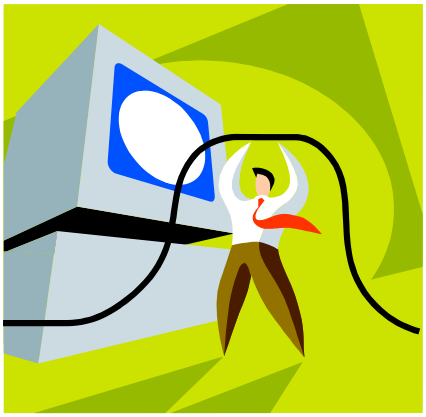
Mesa College LRC Survey
Spring 2003



Office of Institutional Research and Planning
San Diego Community College District
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Table of Contents

Survey Summary 1

Introduction 1

Instrumentation 1

Survey Collection 1

Results 1

Satisfaction Questions 2
LRC Area 2
LRC Online Services 3
Library Instruction 3
Audiovisual (AV) Services 4
Center for Independent Learning (CIL) 4
General Satisfaction with LRC Open Hours 5
LRC Website Access 5
Comparison of Satisfaction between Students and Faculty/Staff 7

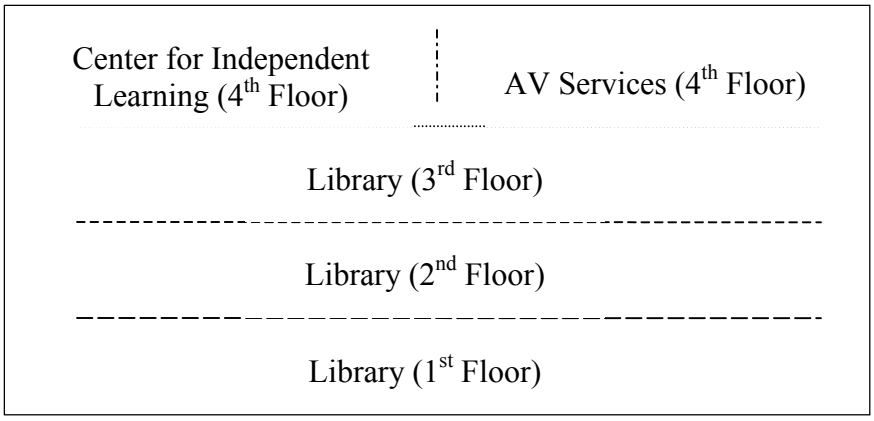
Demographic Questions 8

Survey Comments 9

Appendix A-Survey Results 10

Appendix B-Survey Instrument 20

Mesa LRC – Learning Resource Center (total facility)



SURVEY SUMMARY

San Diego Mesa College LRC Survey
Spring 2003

Introduction

As part of the college's on-going effort to provide and maintain high quality service to students, Mesa College Learning Resource Center (LRC) participated in an evaluation process aimed at assessing student satisfaction with various services at 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 Mesa 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. Survey questions addressed LRC areas, LRC online services, library instruction, audiovisual services, and Center for Independent Learning (CIL).

Instrumentation

The survey instrument contained four parts: (1) Satisfaction questions – 33 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) LRC Website Access – 2 questions were included to assess students' use of library online services, locations to access the website, and reasons for utilization. (3) Demographic questions – 6 demographic questions were included in this section. (4) Open-ended questions – one open-ended question was developed to ask students' comments and suggestions about the LRC. A copy of the survey is provided in Appendix B.

Survey Collection

Surveys were administered to students from March 31 to June 2, 2003. Surveys were placed at various locations in the LRC for students and faculty/staff users to complete. Additionally, during the week of April 21 to 25, surveys were handed out to users as they entered the LRC facilities in hopes of obtaining a higher response rate.

Results

A total of 384 surveys were returned from Mesa College. It should be noted that surveys were made available to student, faculty and staff when they were using LRC facilities during the months of April, May, and June. 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 area, Independent Learning Center, multimedia (AV) services, MesaSITE, and general satisfaction with LRC were included in this section. 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:

LRC Areas – see Table 1

Table 1: Satisfaction with LRC Areas

LRC AREAS	total respon-dents	least satisfied 1	2	3	4	most satisfied 5	average
Library Reference Desk (1st Floor)	250	5.2%	2.8%	17.2%	29.6%	45.2%	4.1
Library Public Computers (1st Floor)	229	5.7%	7.0%	14.0%	25.8%	47.6%	4.0
Library Checkout Counter (1st Floor)	245	5.3%	2.4%	13.5%	26.1%	52.7%	4.2
Library Periodical Collection (1st Floor)	176	6.8%	4.0%	15.3%	33.0%	40.9%	4.0
Library Career Collection Room (1st Floor)	107	7.5%	1.9%	21.5%	34.6%	34.6%	3.9
Library Circulating Book Collection (3rd Floor)	205	4.9%	6.3%	16.1%	33.2%	39.5%	4.0
LRC Individual Study Areas (1st-3rd Floors)	278	4.0%	2.9%	15.1%	28.4%	49.6%	4.2
LRC Group Study Areas (2nd Floor)	215	3.7%	3.7%	14.9%	27.9%	49.8%	4.2
Audiovisual Services (4th Floor)	203	5.4%	2.5%	10.8%	29.1%	52.2%	4.2
Center for Independent Learning Student Computer Lab-CIL (4th Floor)	218	5.0%	6.0%	12.4%	27.1%	49.5%	4.1
CIL Faculty/Staff Computer Lab (4th Floor)	137	9.5%	0.7%	14.6%	27.0%	48.2%	4.0
LRC Restrooms	338	5.3%	8.3%	18.6%	28.4%	39.3%	3.9
LRC Copiers or Printers	270	8.5%	14.1%	19.6%	24.4%	33.3%	3.6
LRC Furniture	316	3.5%	2.2%	16.1%	31.0%	47.2%	4.2
Average Satisfaction	**228**	**5.7%**	**4.6%**	**15.7%**	**29.0%**	**45.0%**	**4.0**

