

All Responses

R.A. Williams 2017 Customer Satisfaction Survey

May 23rd 2017, 7:59 pm EDT

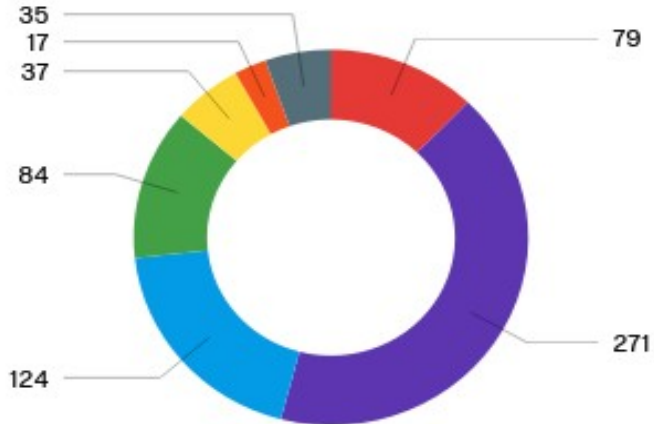
Q1 - What best describes you?

| # | Answer | % | Count |
|----|--|--------|-------|
| 52 | B.S. Nursing (GBSN) on campus | 23.61% | 153 |
| 14 | Faculty | 7.41% | 48 |
| 16 | B.S. Health Sciences | 7.25% | 47 |
| 6 | Staff | 6.94% | 45 |
| 18 | General Studies (undecided) | 6.33% | 41 |
| 39 | B.S. Diagnostic Medical Sonography | 4.78% | 31 |
| 75 | B.S. Biomedical Sciences | 4.48% | 29 |
| 12 | Online B.S. Radiologic Sciences | 4.01% | 26 |
| 11 | A.S. Radiography | 4.01% | 26 |
| 2 | M.S. of Occupational Therapy | 4.01% | 26 |
| 10 | A.S. Occupational Therapy Assistant | 3.86% | 25 |
| 3 | M.S. of Nurse Anesthesia | 3.70% | 24 |
| 7 | Online BS Nursing (RN-BSN option) | 3.24% | 21 |
| 45 | M.S. Physician Assistant Studies | 2.78% | 18 |
| 36 | Adjunct | 2.47% | 16 |
| 51 | B.S. Health care Administration | 2.31% | 15 |
| 15 | Doctor of Physical Therapy | 2.16% | 14 |
| 13 | B.S. Nuclear Medicine Technology | 1.39% | 9 |
| 4 | M.S.of Health care Administration | 1.39% | 9 |
| 1 | A.S. Pre-Professional Studies | 1.39% | 9 |
| 42 | B.S. Nursing (Denver) | 1.08% | 7 |
| 9 | Online B.S. Diagnostic Medical Sonography | 0.46% | 3 |
| 66 | Online Executive Master of Health care Administration | 0.31% | 2 |
| 44 | Post-baccalaureate Certificate in Conductive Education | 0.15% | 1 |

| | | | |
|----|---|-------|-----|
| 41 | A.S. Radiography (Denver) | 0.15% | 1 |
| 73 | B.S. Conductive Education | 0.15% | 1 |
| 74 | B.S. Diagnostic Medical Sonography (Denver) | 0.15% | 1 |
| 72 | Online M.H.A. in Strategy & Innovation | 0.00% | 0 |
| | Total | 100% | 648 |

