

City College IRC Survey Spring 2003

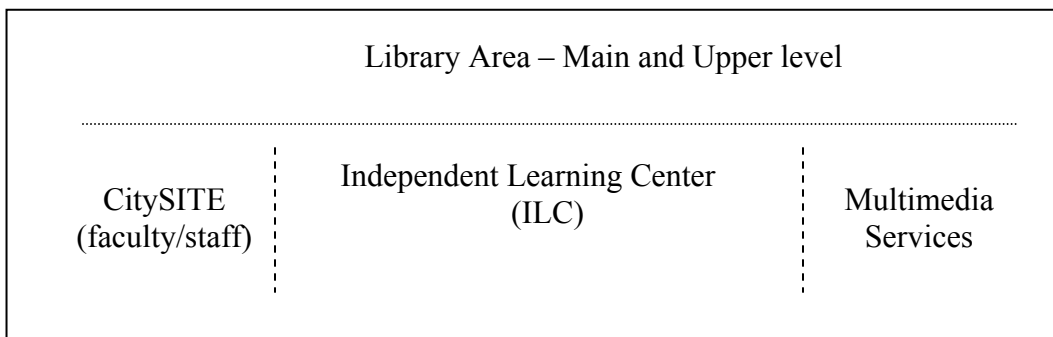


**Office of Institutional Research and Planning
San Diego Community College District
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LRC – Learning Resource Center (total facility)



SURVEY SUMMARY

San Diego City College LRC Survey Spring 2003

Introduction

As part of the college's on-going effort to provide and maintain high quality service to students, City College Learning Resource Center (LRC) participated in an evaluation process aimed at assessing student satisfaction with various services of the LRC. In addition, the timing of this effort was prompted by the upcoming college accreditation site visit scheduled in fall 2004. Therefore, in consultation with City LRC faculty and staff, the Office of Institutional Research and Planning at the San Diego Community College District developed a short survey to evaluate student satisfaction with LRC services during the spring 2003 semester. City LRC includes the Library, Independent Learning Center (ILC), Multimedia Center, and CitySITE (services for faculty and staff only). Therefore, questions were constructed around these four areas.

Instrumentation

The survey instrument contained three parts: (1) Satisfaction questions – 42 LRC services and areas were listed in the survey. Students were asked to indicate if they used these services/areas and their level of satisfaction from 1 (least satisfied) to 5 (most satisfied). (2) Demographic questions – 6 demographic questions were included in this section. (3) Open-ended questions – 4 open-ended questions were developed. A copy of the survey is provided in Appendix B.

Survey Collection

Surveys were administered to students from May 5 to June 2, 2003. As students entered the LRC facilities, they were given a survey and asked to complete it before leaving the LRC. Some faculty also volunteered to distribute surveys to students during their class time. Additionally, surveys were placed in all faculty and staff mail boxes to obtain responses from faculty/staff LRC users.

Results

A total of 620 surveys were returned from City College. It should be noted that most of the surveys were handed out to students when they were using the LRC facilities during a period of several weeks in May. Therefore, data may include duplicated records of individuals. Thus, the unit of analysis for this study was the survey response itself and not the individual respondent. Results were summarized in the order of the survey questions.

Satisfaction Questions

Questions to assess satisfaction with the Library, Independent Learning Center, multimedia (AV) services, CitySITE, and general satisfaction with the LRC were included in this section. The level of satisfaction scale was based upon a scale ranging from *1-least satisfied* to *5-most satisfied*. Following is a summary of the results:

Library – see Table 1

Table 1: Satisfaction with the Library

LIBRARY AREA - Main Level & Upper Level	total respondents	least satisfied 1	2	3	4	most satisfied 5	average
Library Circulation Center (Main Level)	435	1.4%	3.7%	27.4%	36.6%	31.0%	3.9
Library Information/Reference Center (Main Level)	413	2.4%	4.4%	24.5%	37.5%	31.2%	3.9
Individual Assistance at Information/Reference Center	348	2.9%	5.5%	20.1%	31.6%	39.9%	4.0
Library Reference Book Collection (Main Level)	277	4.7%	10.1%	26.4%	31.0%	27.8%	3.7
Library Periodical/Magazine Collection (Main Level)	307	3.9%	4.2%	23.5%	34.5%	33.9%	3.9
Interlibrary Loan Service (Main Level)	173	5.2%	7.5%	25.4%	26.6%	35.3%	3.8
Group Study Rooms (Main Level)	230	4.3%	3.5%	16.5%	31.7%	43.9%	4.1
Library Online Book Catalog (Ipac, etc.)	344	2.3%	4.1%	18.9%	35.8%	39.0%	4.1
Library Online Databases (Proquest, etc.)	317	2.2%	3.8%	18.0%	36.6%	39.4%	4.1
Library Electronic Books (Netlibrary, etc.)	196	4.1%	3.6%	23.5%	32.7%	36.2%	3.9
Library Orientation Session (Main Level, R209)	212	5.7%	6.6%	19.8%	30.2%	37.7%	3.9
Library Computers for Research (Main Level)	388	1.3%	1.8%	18.0%	33.5%	45.4%	4.2
Library Printers and Copiers (Main Level)	378	4.8%	7.9%	18.8%	32.3%	36.2%	3.9
Library Circulating Book Collection (Upper Level)	271	7.0%	9.6%	27.3%	27.3%	28.8%	3.6
Library Group Training (Upper Level, R301)	111	8.1%	5.4%	27.9%	20.7%	37.8%	3.8
Library Furniture (Tables, Chairs, etc.)	464	1.5%	1.9%	11.2%	28.4%	56.9%	4.4
Average Satisfaction	304	3.9%	5.2%	21.7%	31.7%	37.5%	3.9

- Sixteen library services and areas were listed in this section. In general, respondents were satisfied with the library services.

- Areas that received high satisfaction (average satisfaction=>4.0) include: library furniture (4.4), library computers for research (4.2), group study rooms (4.1), library online book catalog (4.1), library online databases (4.1), and Information/Reference Center (4.0).
- Respondents' average satisfaction was 3.9 (based upon a scale from 1 least satisfied to 5 most satisfied).
- On average, about 38% of the respondents rated the library area as most satisfied.

Independent Learning Center (ILC) – see Table 2

Table 2: Satisfaction with ILC

INDEPENDENT LEARNING CENTER (ILC) - Lower Level	total respondents	least satisfied 1	2	3	4	most satisfied 5	average
Using Tracking System to Log In/Out (Lower Level)	320	5.9%	5.0%	20.0%	29.4%	39.7%	3.9
Clarity of Procedures/Instructions (Lower Level)	246	5.3%	6.5%	22.4%	27.2%	38.6%	3.9
Individual Assistance in ILC (Lower Level)	246	6.5%	4.9%	17.1%	25.6%	45.9%	4.0
Course-Related Software (Language, Visual Studio, etc.)	179	6.1%	8.4%	21.8%	26.3%	37.4%	3.8
Application Software (Word, Excel, etc.)	283	0.7%	2.5%	18.0%	29.0%	49.8%	4.3
Internet Access Related to Class	312	1.3%	2.2%	12.2%	32.1%	52.2%	4.3
Internet Access NOT Related to Class	287	1.7%	2.8%	16.4%	29.3%	49.8%	4.2
Adaptive Software for Special Needs	114	5.3%	10.5%	24.6%	19.3%	40.4%	3.8
Multimedia Materials (VCR, AudioCassette, etc.)	182	6.0%	9.3%	22.0%	22.0%	40.7%	3.8
ILC Printers	296	5.1%	8.4%	18.6%	28.4%	39.5%	3.9
ILC Computing Lab Environment	283	4.2%	4.2%	18.0%	29.0%	44.5%	4.1
Average Satisfaction	250	4.4%	5.9%	19.2%	27.0%	43.5%	4.0

- Eleven areas were listed in this section. Respondents indicated high satisfaction with the ILC.
- Areas that received high satisfaction were: application software (4.3), Internet access related to class (4.3), Internet access not related to class (4.2), ILC computing lab environment (4.1), and individual assistance in the ILC (4.0).
- Respondents' average satisfaction with the ILC was 4.0 (based upon a scale from 1 least satisfied to 5 most satisfied).
- On average, about 44% of the respondents rated ILC as most satisfied.