- Fourteen library services and areas were listed in this section. In general, respondents were satisfied with LRC services (4.0).
- Areas that received high satisfaction (average satisfaction>=4.0) include: library Reference Desk (4.1), library public computers (4.0), library check out counter (4.2), library periodical collection (4.0), library circulating book collection (4.0), LRC individual study areas (4.2), LRC group study areas (4.2), audiovisual services (4.2), Center for Independent Learning (CIL)

student computer lab (4.1), CIL faculty/staff computer lab (4.0), and LRC furniture (4.2).
- Respondents' average satisfaction was 4.0 (based upon a scale from 1 least satisfied to 5 most satisfied).
- On average, about 45% of the respondents rated the library area as most satisfied.

LRC Online Services – see Table 2

Table 2: Satisfaction with LRC Online Services

LRC ONLINE SERVICES	total respon-dents	least satisfied 1	2	3	4	most satisfied 5	average
Library's Online Catalog	241	4.6%	2.5%	17.0%	33.2%	42.7%	4.1
Library's Online Databases	218	5.0%	3.2%	15.1%	29.8%	46.8%	4.1
Electronic Books	100	9.0%	4.0%	19.0%	23.0%	45.0%	3.9
LRC Website	222	4.1%	3.6%	13.1%	32.9%	46.4%	4.1
Average Satisfaction	**195**	**5.7%**	**3.3%**	**16.1%**	**29.7%**	**45.2%**	**4.1**

- Four areas were listed in this section. Respondents indicated high satisfaction with LRC online services (4.1).
- Areas that received high satisfaction were: library's online catalog (4.1), library's online databases (4.1), and LRC website (4.1).
- Respondents' average satisfaction with LRC online services was 4.1 (based upon a scale from 1 least satisfied to 5 most satisfied).
- On average, about 45% of the respondents rated LRC online services as most satisfied.

Library Instruction – see Table 3

Table 3: Satisfaction with Library Instruction

LIBRARY INSTRUCTION	total respon-dents	least satisfied 1	2	3	4	most satisfied 5	average
Scheduled Class Visit	147	8.2%	5.4%	18.4%	25.2%	42.9%	3.9
Walk-In Workshop	75	9.3%	4.0%	24.0%	14.7%	48.0%	3.9
Library Science 101	55	12.7%	7.3%	20.0%	20.0%	40.0%	3.7
Individual Help at Reference Desk	172	7.6%	3.5%	9.3%	29.1%	50.6%	4.1
Average Satisfaction	**112**	**9.4%**	**5.1%**	**17.9%**	**22.2%**	**45.4%**	**3.9**

- Four areas were included in this part. Overall, respondents expressed satisfaction with library instruction (3.9).
- Individual help at reference desk received high satisfaction (4.1).

- Respondents' average satisfaction with library instruction was 3.9 (based upon a scale from 1 least satisfied to 5 most satisfied).
- On average, about 45% of the respondents rated AV services as most satisfied.

Audiovisual (AV) Services – see Table 4

Table 4: Satisfaction with AV Services

AUDIOVISUAL SERVICES	total respon-dents	least satisfied 1	2	3	4	most satisfied 5	average
Media Production	101	7.9%	1.0%	14.9%	27.7%	48.5%	4.1
Media Equipment (e.g., video cameras)	100	6.0%	1.0%	12.0%	22.0%	59.0%	4.3
Media Viewing Booths	130	6.9%	1.5%	10.0%	26.9%	54.6%	4.2
Video Collection	117	8.5%	4.3%	17.9%	20.5%	48.7%	4.0
Classroom Equipment Support	108	6.5%	5.6%	9.3%	27.8%	50.9%	4.1
Average Satisfaction	**111**	**7.2%**	**2.7%**	**12.8%**	**25.0%**	**52.4%**	**4.1**

- Five areas were included in this part. Overall, respondents expressed high satisfaction with AV services (4.1).
- All five areas of audiovisual services received high satisfaction (>4.0).
- Respondents' average satisfaction with AV services was 4.1 (based upon a scale from 1 least satisfied to 5 most satisfied).
- On average, about 52% of the respondents rated AV services as most satisfied.

