

St. Johns River Community College

Institutional Effectiveness & Outcomes Program for the Libraries & Open computer Labs

Spring 2003 Evaluation

Submitted by
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Director of Library Services

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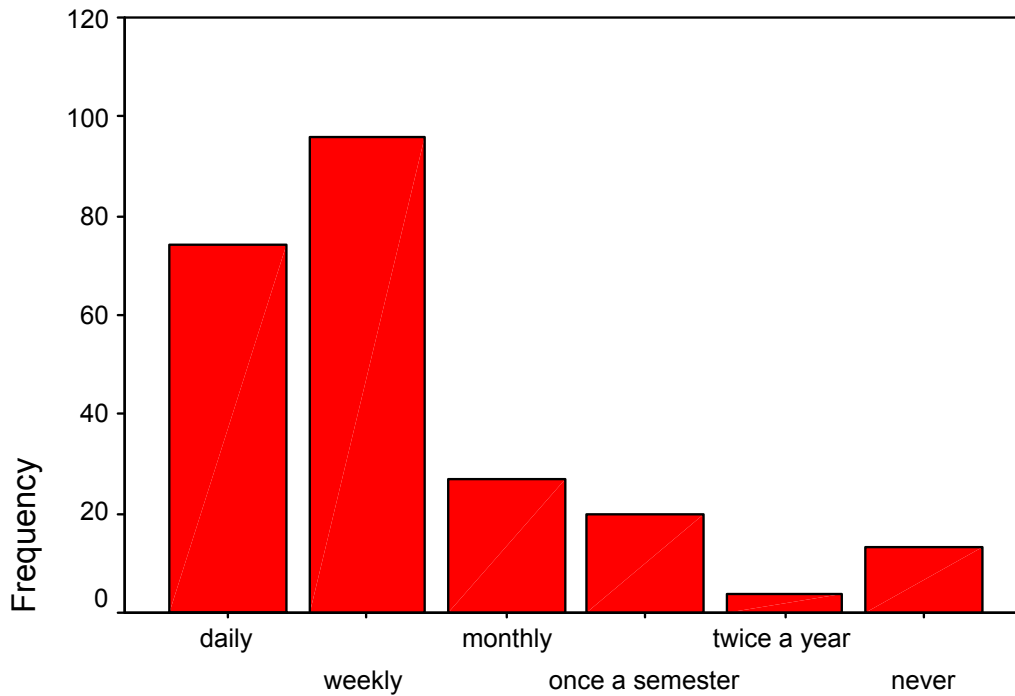
2003 Spring Customer Satisfaction Survey

1. How often do you visit the library in person?

How often user visits library

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	daily	74	31.6	31.6
	weekly	96	41.0	72.6
	monthly	27	11.5	84.2
	once a semester	20	8.5	92.7
	twice a year	4	1.7	94.4
	never	13	5.6	100.0
	Total	234	100.0	100.0

How often user visits library



How often user visits library

2003 Spring Customer Satisfaction Survey

How often user visits library * Campus Crosstabulation

			Campus				Total
			Palatka	Orange Park	St. Augustine	Ponte Vedra	
How often user visits library	daily	Count	30	29	14	0	73
		Expected Count	25.0	24.0	19.1	4.9	73.0
		% of Total	13.5%	13.1%	6.3%	.0%	32.9%
	weekly	Count	27	35	26	1	89
		Expected Count	30.5	29.3	23.3	6.0	89.0
		% of Total	12.2%	15.8%	11.7%	.5%	40.1%
	monthly	Count	11	6	8	2	27
		Expected Count	9.2	8.9	7.1	1.8	27.0
		% of Total	5.0%	2.7%	3.6%	.9%	12.2%
	once a semester	Count	1	2	7	6	16
		Expected Count	5.5	5.3	4.2	1.1	16.0
		% of Total	.5%	.9%	3.2%	2.7%	7.2%
	twice a year	Count	1	0	2	1	4
		Expected Count	1.4	1.3	1.0	.3	4.0
		% of Total	.5%	.0%	.9%	.5%	1.8%
never	Count	6	1	1	5	13	
	Expected Count	4.5	4.3	3.4	.9	13.0	
	% of Total	2.7%	.5%	.5%	2.3%	5.9%	
Total	Count	76	73	58	15	222	
	Expected Count	76.0	73.0	58.0	15.0	222.0	
	% of Total	34.2%	32.9%	26.1%	6.8%	100.0%	

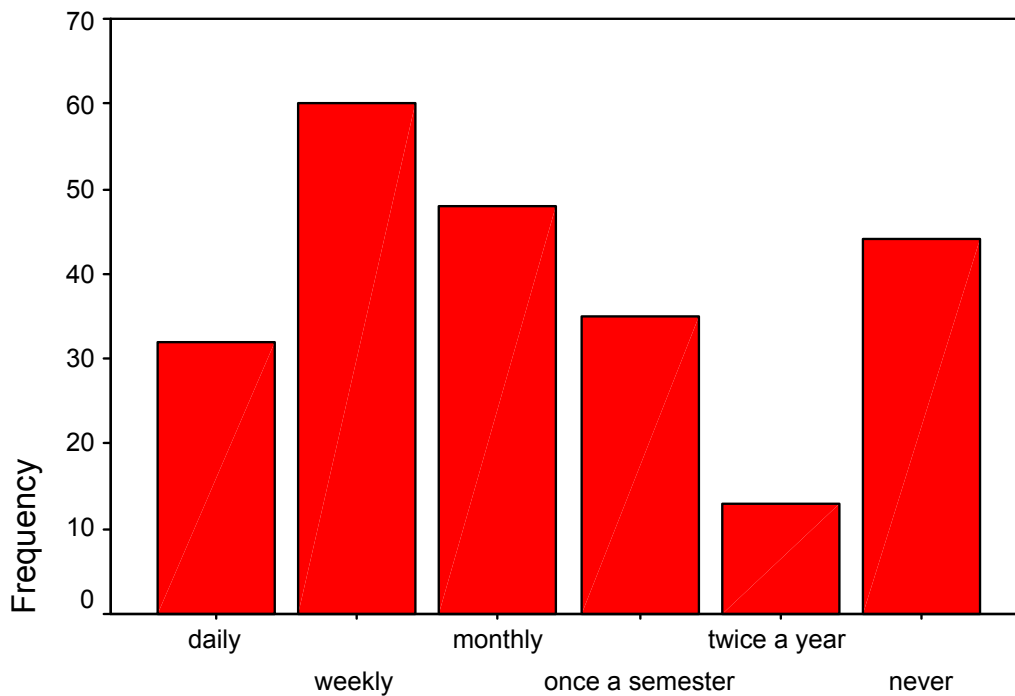
2003 Spring Customer Satisfaction Survey

2. How often do you access Library resources/information electronically by remote access or from a campus office?

Online access to info

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	daily	32	13.7	13.8	13.8
	weekly	60	25.6	25.9	39.7
	monthly	48	20.5	20.7	60.3
	once a semester	35	15.0	15.1	75.4
	twice a year	13	5.6	5.6	81.0
	never	44	18.8	19.0	100.0
	Total	232	99.1	100.0	
Missing	System	2	.9		
Total		234	100.0		

Online access to info



Online access to info

2003 Spring Customer Satisfaction Survey

Online access to info * Campus Crosstabulation

			Campus				Total
			Palatka	Orange Park	St. Augustine	Ponte Vedra	
Online access to info	daily	Count	19	13	0	0	32
		Expected Count	11.1	10.3	8.4	2.2	32.0
		% of Total	8.6%	5.9%	.0%	.0%	14.5%
	weekly	Count	19	22	13	0	54
		Expected Count	18.7	17.4	14.2	3.7	54.0
		% of Total	8.6%	10.0%	5.9%	.0%	24.5%
	monthly	Count	17	16	12	2	47
		Expected Count	16.2	15.2	12.4	3.2	47.0
		% of Total	7.7%	7.3%	5.5%	.9%	21.4%
	once a semester	Count	5	6	18	3	32
		Expected Count	11.1	10.3	8.4	2.2	32.0
		% of Total	2.3%	2.7%	8.2%	1.4%	14.5%
	twice a year	Count	6	2	2	2	12
		Expected Count	4.1	3.9	3.2	.8	12.0
		% of Total	2.7%	.9%	.9%	.9%	5.5%
	never	Count	10	12	13	8	43
		Expected Count	14.9	13.9	11.3	2.9	43.0
		% of Total	4.5%	5.5%	5.9%	3.6%	19.5%
Total	Count	76	71	58	15	220	
	Expected Count	76.0	71.0	58.0	15.0	220.0	
	% of Total	34.5%	32.3%	26.4%	6.8%	100.0%	

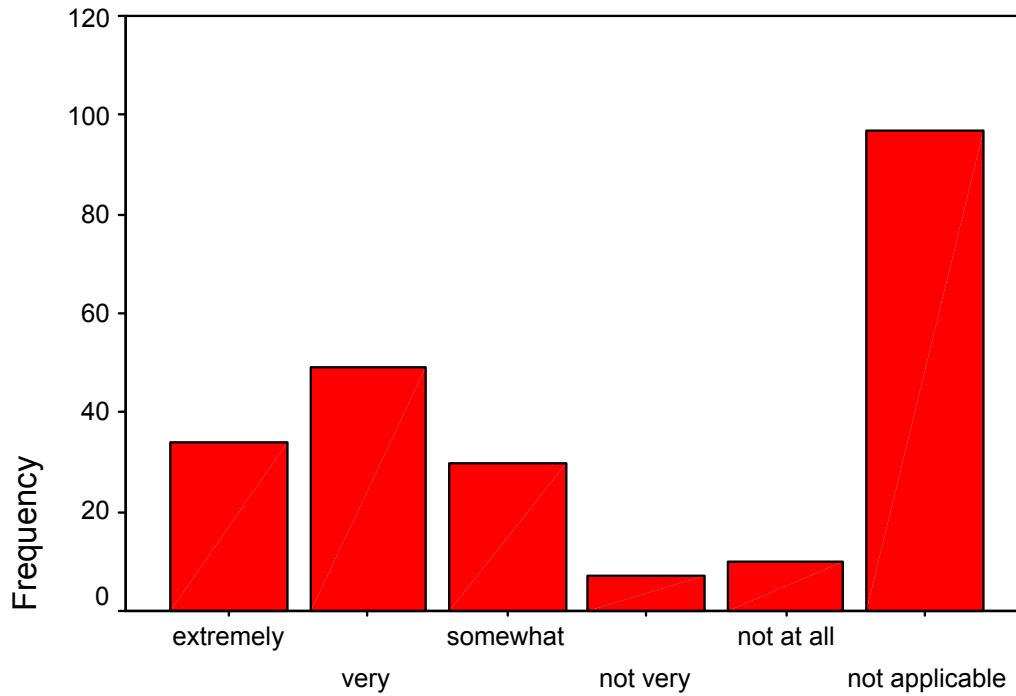
2003 Spring Customer Satisfaction Survey

3. If you attended a library tour or instruction session within the last year, how useful was the session?

Information Literacy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	extremely	34	14.5	15.0	15.0
	very	49	20.9	21.6	36.6
	somewhat	30	12.8	13.2	49.8
	not very	7	3.0	3.1	52.9
	not at all	10	4.3	4.4	57.3
	not applicable	97	41.5	42.7	100.0
	Total	227	97.0	100.0	
Missing	System	7	3.0		
Total		234	100.0		

Information Literacy



Information Literacy

2003 Spring Customer Satisfaction Survey

Information Literacy * Campus Crosstabulation

			Campus				Total
			Palatka	Orange Park	St. Augustine	Ponte Vedra	
Information Literacy	extremely	Count	19	9	5	0	33
		Expected Count	11.5	10.3	8.9	2.3	33.0
		% of Total	8.8%	4.2%	2.3%	.0%	15.3%
	very	Count	15	11	15	1	42
		Expected Count	14.7	13.1	11.3	2.9	42.0
		% of Total	7.0%	5.1%	7.0%	.5%	19.5%
	somewhat	Count	11	8	7	3	29
		Expected Count	10.1	9.0	7.8	2.0	29.0
		% of Total	5.1%	3.7%	3.3%	1.4%	13.5%
	not very	Count	1	4	2	0	7
		Expected Count	2.4	2.2	1.9	.5	7.0
		% of Total	.5%	1.9%	.9%	.0%	3.3%
	not at all	Count	6	2	1	1	10
		Expected Count	3.5	3.1	2.7	.7	10.0
		% of Total	2.8%	.9%	.5%	.5%	4.7%
not applicable	Count	23	33	28	10	94	
	Expected Count	32.8	29.3	25.4	6.6	94.0	
	% of Total	10.7%	15.3%	13.0%	4.7%	43.7%	
Total	Count	75	67	58	15	215	
	Expected Count	75.0	67.0	58.0	15.0	215.0	
	% of Total	34.9%	31.2%	27.0%	7.0%	100.0%	

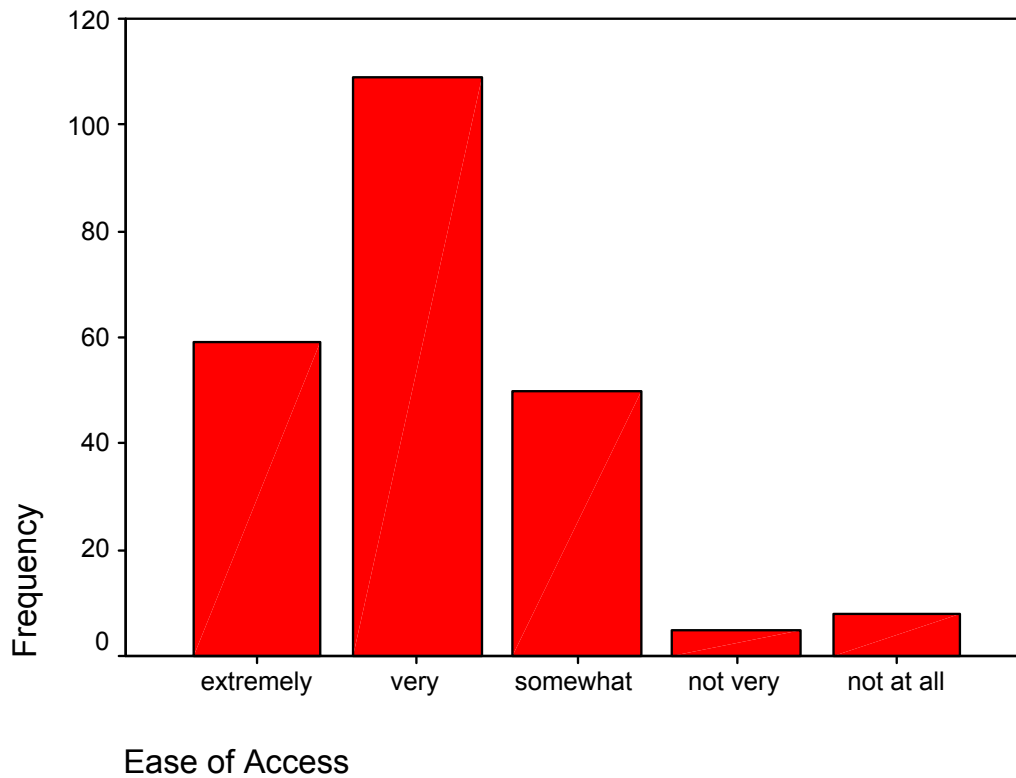
2003 Spring Customer Satisfaction Survey

4. How easy is it to find what you need?

Ease of Access

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	extremely	59	25.2	25.5	25.5
	very	109	46.6	47.2	72.7
	somewhat	50	21.4	21.6	94.4
	not very	5	2.1	2.2	96.5
	not at all	8	3.4	3.5	100.0
	Total	231	98.7	100.0	
Missing	System	3	1.3		
Total		234	100.0		

Ease of Access



2003 Spring Customer Satisfaction Survey

Ease of Access * Campus Crosstabulation

			Campus				Total
			Palatka	Orange Park	St. Augustine	Ponte Vedra	
Ease of Access	extremely	Count	28	20	11	0	59
		Expected Count	20.5	19.4	15.6	3.5	59.0
		% of Total	12.8%	9.1%	5.0%	.0%	26.9%
	very	Count	31	39	27	4	101
		Expected Count	35.1	33.2	26.7	6.0	101.0
		% of Total	14.2%	17.8%	12.3%	1.8%	46.1%
	somewhat	Count	11	11	17	7	46
		Expected Count	16.0	15.1	12.2	2.7	46.0
		% of Total	5.0%	5.0%	7.8%	3.2%	21.0%
	not very	Count	1	2	2	0	5
		Expected Count	1.7	1.6	1.3	.3	5.0
		% of Total	.5%	.9%	.9%	.0%	2.3%
	not at all	Count	5	0	1	2	8
		Expected Count	2.8	2.6	2.1	.5	8.0
		% of Total	2.3%	.0%	.5%	.9%	3.7%
Total	Count	76	72	58	13	219	
	Expected Count	76.0	72.0	58.0	13.0	219.0	
	% of Total	34.7%	32.9%	26.5%	5.9%	100.0%	

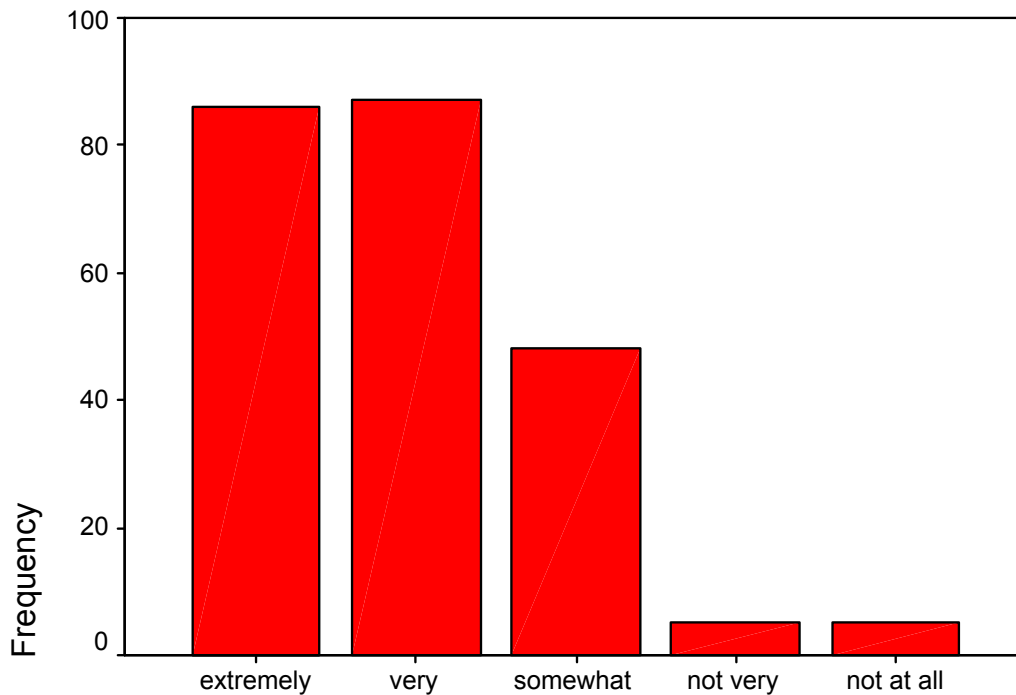
2003 Spring Customer Satisfaction Survey

5. Are you satisfied with the current library hours: Mon-Thurs 8:00 a.m. – 9:00 p.m.; Friday 8:00 – 5:00 p.m.; Saturday 9:00 a.m. – 1:00 p.m. for PAL & SAC, or, Noon – 4:00 p.m. for OPC.

