" at 68%. It is important to note, however, that the area reported as least satisfied ("Study Rooms") also reports the greatest response of "Never used" at 19% compared with the next highest at 10%. This attribute does influence results as percent satisfaction of an area is dependent upon using the area. If we are to exclude those who report "Never used" from the survey (see Figure 3) "Study Rooms" would remain the lowest scoring, however, the difference between that area and others is diminished.
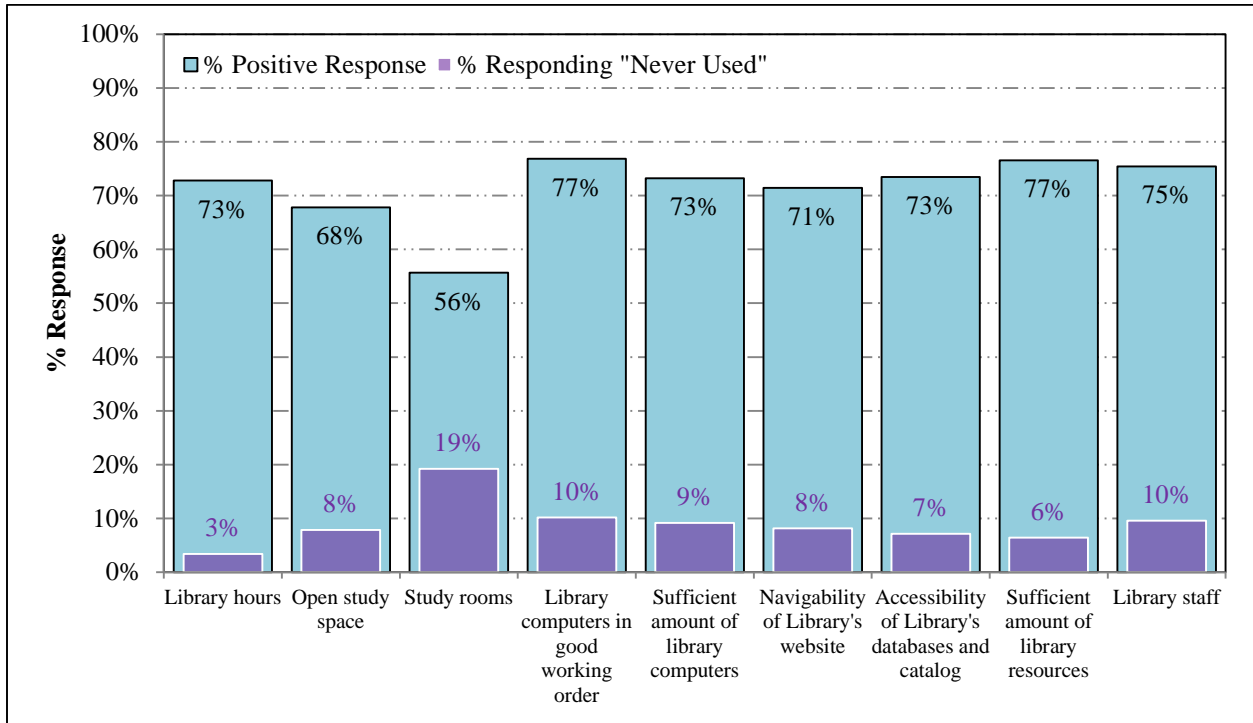
Figure 2. Percentage of positive response ("Very Satisfied" or "Satisfied") with survey question "How satisfied are you with the following?" and those responding "Never Used" in purple. Survey respondents: 372.
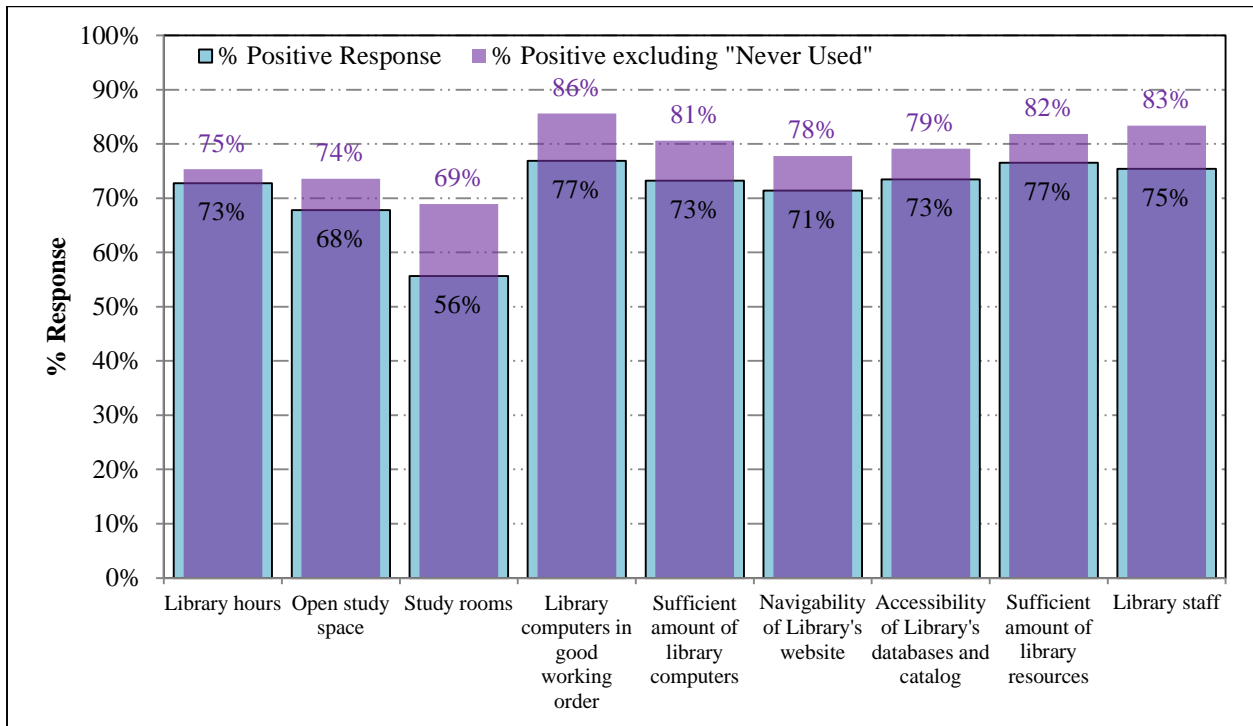

