

Library Student Survey Assessment Report – Fall 2016

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Florida SouthWestern State College’s Library faculty developed a satisfaction survey to be distributed via email each fall term 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 439 responses spanning all four sites (Charlotte, Collier, Hendry-Glades, and Thomas Edison) based on Question 1.

Question 2 was the first satisfaction question. In response to Question 2: “How many times have you used your campus library this semester?” 39% of 439 respondents reported “10 or more times” (see Figure 1). Of those who responded to the survey, 11% stated they never visited the library in this term.

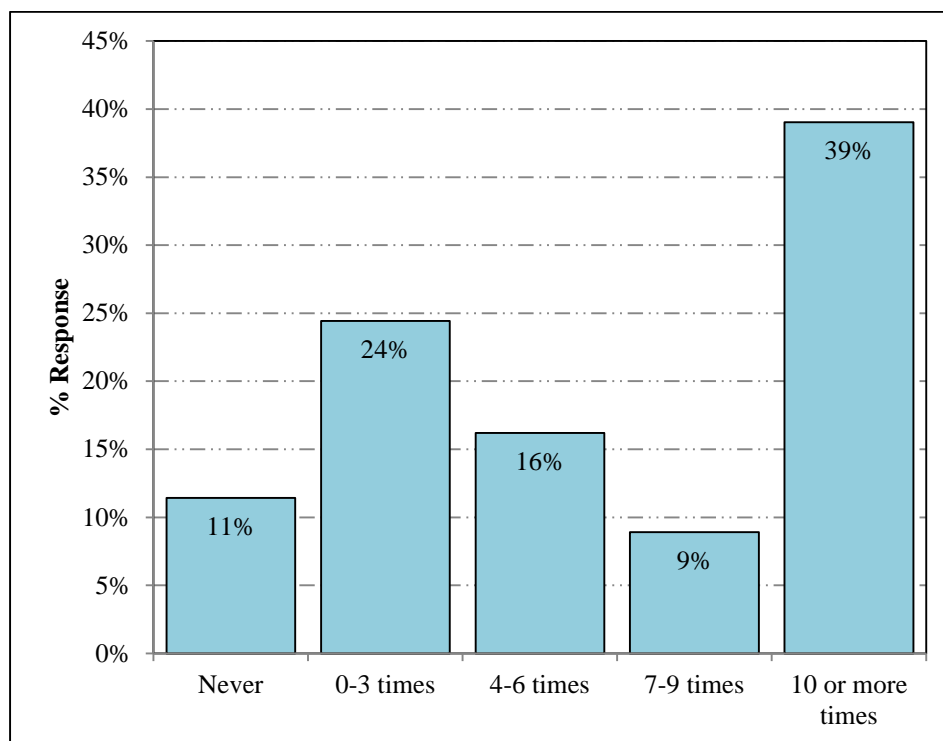


Figure 1. Response to survey question "How many times have you used your campus library this semester?" Survey respondents: 439.

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 60% indicated “Very Satisfied” or “Satisfied.” The next lowest area is “Sufficient amount of library computers” at 71%. The highest positive response is “Library staff” at 80%.

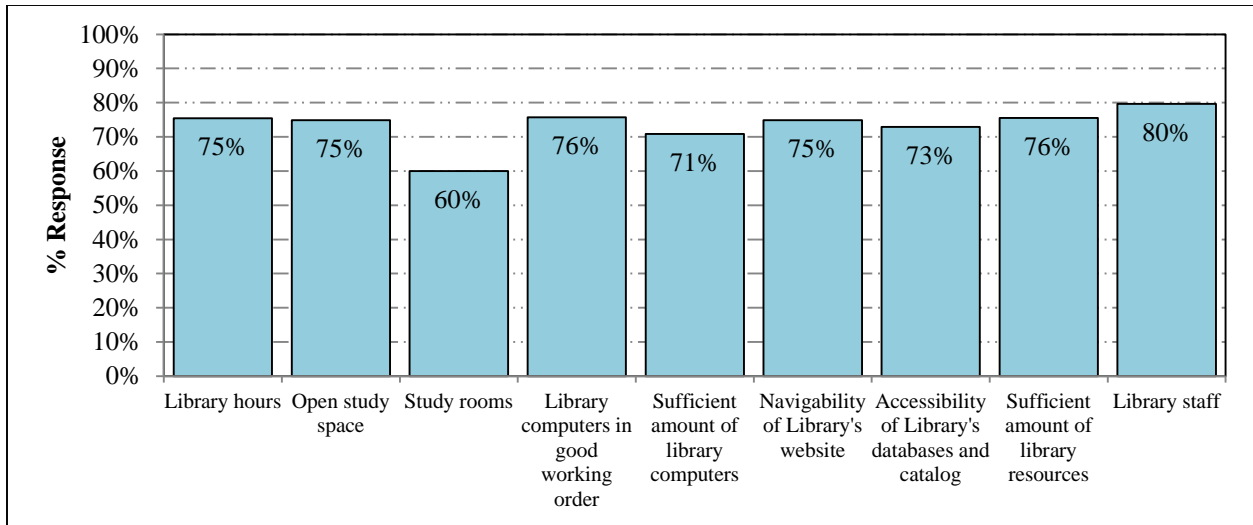


Figure 2. Percentage of positive response (“Very Satisfied” or “Satisfied”) with survey question "How satisfied are you with the following?" Survey respondents: 439.