Center for Independent Learning (CIL) – see Table 5

Table 5: Satisfaction with CIL

CENTER FOR INDEPENDENT LEARNING	total respon-dents	least satisfied 1	2	3	4	most satisfied 5	average
Internet Access Related to Class	210	3.8%	5.7%	11.0%	32.4%	47.1%	4.1
Internet Access NOT Related to Class	206	3.9%	3.4%	9.7%	33.0%	50.0%	4.2
Course-Related Software	125	8.0%	4.8%	24.0%	32.0%	31.2%	3.7
Adaptive Software for Special Needs	55	9.1%	3.6%	23.6%	20.0%	43.6%	3.9
Application Software (Word, Excel, etc.)	180	6.1%	1.7%	11.1%	30.6%	50.6%	4.2
Average Satisfaction	**155**	**6.2%**	**3.8%**	**15.9%**	**29.6%**	**44.5%**	**4.0**

- Five areas were included in this part. Overall, respondents expressed high satisfaction with services in CIL (4.0).

- Areas that received high satisfaction were: Internet access related to class (4.1), Internet access not related to class, and application software (4.2).
- Respondents' average satisfaction with CIL was 4.0 (based upon a scale from 1 least satisfied to 5 most satisfied).
- On average, about 45% of the respondents rated CIL as most satisfied.

General Satisfaction with LRC Open Hours – see Table 6

Table 6: Satisfaction with LRC Open Hours

Schedule of Open Hours	total respon-dents	least satisfied 1	2	3	4	most satisfied 5	average
Open Hours	336	8.6%	5.4%	17.0%	33.0%	36.0%	**3.8**

- Respondents' level of satisfaction with LRC's schedule of open hours was 3.8.
- About 36% of the respondents rated LRC open hours as most satisfied.

LRC Website Access – see Table 7

- Nearly 56% of the respondents reported that they used library's online catalog in the LRC.
- About 45% of the respondents accessed library's online databases from LRC.
- About 55% of the respondents indicated that they never used electronic books.
- About 45% of respondents indicated reported that they used LRC website in the LRC.
- Top reasons for using LRC website were access to library databases/catalog (47%) and use library links (38%).

Table 7: LRC Website Access (n=384)

Library's online catalog	#	%
In the LRC	214	55.7%
On campus, not in LRC	34	8.9%
Off campus	119	31.0%
Never used it	64	16.7%
Library's online databases		
In the LRC	173	45.1%
On campus, not in LRC	35	9.1%
Off campus	97	25.3%
Never used it	86	22.4%
Electronic books		
In the LRC	54	14.1%
On campus, not in LRC	4	1.0%
Off campus	32	8.3%
Never used it	211	54.9%
LRC website		
In the LRC	174	45.3%
On campus, not in LRC	44	11.5%
Off campus	123	32.0%
Never used it	81	21.1%
Reasons for Using LRC Website	#	%
Obtain information about the LRC	112	29.2%
Use library links (including Internet search engines)	147	38.3%
Access library databases/catalog	182	47.4%
Other	47	12.2%
Never used it	71	18.5%

** Note: % = % of total respondents (n=384)*

Comparison of Satisfaction between Students and Faculty/Staff – see Table 8

Table 8: Comparison of Satisfaction between Students (n=295) and Faculty/Staff (n=44)**

LRC AREAS	total	students	faculty /staff	gap*
Library Reference Desk (1st Floor)	4.1	4.1	4.3	-0.2
Library Public Computers (1st Floor)	4.0	4.0	4.4	-0.4
Library Checkout Counter (1st Floor)	4.2	4.2	4.6	-0.4
Library Periodical Collection (1st Floor)	4.0	4.0	4.3	-0.3
Library Career Collection Room (1st Floor)	3.9	3.9	4.2	-0.3
Library Circulating Book Collection (3rd Floor)	4.0	4.0	4.2	-0.2
LRC Individual Study Areas (1st-3rd Floors)	4.2	4.2	4.6	-0.4
LRC Group Study Areas (2nd Floor)	4.2	4.2	4.5	-0.3
Audiovisual Services (4th Floor)	4.2	4.1	4.6	-0.5
Center for Independent Learning Student Computer Lab-CIL (4th Floor)	4.1	4.1	4.3	-0.2
CIL Faculty/Staff Computer Lab (4th Floor)	4.0	4.0	4.4	-0.4
LRC Restrooms	3.9	3.9	3.4	0.5
LRC Copiers or Printers	3.6	3.6	3.6	0.0
LRC Furniture	4.2	4.1	4.3	-0.2
Average Satisfaction	4.0	4.0	4.3	-0.3
LRC ONLINE SERVICES				
Library's Online Catalog	4.1	4.0	4.4	-0.4
Library's Online Databases	4.1	4.1	4.2	-0.1
Electronic Books	3.9	4.0	3.7	0.3
LRC Website	4.1	4.1	4.3	-0.2
Average Satisfaction	4.1	4.1	4.1	0.0
LIBRARY INSTRUCTION				
Scheduled Class Visit	3.9	3.9	4.6	-0.7
Walk-In Workshop	3.9	3.9	3.9	0.0
Library Science 101	3.7	3.7	3.8	-0.1
Individual Help at Reference Desk	4.1	4.1	4.7	-0.6
Average Satisfaction	3.9	3.9	4.3	-0.4