Request Information by phone

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	extremely	86	36.8	37.2	37.2
	very	87	37.2	37.7	74.9
	somewhat	48	20.5	20.8	95.7
	not very	5	2.1	2.2	97.8
	not at all	5	2.1	2.2	100.0
	Total	231	98.7	100.0	
Missing	System	3	1.3		
Total		234	100.0		

Request Information by phone



Request Information by phone

2003 Spring Customer Satisfaction Survey

Request Information by phone * Campus Crosstabulation

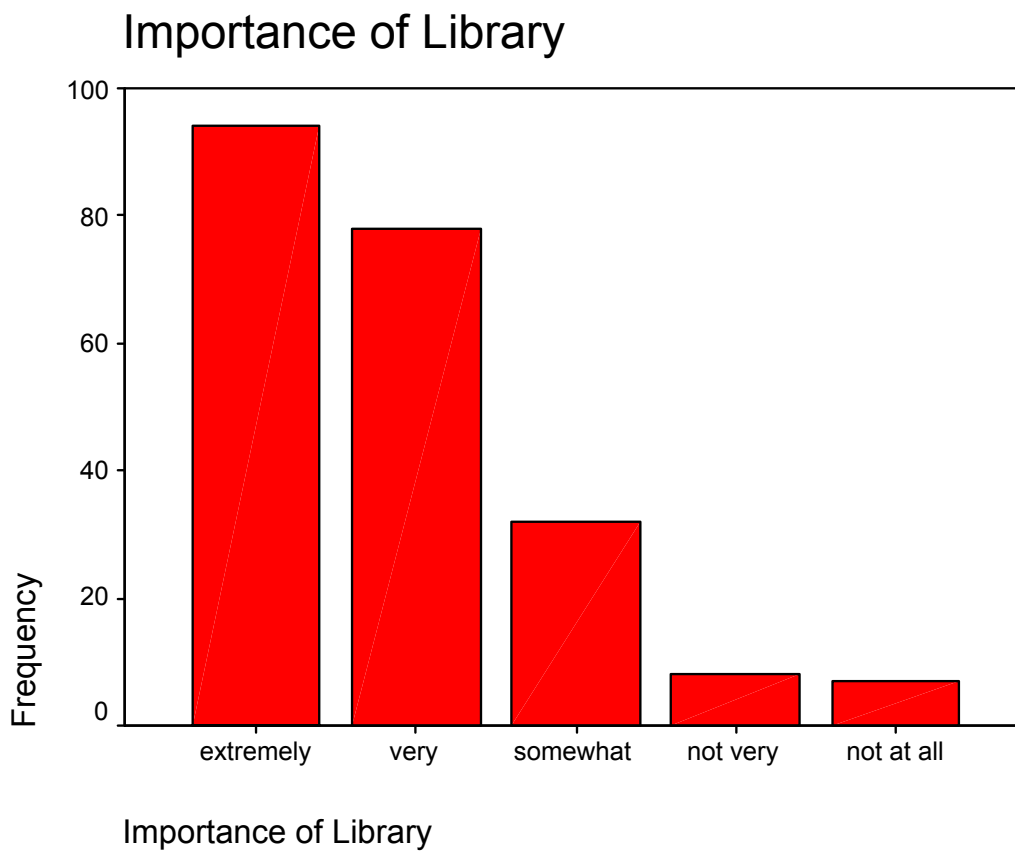
			Campus				Total
			Palatka	Orange Park	St. Augustine	Ponte Vedra	
Request Information by phone	extremely	Count	42	27	13	3	85
		Expected Count	29.5	28.3	22.5	4.7	85.0
		% of Total	19.2%	12.3%	5.9%	1.4%	38.8%
	very	Count	20	31	28	2	81
		Expected Count	28.1	27.0	21.5	4.4	81.0
		% of Total	9.1%	14.2%	12.8%	.9%	37.0%
	somewhat	Count	8	13	17	5	43
		Expected Count	14.9	14.3	11.4	2.4	43.0
		% of Total	3.7%	5.9%	7.8%	2.3%	19.6%
	not very	Count	2	2	0	1	5
		Expected Count	1.7	1.7	1.3	.3	5.0
		% of Total	.9%	.9%	.0%	.5%	2.3%
	not at all	Count	4	0	0	1	5
		Expected Count	1.7	1.7	1.3	.3	5.0
		% of Total	1.8%	.0%	.0%	.5%	2.3%
Total	Count	76	73	58	12	219	
	Expected Count	76.0	73.0	58.0	12.0	219.0	
	% of Total	34.7%	33.3%	26.5%	5.5%	100.0%	

2003 Spring Customer Satisfaction Survey

6. How important is the Library to you?

Importance of Library

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	extremely	94	26.2	42.9	42.9
	very	78	21.7	35.6	78.5
	somewhat	32	8.9	14.6	93.2
	not very	8	2.2	3.7	96.8
	not at all	7	1.9	3.2	100.0
	Total	219	61.0	100.0	
Missing	System	140	39.0		
Total		359	100.0		



2003 Spring Customer Satisfaction Survey

Importance of Library * Campus Crosstabulation

			Campus				Total
			Palatka	Orange Park	St. Augustine	Ponte Vedra	
Importance of Library	extremely	Count	37	37	18	2	94
		Expected Count	32.2	30.9	24.9	6.0	94.0
		% of Total	16.9%	16.9%	8.2%	.9%	42.9%
	very	Count	25	27	25	1	78
		Expected Count	26.7	25.6	20.7	5.0	78.0
		% of Total	11.4%	12.3%	11.4%	.5%	35.6%
	somewhat	Count	8	7	11	6	32
		Expected Count	11.0	10.5	8.5	2.0	32.0
		% of Total	3.7%	3.2%	5.0%	2.7%	14.6%
	not very	Count	1	1	3	3	8
		Expected Count	2.7	2.6	2.1	.5	8.0
		% of Total	.5%	.5%	1.4%	1.4%	3.7%
	not at all	Count	4	0	0	2	6
		Expected Count	2.1	2.0	1.6	.4	6.0
		% of Total	1.8%	.0%	.0%	.9%	2.7%
	6.00	Count	0	0	1	0	1
		Expected Count	.3	.3	.3	.1	1.0
		% of Total	.0%	.0%	.5%	.0%	.5%
Total	Count	75	72	58	14	219	
	Expected Count	75.0	72.0	58.0	14.0	219.0	
	% of Total	34.2%	32.9%	26.5%	6.4%	100.0%	

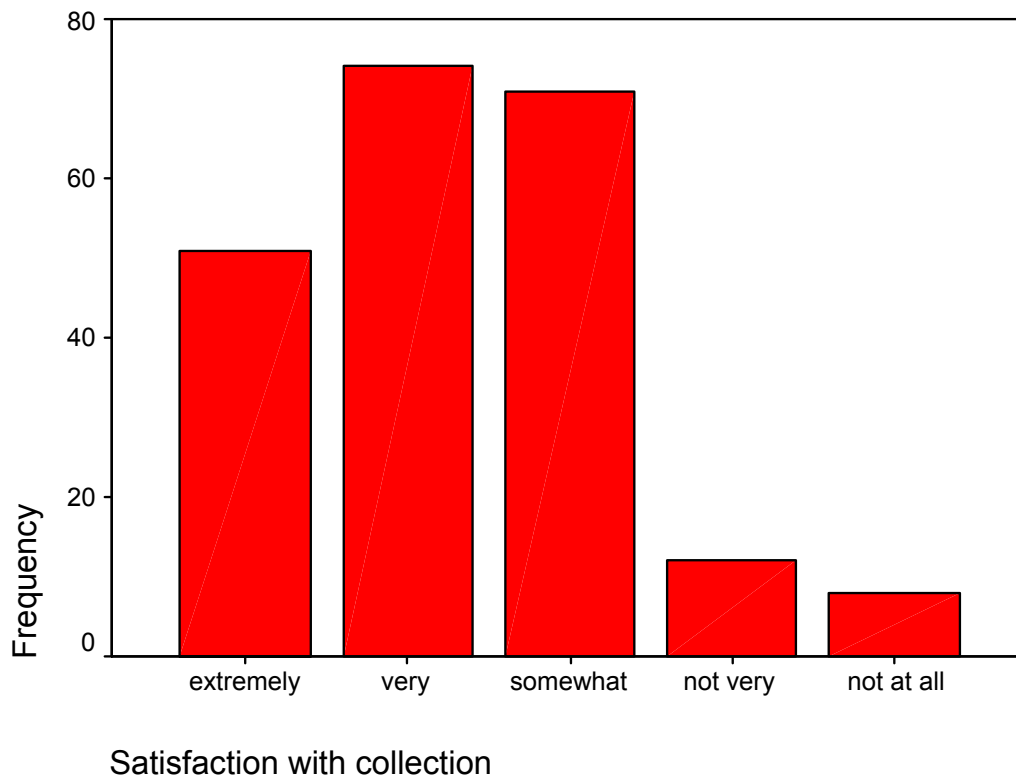
2003 Spring Customer Satisfaction Survey

7. How satisfied are you with the collection/materials?

Satisfaction with collection

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	extremely	51	14.2	23.6	23.6
	very	74	20.6	34.3	57.9
	somewhat	71	19.8	32.9	90.7
	not very	12	3.3	5.6	96.3
	not at all	8	2.2	3.7	100.0
	Total	216	60.2	100.0	
Missing	System	143	39.8		
Total		359	100.0		

Satisfaction with collection



2003 Spring Customer Satisfaction Survey

Satisfaction with collection * Campus Crosstabulation

			Campus				Total
			Palatka	Orange Park	St. Augustine	Ponte Vedra	
Satisfaction with collection	extremely	Count	32	14	4	1	51
		Expected Count	17.9	17.0	13.7	2.4	51.0
		% of Total	14.8%	6.5%	1.9%	.5%	23.6%
	very	Count	21	28	22	3	74
		Expected Count	26.0	24.7	19.9	3.4	74.0
		% of Total	9.7%	13.0%	10.2%	1.4%	34.3%
	somewhat	Count	17	25	24	5	71
		Expected Count	25.0	23.7	19.1	3.3	71.0
		% of Total	7.9%	11.6%	11.1%	2.3%	32.9%
	not very	Count	1	5	6	0	12
		Expected Count	4.2	4.0	3.2	.6	12.0
		% of Total	.5%	2.3%	2.8%	.0%	5.6%
	not at all	Count	5	0	1	1	7
		Expected Count	2.5	2.3	1.9	.3	7.0
		% of Total	2.3%	.0%	.5%	.5%	3.2%
	6.00	Count	0	0	1	0	1
		Expected Count	.4	.3	.3	.0	1.0
		% of Total	.0%	.0%	.5%	.0%	.5%
Total	Count	76	72	58	10	216	
	Expected Count	76.0	72.0	58.0	10.0	216.0	
	% of Total	35.2%	33.3%	26.9%	4.6%	100.0%	

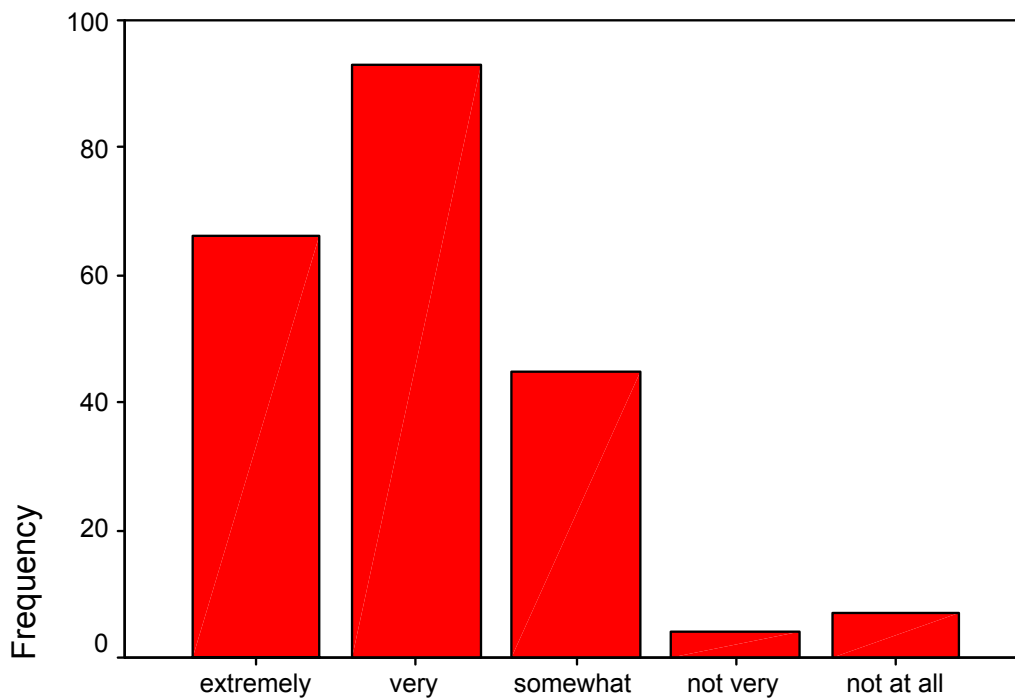
2003 Spring Customer Satisfaction Survey

8. How satisfied are you with the electronic resources and services?

Satisfaction with electronic res.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	extremely	66	18.4	30.7	30.7
	very	93	25.9	43.3	74.0
	somewhat	45	12.5	20.9	94.9
	not very	4	1.1	1.9	96.7
	not at all	7	1.9	3.3	100.0
	Total		215	59.9	100.0
Missing	System	144	40.1		
Total		359	100.0		

Satisfaction with electronic res.



Satisfaction with electronic res.

