

All Responses

R.A. Williams Library 2018 Customer Satisfaction Survey

May 15, 2018 7:11 PM EDT

Q1 - What best describes you?

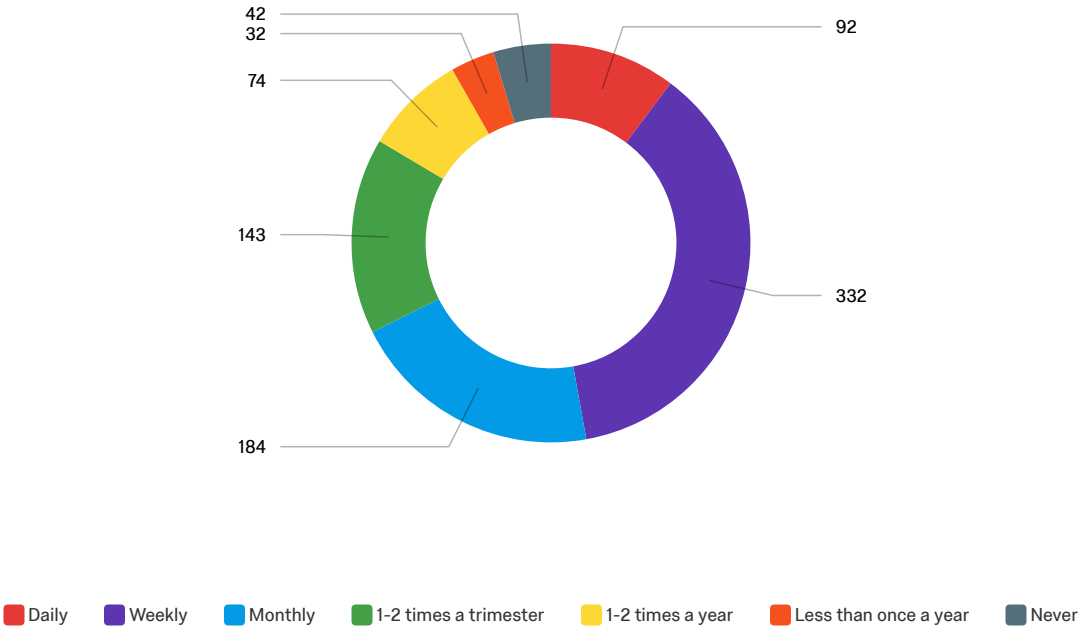
#	Field	Choice	Count
16	B.S. Nursing (GBSN) on campus	27.67%	249
3	Staff	6.78%	61
4	General Studies (undecided)	6.00%	54
10	B.S. Health Sciences	5.11%	46
2	Faculty	5.00%	45
18	M.S. of Occupational Therapy	4.56%	41
26	Online B.S. Radiologic Sciences	4.33%	39
13	B.S. Biomedical Sciences	4.22%	38
8	A.S. Radiography	4.00%	36
22	Doctor of Physical Therapy	3.89%	35
7	A.S. Occupational Therapy Assistant	3.78%	34
6	A.S. Diagnostic Medical Sonography	3.33%	30
1	Adjunct	3.11%	28
21	M.S. Physician Assistant Studies	2.89%	26
19	M.S. of Health care Administration	2.67%	24
24	Online BS Nursing (RN-BSN option)	2.33%	21
20	M.S. of Nurse Anesthesia	2.11%	19
17	B.S. Nursing (Denver)	1.44%	13
27	Online M.H.A. in Strategy & Innovation	1.22%	11
11	B.S. Health care Administration	1.11%	10
14	B.S. Nuclear Medicine Technology	1.11%	10
5	A.S. Pre-Professional Studies	1.00%	9
25	Online B.S. Diagnostic Medical Sonography	0.67%	6
12	B.S. Diagnostic Medical Sonography (Denver)	0.44%	4
23	Online Executive Master of Health care Administration	0.33%	3

9	A.S. Radiography (Denver)	0.22%	2
15	B.S. Conductive Education	0.22%	2
28	Post-baccalaureate Certificate in Conductive Education	0.22%	2
29	Online Certificate- Vascular Interventional Radiography	0.22%	2
30	Online Certificate-Magnetic Resonance Imaging	0.00%	0
31	Online Certificate-Computed Tomography	0.00%	0

