

# 2019 Student Survey Results w/o comments

2019 Student Library Survey

April 4th 2019, 8:50 am MDT

## 1 - Which of the following best describes you?

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Which of the following best describes you?	1.00	5.00	1.90	1.63	2.66	748

#	Answer	%	Count
1	I attend most of my classes at the UHD campus in Downtown Houston	76.34%	571
2	I attend most of my classes at the Cy-Fair campus	0.13%	1
3	I attend most of my classes at the Kingwood campus	0.67%	5
4	I attend most of my classes at UHD-Northwest campus	3.07%	23
5	I take most of my classes online	19.79%	148
	Total	100%	748

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

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How are library resources and services use in your online class(es)?	1.00	4.00	1.90	0.96	0.92	136

#	Answer	%	Count
1	At least some instructors have linked to library resources in my online class(es)	40.44%	55
2	I usually use library resources on my own, whether my instructors link to them or not	39.71%	54
3	I didn't know I could use library resources in my online class(es) since I am not on a campus	8.82%	12
4	I don't need to use library resources for my online class(es)	11.03%	15
	Total	100%	136

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

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How often do you visit the library online through our website?	1.00	5.00	3.17	1.16	1.35	680

#	Answer	%	Count
1	Daily	6.18%	42
2	Weekly	28.24%	192
3	Monthly	22.21%	151
4	Rarely	29.56%	201
5	Never	13.82%	94
	Total	100%	680

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

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How often do you come to the UHD Library at the Downtown campus in person?	1.00	5.00	2.82	1.34	1.79	681

#	Answer	%	Count
1	Daily	17.47%	119
2	Weekly	33.04%	225
3	Monthly	14.10%	96
4	Rarely	20.85%	142
5	Never	14.54%	99
	Total	100%	681

**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	26.51%	368
2	To use a group study room on the 4th floor	16.07%	223
3	To check out materials	10.73%	149
4	As a place to study (4th or 5th floor)	28.31%	393
5	For the coffee shop (40,000 Windows Cafe)	8.43%	117
6	To ask for help with an assignment or other research	5.98%	83
7	To ask for help with citations (MLA, APA, etc.)	3.96%	55
	Total	100%	1388

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

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	In person at the 4th or 5th floor desks	1.00	5.00	3.24	0.85	0.72	663
2	By calling the library	1.00	5.00	3.47	1.13	1.28	651
3	By e-mail	1.00	5.00	3.37	1.23	1.51	650
4	Using the 24/7 chat	1.00	5.00	3.21	1.31	1.71	647
5	By text message	1.00	5.00	2.95	1.55	2.40	639
6	Made and appointment to speak with a library staff member	1.00	5.00	3.27	1.38	1.90	648

#	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	7.24%	48	1.66%	11	54.60%	362	33.03%	219	3.47%	23	663
2	By calling the library	13.52%	88	1.54%	10	18.28%	119	57.45%	374	9.22%	60	651
3	By e-mail	17.69%	115	2.15%	14	14.15%	92	57.23%	372	8.77%	57	650
4	Using the 24/7 chat	22.72%	147	1.24%	8	16.38%	106	51.62%	334	8.04%	52	647
5	By text message	36.62%	234	0.78%	5	5.48%	35	45.07%	288	12.05%	77	639
6	Made and appointment to speak with a library staff member	24.23%	157	1.23%	8	9.57%	62	53.55%	347	11.42%	74	648

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

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Approachability	1.00	5.00	4.31	0.93	0.87	570
2	Professionalism	1.00	5.00	4.36	0.88	0.78	568
3	Knowledge	1.00	5.00	4.37	0.86	0.74	562
4	Helpfulness	1.00	5.00	4.38	0.88	0.77	566
5	Overall Satisfaction	1.00	5.00	4.41	0.86	0.74	570

#	Question	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Total
1	Approachability	2.63% 15	0.88% 5	14.39% 82	27.37% 156	54.74% 312	570
2	Professionalism	2.11% 12	1.06% 6	11.62% 66	28.87% 164	56.34% 320	568
3	Knowledge	1.96% 11	0.71% 4	11.39% 64	30.25% 170	55.69% 313	562
4	Helpfulness	2.30% 13	0.35% 2	12.01% 68	28.09% 159	57.24% 324	566
5	Overall Satisfaction	2.11% 12	0.53% 3	10.88% 62	27.72% 158	58.77% 335	570