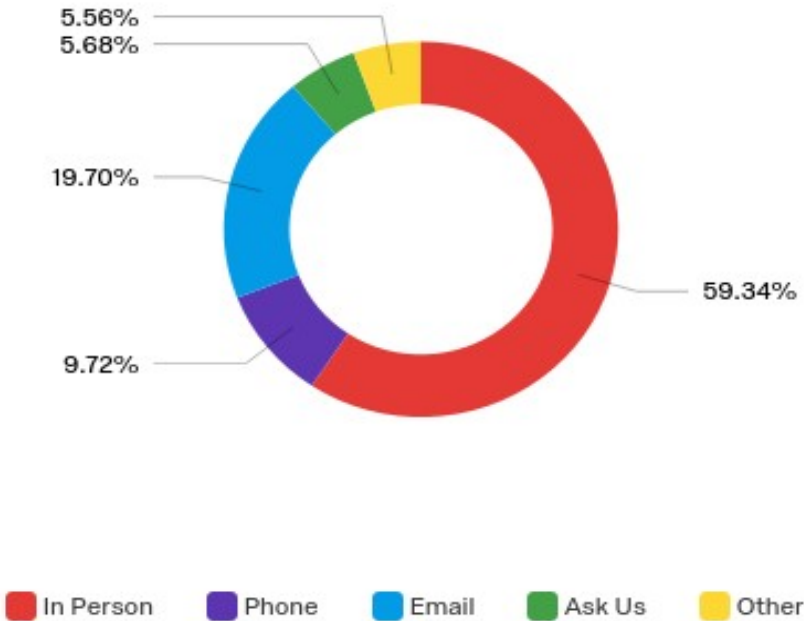
Response rate: 29.3%

Q2 - How often do you use the Library Resources or Services?