Figure 3. Percentage of positive responses ("Very Satisfied" or "Satisfied") with survey question "How satisfied are you with the following?" and the same overall positive results excluding "Never Used" responses from count.

Results of Question 3: "How satisfied are you with the following?" the percentage of positive response ("Very Satisfied" or "Satisfied") disaggregated by campus is shown in Figure 4. Results for Hendry Glades are very low compared to other sites, however, sample size is limited (n=13). The lowest satisfaction area overall, "Study Rooms" is evident for all sites. The next lowest area of positive response area overall, "Open Study Space" is only reflected at Thomas Edison (66%), while both Charlotte and Collier are 78% and 75%, respectively.
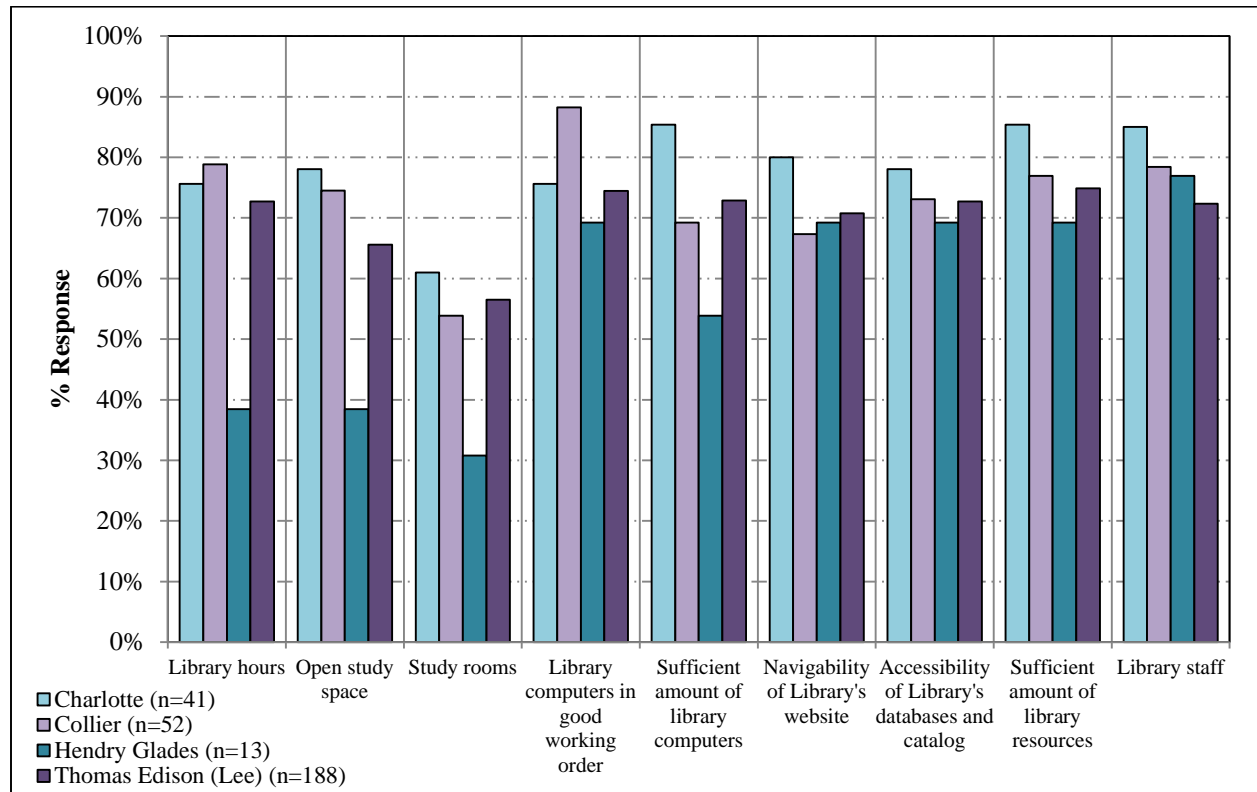