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

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Print Books	1.00	6.00	4.11	1.32	1.73	665
2	Electronic Books	1.00	6.00	4.07	1.24	1.53	665
3	Print Journals (magazines)	1.00	6.00	4.12	1.37	1.88	661
4	Electronic Journals (magazines)	1.00	6.00	4.07	1.23	1.52	660
5	Videos (DVD or online)	1.00	6.00	4.15	1.56	2.45	659
6	Online Research Guides	1.00	6.00	4.03	1.18	1.39	667
7	Course Reserves	1.00	6.00	3.88	1.60	2.55	662

#	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	8.87%	59	2.41%	16	9.32%	62	40.15%	267	27.22%	181	12.03%	80	665
2	Electronic Books	9.02%	60	1.05%	7	7.82%	52	46.77%	311	26.92%	179	8.42%	56	665
3	Print Journals (magazines)	9.98%	66	2.27%	15	9.53%	63	34.34%	227	31.62%	209	12.25%	81	661
4	Electronic Journals (magazines)	8.94%	59	1.21%	8	6.82%	45	49.39%	326	24.70%	163	8.94%	59	660
5	Videos (DVD or online)	14.26%	94	1.97%	13	7.89%	52	23.37%	154	35.81%	236	16.69%	110	659
6	Online Research Guides	8.40%	56	0.60%	4	8.85%	59	50.52%	337	24.89%	166	6.75%	45	667
7	Course Reserves	19.18%	127	0.45%	3	7.10%	47	29.61%	196	33.38%	221	10.27%	68	662



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

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Do your professors/instructors encourage you to use the library to help with your coursework?	1.00	2.00	1.21	0.41	0.17	671

#	Answer	%	Count
1	Yes	78.69%	528
2	No	21.31%	143
	Total	100%	671

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

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	As part of your coursework did you have a librarian come to your class or did your class come to the library?	1.00	3.00	1.73	0.54	0.30	675

#	Answer	%	Count
1	Yes	32.00%	216
2	No	63.11%	426
3	I don't remember	4.89%	33
	Total	100%	675

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

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	My off campus online experience was	1.00	6.00	4.61	0.99	0.98	678

#	Answer	%	Count
1	Awful	0.29%	2
2	Poor	1.77%	12
3	Fair	11.06%	75
4	Good	29.35%	199
5	Great	38.79%	263
6	I have never accessed resources from off campus	18.73%	127
	Total	100%	678

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

#	Answer	%	Count
1	In-library signage	8.60%	127
2	Announcements in Blackboard	27.64%	408
3	Twitter	2.57%	38
4	Facebook	3.12%	46
5	Fliers posted around campus	11.25%	166
6	Email	34.55%	510
7	GatorSync	9.01%	133
8	Other	1.56%	23
9	I don't want the library to contact me	1.69%	25
	Total	100%	1476

17\_8\_TEXT - Other

Other - Text

Text

text

Text Message if feasible

instagram

Friends/ text

perhaps instagram

through in person classes by the professor

Instagram

Instagram

text message

instagram

gatormail

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Literally nobody uses GatorSync

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The instructors

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Instagram

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gator mail

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Text

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texts, like a notification system

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gatormail

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jeand5@gator.uhd.edu

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Instagram

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The Writing Center

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

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The UHD Library is:	1.00	5.00	1.88	1.14	1.30	663

#	Answer	%	Count
1	Great	46.76%	310
2	Good	35.60%	236
3	Okay	8.75%	58
4	Not the best	0.75%	5
5	I don't use the library (either in-person or online)	8.14%	54
	Total	100%	663

## 19 - What is your classification?

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is your classification?	1.00	5.00	3.28	1.06	1.13	666

#	Answer	%	Count
1	Freshman	7.66%	51
2	Sophomore	12.16%	81
3	Junior	35.89%	239
4	Senior	33.03%	220
5	Graduate Student	11.26%	75
	Total	100%	666

## 20 - What is your college or area of study?

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is your college or area of study?	1.00	5.00	2.61	1.29	1.65	661

#	Answer	%	Count
1	College of Business	25.87%	171
2	College of Humanities and Social Sciences	24.81%	164
3	College of Public Service	18.31%	121
4	College of Science and Technology	24.05%	159
5	University College	6.96%	46
	Total	100%	661



## 21 - Are you a transfer student?

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Are you a transfer student?	1.00	2.00	1.43	0.49	0.24	666

#	Answer	%	Count
1	Yes	57.21%	381
2	No	42.79%	285
	Total	100%	666

## 22 - Are you an international student?

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Are you an international student?	1.00	2.00	1.97	0.17	0.03	665

#	Answer	%	Count
1	Yes	3.16%	21
2	No	96.84%	644
	Total	100%	665