Graduate and Professional Student Survey
University of Illinois Library at Urbana-Champaign
Spring 2004

Results

http://g118.grainger.uiuc.edu/gradsurvey/analysis/

Preamble

This graduate and professional student survey was conducted in spring 2004. It is the first time this survey has been conducted by the University Library and was developed to further explore issues touched upon in the previous LibQUAL+ surveys. The survey is based surveys conducted at the University of Washington. The data from this survey are intended to help the University Library in planning and provide guidance and direction based on experiences and observations from about 1500 users. The survey offers a broad look across the campus and libraries and will be shared with the campus community but, in many cases, there are not sufficient responses relative to a particular departmental library or campus program of study to indicate reliable findings for these more specific levels of analysis.

The Services Advisory Committee intends to survey graduate and professional students every three years, with undergraduate students and faculty as the survey populations in the alternate years. Feedback on questions and methods are welcomed to improve the survey in the future. Raw survey data are available in an Excel spreadsheet on the G:/ drive (g:/Grad Student Survey Results/studentsurvey.xls).

For each survey question, summary statistics and descriptive observations are provided below. The descriptive observations are from the Services Advisory Committee. With regard to the statistical information, care must be taken at all times in interpreting the data relative to a specific unit library. In many cases, the number of respondents indicating a given library as their primary is so small as to be statistically problematic. Also, care must be taken to interpret the results in light of the specific survey question asked (for example, the respondents were asked the libraries they used most and second most – not to list all libraries they use). Finally, note that the webpage presenting results for each question indicates the number of respondents who quit the survey before that question, showing a pattern of attrition.

Question-by-Question Explication

1. Clicking on "View Pie Chart" will retrieve a chart that depicts the percentage of survey respondents enrolled in primary department/degree program as served by a subject library division. From the chart, a link provides a list of primary departments/degree programs grouped by library. As a check on the validity of the responses, the Services Advisory Committee compared the distribution of respondents across departments to campus enrollment patterns and found them to be parallel.

2. Almost 98% of graduate and professional students who completed the survey used the library this academic year.

3. A. Unfortunately, only 8 of the 33 students who indicated they had not used the library also indicated a reason for this. The most popular reason was that ***no classes require research*** – though the number of responses is so small that it is difficult to draw any firm conclusions.

3. B.   Many graduate and professional students are heavy library users. On a <u>weekly or more often</u> basis, 45.7% ***visit the library in person***, 65.1% ***use the library from an office computer***, and 51.4% ***use the library from a home computer***. 25% ***use the library on behalf of someone else*** <u>at least quarterly</u> with 4.3% doing so <u>weekly or more often</u>.

4. If you select a particular department, the table will change to show the libraries selected by the students in that department. For example, selecting "Sociology" shows that students in sociology indicated Applied Life Studies, Education & Social Sciences, Latin American & Caribbean, Main Stacks, Reference, Undergraduate, and Women & Gender Resources libraries as their primary or secondary libraries. The SORT BY reveals that the libraries indicated as most used (primary or secondary) are Engineering-Grainger, Main Stacks, Education & Social Sciences, Biology, Undergraduate, and Chemistry.

5. A. This question shows different time periods in the semester with each analyzed by unit library. Tables are for Academic Year – Evenings, Academic Year – Weekends, Academic Year – Finals, Academic Year – Holidays, Summer Session, and Interim Periods. Results can also be sorted by number of Yes or No responses to the question "is the library you use most often open when you need it" for the given period of time. Setting aside those libraries with so few responses as to be problematic for interpretation, there is no clear indication that the hours of any particular unit library are consistently inconvenient for those who indicate it as their primary library. Taken as a whole, dissatisfaction is increased significantly for time periods of decreased hours.

5. B. During weekends and evenings, the services most needed are ***access to collections*** (63.3%) and ***check-out materials*** (61%). 25.7% also indicate a need for reference assistance.

6. The most often reported library uses in-person <u>weekly or more often</u> are ***individual study/work, look for a book (print), look for an article (print), use library computers,*** and ***look for an article (electronic)***. (Note: <u>weekly or more often </u>combines two responses from the survey – <u>weekly</u> and <u>more often than weekly</u> – for analysis purposes.)

7. The most often reported remote library uses <u>weekly or more often</u> are ***search the UIUC online library catalog, look for full-text journal articles, search library-provided electronic article indexes,*** and ***look for other full-text (e.g. reserves, reference works)***. (Note: <u>weekly or more often </u>combines two responses from the survey – <u>weekly</u> and <u>more often than weekly</u> – for analysis purposes.)

8. This question attempts to look at the impact of library technology on library use. More than two-thirds of the respondents indicate that library online information resources have made them more likely *to be an efficient researcher*, *find citations to articles that you need*, and find *books in the library that you need*. Almost half indicate that library online information resources have made them *less likely to visit the library in person*. More than half and up to two thirds of the respondents indicate *library online information resources have created no change in their likeliness to acquire information from non-library provided sources (e.g. Google)*, *consult reference librarians*, and *find other items (e.g. newspapers, documents, photos)*.

9. This question attempts to identify the information resources of greatest importance to graduate and professional students. More than two-thirds of the respondents indicated that *Journals (electronic full text), UIUC Online library catalog, Article indexes and abstracts (electronic), Books (print),* and *Journals (print)* are very important or more than just somewhat important. More than one-third of the respondents indicated that *Digital image collections (e.g. photographs), Audiovisual items, Foreign language materials,* and *Numerical data (e.g. GIS, genome, census)* are not important to them.

10. This question attempts to identify the library services of greatest importance to the graduate and professional students. More than two-thirds of the respondents indicated that *Library Web site (e.g. Library Gateway), Interlibrary loan/article delivery, Reshelving of library material, Staff assistance in library, Photocopiers, Course reserves,* and *Access to library computers* are very important or more than just somewhat important. Most respondents indicated that every service listed is at least a little important. The highest ranked for not important are *Library instruction, training and teaching* (12.7%), *Staff assistance remotely (e.g. online/Web/phone)* (11.5%), and *Current awareness services (e.g. Tables of Contents)* (10.3%).

11. This question attempts to identify graduate and professional student priorities for the. Library. More than two-thirds of the respondents selected *provide electronic access to current articles* (78.7%), *provide electronic access to older articles* (73.6%), and *deliver full-text documents to your computer* (69.2%).

12. In general, excepting a few people, graduate and professional students indicate high levels of satisfaction with library collections and services.

13. This question allowed respondents to make any additional comments they wanted. The comments can viewed by the library used most frequently and second most frequently; however, many times the comments make reference to libraries other than those two.

University Library
Services Advisory Committee
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