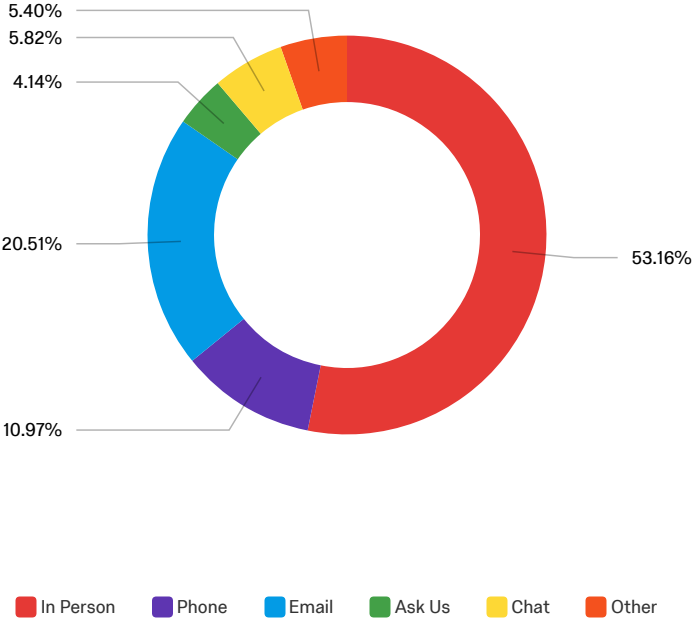
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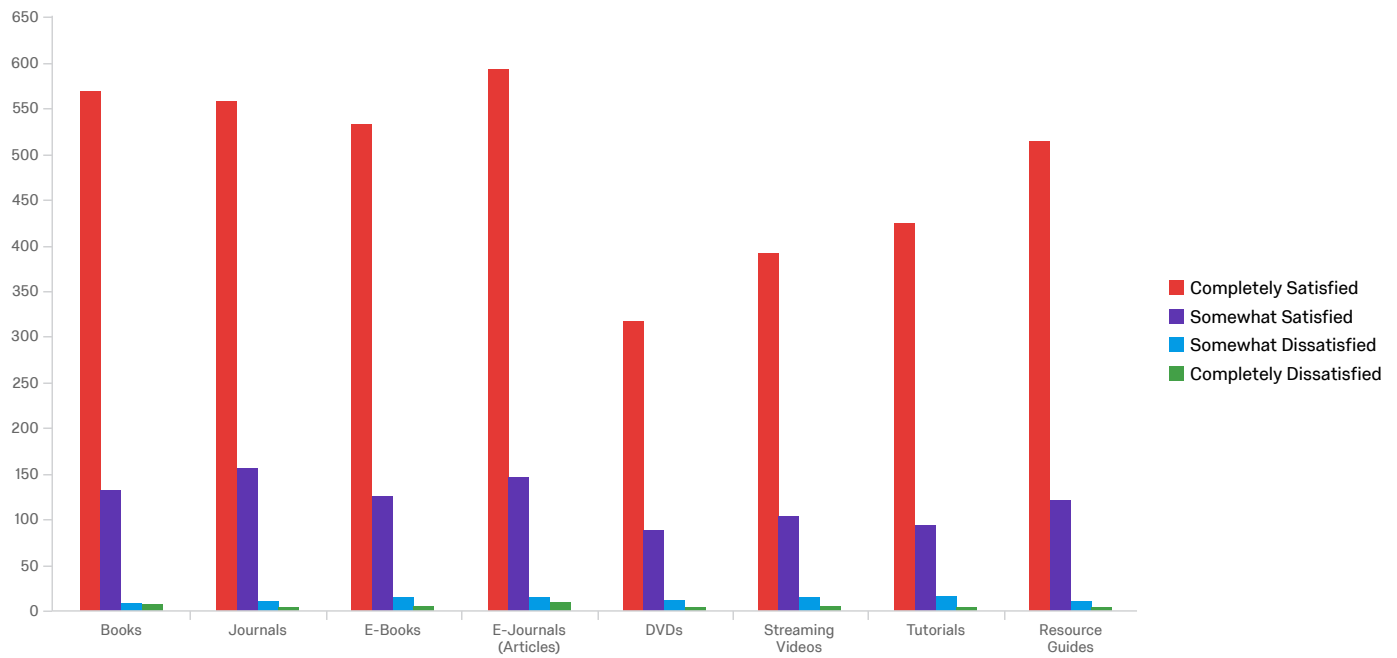
Q2 - How often do you use the Library Resources or Services?