**Gap = Student Satisfaction - Faculty/Staff Satisfaction*
*** Some respondents (n=45) belong to other groups: non-Mesa students or unknown.*

Table 8: Comparison of Satisfaction between Students (n=295) and Faculty/Staff (n=44) (continued)

AUDIOVISUAL SERVICES	total	students	faculty /staff	gap*
Media Production	4.1	4.0	4.6	-0.6
Media Equipment (e.g., video cameras)	4.3	4.3	4.5	-0.2
Media Viewing Booths	4.2	4.2	4.5	-0.3
Video Collection	4.0	3.9	4.4	-0.5
Classroom Equipment Support	4.1	4.0	4.6	-0.6
Average Satisfaction	4.1	4.1	4.5	-0.4
CENTER FOR INDEPENDENT LEARNING				
Internet Access Related to Class	4.1	4.2	3.9	0.3
Internet Access NOT Related to Class	4.2	4.3	4.3	0.0
Course-Related Software	3.7	3.8	4.1	-0.3
Adaptive Software for Special Needs	3.9	4.0	3.7	0.3
Application Software (Word, Excel, etc.)	4.2	4.3	4.3	0.0
Average Satisfaction	4.0	4.1	4.1	0.0
General Satisfaction with LRC				
Schedule of Open Hours	3.8	3.8	4.1	-0.3
Satisfaction with Faculty/Staff Workshop/Training	4.0	4.0	4.2	-0.2

**Gap = Student Satisfaction - Faculty/Staff Satisfaction*
*** Some respondents (n=45) belong to other groups: non-Mesa students or unknown.*

- In general, faculty and staff were slightly more satisfied with LRC services than students.
- Students reported high satisfaction with most of the areas of LRC, all areas of LRC online services, and most areas of CIL.
- Faculty and staff reported high satisfaction with most of the areas of LRC, all areas of LRC online services, and most areas of AV services and CIL.

Demographic Questions (see tables on page 13-14)

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, 80% were Mesa students, 12% were faculty/staff, 3% were other groups (non-Mesa students, none of the above), and 8% were unknown. It should be noted that some respondents selected multiple categories.

- As compared with the total student population, respondents between ages 18-20 and 26-30 were slightly under-represented.
- Females accounted for 52% of the respondents, as compared to 46% in the student population.
- Ethnic distribution of the respondents was similar with student population.
- Full-time students (enrolled in 12 or more units) constituted 45% of the respondents, as compared to 19% in the student population.
- First-time new students accounted for 8% of the respondents (17% in the student population).

Survey Comments (see student comments on page 18-19)

A content analysis was performed to identify themes of comments. Only small number of respondents provided comments; therefore, student and faculty/staff comments are combined when analyzing the themes. Results are summarized below:

Identified Themes	#
Extend LRC open hours	9
Noise from student talking and use of cell phone	7
Copies are too expensive	3

Appendix A

Survey Results

San Diego Mesa College LRC Survey - Spring 2003 (n=384)

1. Which areas/services of the LRC have you used in the past year? Indicate your responses by filling in the bubbles on the left for usage and on the right for satisfaction. (1-least satisfied, 5-most satisfied)