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 3. Results for Hendry Glades are very low compared to other sites, however, sample size is limited (n=8). The lowest satisfaction area overall, “Study Rooms” is evident for all sites except Charlotte, which exhibits a positive response rate of 76%, no lower than other areas. The next lowest area of positive response area overall, “Sufficient amount of library computers” is only reflected at Thomas Edison (66%), while both Charlotte and Collier are 96% and 78%, respectively.

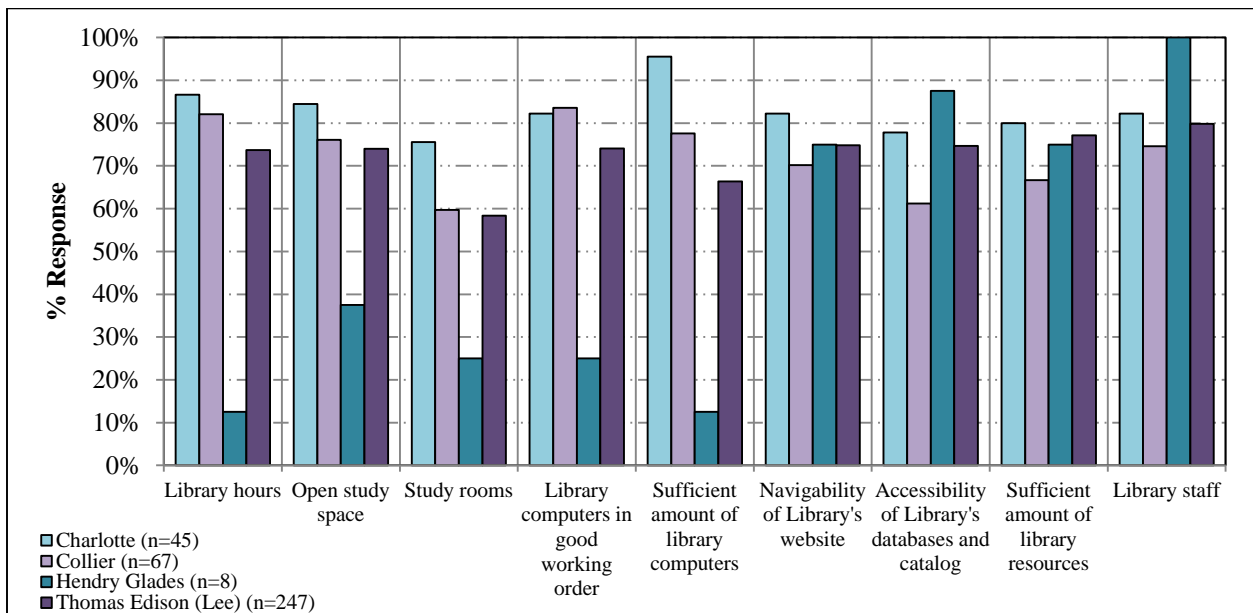


Figure 3. Percentage of positive response (“Very Satisfied” or “Satisfied”) with survey question "How satisfied are you with the following?" based on campus where Charlotte (n=45) is teal, Collier (n=67) is light purple, Hendry Glades (n=8) is dark teal, and Thomas Edison (n=247) is dark purple.

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 4. The lowest satisfaction area overall, “Study Rooms” exhibits a trend in satisfaction based on time spent in the library. Those visiting the library “0-3 times” report 73% positive response. Positive response decreases with increasing number of visits to the library down to 63% for those reporting having visited the library “10 or more times.”

