

Library Satisfaction Survey Fall 2024 Results

The Crafton Hills College Library routinely conducts surveys to gather valuable student feedback on library resources and services. The Fall 2024 Library Satisfaction Survey asked students about their awareness and usage of library services, levels of satisfaction with various resources, preferred communication methods, and general suggestions for improvement. For this survey, a total of 27 valid responses were received. It is important to note that the survey was voluntary, both in terms of participation and responses to individual questions.

What is your current CHC status?

Answer	#	%
Full-Time Student (12 or more units)	21	77.8
Part-Time Student (Less than 12 units)	6	22.2
Total	27	100.0

How did you learn about CHC library resources and services? (select all that apply)

Answer	#	%
In class / Instructor	21	35.6
Canvas	13	22.0
Library website	11	18.6
Peers	6	10.2
Syllabi	5	8.5
Other:	3	5.1
Starfish	0	0.0
None of the above	0	0.0
Total	59	100.0

Other: - Text

Personal experience of going to the library and asking around / library orientation

I went in person to the library and learned from experience and asking library staff.

My self as a first year

How do you utilize the library resources and services?

Answer	#	%
Both campus and remote access	15	55.6
On Campus	8	29.6
Remote access	4	14.8
I do not utilize the library	0	0.0
Total	27	100.0

How would you like to receive updates about library services in the future? (select all that apply)

Answer	#	%
Student Email	18	46.2
Canvas	7	17.9
Campus Social Media	6	15.4
Library website/online services	6	15.4
Cranium Café	1	2.6
Other:	1	2.6
Total	39	100.0

Please rate your level of satisfaction with the following campus library services/aids available.

Question	Extremely Satisfied		Satisfied		Dissatisfied		Extremely Dissatisfied		Don't Know/Not Applicable		Total
	#	%	#	%	#	%	#	%	#	%	
Access to course reserves/textbooks	7	33.3	6	28.6	0	0.0	1	4.8	7	33.3	21
Student study spaces and computing resources	14	66.7	4	19.0	2	9.5	0	0.0	1	4.8	21
Library workshops for students	6	28.6	9	42.9	0	0.0	0	0.0	6	28.6	21
Access to streaming media	7	33.3	4	19.0	3	14.3	0	0.0	7	33.3	21
Access to e-books	8	38.1	5	23.8	2	9.5	0	0.0	6	28.6	21
Access to physical books	9	42.9	6	28.6	1	4.8	0	0.0	5	23.8	21
Access to journals	10	47.6	5	23.8	0	0.0	0	0.0	6	28.6	21
Access to article databases	14	66.7	5	23.8	1	4.8	0	0.0	1	4.8	21
Research assistance	10	47.6	4	19.0	1	4.8	0	0.0	6	28.6	21
Overall, how satisfied are you with the quality of library resources and services	10	47.6	10	47.6	1	0.0	0	4.8	0	0.0	21

You expressed your dissatisfaction with one or more library services/aids, please tell us why?
Build more study rooms. I know you can do it, I know the funding that goes to colleges, Jr or big senior pappa. Why you lacking on us with not enough study rooms. Use another building, or build more in the library.
Finding help to do research effectively using the plethora of databases for papers over the course of 2+ years attending Crafton has been not satisfying.
I am dissatisfied with access to streaming media because I cannot figure out how to access it. I have tried and I know I could just ask for some assistance, but it is honestly not that big of a deal. Dissatisfied is truly too strong of a word.
I am dissatisfied with the study spaces. While there is a wide range of spaces open and computers open (extremely satisfied with that), it is often distracting in there as there is always someone on the phone or talking.
I would like more updated LSAT study books
printing service is too complicated

Thank you again for participating in the survey, please use the space below to share any suggestions or comments you have for the Library and its services?

Build more study rooms plz, pretty please.

I don't have any suggestions but one thing I particularly wanted to compliment is the fact that the library is used to display art. I go to the library multiple times a week to take advantage of the beautiful environment, and passing by the artwork of my peers always brings a smile to my face. Everyone is so kind and the library is easily my favorite spot on campus.

I suggest not allowing phone calls inside the library unless it is in a study room.

I wish online could be updated a bit better. For example, last time I checked (like two week ago), the hours listed on the library website did not match the hours written right outside the library. Just little things like this would go a long way.

I've only had good experiences at the library so far. Thanks for all the great work.

Library databases are essential for providing resources to students when conducting research.

More updated LSAT study books

No thanks

Also, please do something about the chairs with fabric upholstery. They're VERY dirty and should be either heavily cleaned or replaced.

Please tell us why you don't utilize the library?

N/A

Primary racial and/or ethnic category with which you most closely identify

Answer	#	%
Hispanic/Latinx	9	42.9
Caucasian/White	5	23.8
Decline to state	4	19.0
African American/Black	1	4.8
Asian	1	4.8
Other (please specify)	1	4.8
Native American/Alaskan	0	0.0
Native Hawaiian/Pacific Islander	0	0.0
Middle Eastern	0	0.0
Total	21	100.0

What gender do you identify with?

Answer	#	%
Female	9	42.9
Male	9	42.9
Decline to state	2	9.5
Transgender (male and/or female)	1	4.8
Non-binary	0	0.0
Genderqueer, gender nonconforming, or genderfluid	0	0.0
A gender identity not listed above	0	0.0
Total	21	100.0

Summary of Feedback Highlights:

- **Study Rooms and Spaces:** Students emphasized the need for additional study rooms and stricter noise control, such as prohibiting phone calls outside designated areas. Concerns were also raised about distractions in current study spaces.
- **Research Support:** Some respondents experienced challenges in effectively using library databases for academic research.
- **Streaming Media Access:** Difficulty accessing streaming media was noted, though it was acknowledged as a minor issue by one respondent.
- **Resource Updates:** Requests included updated LSAT study materials, improved maintenance of fabric-upholstered chairs, and a simpler process for using printing services.
- **Library Environment:** Students praised the art displays and the welcoming atmosphere, with one respondent highlighting the library as their favorite campus spot.
- **Online Updates:** Suggestions included aligning the library's posted hours on the website with physical signage for greater accuracy.