

Report - No Vis w/ comments

2017 Student Library Survey

March 27th 2017, 11:50 am CDT

1 - Which of the following best describes you?

#	Answer	%	Count
1	I attend most of my classes at the UHD campus in Downtown Houston	86%	496
2	I attend most of my classes at the Cy-Fair campus	0%	0
3	I attend most of my classes at the Kingwood campus	1%	3
4	I attend most of my classes at UHD-Northwest campus	2%	9
5	I take most of my classes online	12%	68
	Total	100%	576

2 - How often do you use the library or computer lab at Cy-Fair, Kingwood, or UHD-Northwest?

#	Answer	%	Count
1	Daily	25%	3
2	Weekly	25%	3
3	Monthly	17%	2
4	Rarely	17%	2
5	Never	17%	2
	Total	100%	12

3 - How are library resources and services use in your online class(es)?

#	Answer	%	Count
1	At least some instructors have linked to library resources in my online class(es)	53%	36
2	I usually use library resources on my own, whether my instructors link to them or not	35%	24
3	I didn't know I could use library resources in my online class(es) since I am not on a campus	6%	4
4	I don't need to use library resources for my online class(es)	6%	4
	Total	100%	68

4 - Please rate your level of satisfaction with the library or computer lab at Cy-Fair, Kingwood, or UHD-Northwest.

#	Question	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Total					
1	Furniture & Seating	0%	0	0%	0	10%	1	40%	4	50%	5	10
2	Computers & Printing	0%	0	10%	1	10%	1	40%	4	40%	4	10
3	Temperature	0%	0	0%	0	10%	1	50%	5	40%	4	10
4	Group Study Space	0%	0	20%	2	0%	0	40%	4	40%	4	10
5	Noise Level	0%	0	10%	1	0%	0	30%	3	60%	6	10
6	Assistance from library staff (in-person, online, phone or text)	0%	0	0%	0	20%	2	40%	4	40%	4	10

5 - How often do you visit the library online through our website?

#	Answer	%	Count
1	Daily	5%	31
2	Weekly	28%	157
3	Monthly	22%	125
4	Rarely	34%	195
5	Never	10%	58
	Total	100%	566

6 - How often do you come to the UHD Library at the Downtown campus in person?

#	Answer	%	Count
1	Daily	21%	116
2	Weekly	33%	184
3	Monthly	18%	104
4	Rarely	19%	107
5	Never	9%	53
	Total	100%	564

7 - Why do you come to the library most often? (Please choose all that apply)

#	Answer	%	Count
1	To use the computer lab on the 4th floor	62%	334
2	To use a group study room on the 4th floor	43%	231
3	To check out materials	26%	137
4	As a place to study (4th or 5th floor)	67%	362
5	For the coffee shop (40,000 Windows Cafe)	18%	99
6	To ask for help with an assignment or other research	14%	75
7	To ask for help with citations (MLA, APA, etc.)	8%	44
	Total	100%	537

8 - Have you used the following to ask for help from the Library?

#	Question	Didn't know I could		I have, but I didn't get the help I needed		I have and I got the help I needed		I haven't, but I might in the future		I never have and I never would		Total
1	In person at the 4th or 5th floor desks	7%	41	2%	12	61%	345	28%	155	2%	10	563
2	By calling the library	16%	90	2%	13	21%	116	52%	287	8%	47	553
3	By e-mail	22%	121	2%	10	16%	87	55%	302	6%	32	552
4	Using the 24/7 chat	25%	140	2%	12	16%	87	50%	273	7%	39	551
5	By text message	41%	225	1%	5	5%	27	43%	234	10%	56	547
6	Made and appointment to speak with a library staff member	26%	140	1%	5	8%	42	56%	308	9%	51	546

9 - Please rate your level of satisfaction with UHD Library staff

#	Question	Very dissatisfied		Dissatisfied		Neutral		Satisfied		Very Satisfied		Total
1	Approachability	4%	18	2%	10	14%	71	31%	160	50%	255	514
2	Professionalism	3%	16	1%	5	13%	68	31%	159	52%	266	514
3	Knowledge	3%	16	1%	6	13%	64	32%	159	51%	256	501
4	Helpfulness	3%	17	2%	8	12%	63	31%	157	52%	264	509
5	Overall Satisfaction	3%	15	1%	7	11%	56	32%	167	52%	270	515

11 - How well do the following library resources help you with your coursework?

#	Question	Didn't know about them		Not Helpful		Somewhat Helpful		Very Helpful		Haven't used them but might in the future		Don't Need		Total
1	Print Books	9%	48	2%	11	16%	88	40%	225	27%	152	6%	36	560
2	Electronic Books	9%	51	1%	6	15%	83	44%	245	24%	134	6%	36	555
3	Print Journals (magazines)	7%	38	2%	13	13%	74	36%	201	31%	175	10%	56	557
4	Electronic Journals (magazines)	8%	43	2%	10	12%	68	47%	261	24%	133	8%	42	557
5	Videos (DVD or online)	13%	71	2%	9	11%	62	22%	119	39%	214	14%	76	551
6	Online Research Guides	10%	54	1%	8	9%	50	51%	281	23%	130	6%	33	556
7	Course Reserves	18%	98	1%	6	9%	49	29%	158	35%	192	9%	50	553

13 - Do your professors/instructors encourage you to use the library to help with your coursework?

#	Answer	%	Count
1	Yes	79%	448
2	No	21%	118
	Total	100%	566

14 - As part of your coursework did you have a librarian come to your class or did your class come to the library?

#	Answer	%	Count
	Total	100%	566
2	No	60%	338
1	Yes	34%	192
3	I don't remember	6%	36

15 - How is your experience when using library resources like databases, journals and ebooks from off campus?

#	Answer	%	Count
1	Awful	1%	4
2	Poor	3%	17
3	Fair	15%	83
4	Good	28%	160
5	Great	37%	206
6	I have never accessed resources from off campus	17%	94
	Total	100%	564

17 - What is the best way to relay information about the library to you? (Check all that apply)

#	Answer	%	Count
1	In-library signage	19%	108
2	Announcements in Blackboard	63%	356
3	Twitter	7%	38
4	Facebook	13%	74
5	Fliers posted around campus	30%	168
6	Email	79%	444
7	GatorSync	26%	146
8	Other	2%	10
9	I don't want the library to contact me	2%	12
	Total	100%	561

Other

Other

uhd website

GATORMAIL

Add announcements upon signing in to the library online

Willeana25@gmail.com

Text

Pop up message when you log onto a UHD computer

Email

18 - How would you rate your overall experience with the UHD Library?

#	Answer	%	Count
1	Great	43%	244
2	Good	38%	216
3	Okay	11%	61
4	Not the best	2%	12
5	I don't use the library (either in-person or online)	5%	29
	Total	100%	562

19 - What is your classification?

#	Answer	%	Count
1	Freshman	13%	72
2	Sophomore	13%	76
3	Junior	30%	172
4	Senior	34%	193
5	Graduate Student	9%	51
	Total	100%	564

20 - What is your college or area of study?

#	Answer	%	Count
1	College of Business	27%	152
2	College of Humanities and Social Sciences	26%	145
3	College of Public Service	16%	91
4	College of Science and Technology	24%	132
5	University College	6%	35
	Total	100%	555

21 - Are you a transfer student?

#	Answer	%	Count
1	Yes	52%	291
2	No	48%	270
	Total	100%	561

22 - Are you an international student?

#	Answer	%	Count
1	Yes	3%	18
2	No	97%	543
	Total	100%	561