Multimedia (AV) Center – see Table 3

Table 3: Satisfaction with AV Services

MULTIMEDIA (AV) SERVICES - Lower Level	total respondents	least satisfied 1	2	3	4	most satisfied 5	average
Media Center Assistance/Services (Lower Level)	165	6.1%	6.1%	20.0%	21.2%	46.7%	4.0
Multimedia Equipment (Computer projector, etc.)	148	5.4%	8.1%	23.0%	23.6%	39.9%	3.8
Media Equipment (VCR, Overheads, etc.)	140	3.6%	5.7%	26.4%	25.7%	38.6%	3.9
Video Collection (On-campus collection)	111	9.9%	10.8%	33.3%	19.8%	26.1%	3.4
Video Consortium (Off-campus collection)	84	7.1%	10.7%	35.7%	23.8%	22.6%	3.4
Multimedia Support/Service for Classroom Productions	117	5.1%	6.8%	29.1%	23.9%	35.0%	3.8
Average Satisfaction	128	6.2%	8.0%	27.9%	23.0%	34.8%	3.7

- Six areas were included in this part. Overall, respondents expressed high satisfaction with AV services.
- Media Center assistance/services received high satisfaction (4.0).
- Respondents' average satisfaction with AV services was 3.7 (based upon a scale from 1 least satisfied to 5 most satisfied).
- On average, about 35% of the respondents rated AV services as most satisfied.

CitySITE – see Table 4

Table 4: Satisfaction with CitySITE

CitySITE (Faculty/Staff Technology Development) - R101	total respondents	least satisfied 1	2	3	4	most satisfied 5	average
Schedule of Faculty/Staff Training Sessions	113	1.8%	10.6%	29.2%	23.9%	34.5%	3.8
Selection of Topics of Faculty/Staff Training	109	2.8%	11.9%	27.5%	26.6%	31.2%	3.7
Selection of Software (Dreamweaver, etc.)	91	2.2%	9.9%	31.9%	25.3%	30.8%	3.7
Mac Production of Class Material (PowerPoint, etc.)	88	2.3%	9.1%	29.5%	30.7%	28.4%	3.7
PC Production of Class Material (PowerPoint, etc.)	93	2.2%	8.6%	26.9%	29.0%	33.3%	3.8
CitySITE Scanners/Fax	82	8.5%	9.8%	29.3%	19.5%	32.9%	3.6
Average Satisfaction	96	3.3%	10.0%	29.0%	25.8%	31.9%	3.7

- Six areas were included in this part. Overall, respondents expressed high satisfaction with CitySITE services.
- Respondents' average satisfaction with CitySITE was 3.7 (based upon a scale from 1 least satisfied to 5 most satisfied).
- On average, about 32% of the respondents rated CitySITE as most satisfied.

General Satisfaction with the LRC – see Table 5

Table 5: Satisfaction with LRC in General

Your Satisfaction with LEARNING RESOURCE CENTER (General)	total respon- dents	least satisfied 1	2	3	4	most satisfied 5	average
LRC's Schedule of Open Hours	497	9.5%	11.5%	19.7%	28.0%	31.4%	3.6
Xerox Print Card System	460	8.7%	13.5%	26.1%	21.5%	30.2%	3.5
LRC website	442	3.6%	7.5%	27.4%	29.9%	31.7%	3.8

- Nearly 10% of the respondents rated LRC schedule of open hours as least satisfied.
- About 9% of the respondents rated Xerox print card system as least satisfied.
- LRC website received relatively higher satisfaction.

Comparison of Satisfaction between Students and Faculty/Staff – see Table 6

Table 6: Comparison of Satisfaction between Students (n=507) and Faculty/Staff (n=78)**

LIBRARY AREA - Main Level & Upper Level	total	students	faculty /staff	gap*
Library Circulation Center (Main Level)	3.9	4.0	3.7	0.3
Library Information/Reference Center (Main Level)	3.9	4.0	3.7	0.3
Individual Assistance at Information/Reference Center	4.0	4.0	4.0	0.0
Library Reference Book Collection (Main Level)	3.7	3.7	3.3	0.4
Library Periodical/Magazine Collection (Main Level)	3.9	3.9	3.5	0.4
Interlibrary Loan Service (Main Level)	3.8	3.8	3.7	0.1
Group Study Rooms (Main Level)	4.1	4.1	3.9	0.2
Library Online Book Catalog (Ipac, etc.)	4.1	4.1	3.7	0.4
Library Online Databases (Proquest, etc.)	4.1	4.1	4.1	0.0
Library Electronic Books (Netlibrary, etc.)	3.9	4.0	4.1	-0.1
Library Orientation Session (Main Level, R209)	3.9	3.9	4.0	-0.1
Library Computers for Research (Main Level)	4.2	4.2	4.2	0.0
Library Printers and Copiers (Main Level)	3.9	3.9	3.8	0.1
Library Circulating Book Collection (Upper Level)	3.6	3.6	3.1	0.5
Library Group Training (Upper Level, R301)	3.8	3.8	4.0	-0.2
Library Furniture (Tables, Chairs, etc.)	4.4	4.4	4.2	0.2
Overall Average	3.9	4.0	3.8	0.2
INDEPENDENT LEARNING CENTER (ILC) - Lower Level				
	total	students	faculty /staff	gap*
Using Tracking System to Log In/Out (Lower Level)	3.9	3.9	4.2	-0.3
Clarity of Procedures/Instructions (Lower Level)	3.9	3.9	4.0	-0.1
Individual Assistance in ILC (Lower Level)	4.0	4.0	4.1	-0.1
Course-Related Software (Language, Visual Studio, etc.)	3.8	3.8	3.8	0.0
Application Software (Word, Excel, etc.)	4.3	4.3	4.2	0.1
Internet Access Related to Class	4.3	4.4	4.1	0.3
Internet Access NOT Related to Class	4.2	4.3	4.2	0.1
Adaptive Software for Special Needs	3.8	3.8	3.9	-0.1
Multimedia Materials (VCR, AudioCassette, etc.)	3.8	3.9	3.8	0.1
ILC Printers	3.9	3.9	3.8	0.1
ILC Computing Lab Environment	4.1	4.1	3.9	0.2
Overall Average	4.0	4.0	4.0	0.0

* Gap = Student Satisfaction - Faculty/Staff Satisfaction

** Some respondents (n=28) belong to other groups: non-City student, community users, or unknown.

Table 6: Comparison of Satisfaction between Students (n=507)
and Faculty/Staff (n=78)**
(continued)