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



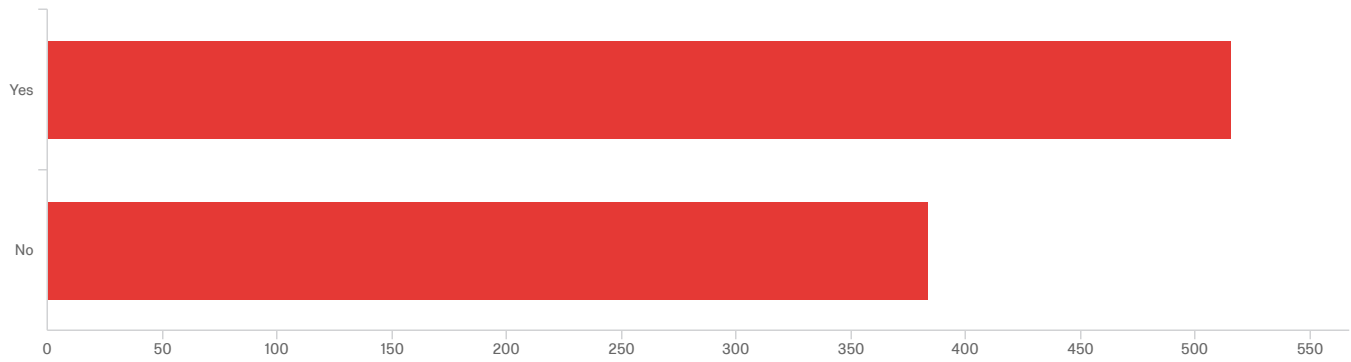
Q4 - How satisfied are you with the following Library resources?



#	Field	Completely Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Completely Dissatisfied	Total
1	Books	79.44% 568	18.46% 132	1.12% 8	0.98% 7	715
2	Journals	76.62% 557	21.46% 156	1.38% 10	0.55% 4	727
3	E-Books	78.58% 532	18.46% 125	2.22% 15	0.74% 5	677
4	E-Journals (Articles)	77.69% 592	19.16% 146	1.97% 15	1.18% 9	762
5	DVDs	75.30% 317	20.90% 88	2.85% 12	0.95% 4	421
6	Streaming Videos	76.07% 391	20.04% 103	2.92% 15	0.97% 5	514
7	Tutorials	78.96% 424	17.32% 93	2.98% 16	0.74% 4	537
8	Resource Guides	79.20% 514	18.64% 121	1.54% 10	0.62% 4	649

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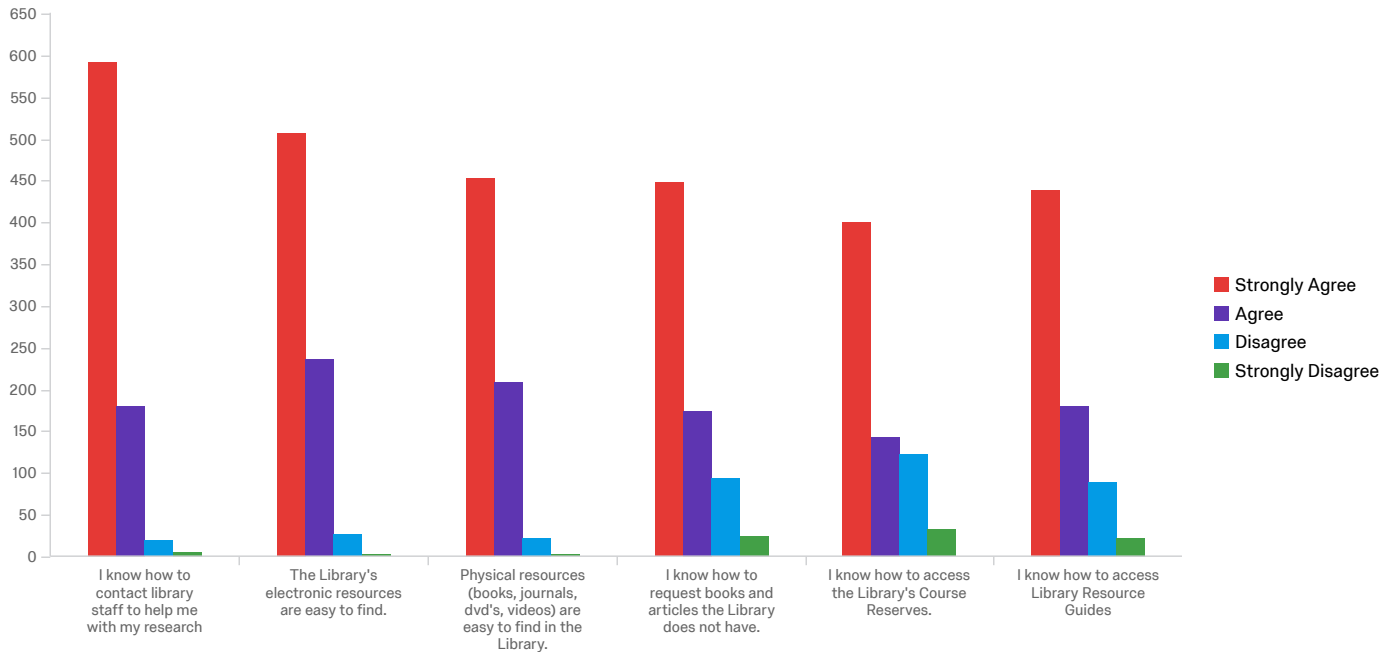
Q27 - Would you like for any of the libraries' books to be available as audio books?