2003 Spring Customer Satisfaction Survey

Satisfaction with electronic res. * Campus Crosstabulation

			Campus				Total
			Palatka	Orange Park	St. Augustine	Ponte Vedra	
Satisfaction with electronic res.	extremely	Count	31	23	12	0	66
		Expected Count	23.3	21.5	17.8	3.4	66.0
		% of Total	14.4%	10.7%	5.6%	.0%	30.7%
	very	Count	27	34	27	5	93
		Expected Count	32.9	30.3	25.1	4.8	93.0
		% of Total	12.6%	15.8%	12.6%	2.3%	43.3%
	somewhat	Count	13	11	17	4	45
		Expected Count	15.9	14.7	12.1	2.3	45.0
		% of Total	6.0%	5.1%	7.9%	1.9%	20.9%
	not very	Count	1	2	0	1	4
		Expected Count	1.4	1.3	1.1	.2	4.0
		% of Total	.5%	.9%	.0%	.5%	1.9%
	not at all	Count	4	0	1	1	6
		Expected Count	2.1	2.0	1.6	.3	6.0
		% of Total	1.9%	.0%	.5%	.5%	2.8%
	6.00	Count	0	0	1	0	1
		Expected Count	.4	.3	.3	.1	1.0
		% of Total	.0%	.0%	.5%	.0%	.5%
Total	Count	76	70	58	11	215	
	Expected Count	76.0	70.0	58.0	11.0	215.0	
	% of Total	35.3%	32.6%	27.0%	5.1%	100.0%	

2003 Spring Customer Satisfaction Survey

9. How satisfied are you with the library facility?

Satisfaction with facility

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	extremely	78	21.7	35.8	35.8
	very	100	27.9	45.9	81.7
	somewhat	31	8.6	14.2	95.9
	not very	3	.8	1.4	97.2
	not at all	6	1.7	2.8	100.0
	Total	218	60.7	100.0	
Missing	System	141	39.3		
Total		359	100.0		

Satisfaction with facility



2003 Spring Customer Satisfaction Survey

Satisfaction with facility * Campus Crosstabulation

			Campus				Total
			Palatka	Orange Park	St. Augustine	Ponte Vedra	
Satisfaction with facility	extremely	Count	40	23	15	0	78
		Expected Count	27.2	26.1	20.8	3.9	78.0
		% of Total	18.3%	10.6%	6.9%	.0%	35.8%
	very	Count	22	41	31	6	100
		Expected Count	34.9	33.5	26.6	5.0	100.0
		% of Total	10.1%	18.8%	14.2%	2.8%	45.9%
	somewhat	Count	9	9	10	3	31
		Expected Count	10.8	10.4	8.2	1.6	31.0
		% of Total	4.1%	4.1%	4.6%	1.4%	14.2%
	not very	Count	1	0	1	1	3
		Expected Count	1.0	1.0	.8	.2	3.0
		% of Total	.5%	.0%	.5%	.5%	1.4%
	not at all	Count	4	0	0	1	5
		Expected Count	1.7	1.7	1.3	.3	5.0
		% of Total	1.8%	.0%	.0%	.5%	2.3%
6.00	Count	0	0	1	0	1	
	Expected Count	.3	.3	.3	.1	1.0	
	% of Total	.0%	.0%	.5%	.0%	.5%	
Total	Count	76	73	58	11	218	
	Expected Count	76.0	73.0	58.0	11.0	218.0	
	% of Total	34.9%	33.5%	26.6%	5.0%	100.0%	

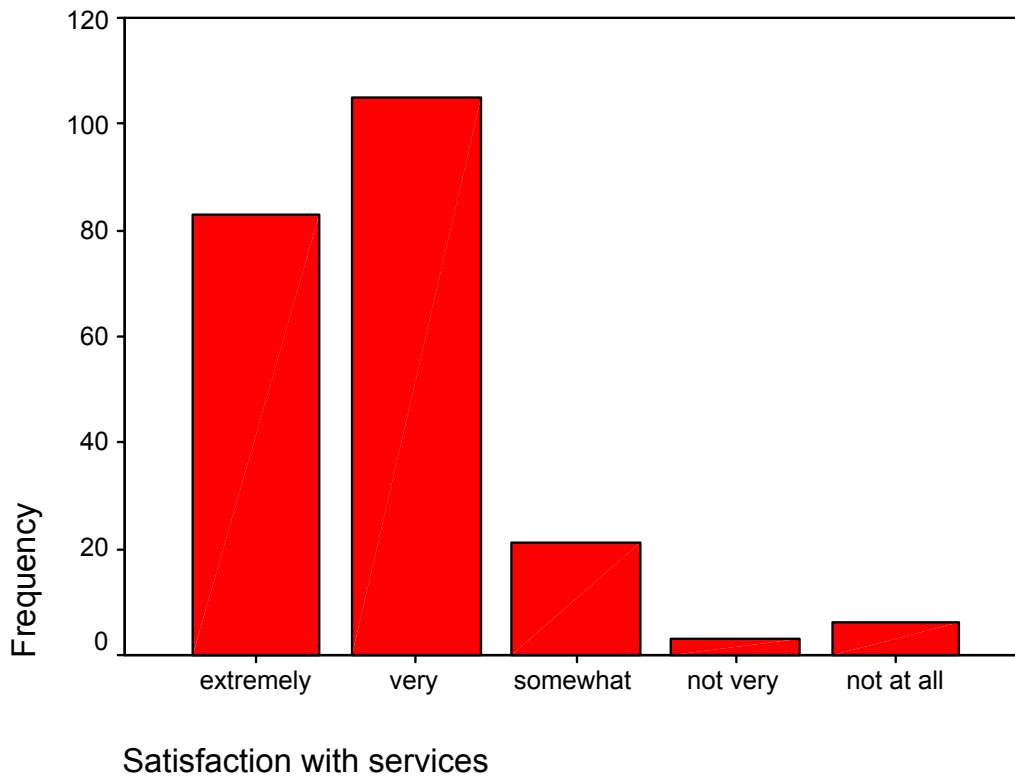
2003 Spring Customer Satisfaction Survey

10. How satisfied are you with our services?

Satisfaction with services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	extremely	83	23.1	38.1	38.1
	very	105	29.2	48.2	86.2
	somewhat	21	5.8	9.6	95.9
	not very	3	.8	1.4	97.2
	not at all	6	1.7	2.8	100.0
	Total		218	60.7	100.0
Missing	System	141	39.3		
Total		359	100.0		

Satisfaction with services



2003 Spring Customer Satisfaction Survey

Satisfaction with services * Campus Crosstabulation

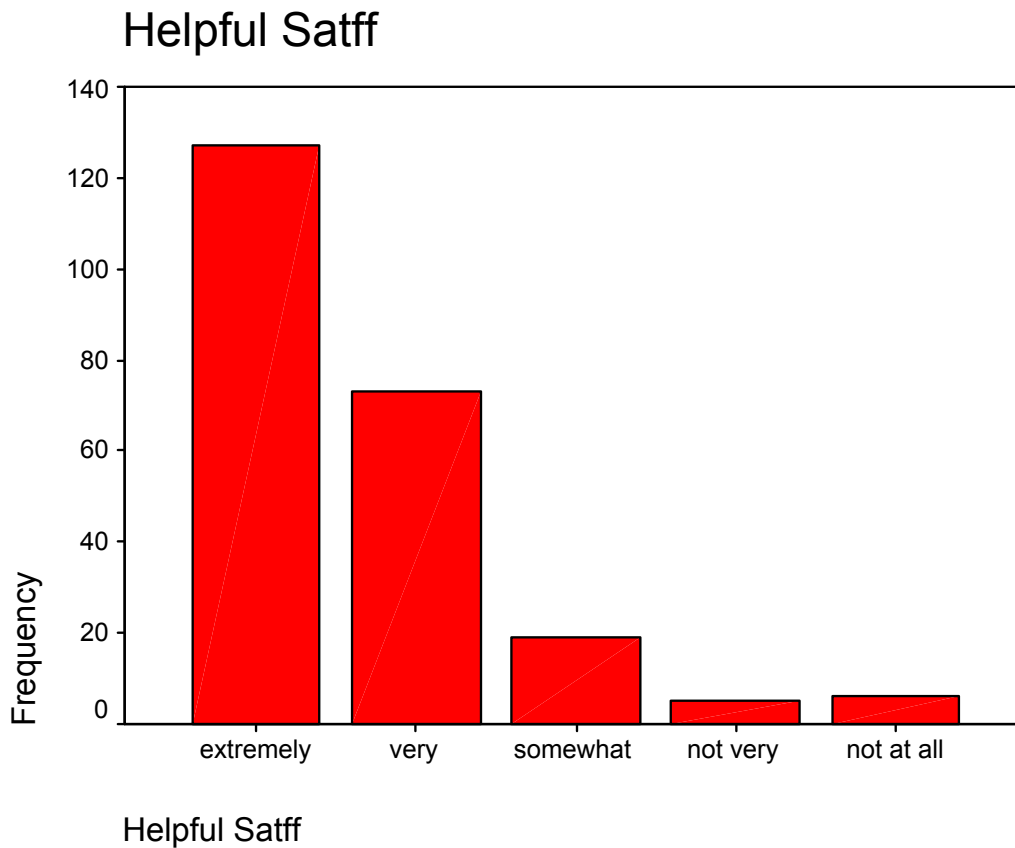
			Campus				Total
			Palatka	Orange Park	St. Augustine	Ponte Vedra	
Satisfaction with services	extremely	Count	38	29	15	1	83
		Expected Count	28.9	27.8	22.1	4.2	83.0
		% of Total	17.4%	13.3%	6.9%	.5%	38.1%
	very	Count	31	33	35	6	105
		Expected Count	36.6	35.2	27.9	5.3	105.0
		% of Total	14.2%	15.1%	16.1%	2.8%	48.2%
	somewhat	Count	2	11	5	3	21
		Expected Count	7.3	7.0	5.6	1.1	21.0
		% of Total	.9%	5.0%	2.3%	1.4%	9.6%
	not very	Count	1	0	2	0	3
		Expected Count	1.0	1.0	.8	.2	3.0
		% of Total	.5%	.0%	.9%	.0%	1.4%
	not at all	Count	4	0	0	1	5
		Expected Count	1.7	1.7	1.3	.3	5.0
		% of Total	1.8%	.0%	.0%	.5%	2.3%
6.00	Count	0	0	1	0	1	
	Expected Count	.3	.3	.3	.1	1.0	
	% of Total	.0%	.0%	.5%	.0%	.5%	
Total	Count	76	73	58	11	218	
	Expected Count	76.0	73.0	58.0	11.0	218.0	
	% of Total	34.9%	33.5%	26.6%	5.0%	100.0%	

2003 Spring Customer Satisfaction Survey

11. How helpful is our staff?

Helpful Satff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	extremely	127	54.3	55.2	55.2
	very	73	31.2	31.7	87.0
	somewhat	19	8.1	8.3	95.2
	not very	5	2.1	2.2	97.4
	not at all	6	2.6	2.6	100.0
	Total	230	98.3	100.0	
Missing	System	4	1.7		
Total		234	100.0		



2003 Spring Customer Satisfaction Survey

Helpful Staff * Campus Crosstabulation

			Campus				Total
			Palatka	Orange Park	St. Augustine	Ponte Vedra	
Helpful Staff	extremely	Count	50	39	32	2	123
		Expected Count	42.9	41.2	32.7	6.2	123.0
		% of Total	22.9%	17.9%	14.7%	.9%	56.4%
	very	Count	18	22	20	6	66
		Expected Count	23.0	22.1	17.6	3.3	66.0
		% of Total	8.3%	10.1%	9.2%	2.8%	30.3%
	somewhat	Count	2	12	3	1	18
		Expected Count	6.3	6.0	4.8	.9	18.0
		% of Total	.9%	5.5%	1.4%	.5%	8.3%
	not very	Count	2	0	2	1	5
		Expected Count	1.7	1.7	1.3	.3	5.0
		% of Total	.9%	.0%	.9%	.5%	2.3%
	not at all	Count	4	0	1	1	6
		Expected Count	2.1	2.0	1.6	.3	6.0
		% of Total	1.8%	.0%	.5%	.5%	2.8%
Total	Count	76	73	58	11	218	
	Expected Count	76.0	73.0	58.0	11.0	218.0	
	% of Total	34.9%	33.5%	26.6%	5.0%	100.0%	

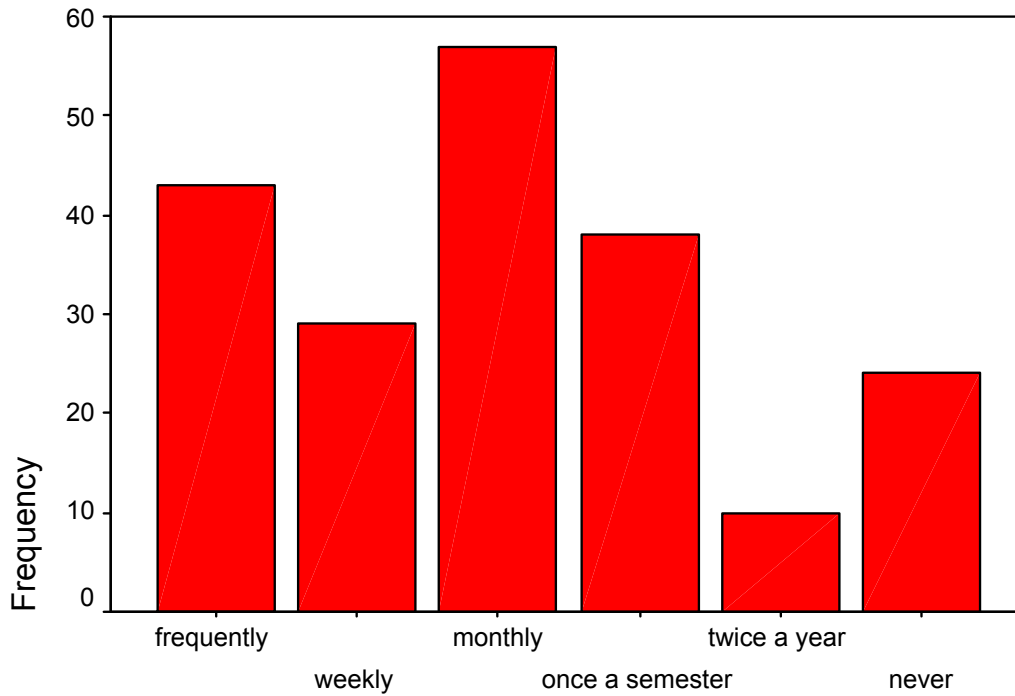
2003 Spring Customer Satisfaction Survey

12. How often do you ask a librarian for help?

Ask librarian for help

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	frequently	43	18.4	21.4	21.4
	weekly	29	12.4	14.4	35.8
	monthly	57	24.4	28.4	64.2
	once a semester	38	16.2	18.9	83.1
	twice a year	10	4.3	5.0	88.1
	never	24	10.3	11.9	100.0
	Total	201	85.9	100.0	
Missing	System	33	14.1		
Total		234	100.0		

Ask librarian for help



Ask librarian for help

2003 Spring Customer Satisfaction Survey

Ask librarian for help * Campus Crosstabulation

			Campus				Total
			Palatka	Orange Park	St. Augustine	Ponte Vedra	
Ask librarian for help	frequently	Count	23	13	7	0	43
		Expected Count	13.0	15.5	12.5	2.0	43.0
		% of Total	12.2%	6.9%	3.7%	.0%	22.8%
	weekly	Count	6	13	8	0	27
		Expected Count	8.1	9.7	7.9	1.3	27.0
		% of Total	3.2%	6.9%	4.2%	.0%	14.3%
	monthly	Count	16	19	17	2	54
		Expected Count	16.3	19.4	15.7	2.6	54.0
		% of Total	8.5%	10.1%	9.0%	1.1%	28.6%
	once a semester	Count	8	10	12	3	33
		Expected Count	10.0	11.9	9.6	1.6	33.0
		% of Total	4.2%	5.3%	6.3%	1.6%	17.5%
	twice a year	Count	3	2	5	0	10
		Expected Count	3.0	3.6	2.9	.5	10.0
		% of Total	1.6%	1.1%	2.6%	.0%	5.3%
	never	Count	1	11	6	4	22
		Expected Count	6.6	7.9	6.4	1.0	22.0
		% of Total	.5%	5.8%	3.2%	2.1%	11.6%
Total	Count	57	68	55	9	189	
	Expected Count	57.0	68.0	55.0	9.0	189.0	
	% of Total	30.2%	36.0%	29.1%	4.8%	100.0%	

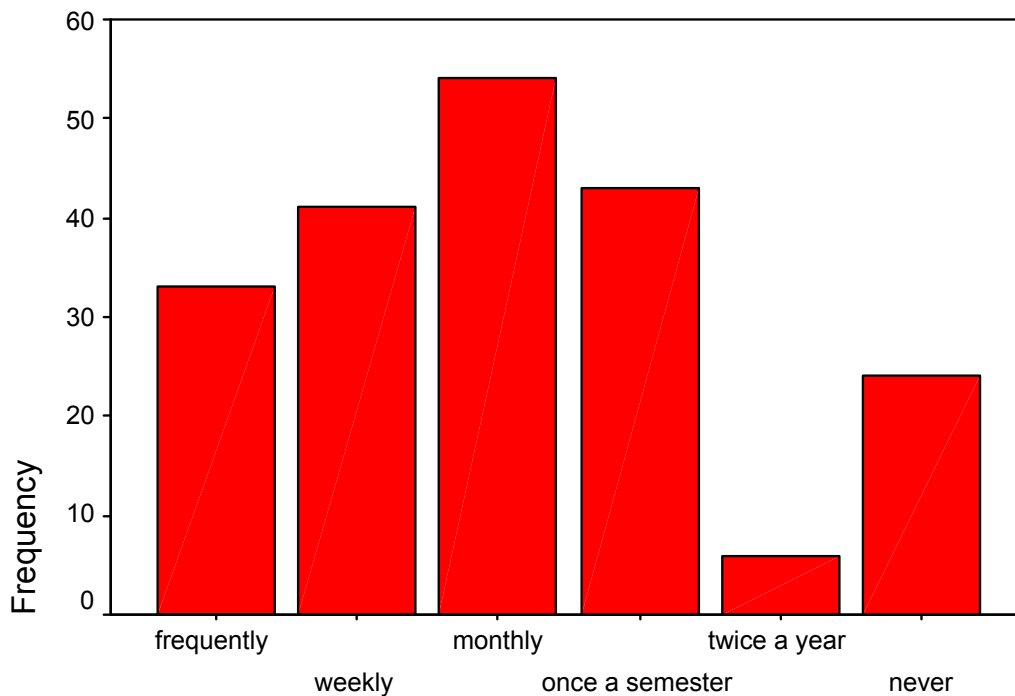
2003 Spring Customer Satisfaction Survey

13. How often do you browse the book collection?

Browse collection

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	frequently	33	14.1	16.4	16.4
	weekly	41	17.5	20.4	36.8
	monthly	54	23.1	26.9	63.7
	once a semester	43	18.4	21.4	85.1
	twice a year	6	2.6	3.0	88.1
	never	24	10.3	11.9	100.0
	Total	201	85.9	100.0	
Missing	System	33	14.1		
Total		234	100.0		