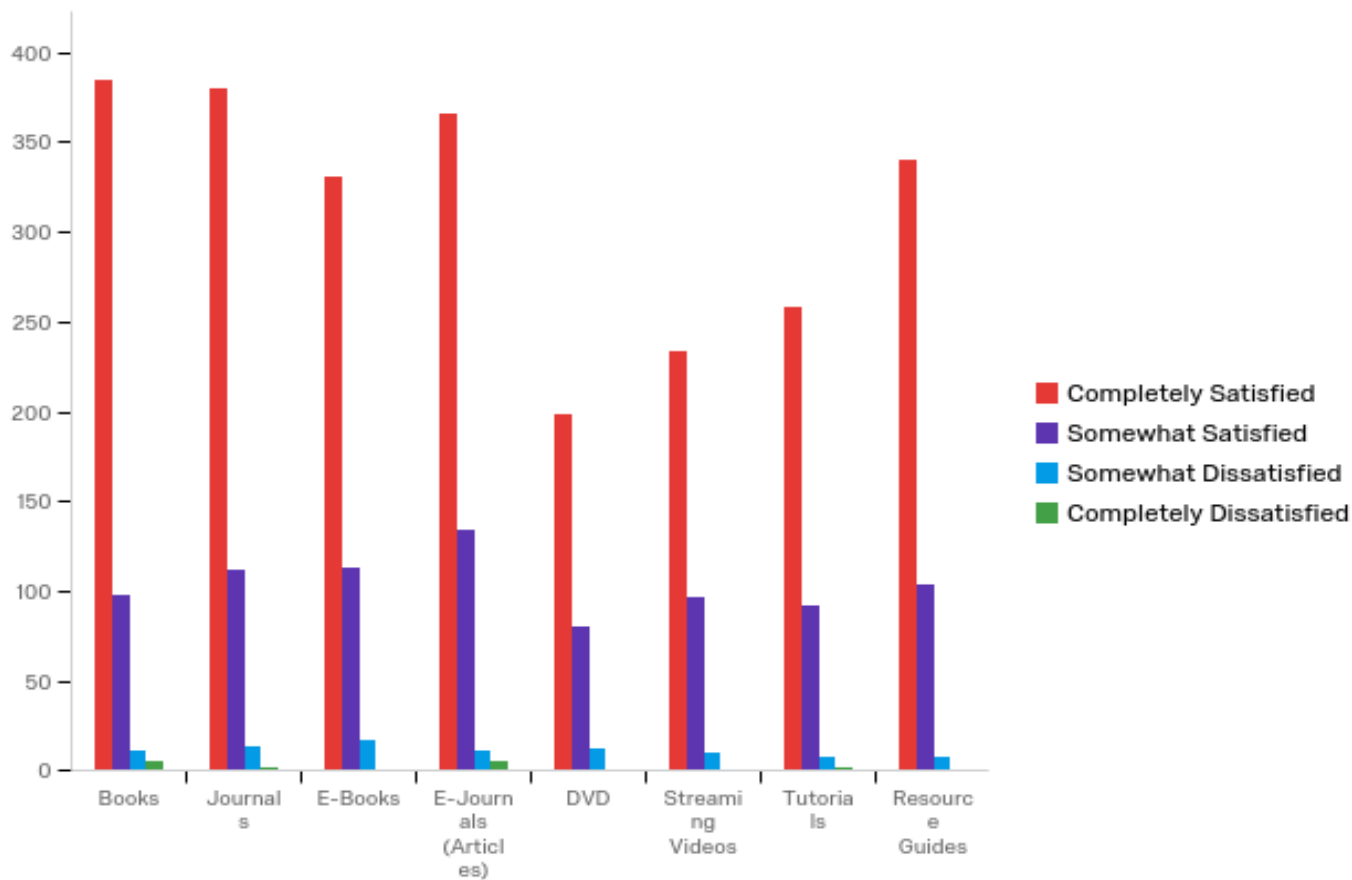


- Daily
- Weekly
- Monthly
- 1-2 times a trimester
- 1-2 times a year
- Less than once a year
- Never