MULTIMEDIA (AV) SERVICES - Lower Level	total	students	faculty /staff	gap*
Media Center Assistance/Services (Lower Level)	4.0	4.0	4.2	-0.2
Multimedia Equipment (Computer projector, etc.)	3.8	3.8	3.8	0.0
Media Equipment (VCR, Overheads, etc.)	3.9	3.8	4.3	-0.5
Video Collection (On-campus collection)	3.4	3.5	2.8	0.7
Video Consortium (Off-campus collection)	3.4	3.4	3.2	0.2
Multimedia Support/Service for Classroom Productions	3.8	3.7	4.0	-0.3
Overall Average	3.7	3.7	3.7	0.0
CitySITE (Faculty/Staff Technology Development) - R101				
	total	students	faculty /staff	gap*
Schedule of Faculty/Staff Training Sessions	3.8	3.8	3.4	0.4
Selection of Topics of Faculty/Staff Training	3.7	3.7	3.4	0.3
Selection of Software (Dreamweaver, etc.)	3.7	3.7	3.7	0.0
Mac Production of Class Material (PowerPoint, etc.)	3.7	3.7	3.8	-0.1
PC Production of Class Material (PowerPoint, etc.)	3.8	3.8	3.9	-0.1
CitySITE Scanners/Fax	3.6	3.6	3.3	0.3
Overall Average	3.7	3.7	3.6	0.1
Your Satisfaction with LEARNING RESOURCE CENTER (General)				
	total	students	faculty /staff	gap*
LRC's schedule of open hours	3.6	3.6	3.6	0.0
Xerox Print Card System	3.5	3.6	3.2	0.4
LRC website	3.8	3.8	3.5	0.3

* Gap = Student Satisfaction - Faculty/Staff Satisfaction

** Some respondents (n=28) belong to other groups: non-City student, community users, or unknown.

- In general, students were slightly more satisfied with the LRC services than faculty/staff.
- Areas in which students reported high satisfaction were: library Circulation Center (4.0), library Information/Reference Center (4.0), individual assistance at Information/Reference Center (4.0), group study rooms (4.1), library online book catalog (4.1), library online databases (4.1), library electronic books (4.0), library computers for research (4.2), library furniture (4.4), individual assistance in ILC (4.0), application software (4.3), Internet access related to class (4.4), Internet access not related to class

- (4.3), ILC computing lab environment (4.1), media center and assistance/services (4.0).
- Areas in which faculty and staff indicated high satisfaction were: individual assistance at Information/Reference Center (4.0), library online databases (4.1), library electronic books (4.1), library orientation session (4.0), library computers for research (4.2), library group training (4.0), library furniture (4.2), using tracking system to log in/out at ILC (4.2), clarity of procedures/instructions at ILC (4.0), individual assistance in ILC (4.1), application software (4.2), Internet access related to class (4.1), Internet access not related to class (4.2), media center assistance/services (4.2), media equipment (4.3), and multimedia support/service for classroom productions (4.0).
 - Faculty and staff expressed relatively low satisfaction (average satisfaction= ≤ 3.0) with the library circulating book collection (3.1) and video collection (2.8).
 - In comparison with faculty, students reported relatively higher satisfaction with book and video collections.

Demographic Questions (see tables on page 12-14)

Respondents' demographic questions were summarized and compared in the following section. As a comparison, some demographics of the total student population were presented.

- Of all respondents, 82% were City students, 13% were faculty/staff, 3% other groups (community user, non-City students, none of the listed), and 6% unknown. It should be noted that some respondents selected more than one category.
- As compared with the total student population (20%), respondents between ages 18-20 were slightly over-represented (25%).
- Females accounted for 55% of the respondents, as compared to 47% in the student population.
- As compared to the student population (16%), African Americans were slightly under-represented among the respondents (10%).
- Full-time students (enrolled in 12 or more units) constituted 46% of the respondents, as compared to 12% in the student population.
- First-time students accounted for 11% of the respondents (17.2% in the student population).

Survey Comments (see student comments on page 18-28)

A content analysis was performed to identify themes of survey comments. Comments were analyzed by students and faculty/staff. Results are summarized below:

Question 1: If you could change one thing in the LRC, what would it be?

Identified Themes	#
City Student Comments	
Need to expand LRC open hours	74
Need more computers	66
Need more and updated books	56
Printing/copy cost is too high	24
More staff is needed	17
Problems with printing/copy card system	15
City Faculty Comments	
More books	5

Questions 2: What do you like best about the LRC?

Identified Themes	#
City Student Comments	
Spacious, clean, nice, quiet, and comfortable learning environment	107
Helpful and friendly staff	33
Study areas	19
Internet access	14
Resources	25
City Faculty Comments	
The staff	6

Questions 3: If you have not used the LRC, explain why?

Identified Themes	#
City Student Comments	
Access to resources at home or other places	13
Busy with work and had no time to use LRC	11
City Faculty Comments	
No themes were found	

Questions 4: Additional comments and suggestions about the LRC.

Identified Themes	#
City Student Comments	
Extend LRC open hours	31
Add more books	23
Cheaper printing and copying	9
City Faculty Comments	
No themes were found	

Appendix A

Survey Results

San Diego City College LRC Survey - Spring 2003 (n=620) College LRC Survey

Satisfaction Questions

usage		LIBRARY AREA - Main Level & Upper Level	level of satisfaction						
yes	no		total respondents	least satisfied 1	2	3	4	most satisfied 5	average
399	149	Library Circulation Center (Main Level)	435	1.4%	3.7%	27.4%	36.6%	31.0%	3.9
365	177	Library Information/Reference Center (Main Level)	413	2.4%	4.4%	24.5%	37.5%	31.2%	3.9
289	248	Information/Reference Center	348	2.9%	5.5%	20.1%	31.6%	39.9%	4.0
222	313	Library Reference Book Collection (Main Level)	277	4.7%	10.1%	26.4%	31.0%	27.8%	3.7
260	281	Library Periodical/Magazine Collection (Main Level)	307	3.9%	4.2%	23.5%	34.5%	33.9%	3.9
106	434	Interlibrary Loan Service (Main Level)	173	5.2%	7.5%	25.4%	26.6%	35.3%	3.8
166	375	Group Study Rooms (Main Level)	230	4.3%	3.5%	16.5%	31.7%	43.9%	4.1
302	232	Library Online Book Catalog (Ipac, etc.)	344	2.3%	4.1%	18.9%	35.8%	39.0%	4.1
277	253	Library Online Databases (Proquest, etc.)	317	2.2%	3.8%	18.0%	36.6%	39.4%	4.1
145	391	Library Electronic Books (Netlibrary, etc.)	196	4.1%	3.6%	23.5%	32.7%	36.2%	3.9
160	382	Library Orientation Session (Main Level, R209)	212	5.7%	6.6%	19.8%	30.2%	37.7%	3.9
349	195	Library Computers for Research (Main Level)	388	1.3%	1.8%	18.0%	33.5%	45.4%	4.2
338	204	Library Printers and Copiers (Main Level)	378	4.8%	7.9%	18.8%	32.3%	36.2%	3.9
223	310	Library Circulating Book Collection (Upper Level)	271	7.0%	9.6%	27.3%	27.3%	28.8%	3.6
58	477	Library Group Training (Upper Level, R301)	111	8.1%	5.4%	27.9%	20.7%	37.8%	3.8
420	116	Library Furniture (Tables, Chairs, etc.)	464	1.5%	1.9%	11.2%	28.4%	56.9%	4.4
255	284	Average Satisfaction	304	3.9%	5.2%	21.7%	31.7%	37.5%	3.9
		INDEPENDENT LEARNING CENTER (ILC) - Lower Level	total respondents	least satisfied 1	2	3	4	most satisfied 5	average
270	266	Using Tracking System to Log In/Out (Lower Level)	320	5.9%	5.0%	20.0%	29.4%	39.7%	3.9
202	331	Clarity of Procedures/Instructions (Lower Level)	246	5.3%	6.5%	22.4%	27.2%	38.6%	3.9
203	332	Individual Assistance in ILC (Lower Level)	246	6.5%	4.9%	17.1%	25.6%	45.9%	4.0
123	410	Course-Related Software (Language, Visual Studio, etc.)	179	6.1%	8.4%	21.8%	26.3%	37.4%	3.8
237	295	Application Software (Word, Excel, etc.)	283	0.7%	2.5%	18.0%	29.0%	49.8%	4.3
276	265	Internet Access Related to Class	312	1.3%	2.2%	12.2%	32.1%	52.2%	4.3
243	285	Internet Access NOT Related to Class	287	1.7%	2.8%	16.4%	29.3%	49.8%	4.2
52	480	Adaptive Software for Special Needs	114	5.3%	10.5%	24.6%	19.3%	40.4%	3.8
118	412	Multimedia Materials (VCR, AudioCassette, etc.)	182	6.0%	9.3%	22.0%	22.0%	40.7%	3.8
254	280	ILC Printers	296	5.1%	8.4%	18.6%	28.4%	39.5%	3.9
230	293	ILC Computing Lab Environment	283	4.2%	4.2%	18.0%	29.0%	44.5%	4.1
201	332	Average Satisfaction	250	4.4%	5.9%	19.2%	27.0%	43.5%	4.0