usage			level of satisfaction						
yes	no	LRC AREAS	total respon-dents	least satisfied 1	2	3	4	most satisfied 5	average
227	108	Library Reference Desk (1st Floor)	250	5.2%	2.8%	17.2%	29.6%	45.2%	4.1
206	128	Library Public Computers (1st Floor)	229	5.7%	7.0%	14.0%	25.8%	47.6%	4.0
224	107	Library Checkout Counter (1st Floor)	245	5.3%	2.4%	13.5%	26.1%	52.7%	4.2
144	184	Library Periodical Collection (1st Floor)	176	6.8%	4.0%	15.3%	33.0%	40.9%	4.0
75	248	Library Career Collection Room (1st Floor)	107	7.5%	1.9%	21.5%	34.6%	34.6%	3.9
183	146	Library Circulating Book Collection (3rd Floor)	205	4.9%	6.3%	16.1%	33.2%	39.5%	4.0
262	66	LRC Individual Study Areas (1st-3rd Floors)	278	4.0%	2.9%	15.1%	28.4%	49.6%	4.2
195	130	LRC Group Study Areas (2nd Floor)	215	3.7%	3.7%	14.9%	27.9%	49.8%	4.2
181	143	Audiovisual Services (4th Floor)	203	5.4%	2.5%	10.8%	29.1%	52.2%	4.2
197	127	Center for Independent Learning Student Computer Lab-CIL (4th Floor)	218	5.0%	6.0%	12.4%	27.1%	49.5%	4.1
101	214	CIL Faculty/Staff Computer Lab (4th Floor)	137	9.5%	0.7%	14.6%	27.0%	48.2%	4.0
315	14	LRC Restrooms	338	5.3%	8.3%	18.6%	28.4%	39.3%	3.9
253	76	LRC Copiers or Printers	270	8.5%	14.1%	19.6%	24.4%	33.3%	3.6
293	32	LRC Furniture	316	3.5%	2.2%	16.1%	31.0%	47.2%	4.2
204	**123**	**Average Satisfaction**	**228**	**5.7%**	**4.6%**	**15.7%**	**29.0%**	**45.0%**	**4.0**
		LRC ONLINE SERVICES							
222	99	Library's Online Catalog	241	4.6%	2.5%	17.0%	33.2%	42.7%	4.1
196	124	Library's Online Databases	218	5.0%	3.2%	15.1%	29.8%	46.8%	4.1
74	246	Electronic Books	100	9.0%	4.0%	19.0%	23.0%	45.0%	3.9
204	113	LRC Website	222	4.1%	3.6%	13.1%	32.9%	46.4%	4.1
174	**146**	**Average Satisfaction**	**195**	**5.7%**	**3.3%**	**16.1%**	**29.7%**	**45.2%**	**4.1**
		LIBRARY INSTRUCTION							
126	187	Scheduled Class Visit	147	8.2%	5.4%	18.4%	25.2%	42.9%	3.9
46	264	Walk-In Workshop	75	9.3%	4.0%	24.0%	14.7%	48.0%	3.9
23	292	Library Science 101	55	12.7%	7.3%	20.0%	20.0%	40.0%	3.7
151	165	Individual Help at Reference Desk	172	7.6%	3.5%	9.3%	29.1%	50.6%	4.1
87	**227**	**Average Satisfaction**	**112**	**9.4%**	**5.1%**	**17.9%**	**22.2%**	**45.4%**	**3.9**
		AUDIOVISUAL SERVICES							
72	241	Media Production	101	7.9%	1.0%	14.9%	27.7%	48.5%	4.1
73	242	Media Equipment (e.g., video cameras)	100	6.0%	1.0%	12.0%	22.0%	59.0%	4.3
105	208	Media Viewing Booths	130	6.9%	1.5%	10.0%	26.9%	54.6%	4.2
91	222	Video Collection	117	8.5%	4.3%	17.9%	20.5%	48.7%	4.0
85	229	Classroom Equipment Support	108	6.5%	5.6%	9.3%	27.8%	50.9%	4.1
85	**228**	**Average Satisfaction**	**111**	**7.2%**	**2.7%**	**12.8%**	**25.0%**	**52.4%**	**4.1**

usage			level of satisfaction						
yes	no	**CENTER FOR INDEPENDENT LEARNING**	total respon-dents	least satisfied 1	2	3	4	most satisfied 5	**average**
190	127	Internet Access Related to Class	210	3.8%	5.7%	11.0%	32.4%	47.1%	4.1
185	132	Internet Access NOT Related to Class	206	3.9%	3.4%	9.7%	33.0%	50.0%	4.2
105	212	Course-Related Software	125	8.0%	4.8%	24.0%	32.0%	31.2%	3.7
31	283	Adaptive Software for Special Needs	55	9.1%	3.6%	23.6%	20.0%	43.6%	3.9
157	157	Application Software (Word, Excel, etc.)	180	6.1%	1.7%	11.1%	30.6%	50.6%	4.2
134	**182**	**Average Satisfaction**	**155**	6.2%	3.8%	15.9%	29.6%	44.5%	**4.0**

2. How satisfied are you with the LRC's schedule of open hours?

	level of satisfaction						
Schedule of Open Hours	total respon-dents	least satisfied 1	2	3	4	most satisfied 5	**average**
	336	8.6%	5.4%	17.0%	33.0%	36.0%	**3.8**

3. If you have used the library's online services, where have you accessed them? (select all that apply)

Library's online catalog	#	%
In the LRC	214	55.7%
On campus, not in LRC	34	8.9%
Off campus	119	31.0%
Never used it	64	16.7%
Library's online databases		
In the LRC	173	45.1%
On campus, not in LRC	35	9.1%
Off campus	97	25.3%
Never used it	86	22.4%
Electronic books		
In the LRC	54	14.1%
On campus, not in LRC	4	1.0%
Off campus	32	8.3%
Never used it	211	54.9%
LRC website		
In the LRC	174	45.3%
On campus, not in LRC	44	11.5%
Off campus	123	32.0%
Never used it	81	21.1%

4. If you have used the LRC website, please indicate why? (select all that apply)

LRC Website	#	%
Obtain information about the LRC	112	29.2%
Use library links (including Internet search engines)	147	38.3%
Access library databases/catalog	182	47.4%
Other	47	12.2%
Never used it	71	18.5%

% = % of all respondents (n=384)

5. Affiliation: (select all that apply)

Affiliation	#	%*
Mesa student	308	80.2%
Mesa faculty	21	5.5%
Mesa classified staff	17	4.4%
Mesa administrator	7	1.8%
Non-Mesa student	6	1.6%
None of the above	5	1.3%
Unknown	32	8.3%
Total	396	103.1%