Q3 - What method(s) do you use to contact the Library?

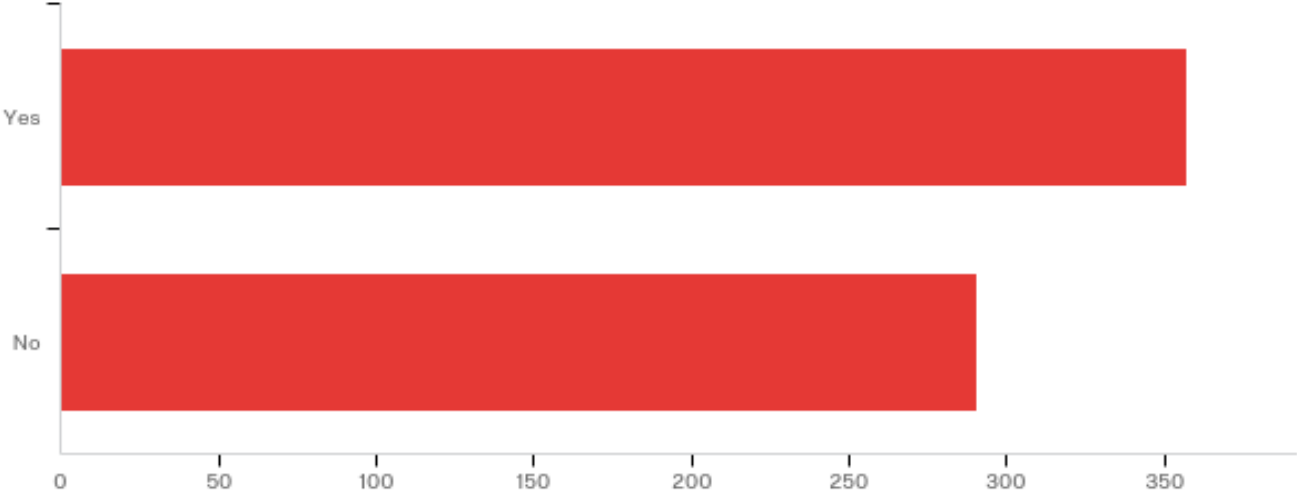


Q4 - How satisfied are you with the following Library resources?