Browse collection



Browse collection

2003 Spring Customer Satisfaction Survey

Browse collection * Campus Crosstabulation

			Campus				Total
			Palatka	Orange Park	St. Augustine	Ponte Vedra	
Browse collection	frequently	Count	20	7	5	0	32
		Expected Count	9.7	11.5	9.3	1.5	32.0
		% of Total	10.6%	3.7%	2.6%	.0%	16.9%
	weekly	Count	12	18	9	1	40
		Expected Count	12.1	14.4	11.6	1.9	40.0
		% of Total	6.3%	9.5%	4.8%	.5%	21.2%
	monthly	Count	15	19	15	1	50
		Expected Count	15.1	18.0	14.6	2.4	50.0
		% of Total	7.9%	10.1%	7.9%	.5%	26.5%
	once a semester	Count	8	15	15	1	39
		Expected Count	11.8	14.0	11.3	1.9	39.0
		% of Total	4.2%	7.9%	7.9%	.5%	20.6%
	twice a year	Count	1	1	2	1	5
		Expected Count	1.5	1.8	1.5	.2	5.0
		% of Total	.5%	.5%	1.1%	.5%	2.6%
	never	Count	1	8	9	5	23
		Expected Count	6.9	8.3	6.7	1.1	23.0
		% of Total	.5%	4.2%	4.8%	2.6%	12.2%
Total	Count	57	68	55	9	189	
	Expected Count	57.0	68.0	55.0	9.0	189.0	
	% of Total	30.2%	36.0%	29.1%	4.8%	100.0%	

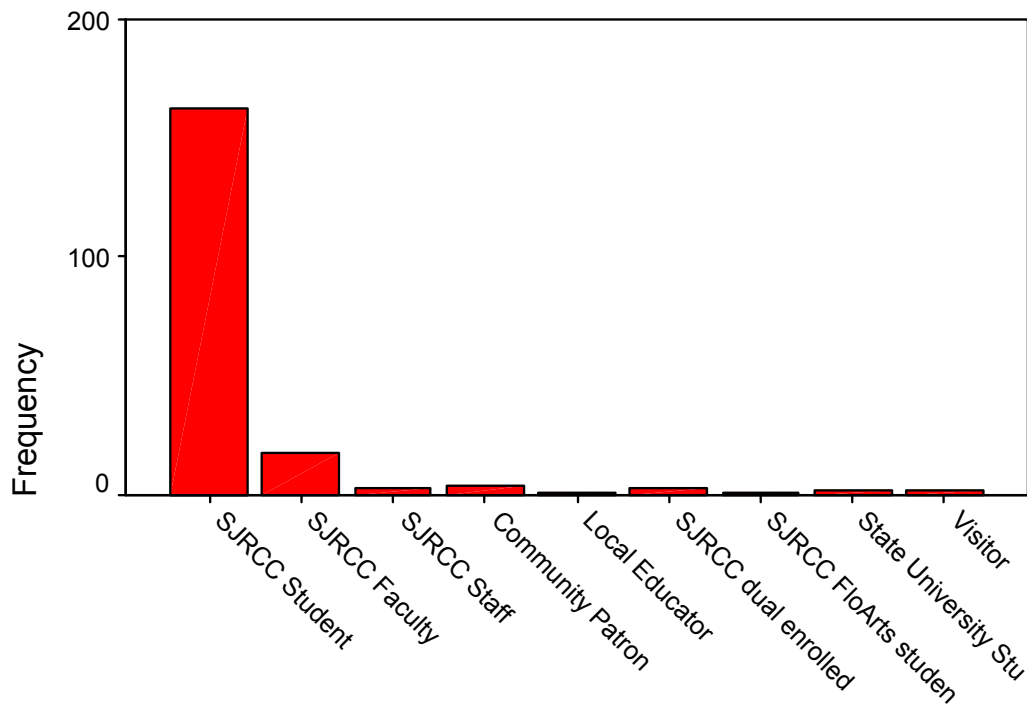
2003 Spring Customer Satisfaction Survey

16. Are you?

Status of user

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SJRCC Student	163	69.7	82.7	82.7
	SJRCC Faculty	18	7.7	9.1	91.9
	SJRCC Staff	3	1.3	1.5	93.4
	Community Patron	4	1.7	2.0	95.4
	Local Educator	1	.4	.5	95.9
	SJRCC dual enrolled student	3	1.3	1.5	97.5
	SJRCC FloArts student	1	.4	.5	98.0
	State University Student	2	.9	1.0	99.0
	Visitor	2	.9	1.0	100.0
	Total	197	84.2	100.0	
	Missing	System	37	15.8	
Total		234	100.0		

Status of user



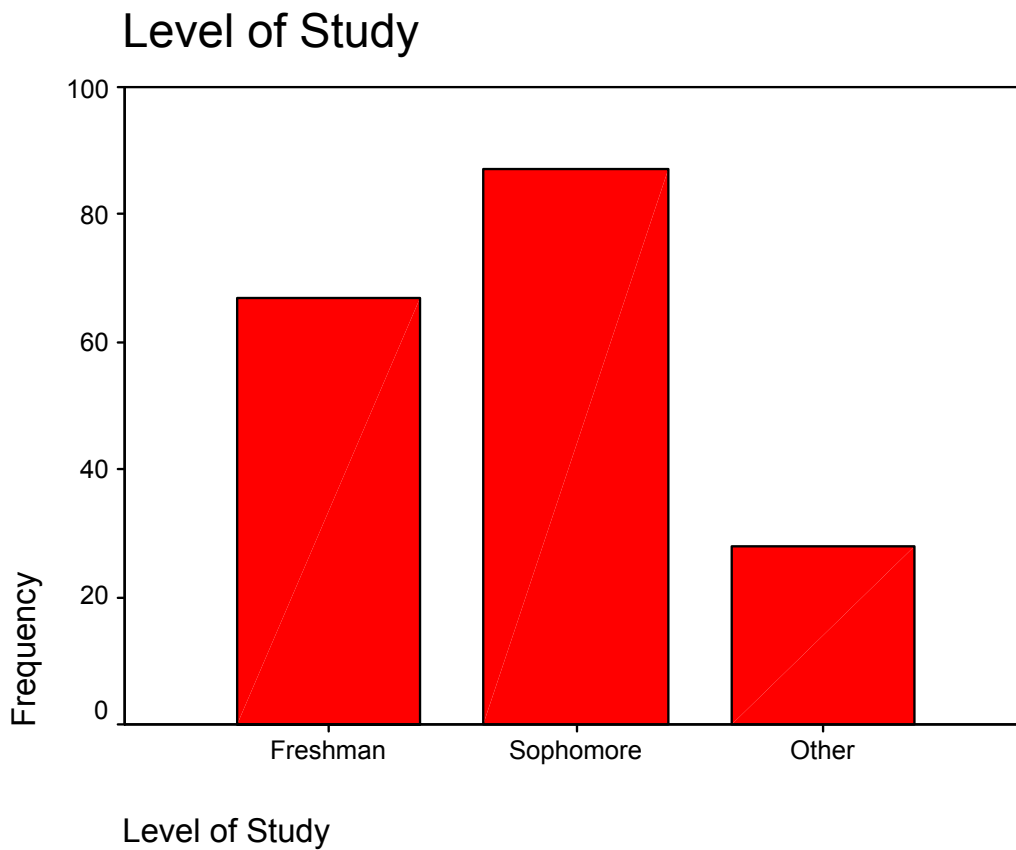
Status of user

2003 Spring Customer Satisfaction Survey

18. If you are a SJRCC student, what is your level of study?

Level of Study

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Freshman	67	28.6	36.8	36.8
	Sophomore	87	37.2	47.8	84.6
	Other	28	12.0	15.4	100.0
	Total	182	77.8	100.0	
Missing	System	52	22.2		
Total		234	100.0		

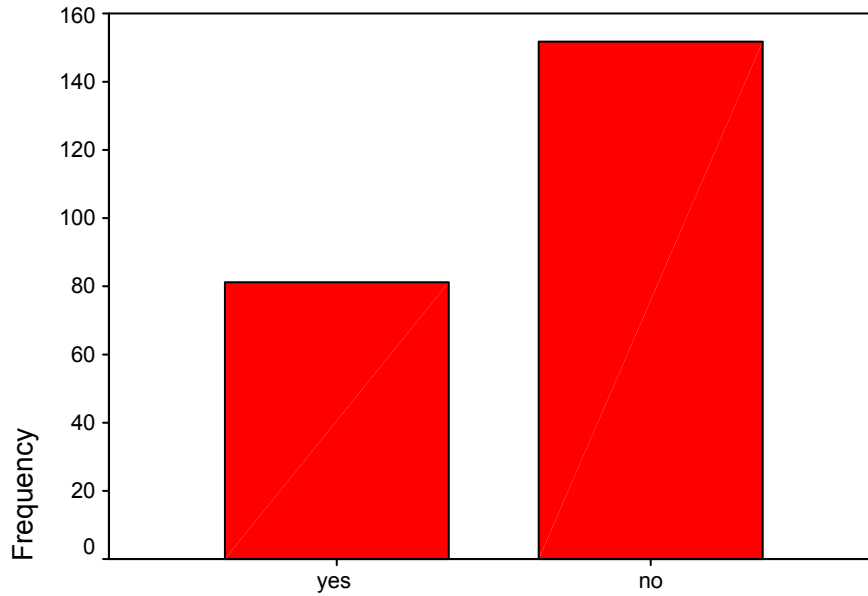


2003 Spring Customer Satisfaction Survey

CUSTOMER SATISFACTION SURVEY QUESTION # 14

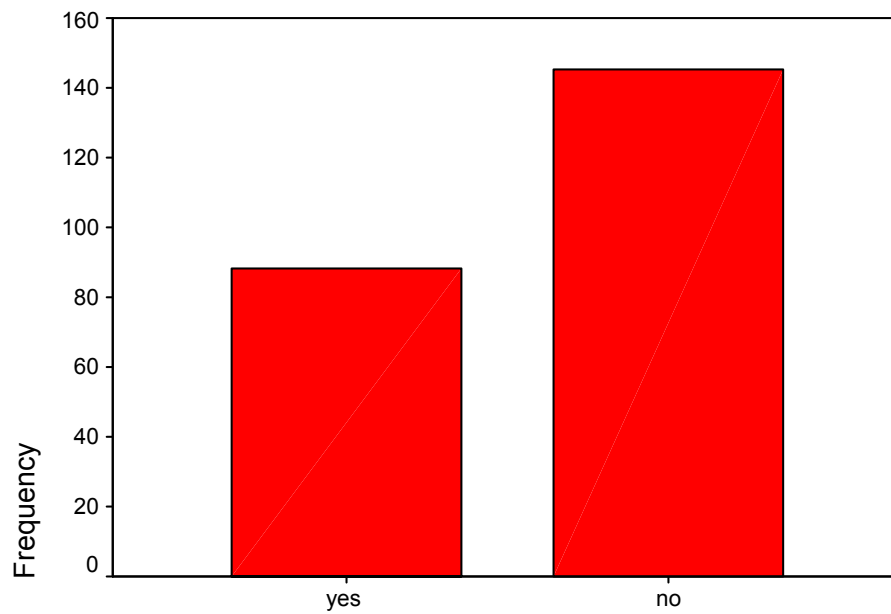
What other materials/services would you like the Library to offer?

