Library Student Satisfaction Survey (2015)

N = 115

How often do you visit the Library?

Response	Frequency	Percent	Mean: 3.84
First visit	1	0.87	
Infrequently	12	10.43	
Weekly	18	15.65	
Two or three times per week	46	40.00	
Daily	28	24.35	
Missing	10	8.70	

At what times do you usually use the Library? (Select all that apply.)

Response	Frequency	Percent	Mean: -
Early mornings	48	41.74	
Late mornings	44	38.26	
Early afternoons	47	40.87	
Late afternoons	25	21.74	
Evenings	17	14.78	
Missing	9	7.83	

How did you find out about the Library? (Select all that apply.)

Response	Frequency	Percent	Mean: -
Instructor	27	23.48	
Fellow student	27	23.48	
Flyer	3	2.61	
Walk-in	76	66.09	
Website	9	7.83	
Missing	8	6.96	

Using the Library has helped me improve my grades.

Response	Frequency	Percent	Mean: 2.20
Strongly agree	39	33.91	
Agree	46	40.00	
Neutral or Don't Know	0	0.00	
Disagree	0	0.00	
Strongly disagree	20	17.39	
Missing	10	8.70	

You are a:

Response	Frequency	Percent	Mean: 1.02
Student	107	93.04	
Faculty Member	0	0.00	
Staff Member	1	0.87	
Other	0	0.00	
Missing	7	6.09	

This semester is your:

Response	Frequency	Percent	Mean: 2.27
First semester	33	28.70	
Second semester	12	10.43	
Third semester or more	62	53.91	
Missing	8	6.96	

Library Staff is helpful in assisting with my needs.

Response	Frequency	Percent	Mean: 2.41
Strongly agree	32	27.83	
Agree	45	39.13	
Neutral or Don't Know	2	1.74	
Disagree	2	1.74	
Strongly disagree	23	20.00	
Missing	11	9.57	

The Library website (www.compton.edu/library) is helpful in assisting with my needs.

Response	Frequency	Percent	Mean: 3.40
Strongly agree	21	18.26	
Agree	26	22.61	
Neutral or Don't Know	4	3.48	
Disagree	0	0.00	
Strongly disagree	55	47.83	
Missing	9	7.83	

The Library's facilities (furniture, air conditioning, etc.) make it a good place to visit.

Response	Frequency	Percent	Mean: 1.40
Strongly agree	65	56.52	
Agree	36	31.30	
Neutral or Don't Know	3	2.61	
Disagree	0	0.00	
Strongly disagree	0	0.00	
Missing	11	9.57	

What do you use the Library for? (Select all that apply.)

Response	Frequency	Percent	Mean: -
Reserve textbooks	36	31.30	
Online catalog	9	7.83	
Recreational reading	27	23.48	
Databases	14	12.17	
Study tables/rooms	83	72.17	
Missing	10	8.70	

I prefer to use:

Response	Frequency	Percent	Mean: 1.84
Print books	58	50.43	
Electronic books [E-books]	3	2.61	
No preference	42	36.52	
Missing	12	10.43	

Textbooks on reserve

Response	Frequency	Percent	Mean: 1.91
Very satisfied	38	33.04	
Satisfied	30	26.09	
Neutral	25	21.74	
Dissatisfied	2	1.74	
Very dissatisfied	0	0.00	
Missing	20	17.39	

Books for checkout (stacks)

Response	Frequency	Percent	Mean: 2.05
Very satisfied	31	26.96	
Satisfied	28	24.35	
Neutral	30	26.09	
Dissatisfied	3	2.61	
Very dissatisfied	0	0.00	
Missing	23	20.00	

Online databases (EBSCO, ProQuest, etc)

Response	Frequency	Percent	Mean: 2.02
Very satisfied	33	28.70	
Satisfied	23	20.00	
Neutral	33	28.70	
Dissatisfied	1	0.87	
Very dissatisfied	0	0.00	
Missing	25	21.74	

Photocopiers

Response	Frequency	Percent	Mean: 1.90
Very satisfied	33	28.70	
Satisfied	34	29.57	
Neutral	22	19.13	
Dissatisfied	1	0.87	
Very dissatisfied	0	0.00	
Missing	25	21.74	

Group study rooms

Response	Frequency	Percent	Mean: 1.94
Very satisfied	37	32.17	
Satisfied	26	22.61	
Neutral	22	19.13	
Dissatisfied	2	1.74	
Very dissatisfied	2	1.74	
Missing	26	22.61	

What materials should the Library acquire? (Select all that apply.)

