

Qualtrics Report – RRN 2639
 FA22 Library Satisfaction Survey Results
 Note:

What is your current CHC status?

Answer	%	#
Full-Time Student (12 or more units)	66.2	47
Part-Time Student (Less than 12 units)	33.8	24
Total	100.0	71

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

Answer	%	#
In class / Instructor	33.6	41
Canvas	23.8	29
Library website	18.0	22
Peers	12.3	15
Starfish	5.7	7
Other:	4.1	5
None of the above	1.6	2
Syllabi	0.8	1
Total	100.0	122

Other: - Text
All of the above
Faculty (2)
In school exploring
Promise

How do you utilize the library resources and services?

Answer	%	#
Both campus and remote access	46.9	30
On Campus	32.8	21
Remote access	14.1	9
I do not utilize the library	6.3	4
Total	100	64

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

Answer	%	#
Student Email	53.9	48
Canvas	22.5	20
Campus Social Media	7.9	7
Library website/online services	7.9	7
Cranium Café	5.6	5
Other:	2.2	2
Total	100	89

Other: - Text
N/A

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	42.6	23	46.3	25	1.9	1	0.0	0	9.3	5	54
Student study spaces and computing resources	57.4	31	40.7	22	0.0	0	0.0	0	1.9	1	54
Library workshops for students	39.6	21	39.6	21	0.0	0	0.0	0	20.8	11	53
Access to streaming media	37.7	20	35.8	19	1.9	1	0.0	0	24.5	13	53
Access to e-books	48.1	26	31.5	17	3.7	2	0.0	0	16.7	9	54
Access to physical books	37.7	20	47.2	25	1.9	1	0.0	0	13.2	7	53
Access to journals	43.4	23	39.6	21	0.0	0	0.0	0	17.0	9	53
Access to article databases	49.1	26	35.8	19	1.9	1	0.0	0	13.2	7	53
Research assistance	39.6	21	35.8	19	0.0	0	0.0	0	24.5	13	53
Overall, how satisfied are you with the quality of library resources and services	63.6	35	30.9	17	0.0	0	1.8	1	3.6	2	55
Total	46.0	246	38.3	205	1.1	6	0.1	1	14.4	77	535

You expressed your dissatisfied with one or more library services/aids, please tell us why? (n=2)

Hard to find

One of the library staff thought it would be smart to talk [expletive] on me AS I WAS LEAVING the library. I heard everything she said and so did the rest of the library, which isn't surprising since she's incapable of using an inside voice. I was having difficulty printing some papers and I needed help. She was both unprofessional and unpleasant to work with. She complained the whole time helping me print papers and made several jabs at students saying we should be smart enough to print papers on our own.

Please tell us why you don't utilize the library? (n=2)

I think it be very helpful for me I'm planed will go there soon.

I am not aware of all the resources that are available to me through the library.

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? (n=14)
Great service!! Thank you for being welcoming!
I feel that you need to have more wifi's for students.
I would love for the library to keep Book Plus. It would save so many college students so much money and this would be a blessing.
I'm planned to go there soon,thank you.
Keep up the good work, you guys are awesome. Thank you for making everyone feel welcome.
Replace the [name] who clearly hates her job.
Thank You
Thank you for all your hard work! I really appreciate it. As an older first year student all my resources have been easily accessed and when I reached out with questions they were answered astutely in a timely manner. Thank you again.
The physical library itself is great. Unfortunately, the majority of employees at the front desk and one lady in particular [name] do not have any interest in working or helping anyone! They are doing personal things, instead of working and they are extremely annoyed when anyone walks in and needs help. This has happened for two years now. Not only to myself, but when I am waiting for help, the student behind me are experiencing the same treatment. We just look at each other lost until someone is willing to help us. It's too nice of a campus to have these unprofessional employees represent you.
The staff is great and welcoming. i mostly go for the study rooms which are nice.
The video documentaries are very helpful, and ebsco
The videos and documentaries have been very helpful and nice. Thank you for getting those permissions.
They are very sweet and nice
Why check out the rooms and not just go into them when not in use. I got in trouble by one librarian because I didn't know I had to check it out also the library is supposed to close at 8pm and the librarian kicked me out 15 minutes before it. I love this library the peace and quiet but if crafton fixed those problems it would be amazing