#	Field	Choice Count
1	Yes	57.33% 516
2	No	42.67% 384
		900

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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.



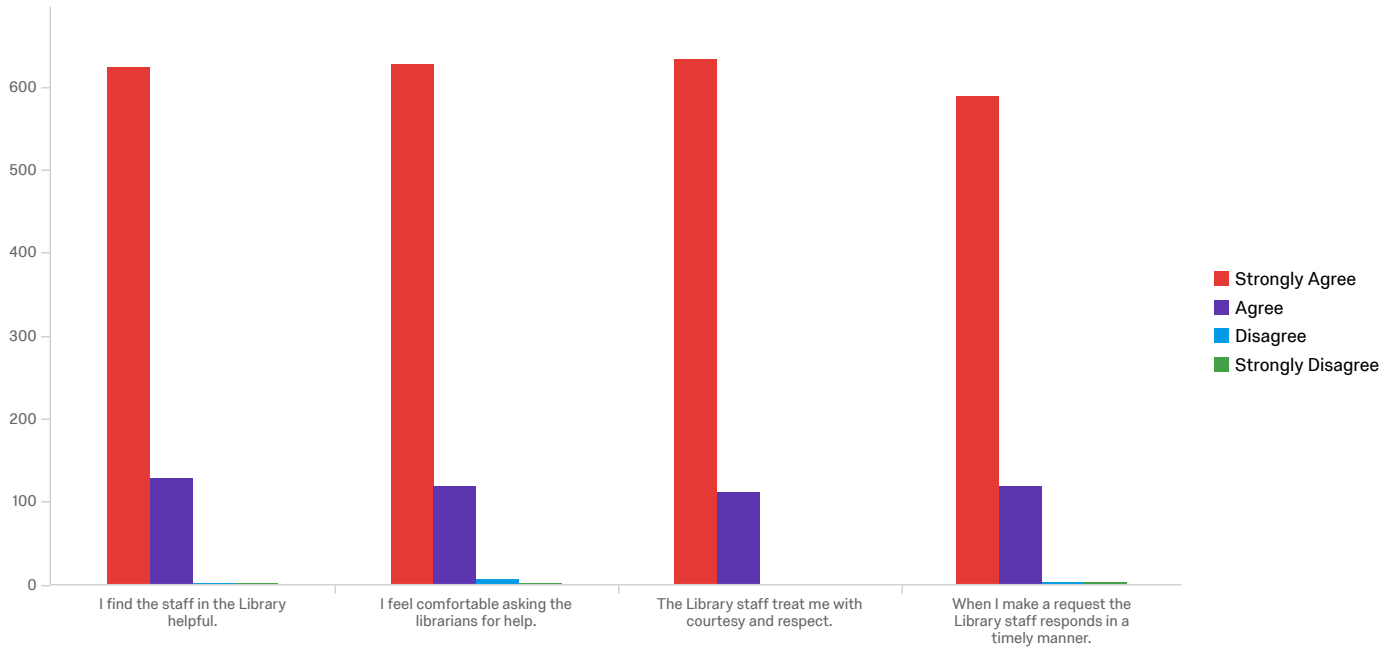
#	Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
1	I know how to contact library staff to help me with my research	74.37% 592	22.61% 180	2.39% 19	0.63% 5	796
2	The Library's electronic resources are easy to find.	65.76% 507	30.61% 236	3.37% 26	0.26% 2	771
3	Physical resources (books, journals, dvd's, videos) are easy to find in the Library.	66.13% 453	30.36% 208	3.21% 22	0.29% 2	685
4	I know how to request books and articles the Library does not have.	60.62% 448	23.55% 174	12.58% 93	3.25% 24	739
5	I know how to access the Library's Course Reserves.	57.39% 400	20.52% 143	17.50% 122	4.59% 32	697
6	I know how to access Library Resource Guides	60.22% 439	24.55% 179	12.21% 89	3.02% 22	729