More books



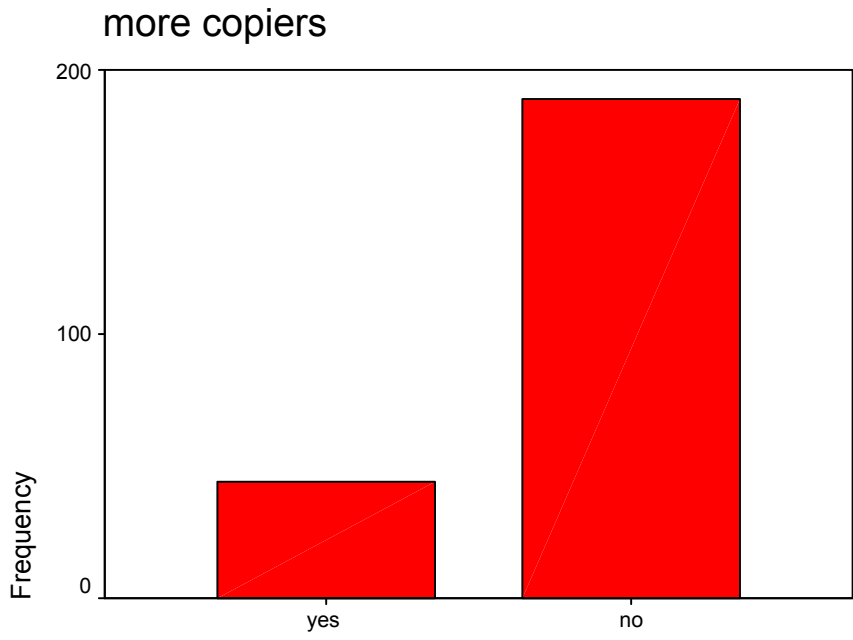
More books

More videos, cd, audio

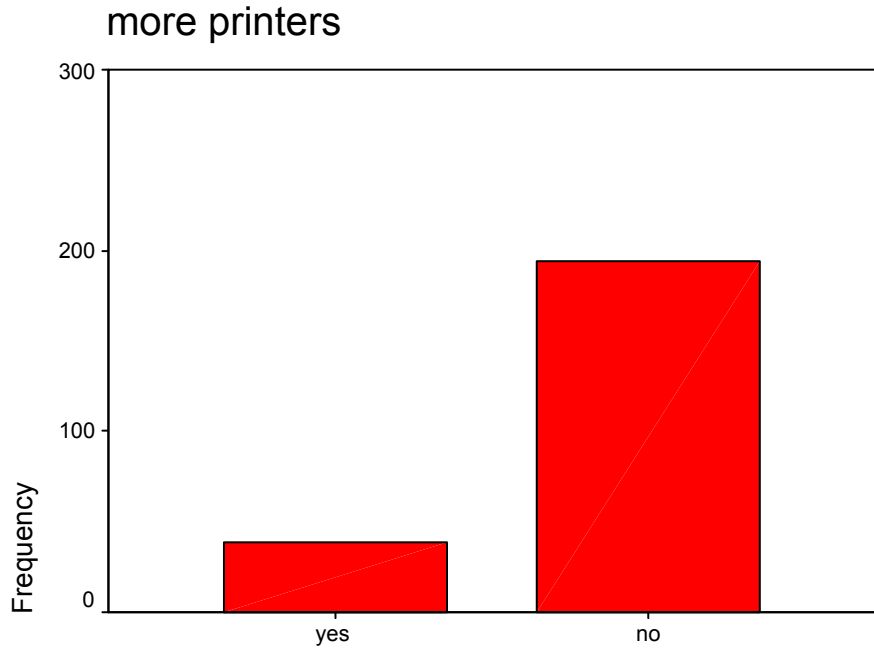


More videos, cd, audio

2003 Spring Customer Satisfaction Survey

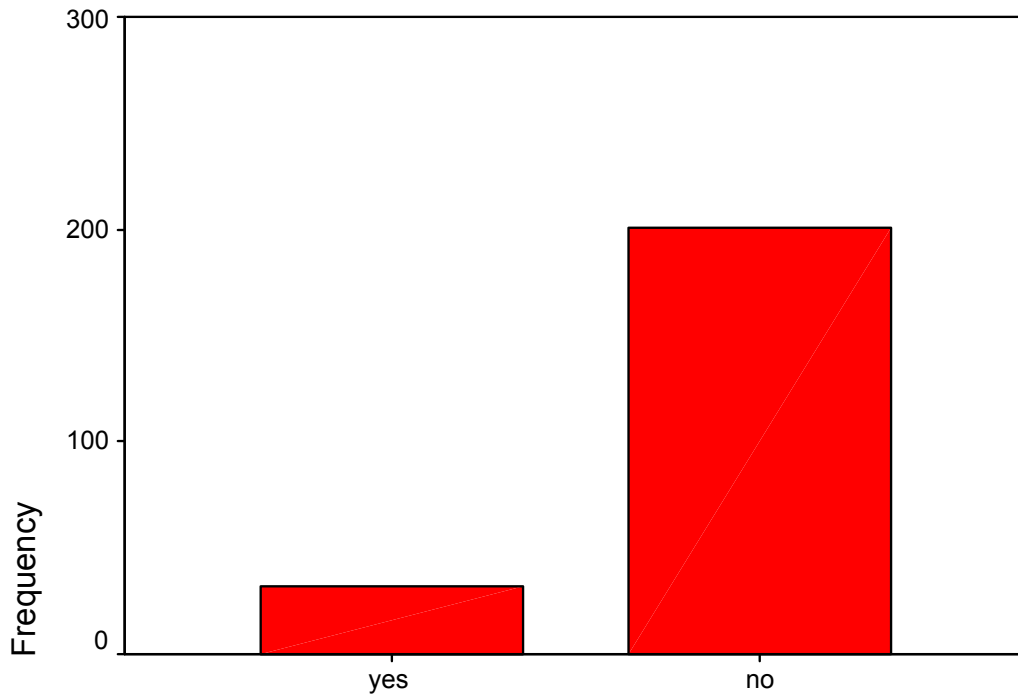


more copiers



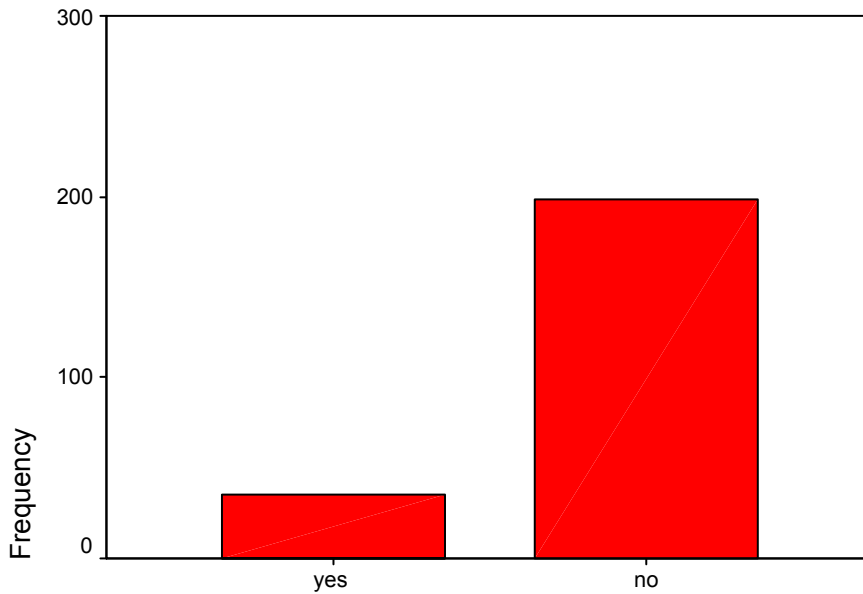
more printers

More databases



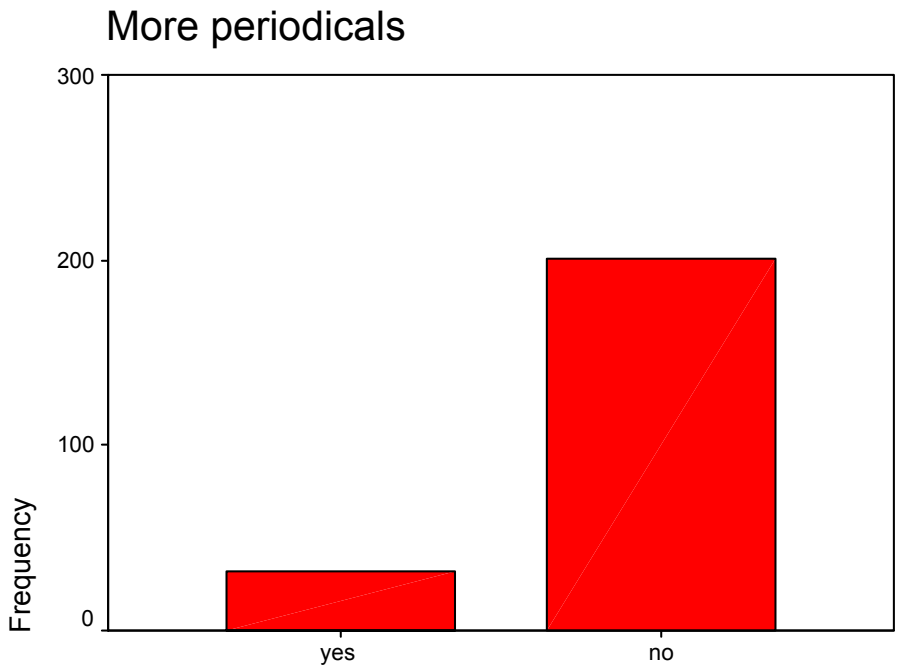
More databases

Remote Resources

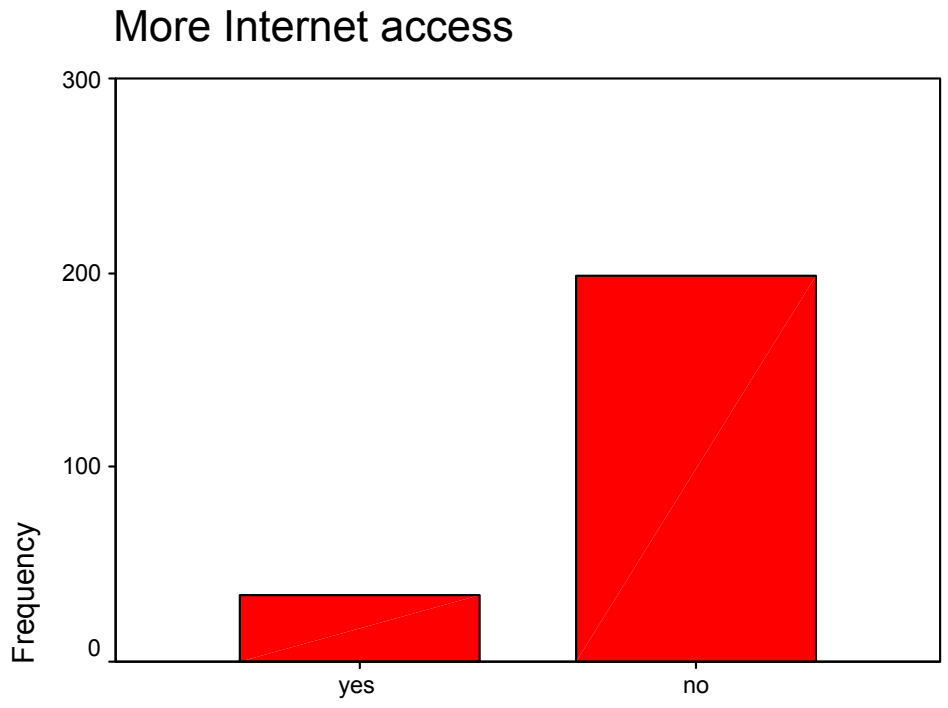


Remote Resources

2003 Spring Customer Satisfaction Survey

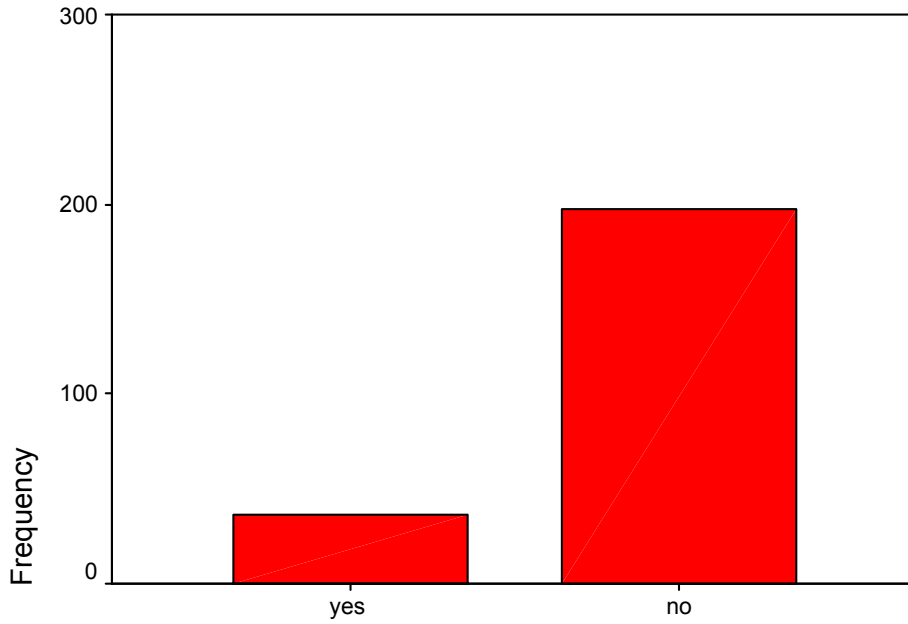


More periodicals



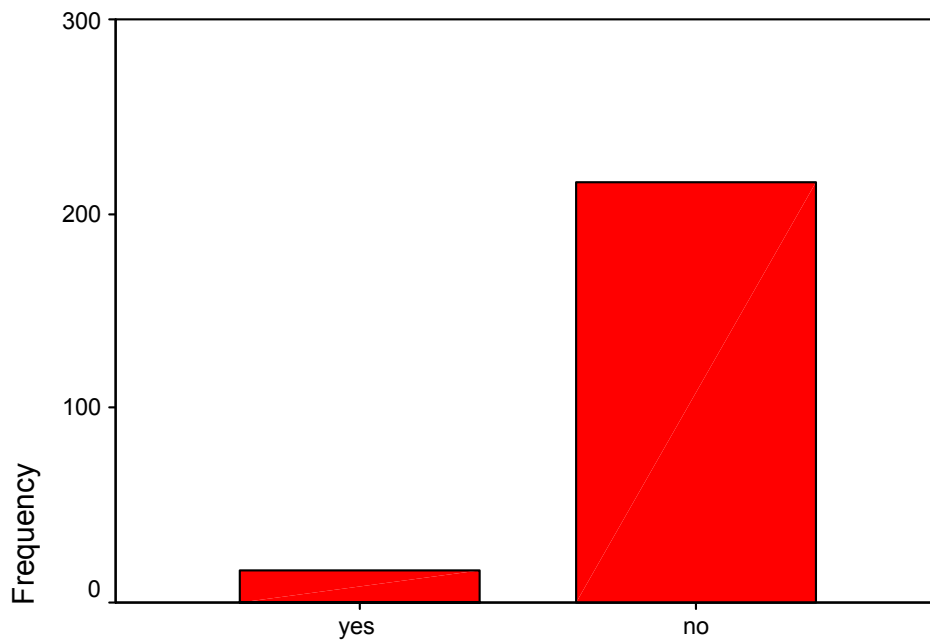
More Internet access

More study space



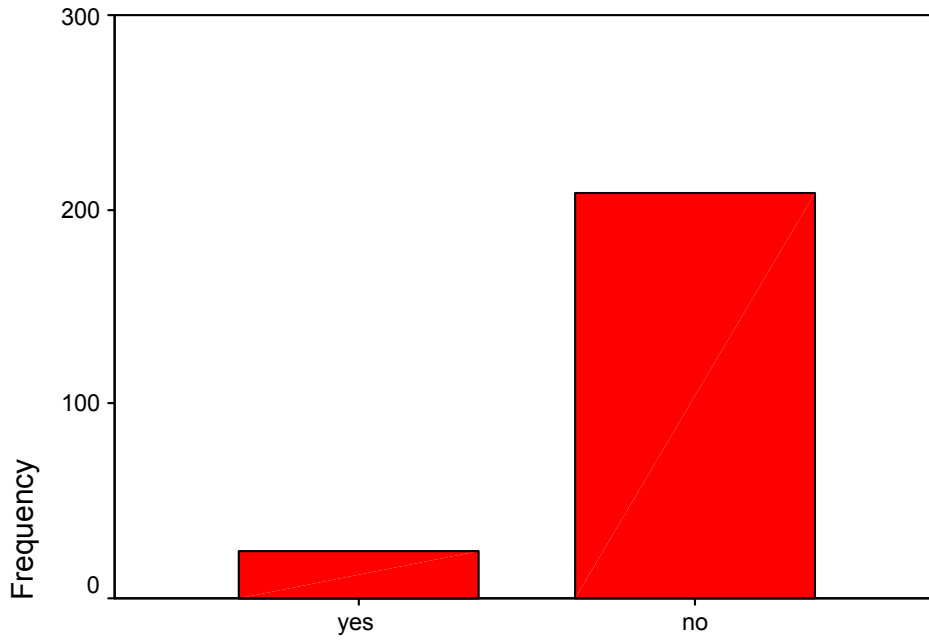
More study space

More electronic indexes



More electronic indexes

More Reference Materials



More Reference Materials

More computer workstations



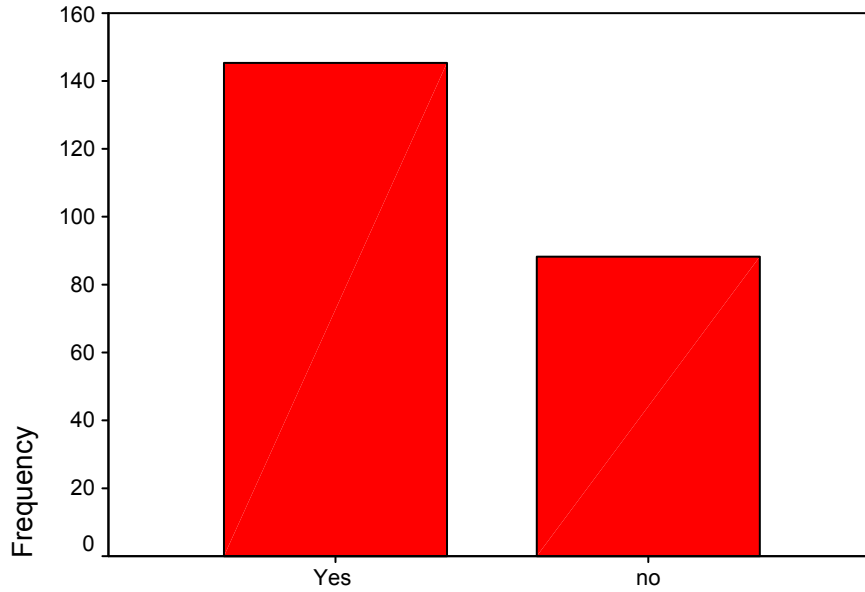
More computer workstations

2003 Spring Customer Satisfaction Survey

CUSTOMER SATISFICATION SURVEY QUESTION # 15

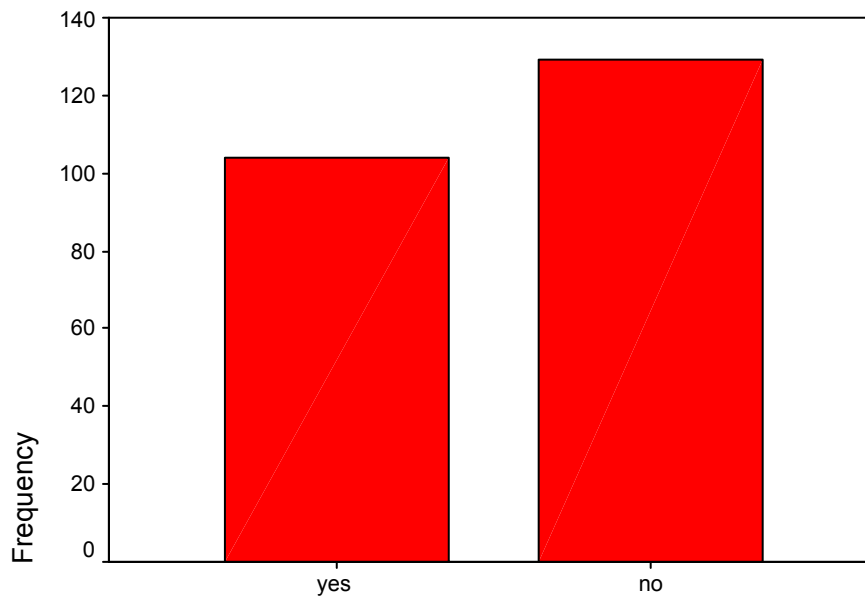
Check library services and collections that you have used