**% of all respondents (n=384)*

6. How old are you? (select one)

	Respondents		Student Population	
Age	#	%	#	%
Under 18	5	1.3%	853	3.6%
18-20	84	21.9%	6413	27.1%
21-25	114	29.7%	7616	32.2%
26-30	36	9.4%	3397	14.3%
31-40	43	11.2%	3018	12.7%
41-50	38	9.9%	1609	6.8%
51-70	29	7.6%	741	3.1%
Over 70	2	0.5%	41	0.2%
Unknown	33	8.6%	0	0.0%
Total	384	100.0%	23688	100.0%

7. Gender:

	Respondents		Student Population	
Gender	#	%	#	%
Male	135	35.2%	12872	54.3%
Female	201	52.3%	10791	45.6%
Unknown	48	12.5%	25	0.1%
Total	384	100.0%	23688	100.0%

8. Ethnic background:

	Respondents		Student Population	
Ethnicity	#	%	#	%
American Indian/Alaskan Native	4	1.0%	215	0.9%
Asian/Pacific Islander	41	10.7%	3372	14.2%
African American	23	6.0%	1295	5.5%
White	160	41.7%	11179	47.2%
Hispanic	60	15.6%	3513	14.8%
Filipino	19	4.9%	1252	5.3%
Other	33	8.6%	946	4.0%
Unknown	44	11.5%	1916	8.1%
Total	384	100.0%	23688	100.0%

9. For SDCCD students only:

A. You are taking:

	Respondents		Student Population	
Units Enrolled	#	%	#	%
12 units or more	173	45.1%	4489	19.0%
Less than 12 units	116	30.2%	19199	81.0%
Unknown	95	24.7%	0	0.0%
Total	384	100.0%	23688	100.0%

B. Is this your first semester?

	Respondents		Student Population	
First-Semester Student	#	%	#	%
Yes	32	8.3%	4001	16.9%
No	247	64.3%	19632	82.9%
Unknown	105	27.3%	55	0.2%
Total	384	100.0%	23688	100.0%

C. Area of Study (top 10)

	#	%	
Business	22	5.7%	*% = % of total respondents (n=384)*
General Education	17	4.4%	
Psychology	15	3.9%	
Biology	10	2.6%	
Liberal Studies	6	1.6%	
Nursing	6	1.6%	
American Sign Language	5	1.3%	
Child Development	5	1.3%	
Computer Science	5	1.3%	
Interior Design	5	1.3%	

10. Faculty/Staff only:

Have you taken workshops or training sessions conducted by LRC staff or faculty?

LRC Workshop/Training	#	%	
Yes	58	15.1%	*% = % of total respondents (n=384)*

If yes, indicate your level of satisfaction:

	level of satisfaction						
Satisfaction with Workshop/Training	total respon-dents	least satisfied1	2	3	4	most satisfied 5	**average**
	85	7.1%	3.5%	10.6%	40.0%	38.8%	**4.0**

If yes, which classes have you taken?

Workshops/Training	#	%
Software Applications	10	2.6%
LRC Online Databases	6	1.6%
LRC Orientation	5	1.3%

% = % of total respondents (n=384)

11. If you have comments and suggestions about the LRC, please attach additional page(s).

Identified Themes	#
Extend LRC open hours	9
Noise from student talking and use of cell phone	7
Copies are too expensive	3

** See page 18 for student comments.*

Comparison of Satisfaction between Students and Faculty/Staff

Student=308; Faculty=45**

LRC AREAS	average satisfaction			
	total	students	faculty /staff	gap*
Library Reference Desk (1st Floor)	4.1	4.1	4.3	-0.2
Library Public Computers (1st Floor)	4.0	4.0	4.4	-0.4
Library Checkout Counter (1st Floor)	4.2	4.2	4.6	-0.4
Library Periodical Collection (1st Floor)	4.0	4.0	4.3	-0.3
Library Career Collection Room (1st Floor)	3.9	3.9	4.2	-0.3
Library Circulating Book Collection (3rd Floor)	4.0	4.0	4.2	-0.2
LRC Individual Study Areas (1st-3rd Floors)	4.2	4.2	4.6	-0.4
LRC Group Study Areas (2nd Floor)	4.2	4.2	4.5	-0.3
Audiovisual Services (4th Floor)	4.2	4.1	4.6	-0.5
Center for Independent Learning Student Computer Lab-CIL (4th Floor)	4.1	4.1	4.3	-0.2
CIL Faculty/Staff Computer Lab (4th Floor)	4.0	4.0	4.4	-0.4
LRC Restrooms	3.9	3.9	3.4	0.5
LRC Copiers or Printers	3.6	3.6	3.6	0.0
LRC Furniture	4.2	4.1	4.3	-0.2
Average Satisfaction	4.0	4.0	4.3	-0.3
LRC ONLINE SERVICES				
Library's Online Catalog	4.1	4.0	4.4	-0.4
Library's Online Databases	4.1	4.1	4.2	-0.1
Electronic Books	3.9	4.0	3.7	0.3
LRC Website	4.1	4.1	4.3	-0.2
Average Satisfaction	4.1	4.1	4.1	0.0
LIBRARY INSTRUCTION				
Scheduled Class Visit	3.9	3.9	4.6	-0.7
Walk-In Workshop	3.9	3.9	3.9	0.0
Library Science 101	3.7	3.7	3.8	-0.1
Individual Help at Reference Desk	4.1	4.1	4.7	-0.6
Average Satisfaction	3.9	3.9	4.3	-0.4
AUDIOVISUAL SERVICES				
Media Production	4.1	4.0	4.6	-0.6
Media Equipment (e.g., video cameras)	4.3	4.3	4.5	-0.2
Media Viewing Booths	4.2	4.2	4.5	-0.3
Video Collection	4.0	3.9	4.4	-0.5
Classroom Equipment Support	4.1	4.0	4.6	-0.6
Average Satisfaction	4.1	4.1	4.5	-0.4