Figure 4. Percentage of positive response ("Very Satisfied" or "Satisfied") with survey question "How satisfied are you with the following?" based on campus where Charlotte (n=41) is teal, Collier (n=52) is light purple, Hendry Glades (n=13) is dark teal, and Thomas Edison (n=188) is dark purple.

Results of Question 3: "How satisfied are you with the following?" the percentage of positive response ("Very Satisfied" or "Satisfied") disaggregated by number of visits to the library during this term as reported by the respondent is shown in Figure 5. The lowest satisfaction area overall, "Study Rooms" does not exhibit any particular trend in satisfaction based on time spent in the library. Those visiting the library "0-3 times" report 66% positive response. Positive response increases at "4-6 times" to 78% and then drops with increasing number of visits to 68% for "7-9 times" and 67% for "10 or more times." There does exist a trend for "Library computers in good working order" where increased visits to the library correlates with decreased satisfaction (from 90% at "0-3 times" to 82% at "10 or more times") although the trend did not exist in fall 2016 survey results and is not statistically significant in this case either.
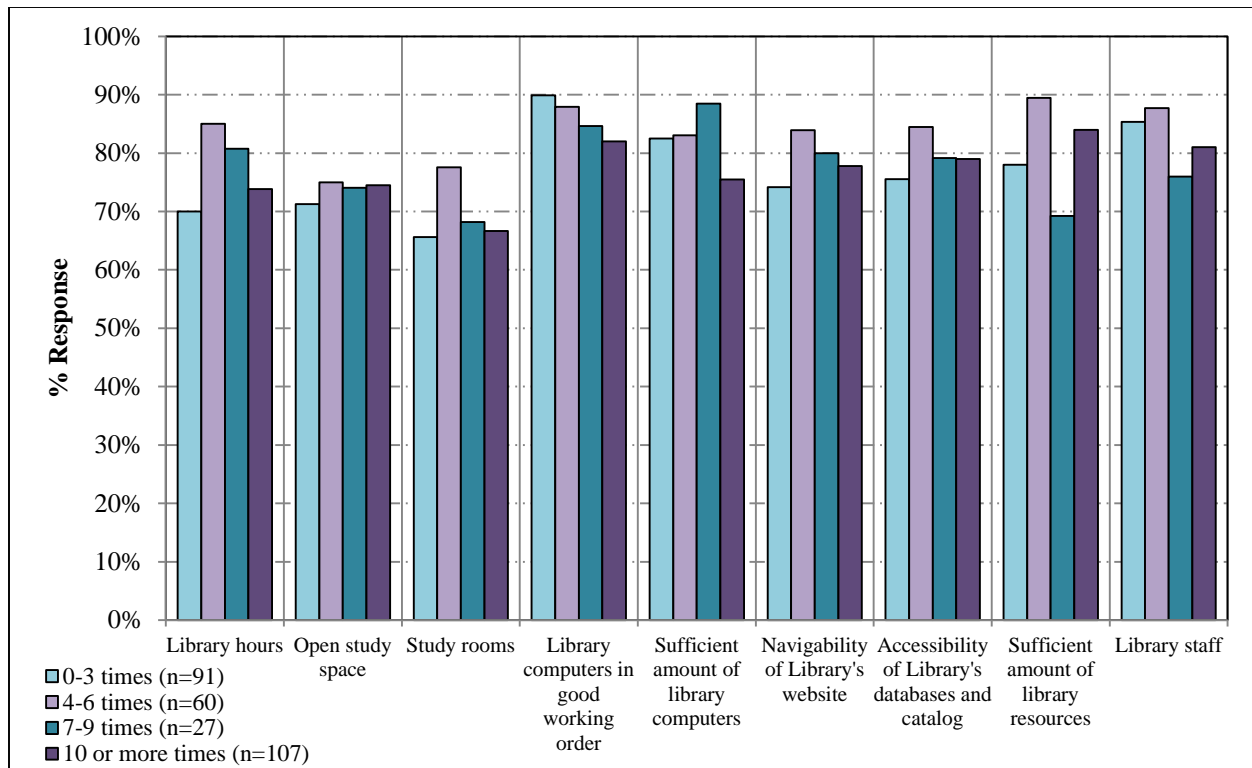
Figure 5. Percentage of positive response ("Very Satisfied" or "Satisfied") with survey question "How satisfied are you with the following?" based on number of times visited the library this term where "0-3 times" (n=91) is teal, "4-6 times" (n=60) is light purple, "7-9 times" (n=27) is dark teal, and "10 or more times" (n=107) is dark purple.

