

2021 Student Survey Results (no comments)

2021 Student Library Survey

April 29, 2021 7:13 AM MDT

1 - Which of the following best describes you?

#	Field	Choice Count
1	I attend most of my classes at the UHD campus in Downtown Houston	27.70% 200
2	I attend most of my classes at the Cy-Fair campus	0.14% 1
3	I attend most of my classes at the Kingwood campus	0.55% 4
4	I attend most of my classes at UHD-Northwest campus	1.11% 8
5	I take most of my classes online	70.50% 509
		722

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

#	Field	Choice Count
1	At least some instructors have linked to library resources in my online class(es)	43.83% 199
2	I usually use library resources on my own, whether my instructors link to them or not	28.63% 130
3	I didn't know I could use library resources in my online class(es) since I am not on a campus	12.11% 55
4	I don't need to use library resources for my online class(es)	15.42% 70

454

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

#	Field	Choice Count
1	Daily	3.65% 23
2	Weekly	25.40% 160
3	Monthly	23.65% 149
4	Rarely	29.05% 183
5	Never	18.25% 115
		630

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

#	Field	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	Total
1	In person at the 4th or 5th floor desks	17.05% 105	1.79% 11	35.23% 217	45.94% 283	616
2	By calling the library	20.69% 126	2.30% 14	16.91% 103	60.10% 366	609
3	By e-mail	20.99% 127	3.31% 20	14.55% 88	61.16% 370	605
4	Using the 24/7 chat	26.23% 160	1.97% 12	20.33% 124	51.48% 314	610
5	Via Zoom	37.34% 227	1.97% 12	4.28% 26	56.41% 343	608
6	By text message	47.29% 288	1.31% 8	2.30% 14	49.10% 299	609
7	Made an appointment to speak with a library staff member	29.98% 182	1.65% 10	5.93% 36	62.44% 379	607

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

#	Field	Didn't know about them		Not Helpful		Somewhat Helpful		Very Helpful		Don't Need		Total
1	Print Books	16.21%	100	2.59%	16	15.40%	95	36.63%	226	29.17%	180	617
2	Electronic Books	13.64%	84	2.27%	14	14.12%	87	54.38%	335	15.58%	96	616
3	Print Journals (magazines)	15.64%	96	3.26%	20	17.10%	105	35.99%	221	28.01%	172	614
4	Electronic Journals (magazines)	13.15%	81	2.27%	14	16.40%	101	51.14%	315	17.05%	105	616
5	Videos (DVD or online)	25.77%	158	3.10%	19	13.38%	82	25.61%	157	32.14%	197	613
6	Online Research Guides	18.97%	118	2.41%	15	15.59%	97	49.36%	307	13.67%	85	622
7	Course Reserves	35.93%	221	1.79%	11	11.87%	73	27.80%	171	22.60%	139	615

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15 - How often have you had difficulty connecting to the library's electronic resources

from off-campus?

#	Field	Choice Count
1	Rarely or Never	58.01% 362
3	Sometimes	18.27% 114
4	Frequently	4.65% 29
5	I have never accessed resources from off campus	19.07% 119
		624

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16 - If you had difficulty connecting to the library's electronic resources from off-campus

did you contact the library for help?

#	Field	Choice Count
1	Yes	21.18% 54
2	No	78.82% 201

255

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Q32 - How often have you had difficulty retrieving electronic material while off-campus?

#	Field	Choice Count
1	Rarely or Never	0.00% 0
2	Sometimes	15.38% 2
3	Frequently	0.00% 0
4	I have never retrieved electronic materials from off-campus	84.62% 11

13

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Q33 - If you had difficulty retrieving electronic materials while off-campus did you contact the library for help?

#	Field	Choice Count
1	Yes	25.00% 1
2	No	75.00% 3

4

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17 - How do you become aware of information about the UHD Library?

#	Field	Choice Count
1	In-library signage	10.19% 114
2	Announcements in Blackboard	25.47% 285
3	Twitter	0.45% 5
4	Facebook	1.07% 12
5	Fliers posted around campus	9.47% 106
9	Email	17.96% 201
10	Instagram	3.49% 39
11	My professor	31.90% 357

1119

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Q31 - If you contacted the library for help, were they able to resolve your problem?

#	Field	Choice Count
1	Yes	80.16% 396
2	No	19.84% 98

494

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

#	Field	Choice Count
1	Very Satisfied	50.67% 227
2	Satisfied	46.43% 208
4	Dissatisfied	0.67% 3
5	Very Dissatisfied	2.23% 10

448

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

#	Field	Choice Count
2	Very Satisfied	42.52% 250
3	Satisfied	36.39% 214
4	Dissatisfied	0.68% 4
5	Very Dissatisfied	1.36% 8
6	No Opinion	19.05% 112
		588

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19 - Do you mostly take lower-level (1000 and 2000-level) courses, upper-level (3000 and 4000-level) courses, or Master's-level (5000-level) courses?

#	Field	Choice Count
1	1000-2000 level	20.83% 120
2	3000-4000 level	68.58% 395
3	5000 level	10.59% 61
		576

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20 - What is your college or area of study?

#	Field	Choice Count
1	College of Business	29.24% 169
2	College of Humanities and Social Sciences	27.68% 160
3	College of Public Service	17.30% 100
4	College of Science and Technology	20.42% 118
5	University College	5.36% 31
		578

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End of Report