**Gap = Student Satisfaction - Faculty/Staff Satisfaction*

*** Some respondents (n=45) belong to other groups: non-Mesa students or unknown.*

Comparison of Satisfaction between Students and Faculty/Staff

Student=308; Faculty=45**

	average satisfaction			
CENTER FOR INDEPENDENT LEARNING	total	students	faculty /staff	gap*
Internet Access Related to Class	4.1	4.2	3.9	0.3
Internet Access NOT Related to Class	4.2	4.3	4.3	0.0
Course-Related Software	3.7	3.8	4.1	-0.3
Adaptive Software for Special Needs	3.9	4.0	3.7	0.3
Application Software (Word, Excel, etc.)	4.2	4.3	4.3	0.0
Average Satisfaction	4.0	4.1	4.1	0.0

	average satisfaction			
	total	students	faculty /staff	gap*
Schedule of Open Hours	3.8	3.8	4.1	-0.3
Satisfaction with Faculty/Staff Workshop/Training	4.0	4.0	4.2	-0.2

**Gap = Student Satisfaction - Faculty/Staff Satisfaction*

*** Some respondents (n=45) belong to other groups: non-Mesa students or unknown.*

Mesa College LRC Survey Comments
Mesa Student Comments
Although library staff is helpful, most are not cheerful. Smile sometimes.
Audiovisual Services on the 4th floor is excellent! CIL Faculty/Staff Computer Lab (4th floor) is great!
Be open until 10:00 pm. Put doors on bathrooms.
Biggest Complaint - Group Study Rooms are terrible. Individuals use them all the time and I think it should be part of the faculty's duties to monitor them **more often!**
Copiers often broken.
Enjoy using LRC to study and do homework. Large windows are nice for light. Computer access is wonderful. All the staff are helpful and polite. Stench from bathrooms is horrible. Need better sanitation and air freshener.
God bless the library!
Group study areas on 2nd floor need sound proof windows. There should be a sign reminding people to use
I think you should have more group study cubicles in the LRC.
I was very disappointed to learn of the new policy regarding children in the LRC. I am a single mom. This policy is unfair to the **responsible** parents. This new policy has messed up my schedule and my ability to maintain my GPA above 3.5. I work full fime and my study hours do not coincide with the CDC Center's hours. This whole decision is unfair!
I'd like the LRC to be open until 10:00pm on weekdays.
Keep LRC open later. Air conditioning in CIL.
Librarian is excellent, knowledgeable, and positive help for many students. Always finds time and a way to help if asked. Some people working in the LRC are great.
Library's online databases didn't work. Had problems loading electronic books. Problems with equipment in the Media Viewing Booths. Cell phone use by students is a problem.
Longer hours through semester. More notice about keeping cell phones off.
Longer night hours.
More books and more study area.
More group study areas.
More LRC furniture.
No small tables for individual study. Take a look at CLICS library study tables and chairs at UCSD. Too much noise from students talking in Math area; additional noise coming from inside group study rooms despite closed doors. LRC needs to cover ceilings and bare concrete walls with sound absorbing tiles. Restroom sinks are splashy; water does not stay on to wash hands. LRC closes too early nights and Saturdays. Please stay open until 11:00pm Monday - Thursday and until 5:00 pm on Saturday. Some of us rely on the LRC to study (after work) because it's too noisy/interruptions at home.
Not enough computers in CIL Faculty/Staff Computer Lab (4th floor). Copies are too expensive!
Overall satisfaction with the LRC. The use of cellular phones, eating and drinking must be stopped. After 3 warnings the student should be barred from the LRC. The rules and regulations should be enforced by the staff/police.
Overall, the LRC provides **great services**. Better than any other college and I've been to several. Third floor study area needs a monitor to stop group discussion. Need a better, more current selection of books in Native American Art of California and Southwest. First floor bathrooms need more frequent cleaning. Keep LRC open until 6:00pm on Fridays.
People are **very** kind and nice. LRC is a great resource!
Please redo doors so that they are manual open **not** electronic open to save energy.
Staff are very kind. Copy machines are a hassle at times.