Checked out book



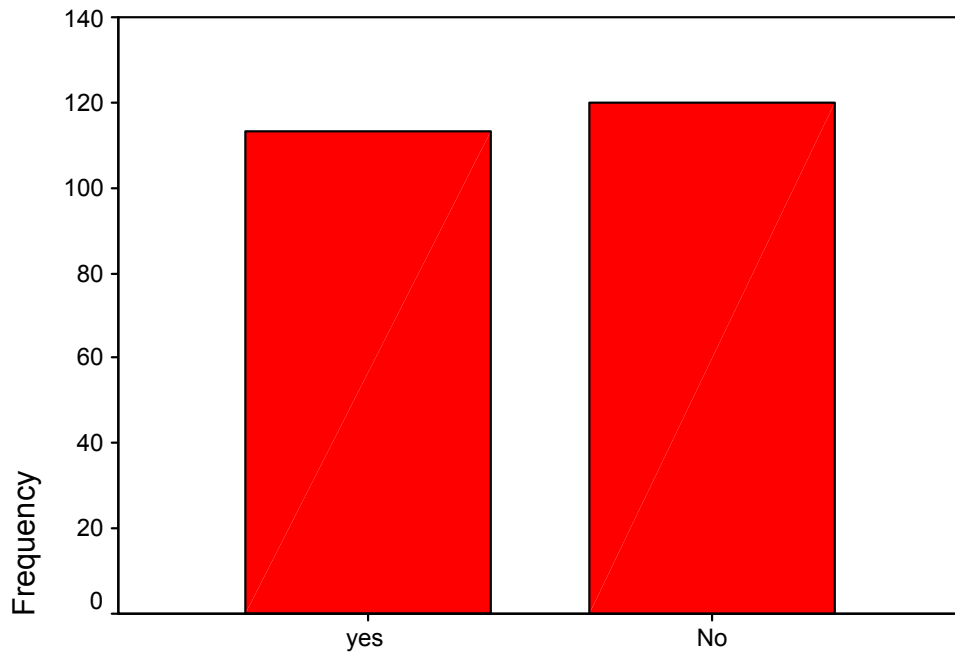
Checked out book

General Reference



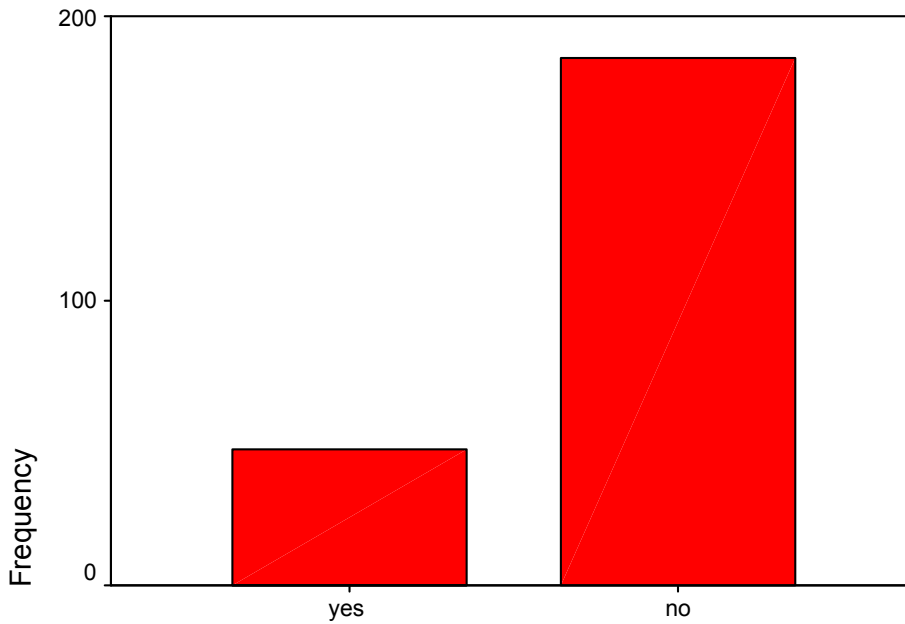
General Reference

Research Services



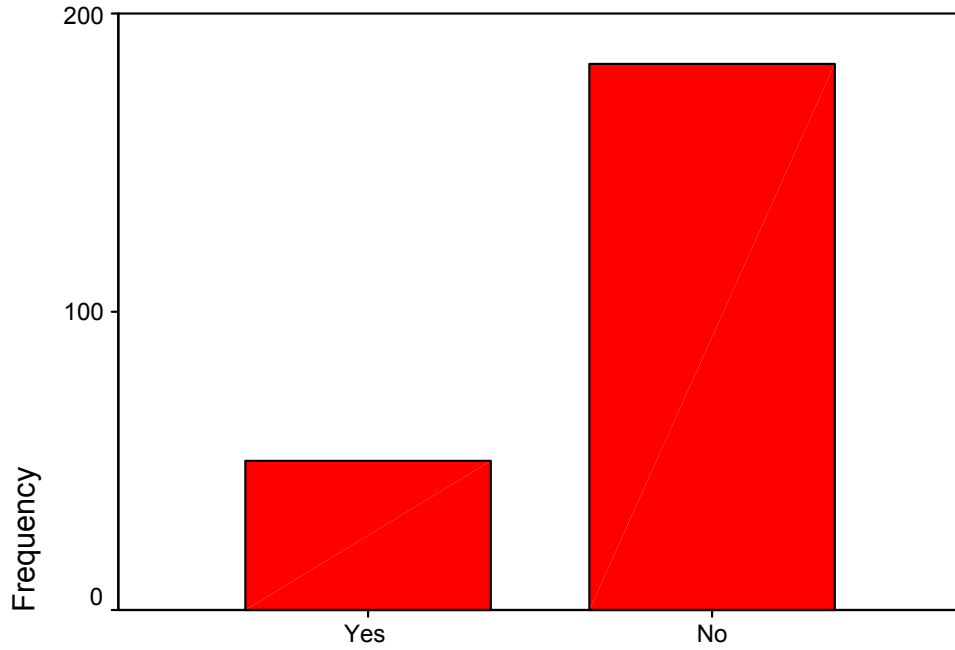
Research Services

Course Reserves



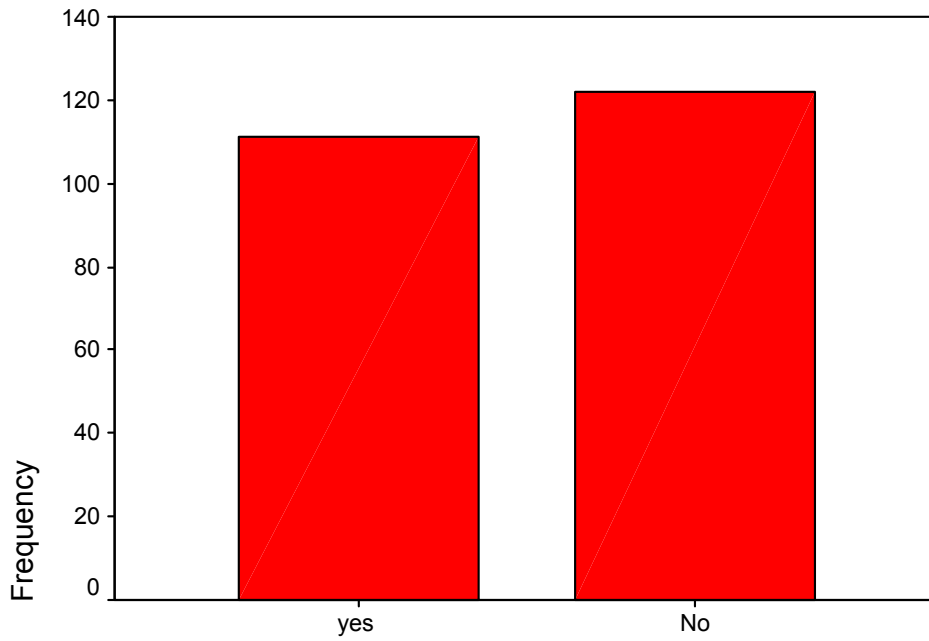
Course Reserves

Interlibrary Loans



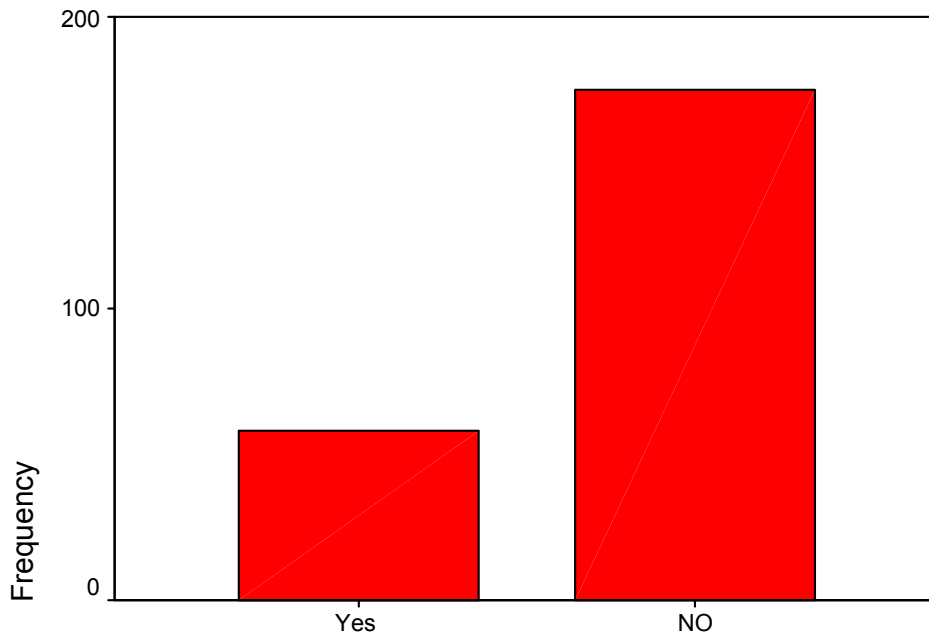
Interlibrary Loans

Computer Workstations



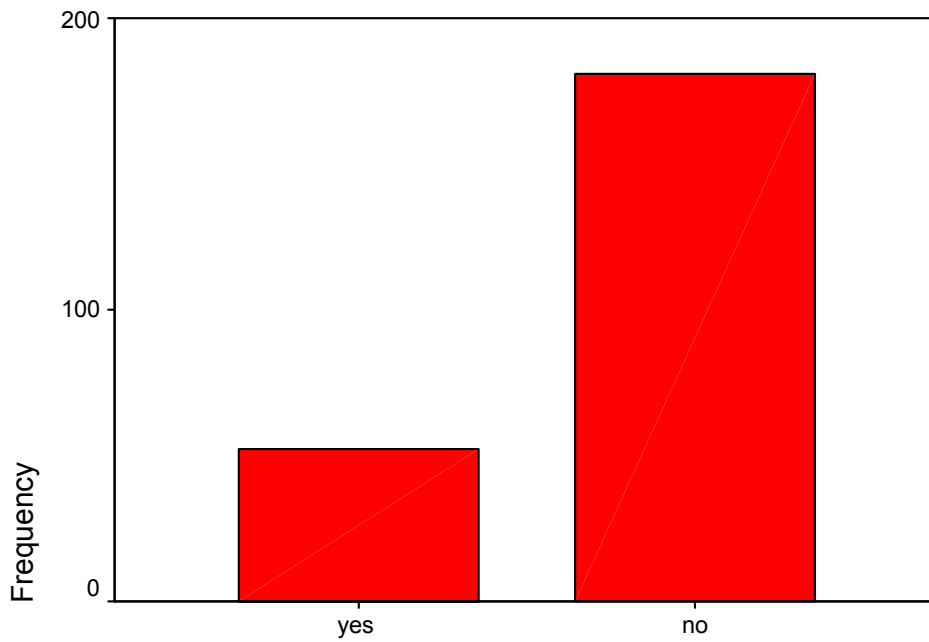
Computer Workstations

First Search Databases

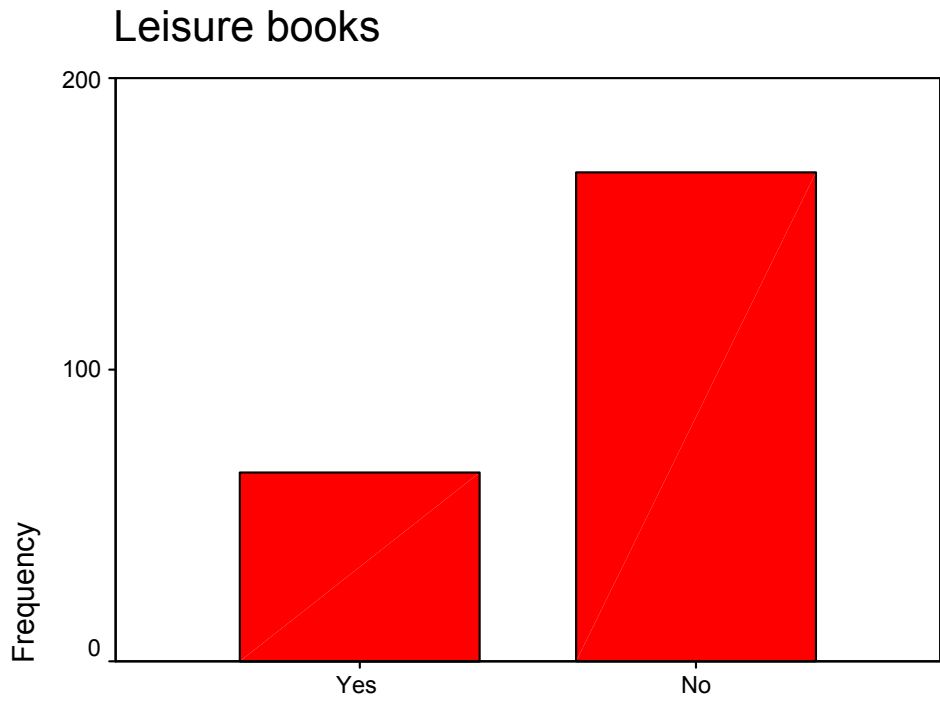


First Search Databases

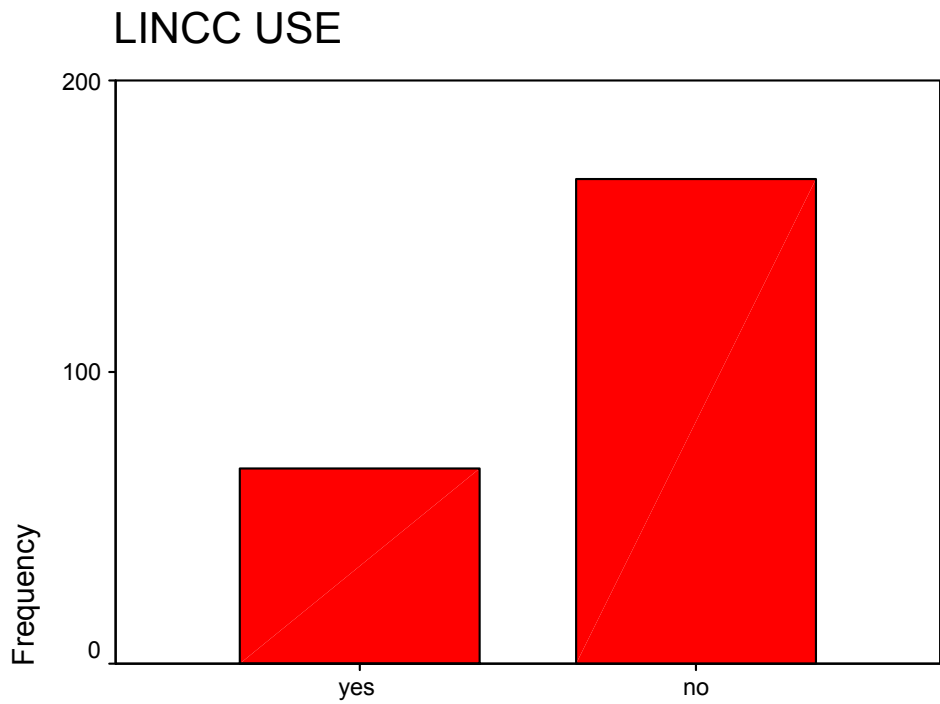
Other Full Text Databases



Other Full Text Databases

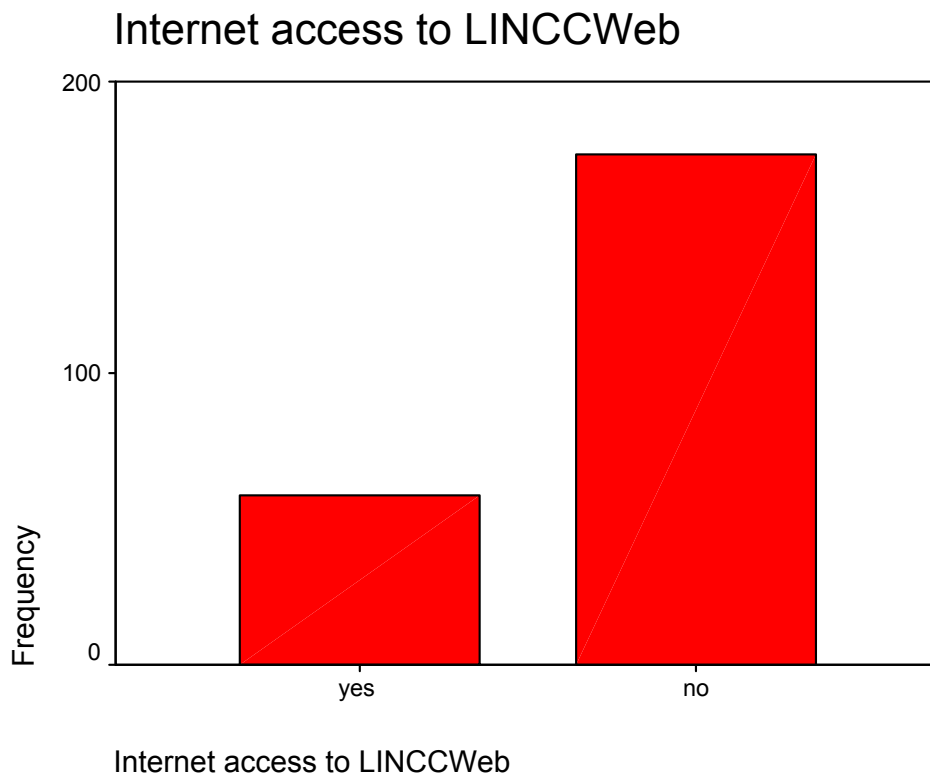
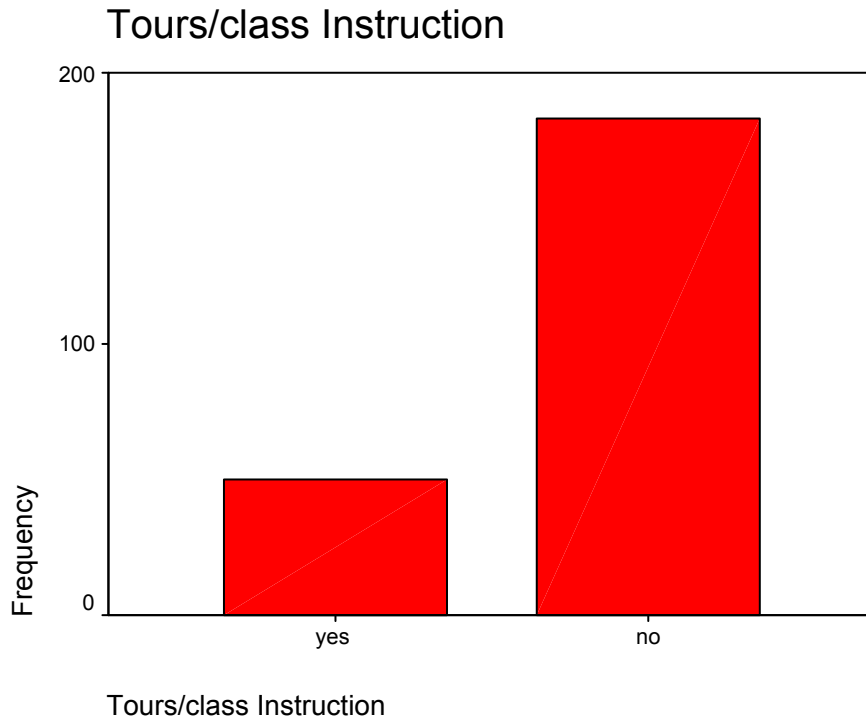


