

UC San Diego 2017 Student Satisfaction Survey Library Results and Comments

Presented to LSAC by
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The Library
UC SAN DIEGO

2017 Survey Background

2nd year Library
participated

[23rd annual]

Survey period was
Jan. 11 to Feb. 17

Fifty-two (52)
service areas rated

[2 from Academic Affairs,
including the Library]

34,300 students invited
to participate

4,994 rated Library

[14.6% of those invited to
participate]

10 standard satisfaction
questions + 3 open-
ended questions + Net
Promoter Score (NPS)

2017 Survey Questions

10 satisfaction questions

Scale = Extremely Satisfied, Very Satisfied, Somewhat Satisfied, Not Very Satisfied, Not At All Satisfied, N/A

Note: Campus survey administrators mistakenly added "Geisel" to #1 (Overall) and #11 (NPS) and deleted it from #2 (group study) and #3 (individual study)

- Overall satisfaction
- Study spaces (group and individual)
- Collections
- Course reserves
- Check-out/Reserves desk staff
- In-person and virtual assistance
- Online research guides
- Website
- Keeping them informed

3 open-ended questions

- What like best
- How to improve
- Things for us to keep in mind as we plan to renovate

Net Promoter Score (NPS) (new this year)

- How likely is it that you would recommend the Geisel Library to a friend or colleague?

2017 Library Results

Overall Satisfaction

- *Good* range (3.98); similar to last year's score (4.00)
- Net Promoter Score in the *Good* range at 29

Highest Scores

- "Check-out/Reserves desk staff" (4.19)
- "In-person and virtual assistance" (4.07)
- Collections (4.04)

Changes in Scores from 2016

- 7 scores went up
- 3 scores went down
- Biggest change: "Online research guides"; went up from 3.97 to 4.02

Opportunities & Strengths

Primary Opportunities

- Spaces that support collaborative or group study
- Spaces that support individual or solo study

Secondary Opportunities

- Keeping me informed
- Website

Influential Strengths & Strengths

- Collections (IS)
- Online research guides (IS)
- In-person and virtual assistance (IS)
- Course Reserves (ST)
- Check-out/Reserves desk staff (ST)

Most Frequent Comments

What Like Best

- Study spaces
- Pleasantness of spaces
- Collections
- Audrey's/food options
- Staff
- General positive remarks

How to Improve

- More study space
- Library maintenance
(bathrooms, carpets, furniture, elevators)
- Increase Library/cafe hours
- More working outlets and chargers

Things to keep in mind as plan to renovate

- Maximize study space
- Minimize noise and interruptions to service
- More electrical outlets
- Attractiveness (e.g., color, light, air flow, plants)
- More computers and updated software
- Improve the quality and comfort of furniture

Ideas for Sharing 2017 Survey Results with Students?

What's Available

Scores — mean (i.e., average) scores of responses to the standard satisfaction questions

1. Summary Report

Includes:

- Analysis of the mean scores in response to the satisfaction questions
- Strengths and opportunities
- Table summarizing the mean scores by student classification (Freshman, Sophomore, Junior, Senior, Graduate Student, Medical, PhD, Pharmacy)

Format: PDF

2. Ratings Analysis in Tableau

Responses to each satisfaction question coded by:

- Student classification
- Academic level (Undergraduate or Graduate)
- College affiliation
- Major

Format: Tableau

Comments - comments made in response to each of the open-ended questions (over 1500 responses per question)

1. Library Comments

Verbatim comments in response to each question. There is a separate report for each.

Format: PDF

2. Library Comments Spreadsheet

For each question, verbatim comments coded by:

- Student classification
- Academic level
- Major
- Major type (STEM, Humanities, Social Sciences, Undeclared/Unaffiliated)
- Topic:
 - each question is coded by different topics
 - there is a separate code guide for each question

Format: Excel

3. Library Open-Ended Response Summaries

For each question:

- Number and percent of comments made about each topic
- Topics crossed by academic level and major type

Format: PowerPoint