The height of the computers in the library are horrible - either too high or too low. Need more computers. The library periodical collection and career collection room need to be monitored much better. The CIL on the 4th floor is too cold. Get adjustable chairs or furniture that accommodates short people. Add Sundays to LCR's schedule of open hours.
The LRC is very nice.
The signing in and out of the computer lab is rediculous.
The stairway would be used if it were direct - NOT the wrapping monster it is.
Too much money for copies.
Why is the 4th floor bathroom almost co-ed? Too cheap for a door?
Mesa Faculty/Staff Comments
No faculty/staff provided comments
Comments from Other Groups (Non-Mesa students and unknowns)
All of the chairs on the 4th floor provide **no** backing.
I feel this place is an awesome resource for students.
Need longer open hours in LRC.

Appendix B

Survey Instrument

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San Diego Mesa College LRC Survey-Spring 2003

Thank you for visiting the Mesa College LRC. Please take a few minutes to answer some questions about our services. Your suggestions and opinions are important to us. Do not write your name or ID on the questionnaire. Thank you.

Instructions: 1. Use #2 pencil or blue/black pen 2. Fill in the bubble completely ●

1. Which areas/services of the LRC have you used in the past year? Indicate your responses by filling in the bubbles on the left for usage and on the right for satisfaction. (1- least satisfied, 5- most satisfied)

Usage		LRC AREAS	Satisfaction				
○ Yes	○ No	Library Reference Desk (1st Floor)	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	Library Public Computers (1st Floor)	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	Library Checkout Counter (1st Floor)	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	Library Periodical Collection (1st Floor)	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	Library Career Collection Room (1st Floor)	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	Library Circulating Book Collection (3rd Floor)	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	LRC Individual Study Areas (1st -3rd Floors)	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	LRC Group Study Areas (2nd Floor)	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	Audiovisual Services (4th Floor)	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	Center For Independent Learning Student Computer Lab- CIL (4th Floor)	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	CIL Faculty/Staff Computer Lab (4th Floor)	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	LRC Restrooms	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	LRC Copiers or Printers	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	LRC Furniture	○ 1	○ 2	○ 3	○ 4	○ 5
		LRC ONLINE SERVICES					
○ Yes	○ No	Library's Online Catalog	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	Library's Online Databases	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	Electronic Books	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	LRC Website	○ 1	○ 2	○ 3	○ 4	○ 5
		LIBRARY INSTRUCTION					
○ Yes	○ No	Scheduled Class Visit	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	Walk-In Workshop	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	Library Science 101	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	Individual Help at Reference Desk	○ 1	○ 2	○ 3	○ 4	○ 5
		AUDIOVISUAL SERVICES					
○ Yes	○ No	Media Production	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	Media Equipment (e.g., video cameras)	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	Media Viewing Booths	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	Video Collection	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	Classroom Equipment Support	○ 1	○ 2	○ 3	○ 4	○ 5

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CENTER FOR INDEPENDENT LEARNING

Usage			Satisfaction				
○ Yes	○ No	Internet Access Related to Class	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	Internet Access NOT Related to Class	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	Course-Related Software	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	Adaptive Software for Special Needs	○ 1	○ 2	○ 3	○ 4	○ 5
○ Yes	○ No	Application Software (Word, Excel, etc.)	○ 1	○ 2	○ 3	○ 4	○ 5

2. How satisfied are you with the LRC's schedule of open hours? ○ 1 ○ 2 ○ 3 ○ 4 ○ 5

3. If you have used the library's online services, where have you accessed them? (Select all that apply)

Library's online catalog	○ In the LRC	○ On campus, not in LRC	○ Off campus	○ Never used it
Library's online databases	○ In the LRC	○ On campus, not in LRC	○ Off campus	○ Never used it
Electronic books	○ In the LRC	○ On campus, not in LRC	○ Off campus	○ Never used it
LRC website	○ In the LRC	○ On campus, not in LRC	○ Off campus	○ Never used it

4. If you have used the LRC website, please indicate why? (Select all that apply)

○ Obtain information about the LRC ○ Other

○ Use library links (including Internet search engines) ○ Never used it

○ Access library databases/catalog

5. Affiliation: (Select all that apply) ○ Mesa student ○ Mesa administrator

○ Mesa faculty ○ Non-Mesa student, name of school:_____

○ Mesa classified staff ○ None of the above

6. How old are you? (Select one) ○ Under 18 ○ 18-20 ○ 21-25 ○ 26-30

○ 31-40 ○ 41-50 ○ 51-70 ○ Over 70

7. Gender: ○ Male ○ Female

8. Ethnic background: ○ American Indian/Alaskan Native ○ White ○ Other

○ Asian/Pacific Islander ○ Hispanic

○ African American ○ Filipino

9. **For SDCCD students only**:

(A) Are you taking: ○ 12 units or more ○ Less than 12 units

(B) Is this your first semester: ○ Yes ○ No

(C) Area of Study: _____

10. **Faculty/Staff only:**

Have you taken workshops or training sessions conducted by LRC staff or faculty? ○ Yes ○ No

If yes, indicate your level of satisfaction ("1" is least satisfied and "5" is most satisfied): ○ 1 ○ 2 ○ 3 ○ 4 ○ 5

If yes, which classes have you taken? _____

11. If you have comments and suggestions about the LRC, please attach additional page(s).