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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

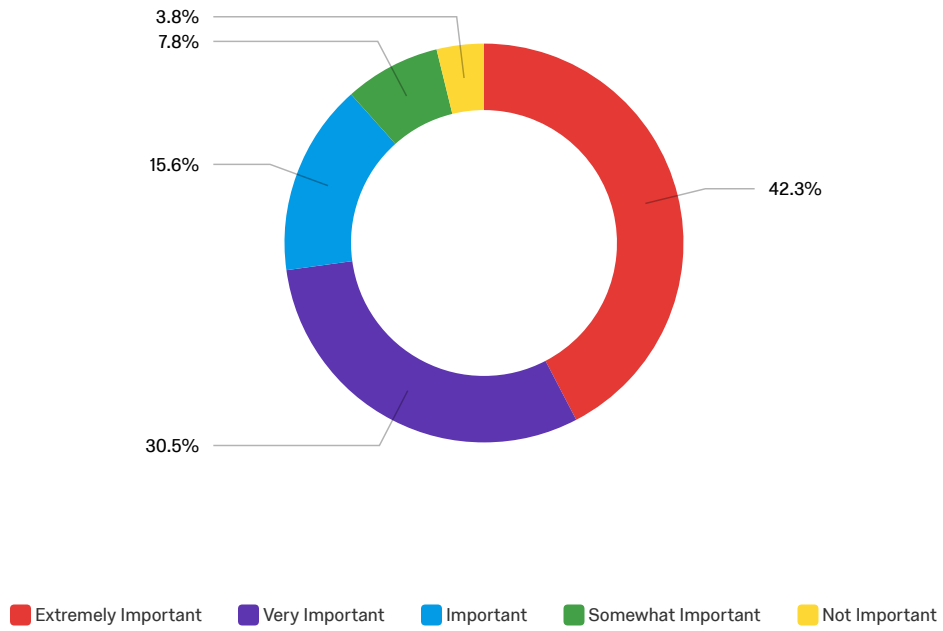
the next statement.



#	Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
1	I find the staff in the Library helpful.	82.52% 623	16.95% 128	0.26% 2	0.26% 2	755
2	I feel comfortable asking the librarians for help.	83.05% 627	15.76% 119	0.93% 7	0.26% 2	755
3	The Library staff treat me with courtesy and respect.	84.97% 633	14.90% 111	0.13% 1	0.00% 0	745
4	When I make a request the Library staff responds in a timely manner.	82.47% 588	16.69% 119	0.42% 3	0.42% 3	713

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Q7 - How important is the Library to your success?