| # | Question | Completely Satisfied | | Somewhat Satisfied | | Somewhat Dissatisfied | | Completely Dissatisfied | | Total |
|---|-----------------------|----------------------|-----|--------------------|-----|-----------------------|----|-------------------------|---|-------|
| 1 | Books | 77.11% | 384 | 19.68% | 98 | 2.21% | 11 | 1.00% | 5 | 498 |
| 2 | Journals | 74.95% | 380 | 22.09% | 112 | 2.56% | 13 | 0.39% | 2 | 507 |
| 3 | E-Books | 71.58% | 330 | 24.51% | 113 | 3.69% | 17 | 0.22% | 1 | 461 |
| 4 | E-Journals (Articles) | 70.93% | 366 | 25.97% | 134 | 2.13% | 11 | 0.97% | 5 | 516 |
| 5 | DVD | 68.04% | 198 | 27.49% | 80 | 4.12% | 12 | 0.34% | 1 | 291 |
| 6 | Streaming Videos | 68.33% | 233 | 28.45% | 97 | 2.93% | 10 | 0.29% | 1 | 341 |
| 7 | Tutorials | 71.67% | 258 | 25.56% | 92 | 2.22% | 8 | 0.56% | 2 | 360 |
| 8 | Resource Guides | 75.06% | 340 | 22.96% | 104 | 1.77% | 8 | 0.22% | 1 | 453 |

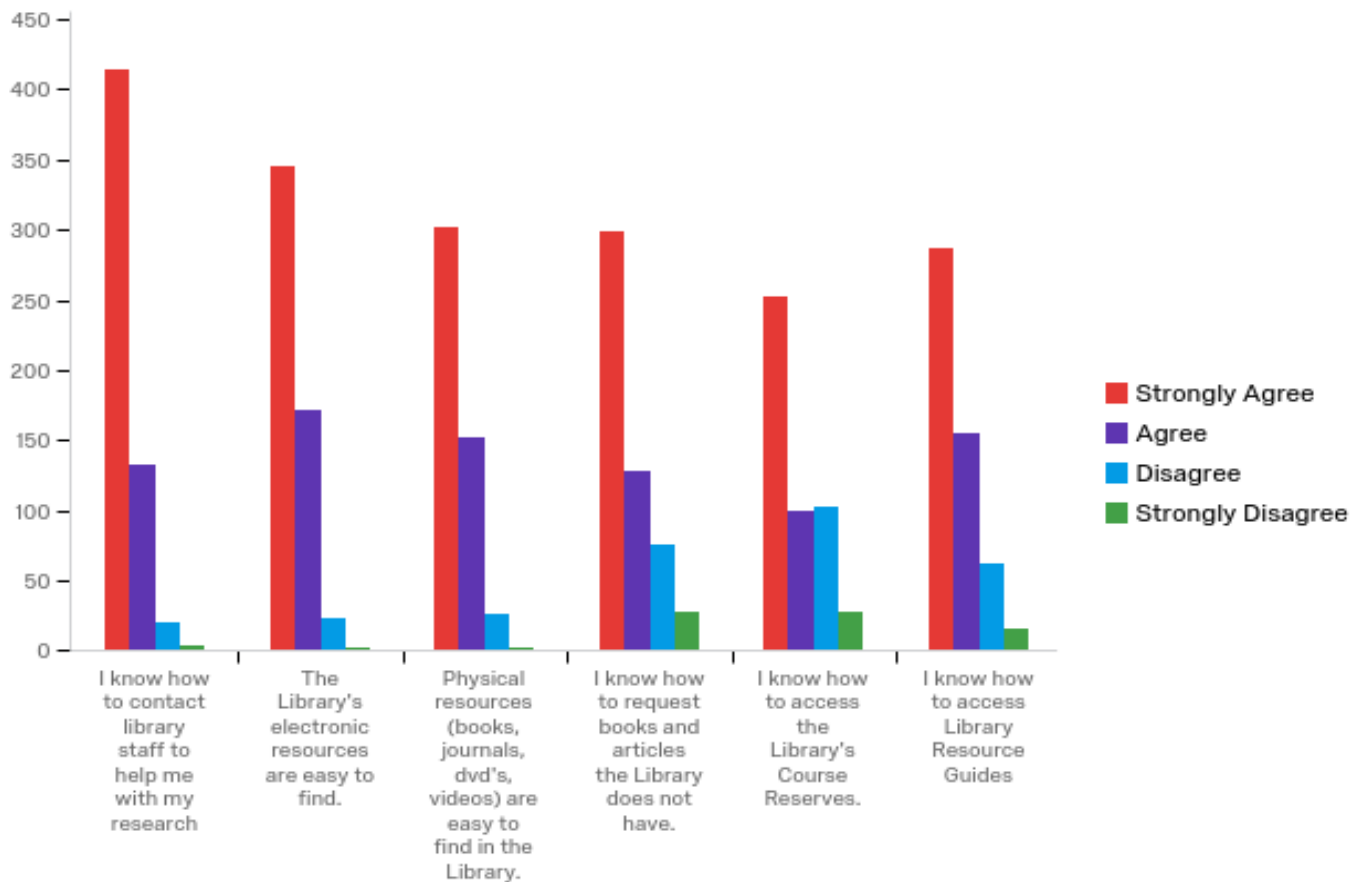
Q27 - Would you like for any of the libraries' books to be available as audio books?



