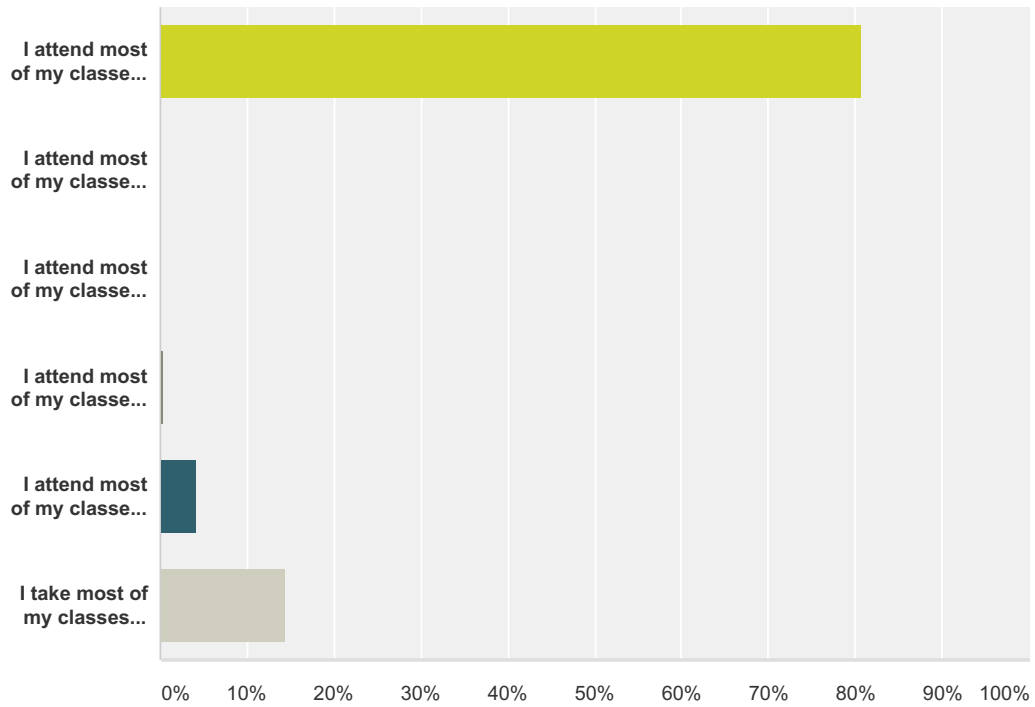


Q1 Which of the following best describes you?

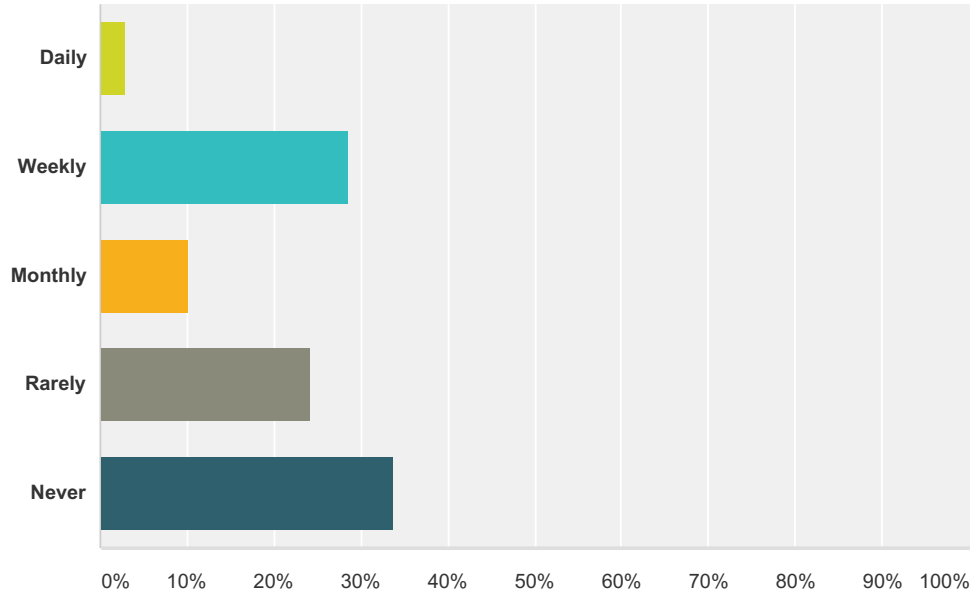
Answered: 748 Skipped: 1



Answer Choices	Responses
I attend most of my classes at the UHD campus in downtown Houston.	80.88% 605
I attend most of my classes at Atascocita.	0.00% 0
I attend most of my classes at Cy-Fair.	0.13% 1
I attend most of my classes at Kingwood.	0.40% 3
I attend most of my classes at UHD-Northwest (University Park)	4.14% 31
I take most of my classes online.	14.44% 108
Total	748

Q2 How often do you come to the library or computer lab at a UHD distance site (Atasocita, Cy-Fair, Kingwood, or UHD-NW)?