usage		City College LRC Survey							
yes	no	MULTIMEDIA (AV) SERVICES - Lower Level	total respondents	least satisfied 1	2	3	4	most satisfied 5	average
111	415	Media Center Assistance/Services (Lower Level)	165	6.1%	6.1%	20.0%	21.2%	46.7%	4.0
93	428	Multimedia Equipment (Computer projector, etc.)	148	5.4%	8.1%	23.0%	23.6%	39.9%	3.8
86	431	Media Equipment (VCR, Overheads, etc.)	140	3.6%	5.7%	26.4%	25.7%	38.6%	3.9
59	461	Video Collection (On-campus collection)	111	9.9%	10.8%	33.3%	19.8%	26.1%	3.4
30	486	Video Consortium (Off-campus collection)	84	7.1%	10.7%	35.7%	23.8%	22.6%	3.4
66	449	Multimedia Support/Service for Classroom Productions	117	5.1%	6.8%	29.1%	23.9%	35.0%	3.8
74	445	Average Satisfaction	128	6.2%	8.0%	27.9%	23.0%	34.8%	3.7

yes	no	CitySITE (Faculty/Staff Technology Development) - R101	total respondents	least satisfied 1	2	3	4	most satisfied 5	average
71	420	Schedule of Faculty/Staff Training Sessions	113	1.8%	10.6%	29.2%	23.9%	34.5%	3.8
67	424	Selection of Topics of Faculty/Staff Training	109	2.8%	11.9%	27.5%	26.6%	31.2%	3.7
51	442	Selection of Software (Dreamweaver, etc.)	91	2.2%	9.9%	31.9%	25.3%	30.8%	3.7
43	448	Mac Production of Class Material (PowerPoint, etc.)	88	2.3%	9.1%	29.5%	30.7%	28.4%	3.7
50	439	PC Production of Class Material (PowerPoint, etc.)	93	2.2%	8.6%	26.9%	29.0%	33.3%	3.8
38	449	CitySITE Scanners/Fax	82	8.5%	9.8%	29.3%	19.5%	32.9%	3.6
53	437	Average Satisfaction	96	3.3%	10.0%	29.0%	25.8%	31.9%	3.7

Your Satisfaction with LEARNING RESOURCE CENTER (General)		total respondents	least satisfied 1	2	3	4	most satisfied 5	average
LRC's schedule of open hours		497	9.5%	11.5%	19.7%	28.0%	31.4%	3.6
Xerox Print Card System		460	8.7%	13.5%	26.1%	21.5%	30.2%	3.5
LRC website		442	3.6%	7.5%	27.4%	29.9%	31.7%	3.8

Demographic Questions

2. Affiliation: (select all that apply)

Affiliation	#	%*	*% of all respondents (n=620)
City student	507	81.8%	
Unknown	39	6.3%	
City contract staff	29	4.7%	
City contract faculty	26	4.2%	
City adjunct faculty	15	2.4%	
Community user	11	1.8%	
Non-City student	8	1.3%	
City hourly staff	8	1.3%	
None of the above	4	0.6%	
Total	647	104.4%	

3. Your age (select one)

Age	Respondents		Student Population	
	#	%	#	%
Under 18	7	1.1%	216	1.5%
18-20	152	24.5%	2,930	19.8%
21-25	160	25.8%	4,096	27.7%
26-30	84	13.5%	2,473	16.7%
31-40	76	12.3%	2,746	18.6%
41-50	57	9.2%	1,579	10.7%
51-70	44	7.1%	684	4.6%
Over 70	1	0.2%	51	0.3%
Unknown	39	6.3%	-	0.0%
Total	620	100.0%	14,775	100.0%

4. Gender:

Gender	Respondents		Student Population	
	#	%	#	%
Male	210	33.9%	7,802	52.8%
Female	339	54.7%	6,954	47.1%
Unknown	71	11.5%	19	0.1%
Total	620	100.0%	14,775	100.0%

5. Ethnic background:

Ethnicity	Respondents		Student Population	
	#	%	#	%
American Indian/Alaskan Native	10	1.6%	170	1.2%
Asian/Pacific Islander	36	5.8%	970	6.6%
African American	64	10.3%	2,330	15.8%
White	211	34.0%	4,840	32.8%
Hispanic	175	28.2%	4,070	27.5%
Filipino	14	2.3%	574	3.9%
Other	48	7.7%	799	5.4%
Unknown	62	10.0%	1,022	6.9%
Total	620	100.0%	14,775	100.0%

SDCCD students only:

6. Units enrolled:

Units Enrolled	Respondents		Student Population	
	#	%	#	%
Enrolled in less than 12 units	209	33.7%	12,737	88.0%
Enrolled in 12 or more units	287	46.3%	1,738	12.0%
Unknown	124	20.0%		0.0%
Total	620	100.0%	14,475	100.0%

7. First-semester students:

First-semester Student	Respondents		Student Population	
	#	%	#	%
Yes	68	11.0%	2,490	17.2%
No	402	64.8%	11,876	82.0%
Unknown	150	24.2%	109	0.8%
Total	620	100.0%	14,475	100.0%

8. If you could change one thing in the LRC--the Library areas, ILC, Multimedia, CitySITE--what would it be?

Identified Themes	#
City Student Comments	
Need to expand LRC open hours	74
Need more computers	66
Need more and updated books	56
Printing/copy cost is too high	24
More staff is needed	17
Problems with printing/copy card system	15
City Faculty Comments	
More books	5

* See Page 18 for student comments.

9. What do you like best about the LRC?

Identified Themes	#
City Student Comments	
Spacious, clean, nice, quite, and comfortable learning environment	107
Helpful and friendly staff	33
Study areas	19
Internet access	14
Resources	25
City Faculty Comments	
The staff	6

* See Page 18 for student comments.