| # | Answer | % | Count |
|---|--------|--------|-------|
| 1 | Yes | 55.09% | 357 |
| 2 | No | 44.91% | 291 |
| | Total | 100% | 648 |

Q5 - Please rank your ability to utilize the following Library resources or services.

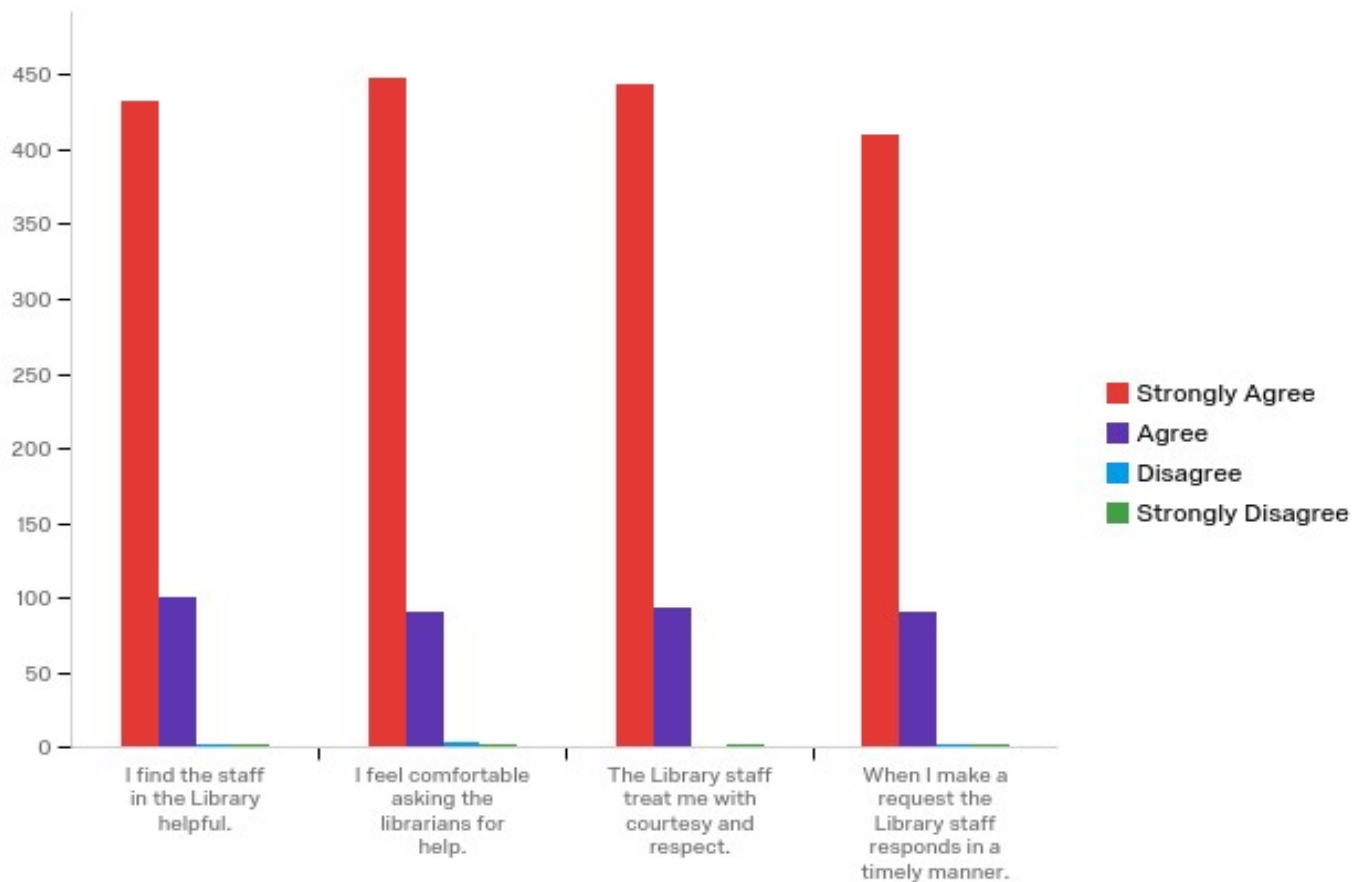
Not all statements will apply to you. If a statement does not apply to you, please select N/A and continue to the next statement.



