

## Survey of Student Services - Spring 2014

### Agreement Percent Positive Responses Longitudinal Comparison

(Survey information taken from Survey of Student Services, Spring, 2014 conducted by the Office of Strategic Planning and Institutional Research, June 2014, page 20)

<b>Library Services and Facilities</b> <i>Classroom and Internet Responses Combined</i>	<b>Agreement Positive Responses</b>				
	<b>2006</b>	<b>2008</b>	<b>2010</b>	<b>2012</b>	<b>2014</b>
Library hours are sufficient to meet my needs.	90%	91%	93%	91%	95%
The library is a good place to study.	96%	95%	96%	95%	94%
The library has quiet areas for students to study.	97%	95%	95%	94%	N/A
The library provides adequate study space for students to study in groups.	89%	90%	92%	94%	92%
The library's study rooms are accessible to students with disabilities.	95%	94%	96%	93%	N/A
Library equipment is adequate and in good repair.	94%	90%	94%	91%	92%
Library staff are friendly and helpful.	87%	89%	90%	92%	95%
Library staff listen to suggestions about their services.	81%	82%	86%	90%	89%
The library's book and reference collection is sufficient to support my instructional and research needs.	92%	93%	93%	92%	92%
The library's magazine, newspaper, and microfilm collections are sufficient to support my instructional and research needs.	92%	93%	92%	90%	91%
The library's computer databases and internet access are sufficient to support my instructional and research needs.	93%	94%	96%	95%	92%
The library's audiovisual collection is sufficient to support my needs.	93%	91%	95%	93%	94%
When I need assistance in using any of the library's resources, library staff members are willing and able to help me.	92%	92%	92%	95%	96%
Library resources are accessible to patrons with disabilities.	94%	93%	95%	93%	97%
Library instruction and orientation sessions are sufficient to support my needs.	96%	90%	93%	94%	N/A
The library's web site is sufficient to support my needs.	96%	92%	95%	94%	94%
The computers & equipment in the Student Technology Center are sufficient.	96%	93%	95%	96%	93%
The computer software in the Student Technology Center is sufficient.	96%	92%	96%	93%	N/A
Library staff are willing & able to assist me with Student Technology Center computers.	91%	91%	94%	95%	N/A
The equipment and software in the Student Technology Center are accessible to students with disabilities.	96%	95%	96%	96%	N/A
Library reference desk service and instruction are sufficient to support my needs.	N/A	N/A	N/A	N/A	95%