10. If you have not used the LRC, explain why?

Identified Themes	#
City Student Comments	
Access to resources at home or other places	13
Busy with work and had no time to use LRC	11
City Faculty Comments	
No themes were found	

* See Page 18 for student comments.

11. Additional comments and suggestions about the LRC--the Library area, ILC, Multimedia, CitySITE:

Identified Themes	#
City Student Comments	
Extend LRC open hours	31
Add more books	23
Cheaper printing and copying	9
City Faculty Comments	
No themes were found	

* See Page 17 for student comments.

Comparison of Satisfaction between Students and Faculty/Staff

Students = 507; Faculty/Staff = 78**

LIBRARY AREA - Main Level & Upper Level	average satisfaction			
	total	students	faculty /staff	gap*
Library Circulation Center (Main Level)	3.9	4.0	3.7	0.3
Library Information/Reference Center (Main Level)	3.9	4.0	3.7	0.3
Individual Assistance at Information/Reference Center	4.0	4.0	4.0	0.0
Library Reference Book collection (Main Level)	3.7	3.7	3.3	0.4
Library Periodical/Magazine Collection (Main Level)	3.9	3.9	3.5	0.4
Interlibrary Loan Service (Main Level)	3.8	3.8	3.7	0.1
Group Study Rooms (Main Level)	4.1	4.1	3.9	0.2
Library Online Book Catalog (Ipac, etc.)	4.1	4.1	3.7	0.4
Library Online Databases (Proquest, etc.)	4.1	4.1	4.1	0.0
Library Electronic Books (Netlibrary, etc.)	3.9	4.0	4.1	-0.1
Library Orientation Session (Main Level, R209)	3.9	3.9	4.0	-0.1
Library Computers for Research (Main Level)	4.2	4.2	4.2	0.0
Library Printers and Copiers (Main Level)	3.9	3.9	3.8	0.1
Library Circulating Book Collection (Upper Level)	3.6	3.6	3.1	0.5
Library Group Training (Upper Level, R301)	3.8	3.8	4.0	-0.2
Library Furniture (Tables, Chairs, etc.)	4.4	4.4	4.2	0.2
Overall Average	3.9	4.0	3.8	0.2
INDEPENDENT LEARNING CENTER (ILC) - Lower Level				
	total	students	faculty /staff	gap*
Using Tracking System to Log In/Out (Lower Level)	3.9	3.9	4.2	-0.3
Clarity of Procedures/Instructions (Lower Level)	3.9	3.9	4.0	-0.1
Individual Assistance in ILC (Lower Level)	4.0	4.0	4.1	-0.1
Course-Related Software (Language, Visual Studio, etc.)	3.8	3.8	3.8	0.0
Application Software (Word, Excel, etc.)	4.3	4.3	4.2	0.1
Internet Access Related to Class	4.3	4.4	4.1	0.3
Internet Access NOT Related to Class	4.2	4.3	4.2	0.1
Adaptive Software for Special Needs	3.8	3.8	3.9	-0.1
Multimedia Materials (VCR, AudioCassette, etc.)	3.8	3.9	3.8	0.1
ILC Printers	3.9	3.9	3.8	0.1
ILC Computing Lab Environment	4.1	4.1	3.9	0.2
Overall Average	4.0	4.0	4.0	0.0

* Gap = Student Satisfaction - Faculty/Staff Satisfaction

** Some respondents (n=28) belong to other groups: non-City student, community users, or unknown.

Comparison of Satisfaction between Students and Faculty/Staff

Students = 507; Faculty/Staff = 78**

MULTIMEDIA (AV) SERVICES - Lower Level	average satisfaction			
	total	students	faculty /staff	gap*
Media Center Assistance/Services (Lower Level)	4.0	4.0	4.2	-0.2
Multimedia Equipment (Computer projector, etc.)	3.8	3.8	3.8	0.0
Media Equipment (VCR, Overheads, etc.)	3.9	3.8	4.3	-0.5
Video Collection (On-campus collection)	3.4	3.5	2.8	0.7
Video Consortium (Off-campus collection)	3.4	3.4	3.2	0.2
Multimedia Support/Service for Classroom Productions	3.8	3.7	4.0	-0.3
Overall Average	3.7	3.7	3.7	0.0
CitySITE (Faculty/Staff Technology Development) - R101				
	total	students	faculty /staff	gap*
Schedule of Faculty/Staff Training Sessions	3.8	3.8	3.4	0.4
Selection of Topics of Faculty/Staff Training	3.7	3.7	3.4	0.3
Selection of Software (Dreamweaver, etc.)	3.7	3.7	3.7	0.0
Mac Production of Class Material (PowerPoint, etc.)	3.7	3.7	3.8	-0.1
PC Production of Class Material (PowerPoint, etc.)	3.8	3.8	3.9	-0.1
CitySITE Scanners/Fax	3.6	3.6	3.3	0.3
Overall Average	3.7	3.7	3.6	0.1
Your Satisfaction with LEARNING RESOURCE CENTER (General)				
	total	students	faculty /staff	gap*
LRC's schedule of open hours	3.6	3.6	3.6	0.0
Xerox Print Card System	3.5	3.6	3.2	0.4
LRC website	3.8	3.8	3.5	0.3

* Gap = Student Satisfaction - Faculty/Staff Satisfaction

** Some respondents (n=28) belong to other groups: non-City student, community users, or unknown.

City College LRC Survey Comments
Question 8. If you could change one thing in the LRC-the Library area, ILC, Multimedia, CitySITE-what would it be?
Student Comments
Hours - More hours, open earlier, stay open later, open Saturdays and Sundays (n = 74)
Computers, availability, access, lab . (n = 66)
Books - more, better, up-to-date, variety (n= 56)
Furniture - comfort, variety, arrangement. (n = 31)
Cost of printing/copying. (n= 18)
More staff. (n = 15)
Xerox card machine. (n = 12)
Log in with ID card. (n = 5)
Stop cell phone use. (n = 3)
More supervision. (n = 2)
A lounge area with a view.
A/C.
Add laptop computers!!!
Add laptop connection stations with internet and power source.
Add more equipment.
Add Pro Quest.com.
Add T.V.'s for students use.
All services are satisfactory.
At least one door downstairs should be open.
Attitudes of staff.
Availability of computers on the 3rd floor. Option to use Macs instead of PC's.
Be able to drink coffee.
Better air conditioning.
Better books on the upper level.
Better chairs.
Better Multimedia language aides.
Better printers on the lower level.
Broader range of periodicals (scientific) for reference.
Card vending machine in computer lab, extra copier on 1st floor.
Change study areas to be more accessible.
Complete materials for language lab. Knowledgeable assistance from staff.
Computers' operating system.
Convert some computers to word processing only.
Copy room - place right in front.
Desk staff at main library floor consistently courteous and helpful Staff of ILC (management) consistently are not a customer service model.
Directory.
Don't like Xerox print card system. Takes too long. Pay for individual printing to a staff member.
Entrance downstairs. More A/C/
Everything. Not as good as Mesa.
Faster log in and out system.