| # | Question | Strongly Agree | Agree | Disagree | Strongly Disagree | Total |
|---|--|----------------|---------------|---------------|-------------------|-------|
| 1 | I know how to contact library staff to help me with my research | 72.50% 414 | 23.29% 133 | 3.50% 20 | 0.70% 4 | 571 |
| 2 | The Library's electronic resources are easy to find. | 63.72% 346 | 31.49% 171 | 4.24% 23 | 0.55% 3 | 543 |
| 3 | Physical resources (books, journals, dvd's, videos) are easy to find in the Library. | 62.53% 302 | 31.47% 152 | 5.38% 26 | 0.62% 3 | 483 |
| 4 | I know how to request books and articles the Library does not have. | 56.42% 299 | 24.15% 128 | 14.34% 76 | 5.09% 27 | 530 |
| 5 | I know how to access the Library's Course Reserves. | 52.38% 253 | 20.70% 100 | 21.12% 102 | 5.80% 28 | 483 |
| 6 | I know how to access Library Resource Guides | 55.30% 287 | 29.87% 155 | 11.95% 62 | 2.89% 15 | 519 |

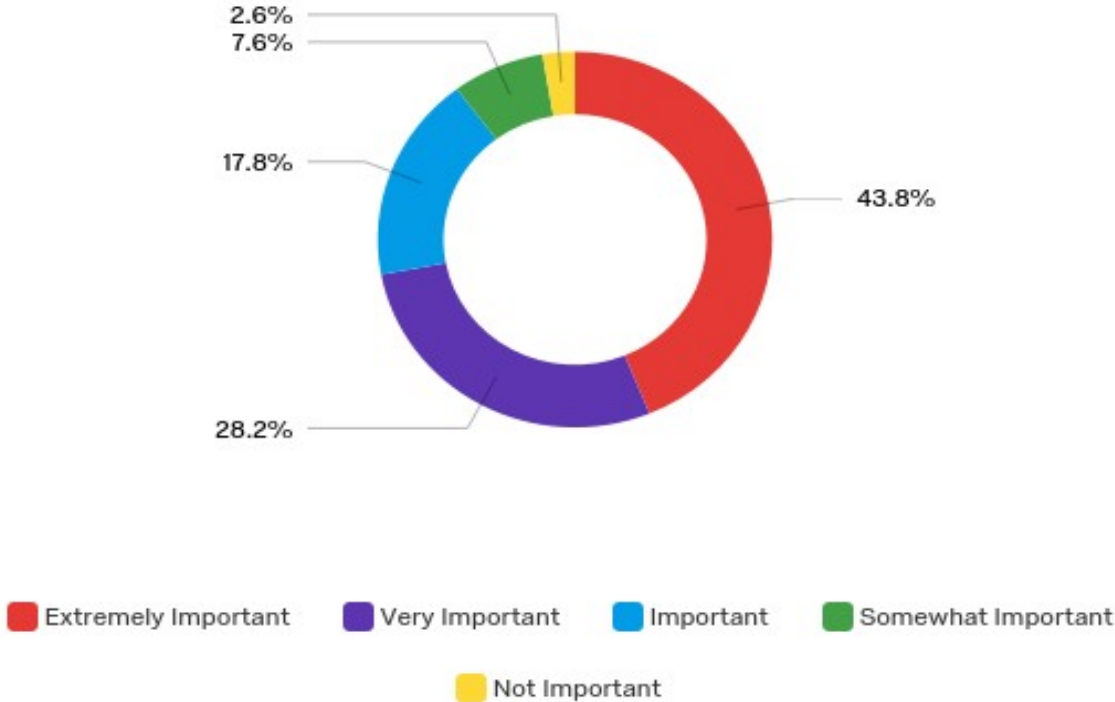
Q6 - Please rank your satisfaction with the Library's customers service.

Not all statements will apply to you. If a statement does not apply to you, please select N/A and continue to the next statement.



| # | Question | Strongly Agree | Agree | Disagree | Strongly Disagree | Total |
|---|--|----------------|------------|----------|-------------------|-------|
| 1 | I find the staff in the Library helpful. | 80.45% 432 | 18.81% 101 | 0.37% 2 | 0.37% 2 | 537 |
| 2 | I feel comfortable asking the librarians for help. | 82.47% 447 | 16.61% 90 | 0.55% 3 | 0.37% 2 | 542 |
| 3 | The Library staff treat me with courtesy and respect. | 82.04% 443 | 17.41% 94 | 0.19% 1 | 0.37% 2 | 540 |
| 4 | When I make a request the Library staff responds in a timely manner. | 81.31% 409 | 17.89% 90 | 0.40% 2 | 0.40% 2 | 503 |