Leisure books

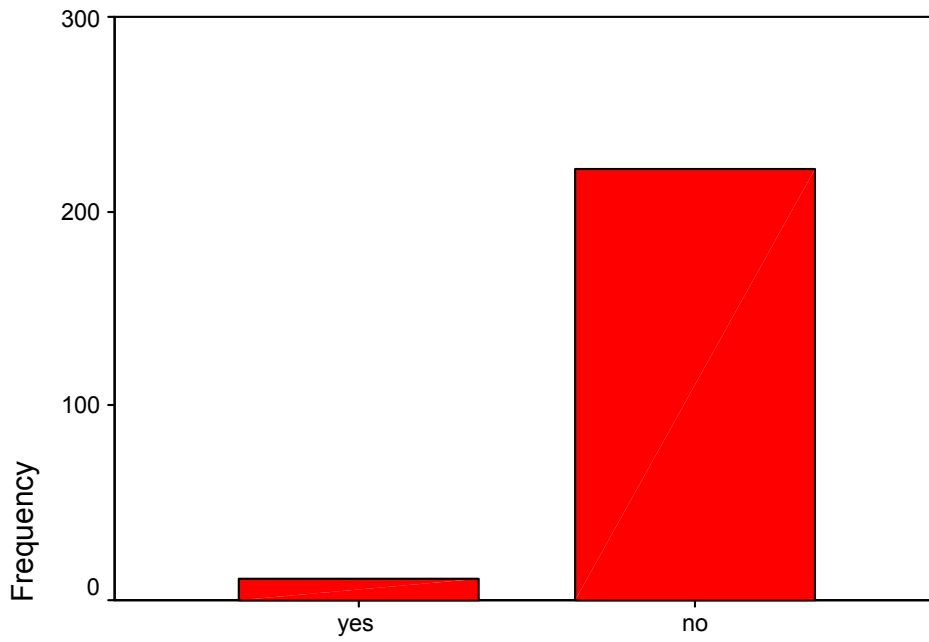


LINCC USE

2003 Spring Customer Satisfaction Survey

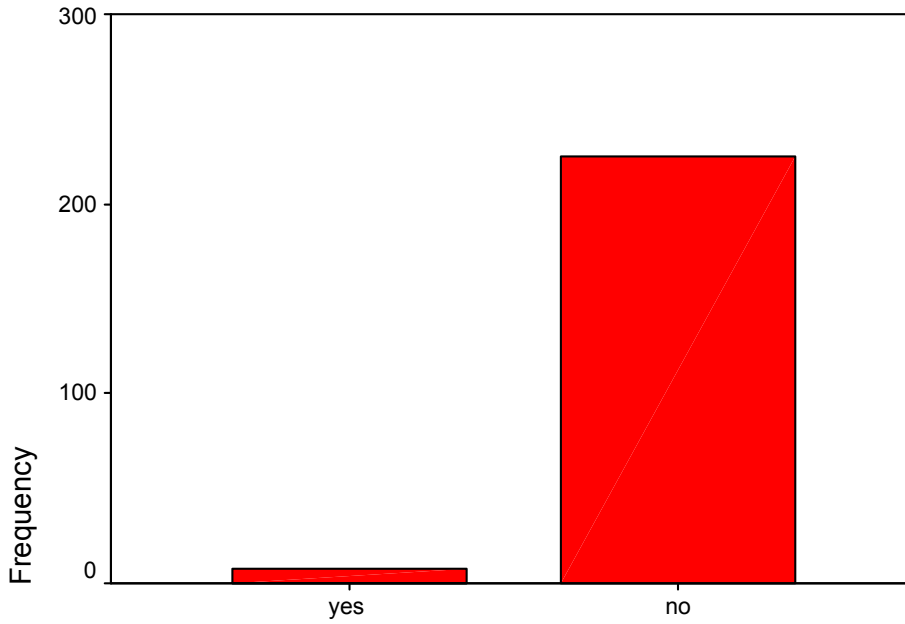


Florida Collection

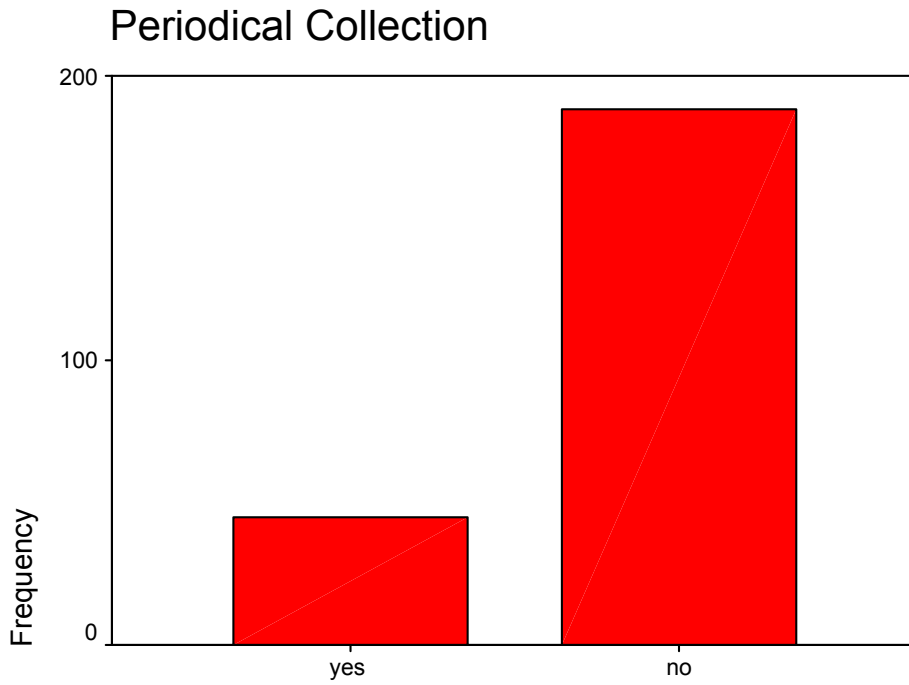


Florida Collection

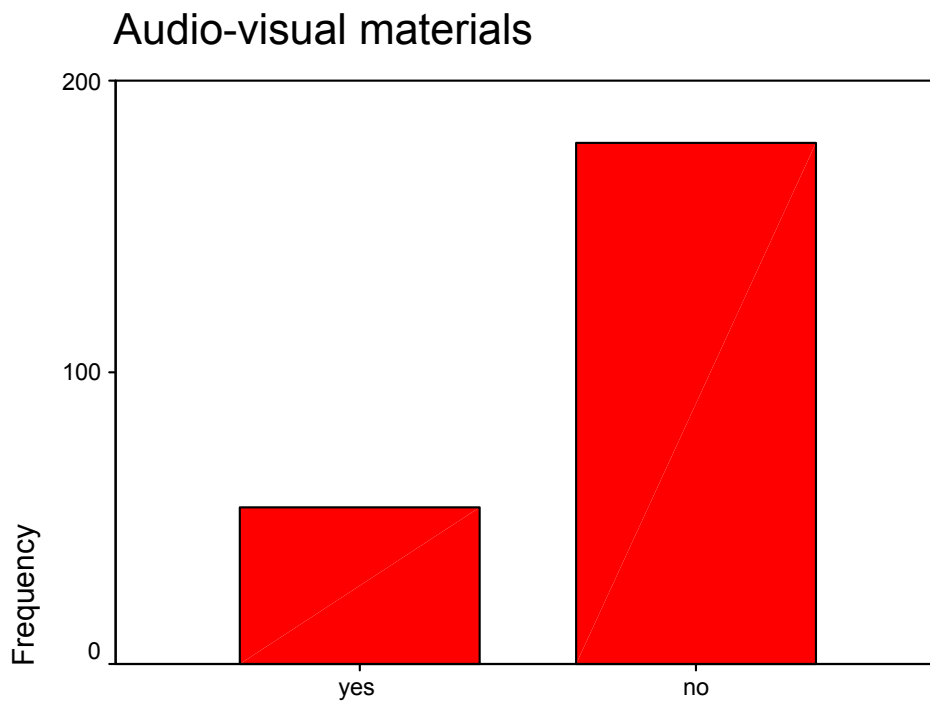
Civil War Collection



Civil War Collection

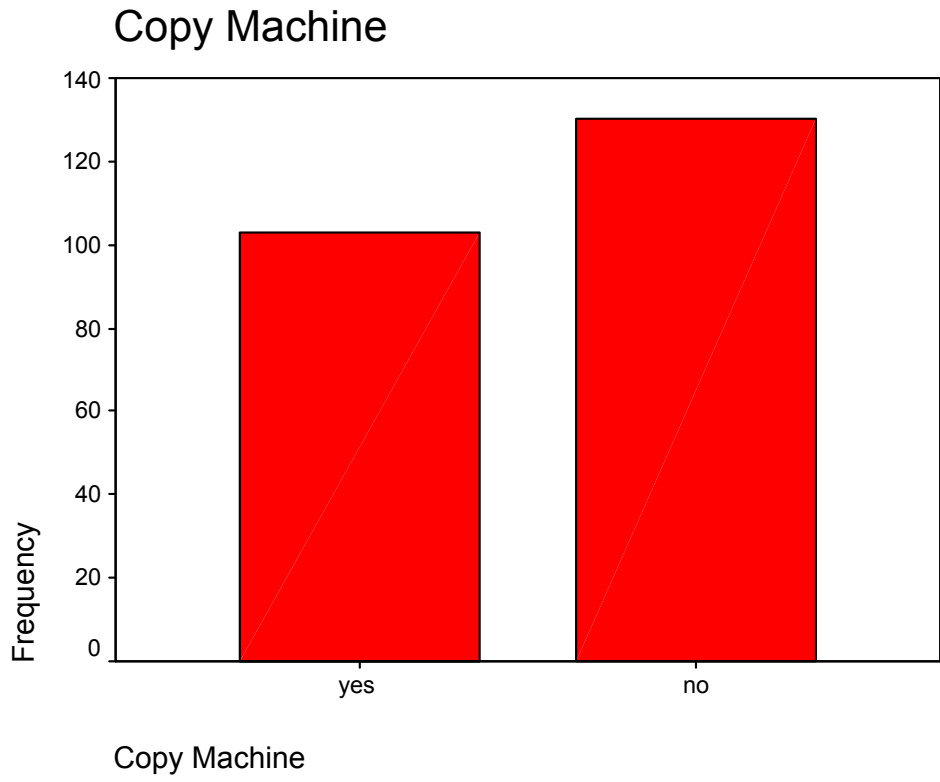


Periodical Collection



Audio-visual materials

2003 Spring Customer Satisfaction Survey



2003 Spring Customer Satisfaction Survey

17. If you are a SJRCC student, what is your major or program of study?

SAC

1. Undeclared
2. Education
3. Environmental Science
4. Spanish Education
5. History
6. –
7. Pharmaceutical Sales
8. Building Constructor
9. Undecided
10. Education
11. Elementary Ed.
12. Education
13. Elementary Ed.
14. Math
15. A.A.
16. Education
17. Education
18. Education
19. Education
20. –
21. –
22. –
23. –
24. –
25. –
26. –
27. –
28. –
29. A.A.
30. Business
31. –
32. Education
33. –
34. –
35. –
36. Math
37. –
38. Computer Science
39. Nursing
40. –
41. –
42. –
43. –
44. –
45. –
46. Business & Management
47. Biology
48. A.A.
49. –
50. Physical and Occupational Therapy
51. Social Work

2003 Spring Customer Satisfaction Survey

- 52. Computer Programming: Web Design
- 53. –
- 54. –
- 55. A.A.
- 56. –
- 57. Money
- 58. A.A.

PAL

- 59. Business Administration
- 60. Radiologic Technician
- 61. –
- 62. –
- 63. Physical Education
- 64. Education
- 65. –
- 66. –
- 67. –
- 68. Physical Education
- 69. Sports Med.
- 70. Internet Access
- 71. Business
- 72. –
- 73. –
- 74. Physical Education
- 75. Physical Education
- 76. Graphics
- 77. A.A.
- 78. –
- 79. –
- 80. Costume Design
- 81. –
- 82. –
- 83. –
- 84. –
- 85. –
- 86. –
- 87. –
- 88. Physical Education
- 89. Psychology & Religion
- 90. Office
- 91. Graphic Design
- 92. Fine Arts
- 93. Sports Management
- 94. A.A.
- 95. Education
- 96. –
- 97. AS – Medical Terminology
- 98. –
- 99. –
- 100. Graphic Design
- 101. Physical Education
- 102. –
- 103. –
- 104. –

2003 Spring Customer Satisfaction Survey

105. Psychology
106. –
107. Graphic Design
108. –
109. Physical Education
110. –
111. Nursing
112. A.A.
113. Education
114. A.A.
115. Athletic Training
116. –
117. Sports Med
118. –
119. Nursing
120. –
121. Physical Education
122. –
123. A.A. English Major
124. –
125. –
126. –
127. CUT
128. Elementary Education
129. Elementary Education
130. Sports Management
131. –
132. –
133. –
134. –

PV

135. Nursing
136. Non Degree Seeking
137. –
138. –
139. –
140. Psychology
141. Personal Development
142. AS
143. –
144. Education
145. –
146. –
147. –
148. Science
149. –

2003 Spring Customer Satisfaction Survey

OPC

- 150. Health Information Management
- 151. Nursing
- 152. Communications – Journalism
- 153. Pharmacy
- 154. Nursing/CNA
- 155. –
- 156. Business Admi.
- 157. Criminal Justice
- 158. –
- 159. Nursing
- 160. Medical Office Systems Technology
- 161. –
- 162. Computer Engineering
- 163. Web Design
- 164. Physical Therapy
- 165. Archaeology
- 166. Accounting
- 167. Business Management
- 168. –
- 169. –
- 170. Accounting
- 171. Math
- 172. Mathematics
- 173. –
- 174. –
- 175. Radiology
- 176. Business Management
- 177. Psychology
- 178. B.S. – Nursing
- 179. Science Major
- 180. –
- 181. Journalism
- 182. –
- 183. Undecided
- 184. Business
- 185. A.S. Accounting
- 186. Business
- 187. Radiology
- 188. Business Management
- 189. N/A
- 190. Business
- 191. English Major
- 192. –
- 193. Business
- 194. –
- 195. A.A. Major in Psychology
- 196. –
- 197. Sport Medicine
- 198. Pediatrics
- 199. Law
- 200. Don't know yet may be Psychology or Pharmacy
- 201. Business
- 202. –

2003 Spring Customer Satisfaction Survey

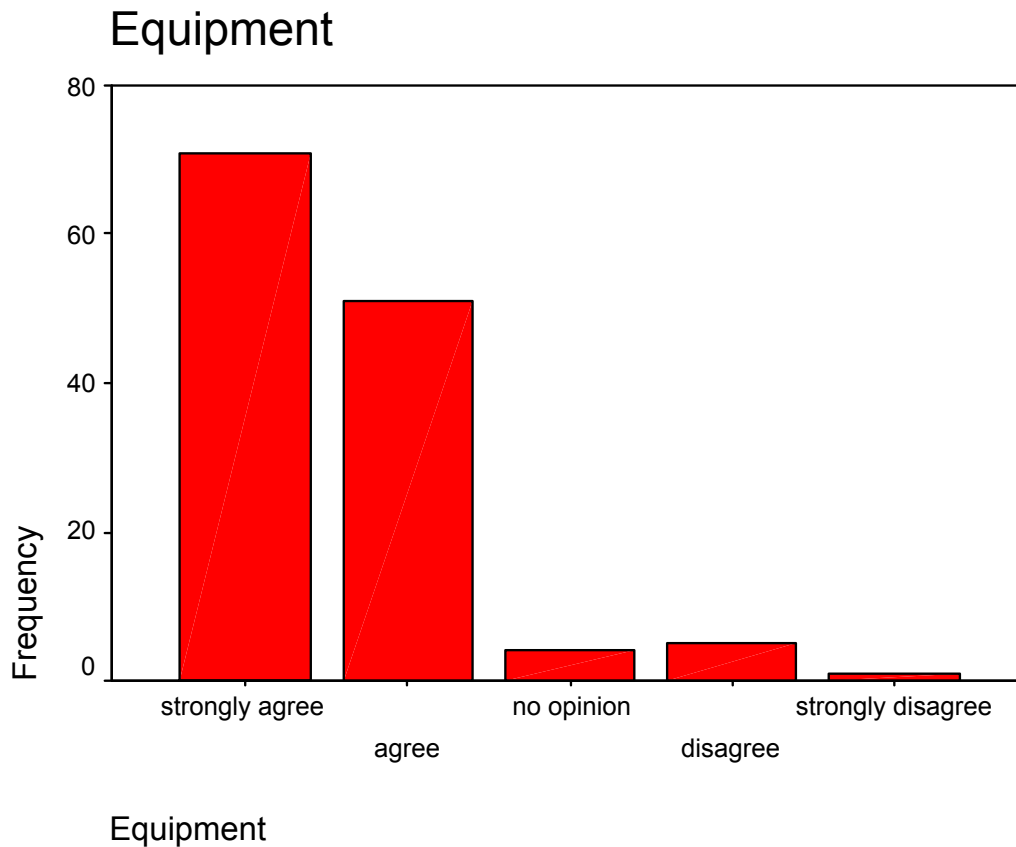
203.–
204.–
205.Nursing & A.A. Degree
206.Engineering
207.Engineering
208.Graphic Design + Photography
209.Journalism
210.Medical Tech.
211.Science
212.A.A. Natural Science
213.Education
214.Education
215.–
216.–
217.Engineering
218.Psychology
219.A.A.
220.Medical
221.A.A.
222.?
223.–
224.A.A.
225.–
226.–
227.Business Administration
228.Undecided
229.–
230.Education
231.A.A.
232.–
233.Nursing
234.–

2003 Spring Customer Satisfaction Survey

COMPUTER LAB SURVEY

1) The equipment in the open computer lab is of sufficient quality to meet my needs.