Find a better printing method without passcards.
Fix CitySite to make it better.
Friendlier people in ILC, something on the walls in the conference rooms.
Get a change machine.
Have a room where class related discussions between students can take place and be able to have snacks and drinks in there.
Have an entrance on lower level.
Have MSA manager.
Have staff control noise in LRC. More computers on.
I like it the way it is. It will improve as times change.
I think the system is pretty good.
ILC - Ability to use the USB ports (front) on the computers in addition to the normal floppy drive.
Internet access slow.
It's really nice. No changes.
Left-handed desks.
Lower level entrances!! Faster elevator!
Main floor needs tables and chairs.
Make it more private for work.
Make printers take bills that are larger than \$1, \$5.
Make visible at entrance the number of services and materials. Available. I had no idea!. Advertise! Sell the place! No mention of LRC around the campus.
More A/C. It gets hot and stuffy.
More animation videos
More arts and crafts, and paintings.
More ATM and Xerox card locations.
More books in Spanish.
More books on scholarships.
More books! Too much emphasis on computers and very few/limited variety of books!
More card machines downstairs.
More comfortable chairs.
More computers on main level, more clocks, and get more books for the upper level.
More computers.
More conservative material.
More copiers.
More couches.
More desks and more areas to work.
More digital research material (Psych Journals on CD).
More entrances/exits.
More equipment.
More group study rooms (look at Mesa College library!). One study group room is ridiculous!
More helpful and nicer staff.
More librarians.
More Mac compatible computers.
More open hours; place writing boards in study rooms; make internet access more available; don't complain about computers being used for e-mail.
More periodicals (communication, arts) and better website.
More printers on main level.
More printers.
More quiet study areas. Language lab separate. Sell leather chairs before students destroy them. The front door and how you have to walk all the way up those stairs to get to the ILC.

More resources
More working area.
More Xerox print card systems (downstairs).
Multimedia.
Need access from downstairs.
Need audio tape machine and copy machine.
Need directory showing where services are located.
Need more computers, books and chairs and desks.
Need more copiers.
Need more desks.
Never used.
No areas for talking or cell phones.
Not much furniture in library.
Not only research on main level.
Nothing. The library is like my home.
Nothing. (n=3)
One female in library is bossy.
One of the staff is not friendly, helpful, or professional.
Open 24 hours.
Open internet connections for laptops.
Open study rooms for group study.
Print card machine downstairs!
Print card machine in computer lab and more copy machines.
Print card machine on every floor.
Printers for upstairs research (main level).
Printing and copying should be free.
Private booths or new headphones for language audio tapes. Need A/C.
Private QUIET study room (too much talking). Brighter lights.
Promotion for ILC staff!
Put a computer terminal on upper level (bookstacks) to access PAC.
Put copy/copy machine and card money adding machine downstairs.
Put entrances on 1st floor and Xerox and printers on every level.
Put librarian's desk closer to entrance. Add more copiers.
Put plants in the unused space; good for everybody.
Put the catalog upstairs by the books.
Put up signs in designated areas that say Quiet Zone (like Mesa College library).
Put Word Perfect on the computers.
Remove the woman in charge of the ILC - poor attitude!
Room temperatures.
Size
Some of the librarians could be more friendly and helpful
Some of the people working in the library.
Staff attitude. Remind them they are there for the students.
Staff in A.V... dept.honor appointments they make and not go to lunch before they are done. I had to wait 40 minutes for them.
Staff needs better attitudes!
Temperature of lab.
That we could bring in and drink water at least.
That you could bring food in.
The "research" computers should have applications like Word, Excel, etc.
The audio tape clearer.

The lighting is terrible. We are going to go blind.
The LRC looks great and has everything.
The Multimedia Center seems like it is never open.
The name.
The people.
The printing system.
The staff assistant. You need more personnel.
The staff needs to be more friendly.
The Xerox print card system. It is very unconventional and time consuming, the machine never works and it is too expensive. Please get rid of it.
There needs to be a main page on the computer that guides you to the online services. The alarm goes off too often.
Tighter security when entering the LRC.
Update copying and printing. Allow more programs on computers.
Use driver's license instead of school ID.
Use of upstairs computers.
Very helpful regarding educational learning.
Wouldn't change anything. It looks good.
Xerox print card system. Need more available and closer to labs!
Faculty/Staff Comments
More books. (n = 5)
Cool temperatures in labs.
Improve A/C in ILC.
Improve lighting.
Make some use of the parking structure level.
More collaboration between classroom faculty and librarians in selection of library materials.
More staff.
Move back to old location.
Open lower level faculty room at 7am. We need access, PLEASE!
Up-to-date AV equipment, more DVD players, more cassette players with better fidelity for classroom use.
Comments from Other Groups (non-City Students, community users, unknown)
Add Friday night and/or weekend hours or open at 7am during the week.
Hours open.
More printers.
More staff.
Nothing.
Scanners on lower level. More group study rooms.
9. What do you like best about the LRC?
Student Comments
Environment, location, atmosphere, windows, comfort, peaceful, clean, new, etc. (n = 107)
Staff - helpful, courteous, friendly, knowledgeable, etc. (n = 33)
Study Areas (n = 19)

Resources. (n = 8)
Hours. (n = 5)
Ability to research medical journals and e-mail them to my account.
Access, location and a lot bigger.
Accessibility.
Almost everything I need you seem to have available.
Amount of available resources - multimedia, etc.
Availability.
Bathroom tile.
Big and open. Easy to think.
Building and equipment we work with.
Cleanly laid out bldg. With resources almost always at our disposal.
Comfortable. A true gem.
Conference rooms.
Current resources.
Easy access.
Easy access. Fast service.
Easy to find what I need.
Easy use.
Everything is so useful and right there for the taking.
Everything is up-to-date and easily accessible!!
Everything is well organized, easy to find.
Everything they do.
Everything.-n=4
Facilities.
Faster access to the Internet.
Flexibility.
Free Internet use.
Fresh new organization on run of faculty.
Good place to study by oneself.
Hours, availability, technology, always someone to help.
Hours.
I can always up something or do research during classes.
I can do all things needed for research and class assignments on the main level.
I can do everything there.
I can do my homework on upper level and type it downstairs.
I can do my internet homework without charge.
Internet access, online d-bases.
Internet access. (n=4)
Internet available.
Internet, computer database, online books, online periodicals.
Internet, quiet, clean, great view.
Internet.
It has very good hours and is a wonderful place to read.
It is being well taken care of by students and staff.
It is good.
It's always available.
It's here.
Its new smell.

It's nice and it's useful.
Less lines to wait in.
Lighting.
Lighting.
Lots of available sitting space, quiet, study-friendly environment.
Lots of space and takes care of students needs.
Lots of space.
Magazines, journals.
Magazines.
Materials for research and a place to study.
More room.
More space, restrooms, selection of books, the magazine collection.
Never use it.
Newspaper, periodicals.
Nice place to study without distractions.
Not enough computers.
Nothing.
Numerous references on the web.
Organization.
Printer access.
Printers
Printers.
Proquest.
Quiet and easy to do homework, study.
Quiet zones.
Research access, quality materials.
Research for homework.
Schedule, Research.
Selection of books.
Services, everything except no Saturdays open.
So much unused space!
Space - very big - more chairs, tables.
Space and information.
Spaciousness, lighting, internet access, media room tape.
Staff are very skilled and helpful.
State of the art, professional.
Technology.
That it is available.
That it is here and available to the students.
The 3rd floor.
The aesthetics.
The availability.
The clean restrooms.
The copy machine.
The design/architecture.
The different areas to sit. Relaxing environment.
The equipment.
The hardware.
The ILC and the friendly environment.
The ILC.
The ILC.