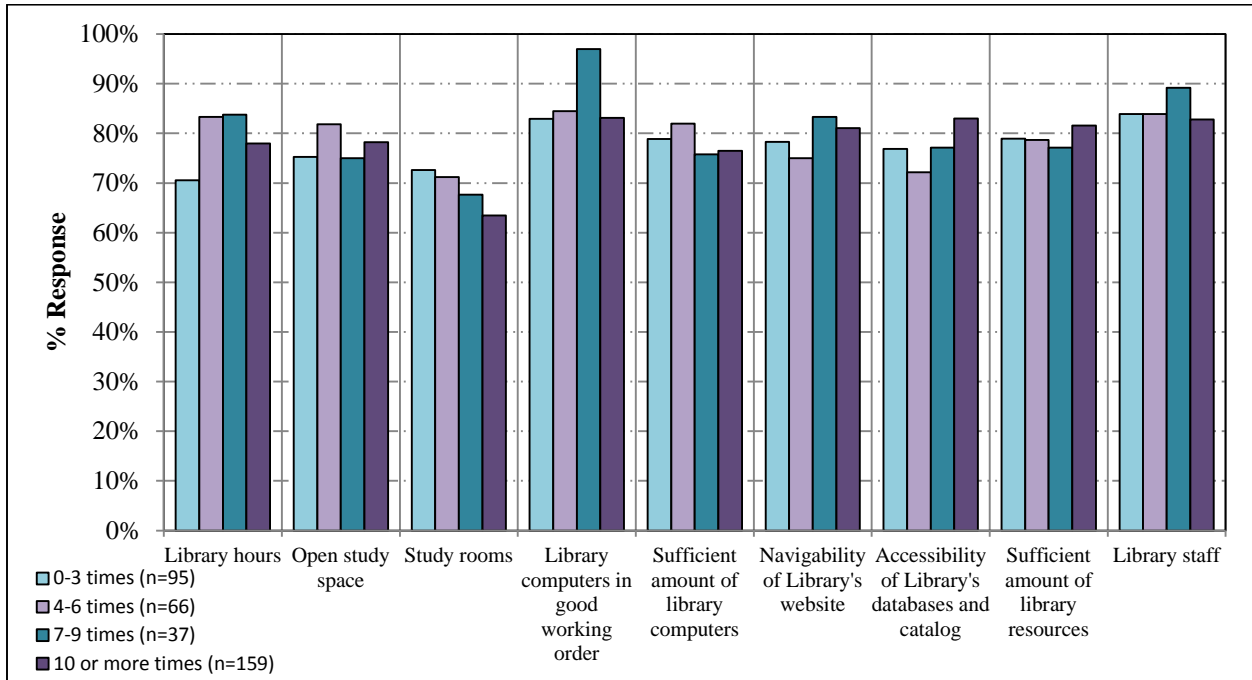


Figure 4. Percentage of positive response (“Very Satisfied” or “Satisfied”) with survey question “How satisfied are you with the following?” based on number of times visited the library this term where “0-3 times” (n=95) is teal, “4-6 times” (n=66) is light purple, “7-9 times” (n=37) is dark teal, and “10 or more times” (n=159) 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 439 respondents reported “No change” was necessary (see Figure 5). Seventy-one percent of respondents reported library hours should be extended, with approximately half suggesting 10 or 11 pm and the remainder suggesting midnight or beyond.

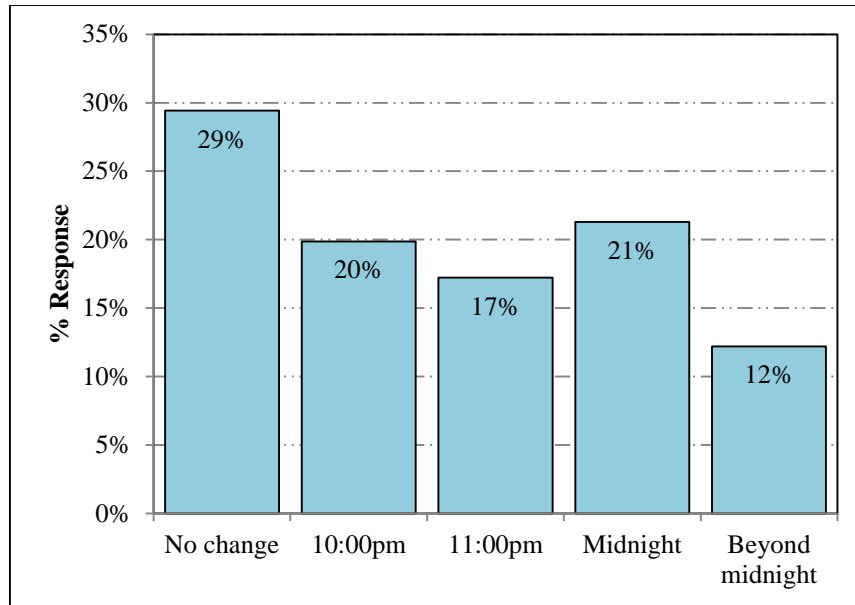


Figure 5. Response to survey question "If the latest the library stays open is 9:00pm during the semester, how late do you feel the library should be open during final exams?" Survey respondents: 439.

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.

Most common responses	% of Respondents including theme
Not enough personal study room (people just socialize or one person by themselves)	19%
Better library hours needed (earlier and later)	19%
Needs to be quieter (staff needs to do something about it)	10%
Computers do not work (or more computers needed)	8%

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