

# Student Survey Data Report

## Introduction

The Student Survey was conducted from March 11-March 31, 2021, open to all students and announced on the library homepage and social media platforms. The survey was sent out to 5,000 students (randomized) and 708 responses were collected. The participants ranged from undergraduate, graduate, and international students with representation from all academic departments.

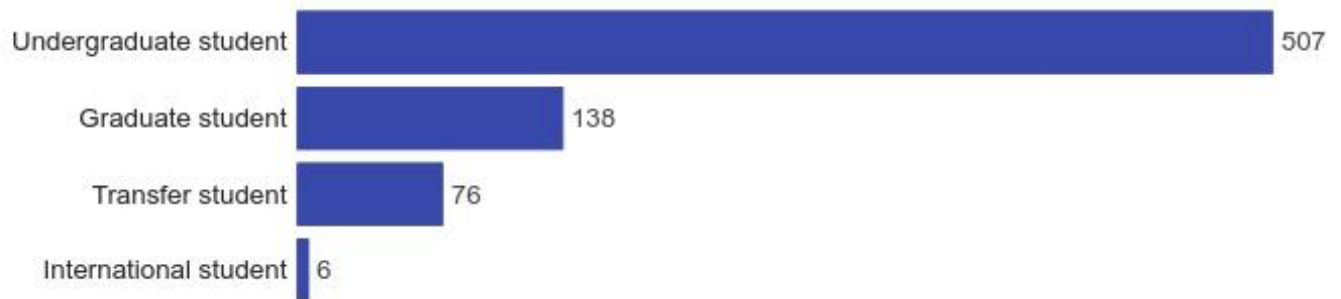
The goal of the survey was to identify factors from our diverse student population that should be taken into account into the development of the Henry Madden Library's strategic plan. The report below features key findings from the Student Survey.

## Key Findings

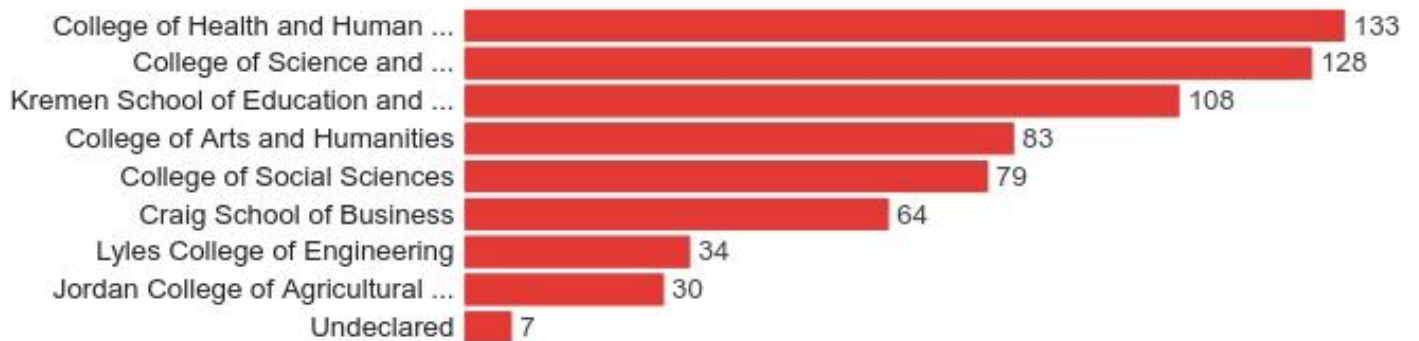
A majority of the students across all participant types were satisfied with the Henry Madden Library's services, collections, and space as a whole.

Students are generally extremely satisfied (62.3%) or somewhat satisfied (31.6%) with the Henry Madden Library. Prior to COVID19, students on average physically visited the library on a daily (45.8%), weekly (25.7%), never (18.9%), monthly (9.6%).