The information they have in the CitySite.
The internet connection is very fast.
The internet.
The Library Group Training Room.
The lighting seems to be natural.
The lighting.
The look and feel of the building.
The multi-floor.
The online website is helpful.
The open space environment and the broad range of diverse topics in the periodical area.
The resources and the people.
The resources available.
The search program.
The silence and respect shown to one another.
The students.
The third floor because it is peaceful.
The upper level quietness of the library.
The view, the tables.
The word processors.
This library is very good compared to the old one.
Very convenient, cozy, good place to study.
Very tranquil, aesthetically pleasing.
View, comfortable study environment.
Well run.
Without the LRC, I would never get through my courses.
Word/Internet.
Faculty/Staff Comments
Staff. (n = 6)
Excellent learning environment (light, open, peaceful).
I like its newness and potential.
Layout - Faculty planning - Staff.
Location, atmosphere, internet access, online d-bases.
Nice inside.
Staff person tailored her schedule to my sculpture class - Very good.
The students.
The view.
They will hold videos for my students to view.
Comments from Other Groups (non-City Students, community users, unknown)
Art books! Atmosphere.
Availability of staff. They are wonderful!
Computer lab is very small and crowded.
Computer use and the internet.
Hours and environment, computer software.
Staff is very friendly and helpful (ILC).
The architect and the view. It's quiet too.
The staff and students.

10. If you have not used the LRC, explain why?
Student Comments
Access to other resources. (n = 13)
No time. (n = 11)
No need. (n=10)
A/V services is my only need at this point.
Air.
Do not spend enough time on campus; however, if needed, I would definitely use the LRC.
Don't know how to use the LRC.
Don't use anymore.
Downtown library.
Have own computer but did go there to study.
I never thought to because I really was never even told what it was or where it was.
It was too far from my classes.
It's a slacker.
It's great that it is a requirement to use these resources (Speech 101).
Limited hours. Stay open late weekdays (10pm) and open on Saturdays.
Most of my classes are at Mesa.
No books. Limited help.
Not helpful enough. Staff needs more training. No one can seem to answer questions. They don't know what they are doing. Send the people at the check-out desk to Customer Service workshops in the T-bldg. Even the supervisor is rude and needs some people skills.
Out of the way and I haven't been introduced to it.
Parking. Most of it is for staff. Don't understand.
Previous experience.
Some probably don't like the noise. On a dreary day the lighting is worse than candlelight.
This body works better independently.
Update catalogs and books.
Faculty/Staff Comments
If I have to find books, I use libraries like UCSD and State.
No books. Limited help.
No need. I use C218.
Too far away!
Comments from Other Groups (non-City Students, community users, unknown)
Use these services at my full-time school.
11. Additional comments and suggestions about the LRC.
Student Comments
More open hours during week and weekends & Summer. (n = 31)
Books - More, new, variety, up-to-date (n = 23)
Cheaper/free copying, printing. (n = 9)
Staff is helpful, polite, etc. (n = 7)

More staff.(n = 3)
More/better printers. (n = 2)
Access to lower level from street. (n=2)
A high tech multimedia lab is essential to an academic environment these days.
A lifesaver.
Access from home to computer resources.
Allow access to use scanners. Tours for LRC?
Allow students to log in with their SS# not only with student card.
Be able to put money on your print card near the computers and not have to go upstairs.
Better software - Photoshop, illustrator, etc.
Didn't know library was open or very aware of services offered. Poor school to student communication.
Endowments of books from large book/publishing companies would be nice so that the circulating book collection could be updated. It would be great if the library was only for students, not open to the public.
Enforce no cell phone use. Love the study group rooms.
Everyone is just great answering questions. Thank you!!!
Everything is great. Good selection of books.
Everything is perfect!!!
Get rid of indigents who use the computers.
Glad we got the LRC; it was very much needed.
Good job.
Good library.
Good, useful, quiet.
Great facility.
Great services.
Have a Work Study Program so you can have more staff.
How can I go if I don't have a class that goes?
I can get more work/studies done at the LRC than at home. A marvelous, outstanding job done on the LRC. So much nicer and comfortable!
I don't like that I can't access a disk upstairs even if it's a link from my research.
I like the program. A lot of students would be helpless without it.
I like to keep it clean and nice.
I love it all. It looks state of the art. I am proud that it is a part of my school.
I never knew the LRC had that many things to offer until I did this survey.
I would like it if when I come into use the computer lab that some employee isn't on my back on every little detail. I know what I am doing.
Idiotic to have all doors locked as Exits Only on lower level.
If it weren't for the LRC I don't think I would pass Spanish.
Internet access is great as well as the helpers in the computer lab.
It seems like a large waste of space.
It's a great place to study and is very comfortable.
It's nice but isn't there more for education in CA so we could have more resources.
It's nice but reinforce people to be quiet.
Just the copy situation. What if I only had 4 quarters?
Keep it and give it more funds.
Keep up the great work!!
Less harassment about use of computers for course-related work.
Library area could be improved and also the book collection (more and newer).
Looks too empty.
LRC is a credit to this fine school. Keep up the great work.

LRC is a great, beautiful center with a great view; it just needs more resources, i.e., books, study rooms, librarians, etc.
Make call #'s easier to find on computers.
More art displays and lecture events in the library.
More computers, better way to find books, better scanners and printers, more helpful employees, fuller extent of course text books!!
More computers.
More funds!
More librarians.
More Mac computers, please.
More parking and less for disabled.
More resources.
More space.
Most of the staff in LRC are great, but a couple are very lazy.
Need a better LRC.
Need more lighting in LRC rooms.
Need more Mac computers.
Need more machines.
Need some type of guide up front for newcomers so they know what is offered and where it is.
Need to work on printers. Get charged when they print blank papers.
New students should be told the library is for study not socializing. Metal study tables are noisy. Replace with wood.
Nice building.
One rude woman in library area is giving a bad reputation to the LRC.
Only used computers in ILC.
Pay employees more and work less hours. They seem really stressed. Don't have loud music outside like on Open House 2003. Open earlier and close later. The library should be able to accommodate for early and late classes.
People are not very courteous. Too many cell phones being used. Need better vigilance.
Place a card catalog upstairs (or in a place not so difficult to find).
Provide a designated "Quiet Study Area". Provide customer service training for all management and director level personnel on a regular basis. Adopt a policy to reduce homeless occupancy in the library and its restrooms.
Put up photos of the progress of the LRC being built over all those months.
Restroom doors close too harshly. Need rubber bumpers.
Save name in computer so you don't always have to show card.
Should be called library.
Small selection of books for research.
Some of staff in computer lab are impolite, nosy, and rude.
Some of the workers seem to be less informed and helpful.
Someone at entrance to answer questions patiently.
Staff at reference desk is extremely helpful. Thank you!
Study room lights go off easily. Need to be fixed.
Study rooms should be more apparent. Many students don't know about them. Why are the computers on the 3rd floor always off?
Thank you for offering help in providing computers.
Thank you!!!
The air conditioner blasts on me.
The building is beautiful. It will be great as it grows over time.
The center was a great tool for me to help with all my classes!