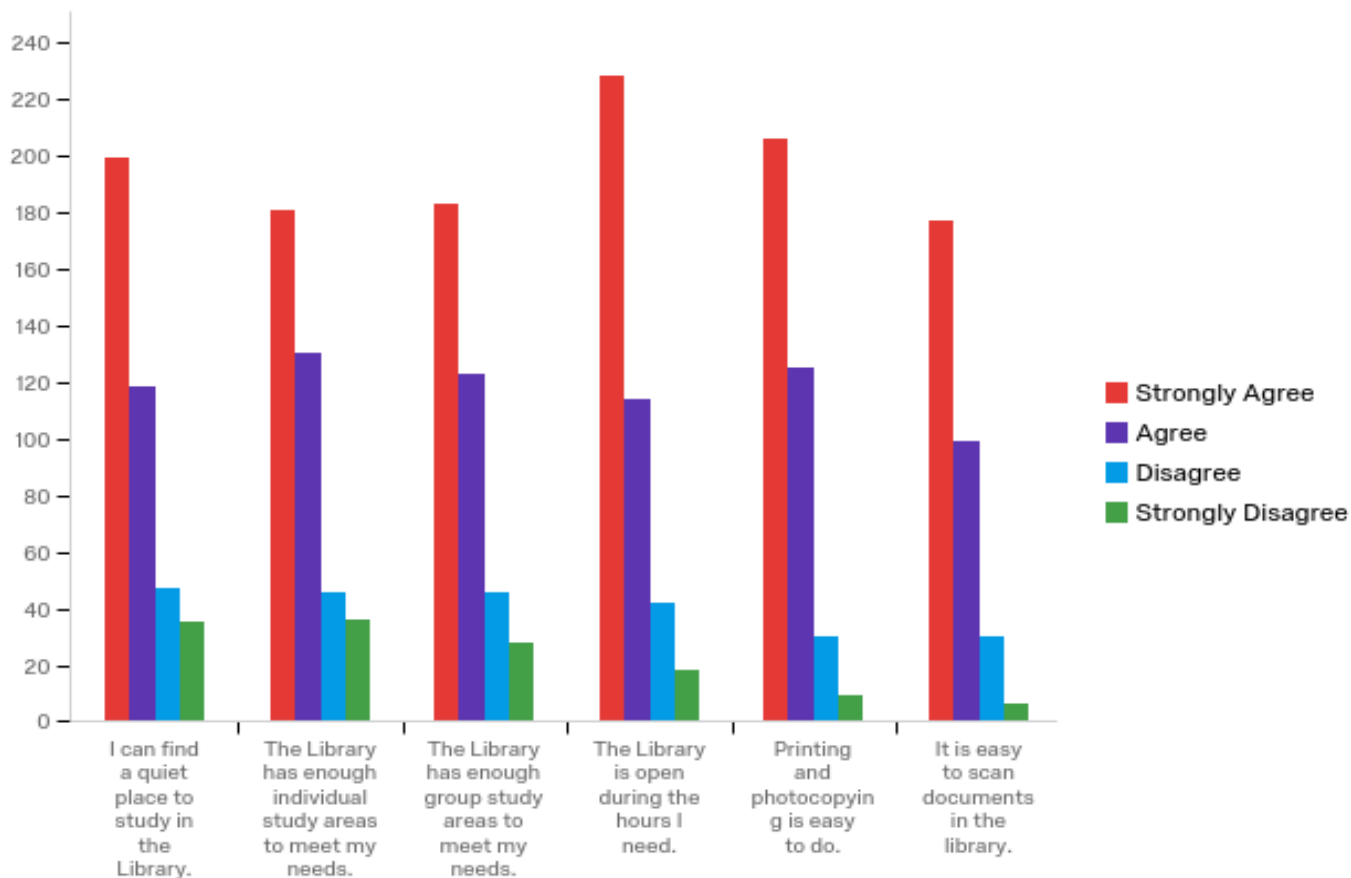
Q7 - How important is the Library to your success?



| # | Answer | % | Count |
|---|---------------------|--------|-------|
| 1 | Extremely Important | 43.84% | 249 |
| 2 | Very Important | 28.17% | 160 |
| 3 | Important | 17.78% | 101 |
| 4 | Somewhat Important | 7.57% | 43 |
| 5 | Not Important | 2.64% | 15 |
| | Total | 100% | 568 |

Q11 - Please rank your satisfaction with our Library facilities.

Not all statements will apply to you. If a statement does not apply to you, please select N/A and continue to the next statement.



| # | Question | Strongly Agree | Agree | Disagree | Strongly Disagree | Total |
|---|---|----------------|---------------|--------------|-------------------|-------|
| 1 | I can find a quiet place to study in the Library. | 49.87% 199 | 29.57% 118 | 11.78% 47 | 8.77% 35 | 399 |
| 2 | The Library has enough individual study areas to meet my needs. | 46.06% 181 | 33.08% 130 | 11.70% 46 | 9.16% 36 | 393 |
| 3 | The Library has enough group study areas to meet my needs. | 48.16% 183 | 32.37% 123 | 12.11% 46 | 7.37% 28 | 380 |
| 4 | The Library is open during the hours I need. | 56.72% 228 | 28.36% 114 | 10.45% 42 | 4.48% 18 | 402 |
| 5 | Printing and photocopying is easy to do. | 55.68% 206 | 33.78% 125 | 8.11% 30 | 2.43% 9 | 370 |
| 6 | It is easy to scan documents in the library. | 56.73% 177 | 31.73% 99 | 9.62% 30 | 1.92% 6 | 312 |