		Equipment			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly agree	71	53.4	53.8	53.8
	agree	51	38.3	38.6	92.4
	no opinion	4	3.0	3.0	95.5
	disagree	5	3.8	3.8	99.2
	strongly disagree	1	.8	.8	100.0
	Total	132	99.2	100.0	
Missing	System	1	.8		
Total		133	100.0		



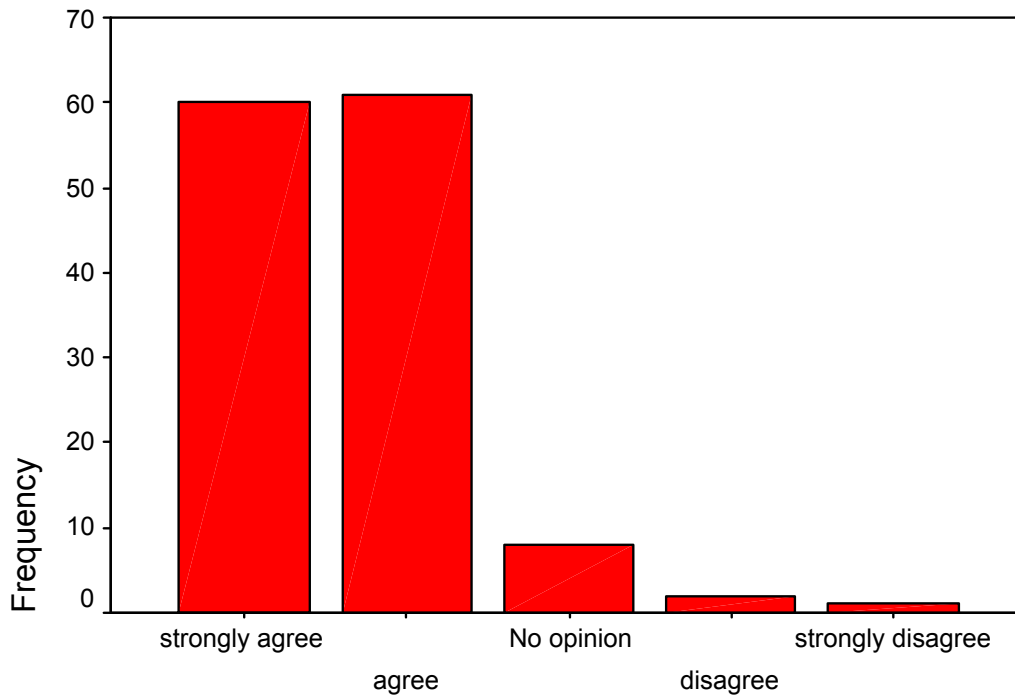
2003 Spring Customer Satisfaction Survey

2) The open computer lab's hours meet my needs

Lab Hours

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly agree	60	45.1	45.5	45.5
	agree	61	45.9	46.2	91.7
	No opinion	8	6.0	6.1	97.7
	disagree	2	1.5	1.5	99.2
	strongly disagree	1	.8	.8	100.0
	Total	132	99.2	100.0	
Missing	System	1	.8		
Total		133	100.0		

Lab Hours



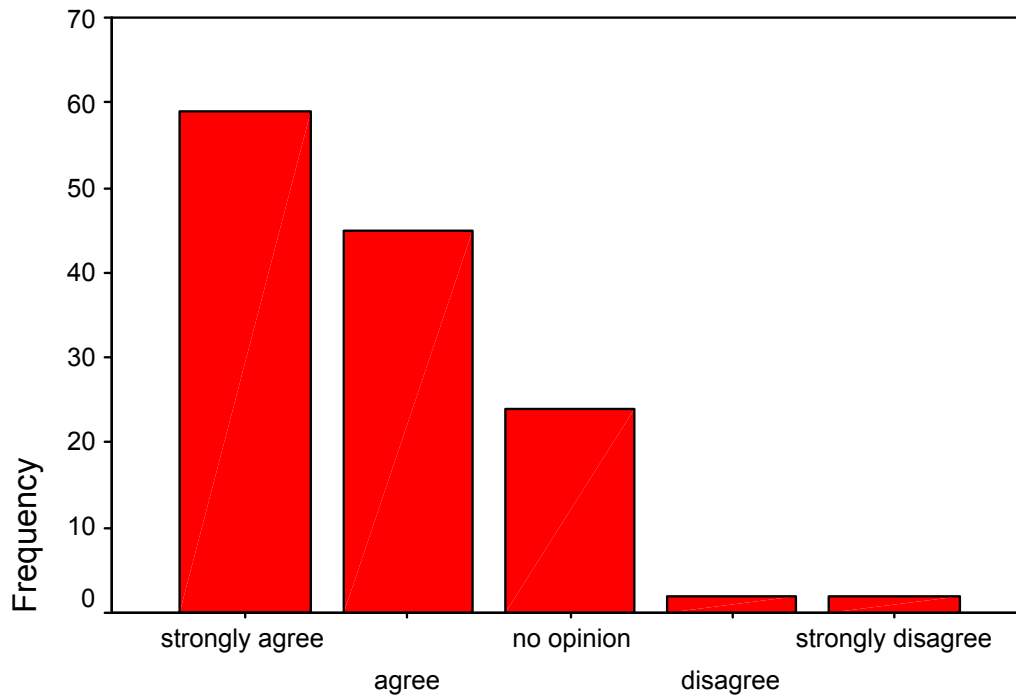
Lab Hours

3) The assistants in the open computer lab are helpful.

Lab Assistants

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly agree	59	44.4	44.7	44.7
	agree	45	33.8	34.1	78.8
	no opinion	24	18.0	18.2	97.0
	disagree	2	1.5	1.5	98.5
	strongly disagree	2	1.5	1.5	100.0
	Total	132	99.2	100.0	
Missing	System	1	.8		
Total		133	100.0		

Lab Assistants



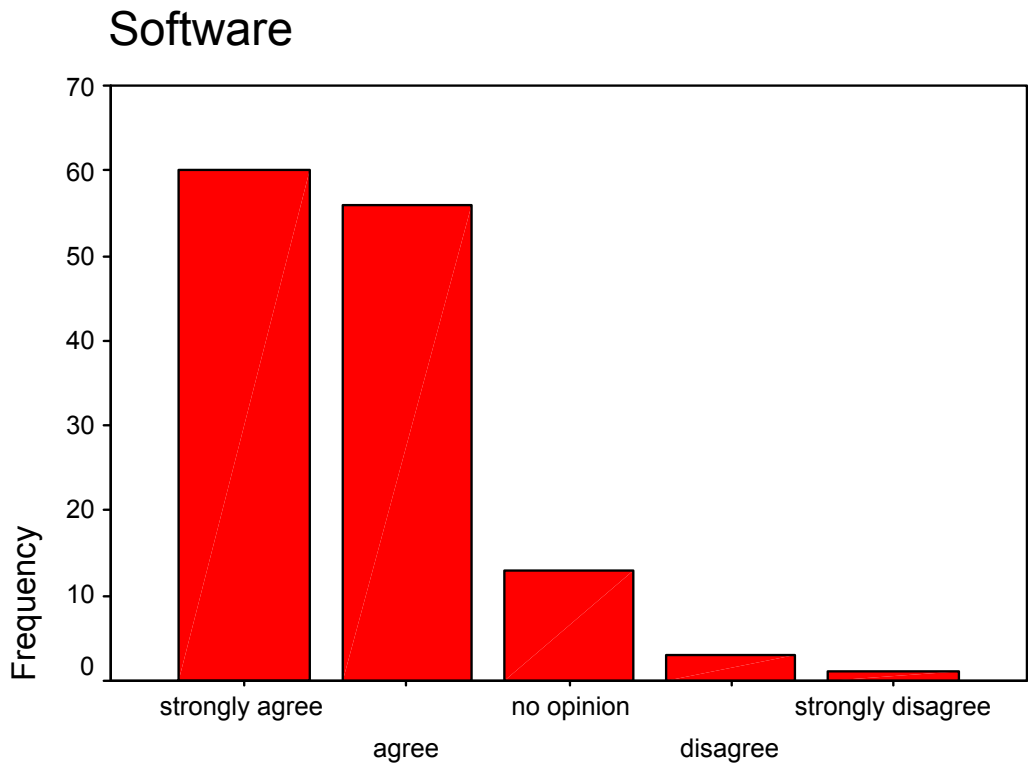
Lab Assistants

2003 Spring Customer Satisfaction Survey

4) The software I need to complete my work is available in the open computer lab

Software

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly agree	60	45.1	45.1	45.1
agree	56	42.1	42.1	87.2
no opinion	13	9.8	9.8	97.0
disagree	3	2.3	2.3	99.2
strongly disagree	1	.8	.8	100.0
Total	133	100.0	100.0	



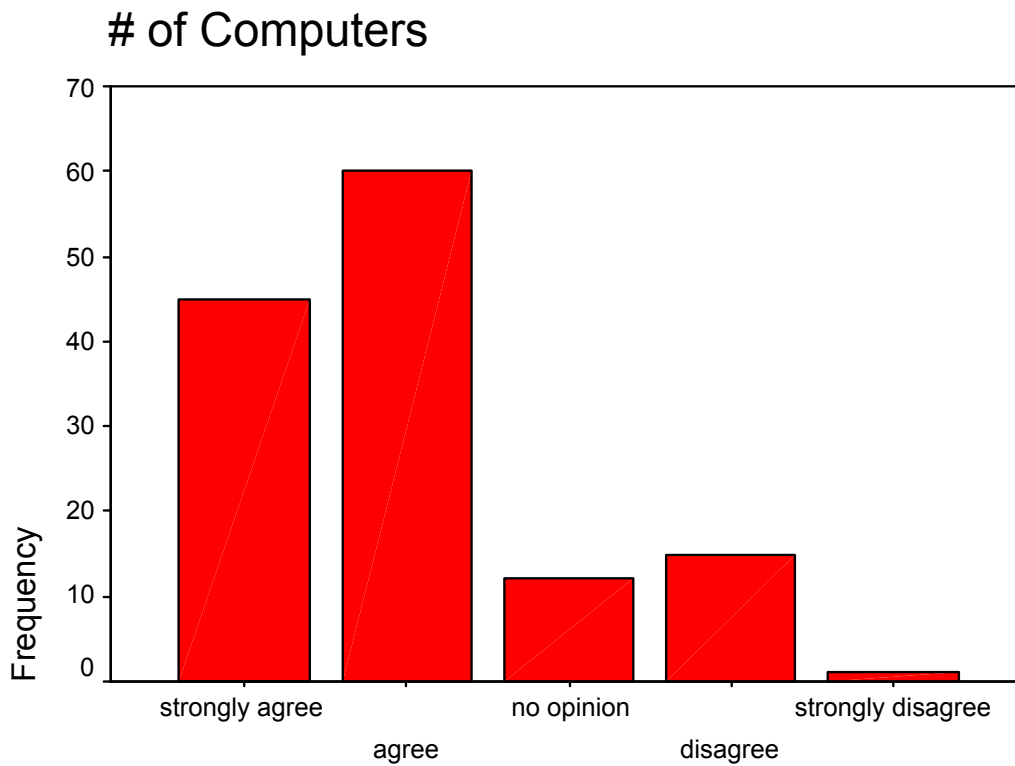
Software

2003 Spring Customer Satisfaction Survey

5) There are enough computers in the open computer lab to meet students needs.

of Computers

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly agree	45	33.8	33.8	33.8
agree	60	45.1	45.1	78.9
no opinion	12	9.0	9.0	88.0
disagree	15	11.3	11.3	99.2
strongly disagree	1	.8	.8	100.0
Total	133	100.0	100.0	



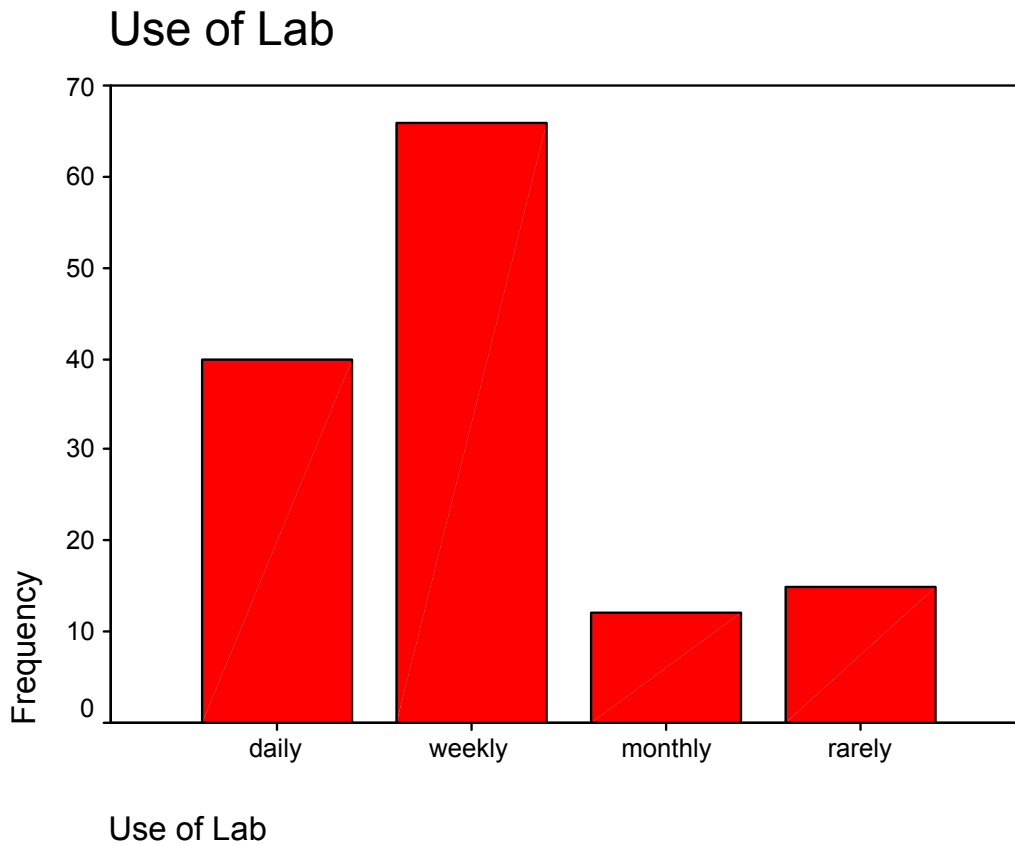
of Computers

2003 Spring Customer Satisfaction Survey

6) How often do you use the computer lab?

Use of Lab

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	daily	40	30.1	30.1	30.1
	weekly	66	49.6	49.6	79.7
	monthly	12	9.0	9.0	88.7
	rarely	15	11.3	11.3	100.0
	Total	133	100.0	100.0	



2003 Spring Customer Satisfaction Survey

OPEN COMPUTER LAB SURVEY

QUESTION 7. WHAT OTHER EQUIPMENT OR SOFTWARE WOULD YOU LIKE TO HAVE AVAILABLE IN THE OPEN LAB?

SAC

1. -
2. -
3. -
4. -
5. -
6. -
7. -
8. -
9. -
10. -
11. -
12. Scanners
13. -
14. None
15. -
16. C++ visual studio 6.0 or the latest one, WinZip, CD WR, color printer sounds nice, places for laptops to hookup & Internet.
Everyone is doing a good job. I love this school and computer lab is one of the best one I've ever seen. It's small but good. Got everything that I need. Good Job keep up the good work. Go SJRCC
17. -

PAL

18. A scanner would be nice. Save on making copies in the library
19. More computers
20. -
21. -
22. -
23. More printers
24. -
25. -
26. -
27. None
28. -
29. Scanners
30. Scanners
31. Today was my first time. I found the program I needed! Thanks.
32. -
33. -
34. DVD player
35. -
36. -
37. CD Burners – easiest way to store data
38. N/A
39. -
40. Faster internet service

2003 Spring Customer Satisfaction Survey

41. Scanner & copiers
42. Scanner
43. –
44. Let us play games
45. –
46. –
47. –
48. Why can't we play games? It is our Lab. Our time we pay the Lab fee. We should be able to use it anyway we want.
49. –
50. –
51. None, it is sufficient for my needs
52. None
53. The chairs are too low for the desks
54. –
55. –
56. Color printer, scanner
57. –
58. –
59. More printers & printing facilities.
60. ?
61. A scanner
62. Headphones for music
63. A few more computers
64. Web design software
65. Can't think of anything else.
66. ?
67. Need access to java. Also, it would be great if Mrs. Benjamin weren't so strict about "no games" even when there is no shortage of computers. Also, we are now locked out of yahoo messenger board for no apparent reason.
68. I think a scanner would be very helpful to assist students' needs.
69. –
70. –
71. None
72. Scanner, color printer
73. –
74. –
75. Scanner & fax machine
76. –
77. –
78. Scanner
79. –
80. –
81. –
82. Scanners
83. None
84. –
85. –
86. –
87. There isn't any at this time that I could think of that you don't already have.
88. –
89. Scanner

2003 Spring Customer Satisfaction Survey

OPC

90. You all need a CD Burner + DVD Burner. That should be the next step to upgrading
91. –
92. –
93. Flash Player
94. A scanner. Also, when items need repair. The response should be in 1 or 2 days, not 1 or 2 weeks (As was the case with a printer recently).
95. Everything works great; it did before you replaced them.
96. –
97. More computers & printers.
98. –
99. –
100. Color printer
101. Everything is good
102. Color printer
103. Xp
104. Scanner, fax, photo lab software preferable ADOBE.
105. –
106. –
107. –
108. –
109. –
110. Good
111. Games
112. –
113. Audio option w/headphones
114. –
115. –
116. Color printer
117. Fax machine, color printer, for a free
118. –
119. –
120. Programming software, and some programs do not allow you to store files on A: drive due to the “locked” c drive.
121. –
122. Allow us to do our work that is assigned without security issues
123. C++ visual
124. Everything I need is here
125. –
126. –
127. –
128. –
129. Color printers, may be a fax machine, web cam
130. Sorry I don't need anything else
131. Software is lab is sufficient enough
132. There is enough equipment for now
133. –