The ILC is congested and loud for a computer room.
The library is big and beautiful.
The LRC is a great, new addition. It makes it impossible to say there wasn't any information available.
The LRC is beautiful and convenient. Love the new look and the bigger size.
This is a great new building
This survey is too long.
Too much talking in the reading areas. It needs to stop.
Tutors would be nice.
Upper level should have more light in some areas. The computers should be turned on.
Very nice building, but more sources needed.
Website is confusing. Icons help me find things. Maybe combine the Library and LRC websites.
What rooms can you use? What's in them? Directories at the entrance, please! What do you offer? Why are there no weekend hours?
Work on their attitudes.
Xerox machine downstairs! People in the LRC are so nice, considerate and helpful, except for one.
You need friendlier employees.
Faculty/Staff Comments
Connect Scantron to PC or Mac with software to collect data from Scantron.
Get rid of indigents who use the computers.
Helpful staff.
I would like it if when I come into use the computer lab that some employee isn't on my back on every little detail. I know what I am doing.
It's a wonderful facility. Let's now hire appropriate staff and build the program.
Keep up the great work!!
Not enough support staff, no books! Is this a library?
Schedule City Site workshops at a variety of times.
The library is big and beautiful.
Took my students to Ceramic Exhibit. - Very good.
Comments from Other Groups (non-City Students, community users, unknown)
Lower price of Xerox and printing.
The library is big and beautiful.

Appendix B

Survey Instrument

Survey of SD City College Learning Resource Center (LRC)
Library - Independent Learning Center - Multimedia Center - CitySITE

**Students, Faculty and Staff:**

Please take a few minutes to answer some questions about the services that you have used. Your opinions and suggestions are important to us.

Instructions: Use a #2 pencil or blue/black pen. Fill in your bubble choices. Please leave your completed survey in one of the "LRC Survey" boxes located in several areas of the LRC and in the Campus Mail Room.

1. Identify which services of the LRC you have used in the past year. Indicate your level of satisfaction with the LRC services that you have used in the past year. Note that "1" is least satisfied and "5" is most satisfied.

LRC AREAS/SERVICES

<u>Usage</u>	LIBRARY AREA - Main Level & Upper Level	<u>Least Satisfied</u>	<u>Most Satisfied</u>
<input type="radio"/> Yes <input type="radio"/> No	Library Circulation Center (Main Level)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	
<input type="radio"/> Yes <input type="radio"/> No	Library Information/Reference Center (Main Level)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	
<input type="radio"/> Yes <input type="radio"/> No	Individual Assistance at Information/Reference Center	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	
<input type="radio"/> Yes <input type="radio"/> No	Library Reference Book Collection (Main Level)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	
<input type="radio"/> Yes <input type="radio"/> No	Library Periodical/Magazine Collection (Main Level)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	
<input type="radio"/> Yes <input type="radio"/> No	Interlibrary Loan Service (Main Level)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	
<input type="radio"/> Yes <input type="radio"/> No	Group Study Rooms (Main Level)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	
<input type="radio"/> Yes <input type="radio"/> No	Library Online Book Catalog (Ipac, etc.)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	
<input type="radio"/> Yes <input type="radio"/> No	Library Online Databases (Proquest, etc.)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	
<input type="radio"/> Yes <input type="radio"/> No	Library Electronic Books (Netlibrary, etc.)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	
<input type="radio"/> Yes <input type="radio"/> No	Library Orientation Session (Main Level, R 209)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	
<input type="radio"/> Yes <input type="radio"/> No	Library Computers for Research (Main Level)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	
<input type="radio"/> Yes <input type="radio"/> No	Library Printers and Copiers (Main Level)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	
<input type="radio"/> Yes <input type="radio"/> No	Library Circulating Book Collection (Upper Level)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	
<input type="radio"/> Yes <input type="radio"/> No	Library Group Training (Upper Level, R 301)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	
<input type="radio"/> Yes <input type="radio"/> No	Library Furniture (Tables, Chairs, etc.)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	

INDEPENDENT LEARNING CENTER (ILC) - Lower Level

<input type="radio"/> Yes <input type="radio"/> No	Using Tracking System to Log In/Out (Lower Level)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
<input type="radio"/> Yes <input type="radio"/> No	Clarity of Procedures/Instructions (Lower Level)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
<input type="radio"/> Yes <input type="radio"/> No	Individual Assistance in ILC (Lower Level)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
<input type="radio"/> Yes <input type="radio"/> No	Course-Related Software (Language, Visual Studio, etc.)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
<input type="radio"/> Yes <input type="radio"/> No	Application Software (Word, Excel, etc.)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
<input type="radio"/> Yes <input type="radio"/> No	Internet Access Related to Class	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
<input type="radio"/> Yes <input type="radio"/> No	Internet Access NOT Related to Class	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
<input type="radio"/> Yes <input type="radio"/> No	Adaptive Software for Special Needs	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
<input type="radio"/> Yes <input type="radio"/> No	Multimedia Materials (VCR, AudioCassette, etc.)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
<input type="radio"/> Yes <input type="radio"/> No	ILC Printers	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
<input type="radio"/> Yes <input type="radio"/> No	ILC Computing Lab Environment	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5

MULTIMEDIA (AV) SERVICES - Lower Level

<input type="radio"/> Yes <input type="radio"/> No	Media Center Assistance/Services (Lower Level)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
<input type="radio"/> Yes <input type="radio"/> No	Multimedia Equipment (Computer projector, etc.)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5

Continue on next page =====>>>>

MULTIMEDIA (AV) SERVICES - Lower Level (continued)

Usage			Least Satisfied		Most Satisfied		
<input type="radio"/> Yes	<input type="radio"/> No	Media Equipment (VCR, Overheads, etc.)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
<input type="radio"/> Yes	<input type="radio"/> No	Video Collection (On campus collection)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
<input type="radio"/> Yes	<input type="radio"/> No	Video Consortium (Off campus collection)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
<input type="radio"/> Yes	<input type="radio"/> No	Multimedia Support/Service for Classroom Productions	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

CITYSITE (Faculty/Staff Technology Development) - R 101

<input type="radio"/> Yes	<input type="radio"/> No	Schedule of Faculty/Staff Training Sessions	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
<input type="radio"/> Yes	<input type="radio"/> No	Selection of Topics of Faculty/Staff Training	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
<input type="radio"/> Yes	<input type="radio"/> No	Selection of Software (Dreamweaver, etc.)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
<input type="radio"/> Yes	<input type="radio"/> No	Mac Production of Class Material (Powerpoint, etc.)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
<input type="radio"/> Yes	<input type="radio"/> No	PC Production of Class Material (Powerpoint, etc.)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
<input type="radio"/> Yes	<input type="radio"/> No	CitySITE Scanners/Fax	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

Your Satisfaction with LEARNING RESOURCE CENTER (General)

LRC's schedule of open hours	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Xerox Print Card System	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
LRC website	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

2. Affiliation: (Select all that apply): City student Non-City student (school _____)
- City contract faculty City adjunct faculty
- City contract staff City hourly staff
- Community user None of the above
3. Your age: (Select one) Under 18 18-20 21-25 26-30
- 31-40 41-50 51-70 Over 70
4. Gender: Male Female
5. Ethnic background: American Indian/Alaskan Native Asian/Pacific Islander African American
- White Hispanic/Latino Filipino
- Other

SDCCD Students Only

6. Units enrolled: Enrolled in less than 12 units Enrolled in 12 or more units
7. First-semester students: Yes No
8. If you could change one thing in the LRC -- the Library area, ILC, Multimedia, CitySITE -- what would it be?
-

9. What do you like best about the LRC?

10. If you have not used the LRC, explain why?

11. Additional comments and suggestions about the LRC--the Library area, ILC, Multimedia, CitySITE:.