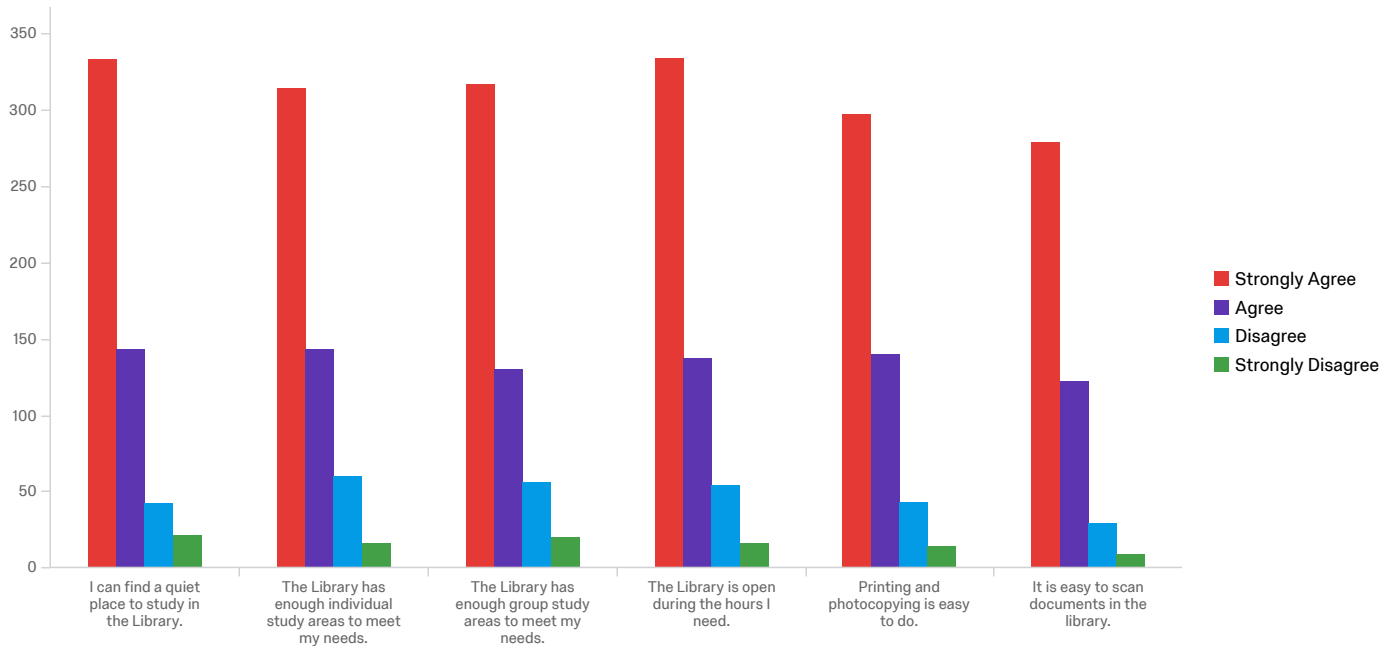
#	Field	Choice Count
1	Extremely Important	42.35% 321
2	Very Important	30.47% 231
3	Important	15.57% 118
4	Somewhat Important	7.78% 59
5	Not Important	3.83% 29
		758

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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

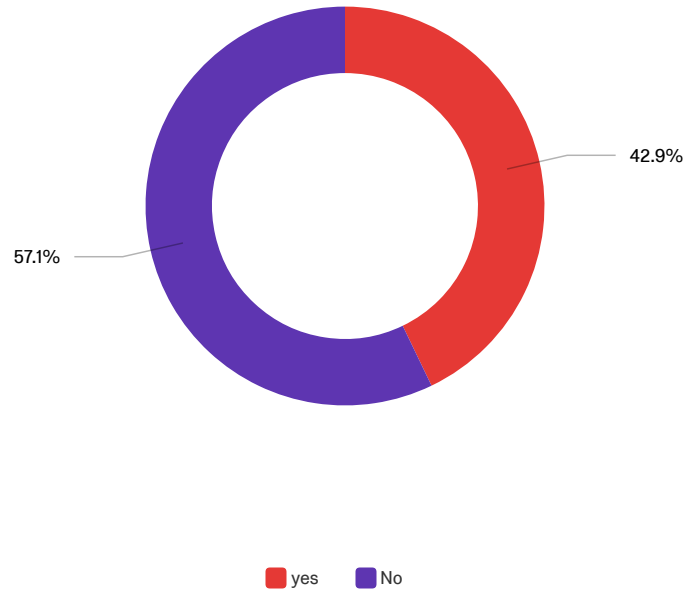
statement.



#	Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
1	I can find a quiet place to study in the Library.	61.78% 333	26.53% 143	7.79% 42	3.90% 21	539
2	The Library has enough individual study areas to meet my needs.	58.91% 314	26.83% 143	11.26% 60	3.00% 16	533
3	The Library has enough group study areas to meet my needs.	60.61% 317	24.86% 130	10.71% 56	3.82% 20	523
4	The Library is open during the hours I need.	61.74% 334	25.32% 137	9.98% 54	2.96% 16	541
5	Printing and photocopying is easy to do.	60.12% 297	28.34% 140	8.70% 43	2.83% 14	494
6	It is easy to scan documents in the library.	63.55% 279	27.79% 122	6.61% 29	2.05% 9	439

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Q21 - Do you ever go to another institution or facility to study?



#	Field	Choice Count
1	yes	42.86% 246
2	No	57.14% 328
		574

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End of Report