In response to Question 4: "If the latest the library stays open is 9:00pm during the semester, how late do you feel the library should be open during final exams?" 29% of 372 respondents reported "No change" was necessary, the same as that of fall 2016 (see Figure 6). Seventy-one percent of respondents reported library hours should be extended, with slightly more than half of those suggesting 10 or 11 pm and the remainder suggesting midnight or beyond. These suggestions are also consistent with fall 2016 survey results.
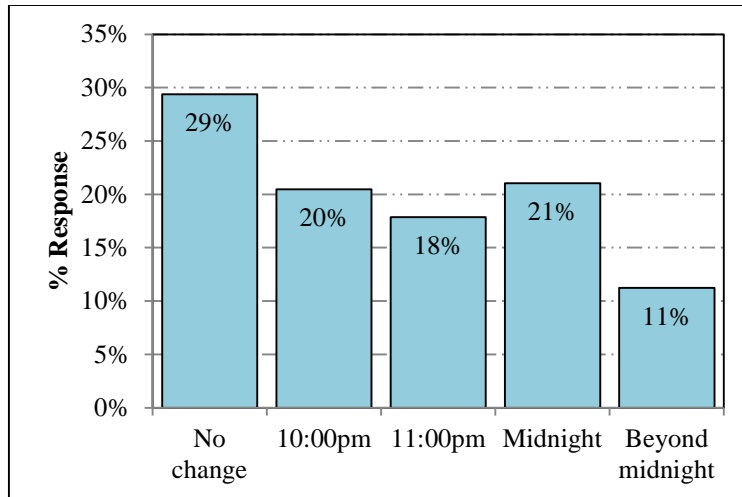
Figure 6. Response to survey question "If the latest the library stays open is 9:00pm during the semester, how late do you feel the library should be open during final exams?" Survey respondents: 372.

The final question in the survey was open-ended, asking students to "Please share your ideas and suggestions for improving library resources and services. Table 1 below lists the most common responses along with percentage of respondents including the common theme in their suggestions. Of the 85 respondents who provided qualitative responses, 22 (26%) reported better library hours are needed. Eleven (13%) reported the library needs staff to do something about the noisy patrons. Eleven (13%) also reported that there are not enough personal study rooms.

Most common responses	% of Respondents including theme
Better library hours needed (earlier and later)	26%
Needs to be quieter (staff needs to do something about it)	13%
Not enough personal study rooms	13%
Staff not friendly	5%

Table 1. Most common responses for Question #5 "Please share your ideas and suggestions for improving library resources and services."