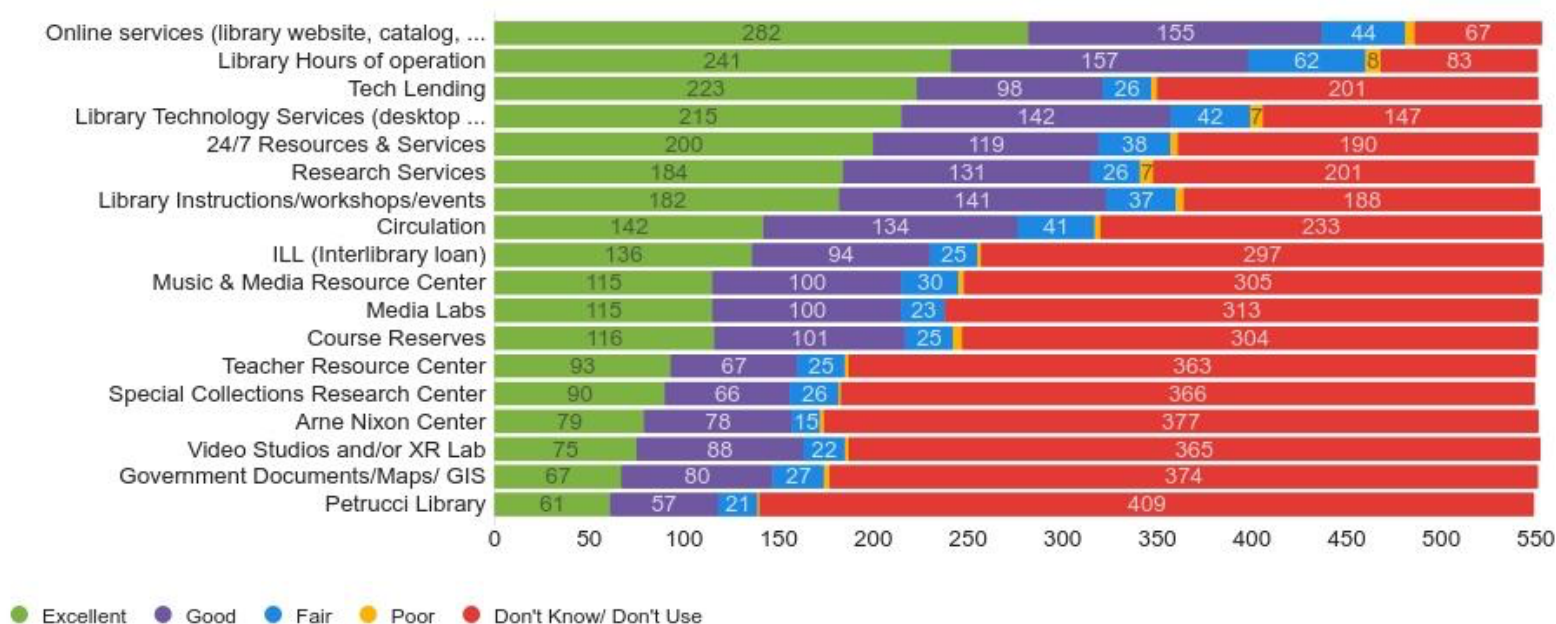
## Student Demographics



## College Affiliation

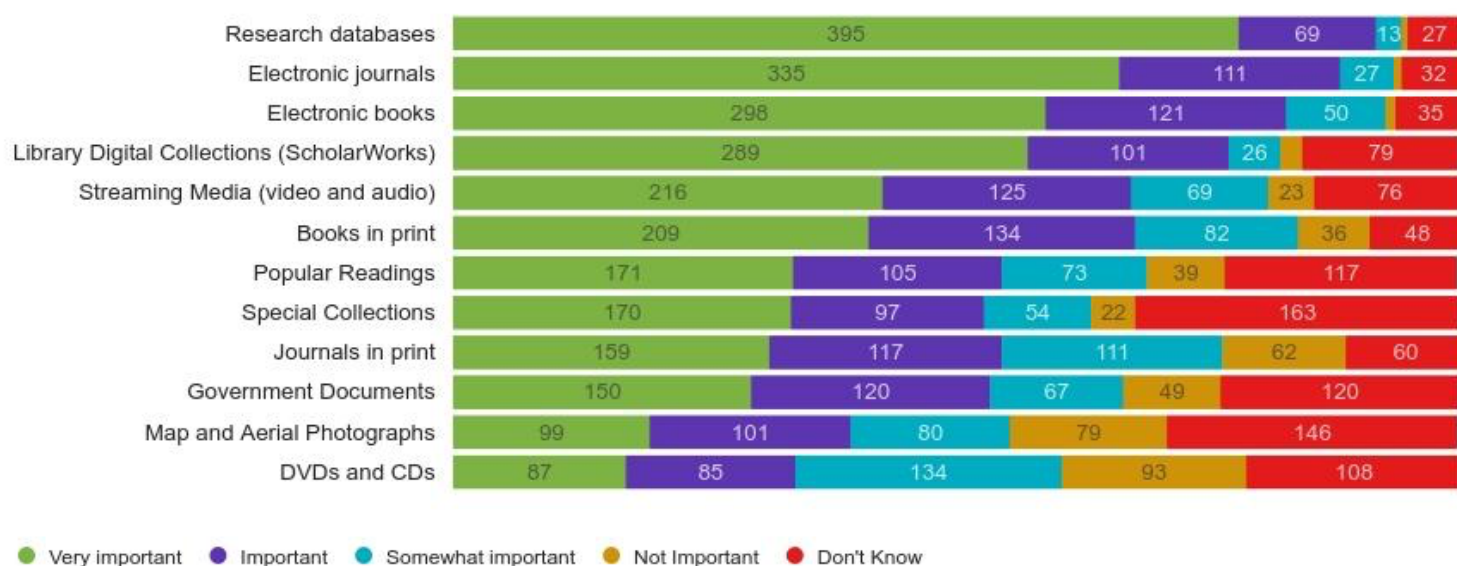


## Library Services



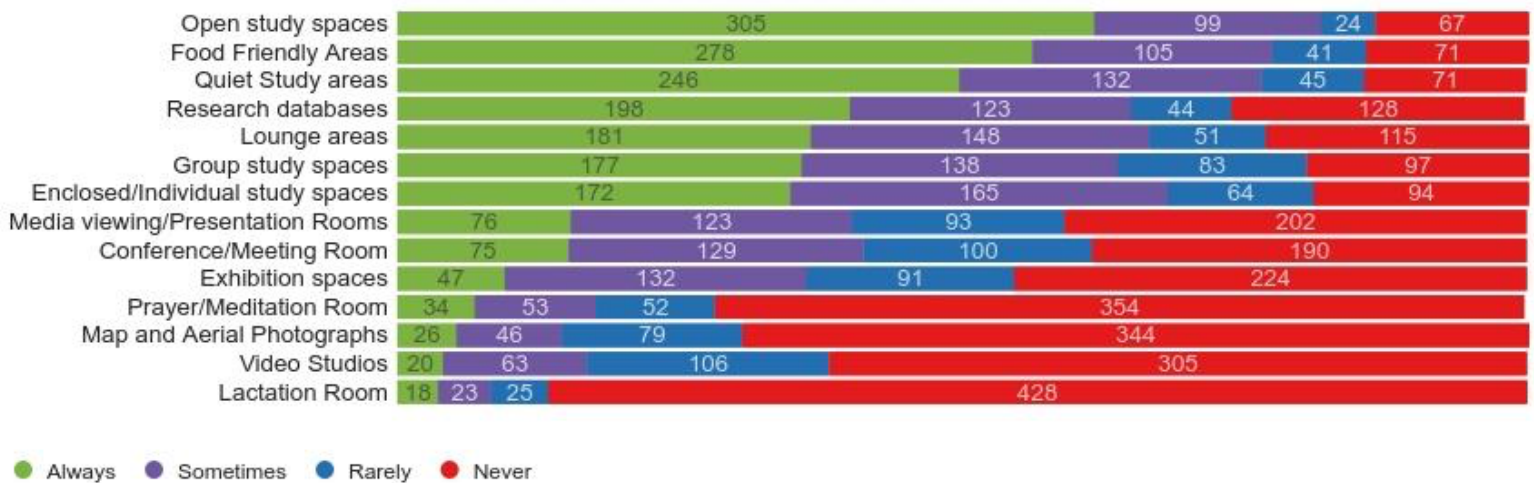
Students overall are satisfied with our library services as most were ranked excellent to good. Analyzing the data by college affiliation shows a clearer picture of who is aware of specific library services. Undeclared students ranked the majority of library services as excellent. Education and Social Science also ranked various services (33%) as excellent. Online services were favored amongst Health and Human Services, Science and Math, Education, and Social Sciences. ILL ranked high amongst Health and Human Services and Social Sciences. 24/7 Resources and Services also ranked high for Engineering, Education and Social Sciences. Graduate students held a higher average rank for ILL, Circulation, Music and Media, Online Services, Research Services than undergraduate students. There is still room for increasing awareness of our services as many students didn't know or use them. Transfer students had a higher unawareness of library hours of operations, 24/7 Resources & Services, Online services, Tech Lending, Library workshops, and Circulation.

## Collections



Of 201 student responses, 60 were N/A, “don’t know,” and/or “have not used the library.” However, across the nine colleges, the most common requests were for more textbooks and current materials. Depending on the subject area, the requests were specific to college and students’ grade level. Of note were persistent requests across multiple study areas for resources on ethnic studies, including Chicano, Native American, culture and race relations, and foreign language materials. The most common requests were for e-books, peer-reviewed journals, popular reading materials, graphic novels, DVDs, and databases. However, in reading through the responses, the more critical takeaway was the students’ lack of understanding of how to use the library, and therefore, their unfamiliarity with library resources. This was evident in their request for “more access,” for “more and bigger databases”, and the students’ request for more “library workshops” and “tutorial(s) on how to use the library.”