Response	Frequency	Percent	Mean: -
Print books	35	30.43	
Electronic books [E-books]	32	27.83	
Audiobooks	28	24.35	
DVDs	19	16.52	
Other: _____ _	4	3.48	
Missing	37	32.17	

Gender:

Response	Frequency	Percent	Mean: 1.63
Male	34	29.57	
Female	59	51.30	
Decline to answer	0	0.00	
Missing	22	19.13	

Age:

Response	Frequency	Percent	Mean: 2.33
Under 18	1	0.87	
18 to 24	68	59.13	
25 to 34	21	18.26	
35 to 50	6	5.22	
51 to 64	0	0.00	
65 or older	0	0.00	
Missing	19	16.52	

Ethnicity:

Response	Frequency	Percent	Mean: 3.46
Black or African American	20	17.39	
American Indian- Native American- or Alaskan Native	0	0.00	
Asian or Asian American	6	5.22	
Latino or Hispanic	66	57.39	
Pacific Islander	0	0.00	
White	0	0.00	
Multi-ethnic [please specify: _____ _____ ____]	2	1.74	
Other [please specify: _____ _____ _____]	2	1.74	
Missing	19	16.52	

Status:

Response	Frequency	Percent	Mean: 1.23
Full-Time Student	75	65.22	
Part-Time Student	23	20.00	
Missing	17	14.78	

SSC Tutorial Services Survey

Math & Science Center Drop-In Tutoring?

Response	Frequency	Percent	Mean: 3.49
Once	10	9.43	
2-3 times	18	16.98	
4-5 times	14	13.21	
6-10 times	12	11.32	
More than 10 times	35	33.02	
Missing	17	16.04	

Writing/Reading Center Drop-In Tutoring?

Response	Frequency	Percent	Mean: 2.43
Once	30	28.30	
2-3 times	20	18.87	
4-5 times	15	14.15	
6-10 times	6	5.66	
More than 10 times	13	12.26	
Missing	22	20.75	

General Academic Tutoring?

Response	Frequency	Percent	Mean: 2.61
Once	33	31.13	
2-3 times	15	14.15	
4-5 times	8	7.55	
6-10 times	3	2.83	
More than 10 times	23	21.70	
Missing	24	22.64	

Individualized Computer Work (PLATO)?

Response	Frequency	Percent	Mean: 2.07
Once	39	36.79	
2-3 times	11	10.38	
4-5 times	8	7.55	
6-10 times	3	2.83	
More than 10 times	10	9.43	
Missing	35	33.02	

I was able to get help when I needed it.

Response	Frequency	Percent	Mean: 4.37
Strongly Disagree	7	6.60	
Disagree	1	0.94	
Neutral	7	6.60	
Agree	21	19.81	
Strongly Agree	69	65.09	
Missing	1	0.94	

The learning resources/equipment were available and in working order.

Response	Frequency	Percent	Mean: 4.38
Strongly Disagree	5	4.72	
Disagree	1	0.94	
Neutral	7	6.60	
Agree	27	25.47	
Strongly Agree	63	59.43	
Missing	3	2.83	

The tutoring session met my expectations.

Response	Frequency	Percent	Mean: 4.31
Strongly Disagree	8	7.55	
Disagree	0	0.00	
Neutral	8	7.55	
Agree	24	22.64	
Strongly Agree	64	60.38	
Missing	2	1.89	

I would recommend using the Student Success Center.