## Physical Space



Students were asked “Before COVID-19, how often did you use each of the following physical spaces in the library?” and overall they either answered always to sometimes (48%) or never at all (39%). Open study spaces (44.8%), food friendly areas (41.1%), and quiet study areas (36.4%) ranked highest for ‘always’ used. Students never used the Lactation Room and the Video studios but this is in part because they target a specific demographic or it is a recent space students weren’t aware of. There were substantial amounts of comments in regards to space when asked about student needs. Graduate students commented on more individual study spaces and undergraduate students requested charging ports/stations. Both requested for quiet study areas, especially after working from home due to the quarantine and with the construction of the new student union.

## Innovative Technology

Innovative technology is a priority for the library to better service the needs of students, faculty and staff. In general, students from across the colleges are interested in 3D printing, AI, and robotics. Some students commented that they would like a Siri like system to retrieve information on the collections, charging stations, and expanding tech lending services. One thing to note is that there was a low response from the Jordan College of Agricultural Sciences and Technology and a higher response from the College of Science and Mathematics.

## Conclusion

Overall there is a high level of satisfaction with services, spaces, and collections offered in the library, but there is still a large amount that are unaware or don't use them. Many respondents indicated a desire for the library to open for in person use and more hours. Some students are currently not informed about current services, even with the library's limited physical access, such as ILL, online resources, and tech lending based on the comments.