Response	Frequency	Percent	Mean: 4.44
Strongly Disagree	7	6.60	
Disagree	0	0.00	
Neutral	6	5.66	
Agree	18	16.98	
Strongly Agree	73	68.87	
Missing	2	1.89	

The staff was friendly and helpful.

Response	Frequency	Percent	Mean: 4.26
Strongly Disagree	10	9.43	
Disagree	2	1.89	
Neutral	5	4.72	
Agree	20	18.87	
Strongly Agree	66	62.26	
Missing	3	2.83	

The staff took the time to answer my questions and explain how the services work in the Center.

Response	Frequency	Percent	Mean: 4.32
Strongly Disagree	8	7.55	
Disagree	3	2.83	
Neutral	6	5.66	
Agree	17	16.04	
Strongly Agree	69	65.09	
Missing	3	2.83	

4. Do the hours of the SSC fit your needs?

Response	Frequency	Percent	Mean: 1.04
Yes	98	92.45	
No	4	3.77	
Missing	4	3.77	

SSC Computer Lab Survey

My overall experience here was good- and I would recommend the lab to other students.

Response	Frequency	Percent	Mean: 4.38
Strongly Disagree	13	7.22	
Disagree	1	0.56	
Neutral	7	3.89	
Agree	39	21.67	
Strongly Agree	114	63.33	
Missing	6	3.33	

The lab was open and accessible when I needed it.

Response	Frequency	Percent	Mean: 4.48
Strongly Disagree	11	6.11	
Disagree	1	0.56	
Neutral	3	1.67	
Agree	36	20.00	
Strongly Agree	120	66.67	
Missing	9	5.00	

The check-in process was timely and efficient.

Response	Frequency	Percent	Mean: 4.25
Strongly Disagree	12	6.67	
Disagree	3	1.67	
Neutral	14	7.78	
Agree	44	24.44	
Strongly Agree	99	55.00	
Missing	8	4.44	

The computers/printers were available and functioning properly.

Response	Frequency	Percent	Mean: 4.19
Strongly Disagree	10	5.56	
Disagree	5	2.78	
Neutral	16	8.89	
Agree	47	26.11	
Strongly Agree	88	48.89	
Missing	14	7.78	

I was aware of the print process- or it was explained to me clearly.

Response	Frequency	Percent	Mean: 4.33
Strongly Disagree	10	5.56	
Disagree	5	2.78	
Neutral	9	5.00	
Agree	41	22.78	
Strongly Agree	106	58.89	
Missing	9	5.00	

A staff member was visible and available to assist me.

Response	Frequency	Percent	Mean: 4.47
Strongly Disagree	9	5.00	
Disagree	1	0.56	
Neutral	2	1.11	
Agree	36	20.00	
Strongly Agree	102	56.67	
Missing	30	16.67	

The staff was knowledgeable and fully answered my questions.

Response	Frequency	Percent	Mean: 4.39
Strongly Disagree	11	6.11	
Disagree	1	0.56	
Neutral	13	7.22	
Agree	22	12.22	
Strongly Agree	109	60.56	
Missing	24	13.33	

The services and help I received in the computer lab support my academic success.

Response	Frequency	Percent	Mean: 4.44
Strongly Disagree	9	5.00	
Disagree	1	0.56	
Neutral	7	3.89	
Agree	36	20.00	
Strongly Agree	105	58.33	
Missing	22	12.22	

I am aware of the Microsoft workshops available to me in the computer lab every semester.

Response	Frequency	Percent	Mean: 4.03
Strongly Disagree	12	6.67	
Disagree	12	6.67	
Neutral	17	9.44	
Agree	33	18.33	
Strongly Agree	82	45.56	
Missing	24	13.33	

I would like the computer lab to offer other assistance- workshops- and/or services.

Response	Frequency	Percent	Mean: 4.05
Strongly Disagree	6	3.33	
Disagree	0	0.00	
Neutral	37	20.56	
Agree	49	27.22	
Strongly Agree	62	34.44	
Missing	26	14.44	