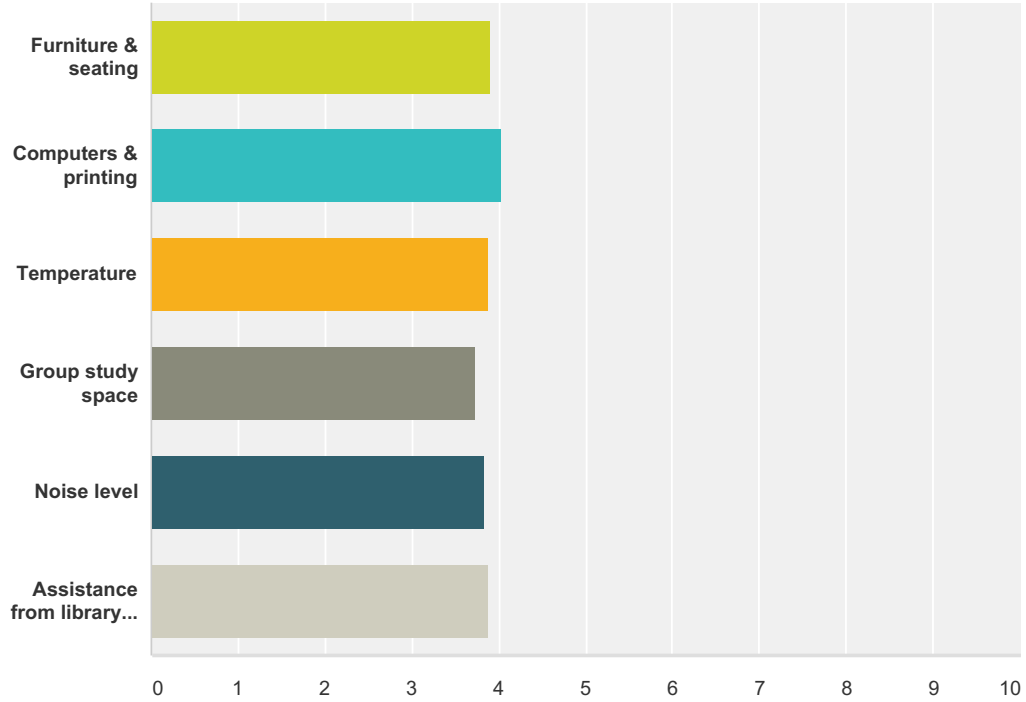
Answered: 136 Skipped: 613



Answer Choices	Responses
Daily	2.94% 4
Weekly	28.68% 39
Monthly	10.29% 14
Rarely	24.26% 33
Never	33.82% 46
Total	136

Q3 Please rate your level of satisfaction with these facilities as a place to study or work on assignments:

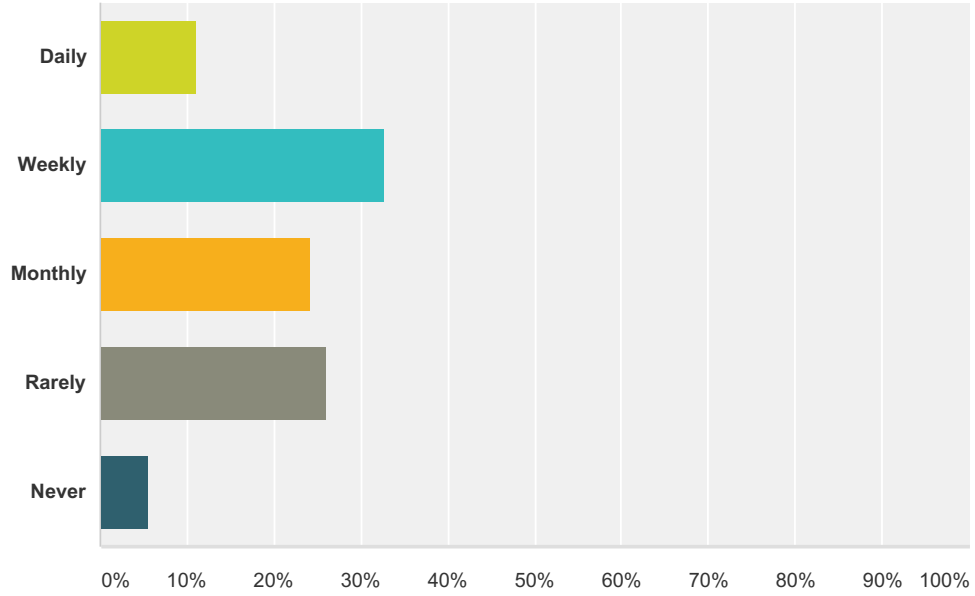
Answered: 138 Skipped: 611



	Very Dissatisfied	Dissatisfied	Neither Satisfied Nor Dissatisfied	Satisfied	Very Satisfied	I Don't Use It	Total	Weighted Average
Furniture & seating	3.68% 5	4.41% 6	9.56% 13	30.88% 42	22.06% 30	29.41% 40	136	3.90
Computers & printing	5.19% 7	2.22% 3	5.93% 8	28.89% 39	28.15% 38	29.63% 40	135	4.03
Temperature	5.93% 8	2.96% 4	8.89% 12	30.37% 41	24.44% 33	27.41% 37	135	3.89
Group study space	5.19% 7	4.44% 6	11.11% 15	24.44% 33	18.52% 25	36.30% 49	135	3.73
Noise level	5.26% 7	4.51% 6	11.28% 15	26.32% 35	24.81% 33	27.82% 37	133	3.84
Assistance from library staff [in-person, online(website, email, chat), phone, text]	5.15% 7	4.41% 6	11.03% 15	22.79% 31	27.21% 37	29.41% 40	136	3.89

Q4 How often do you use information resources or services online through the library website?

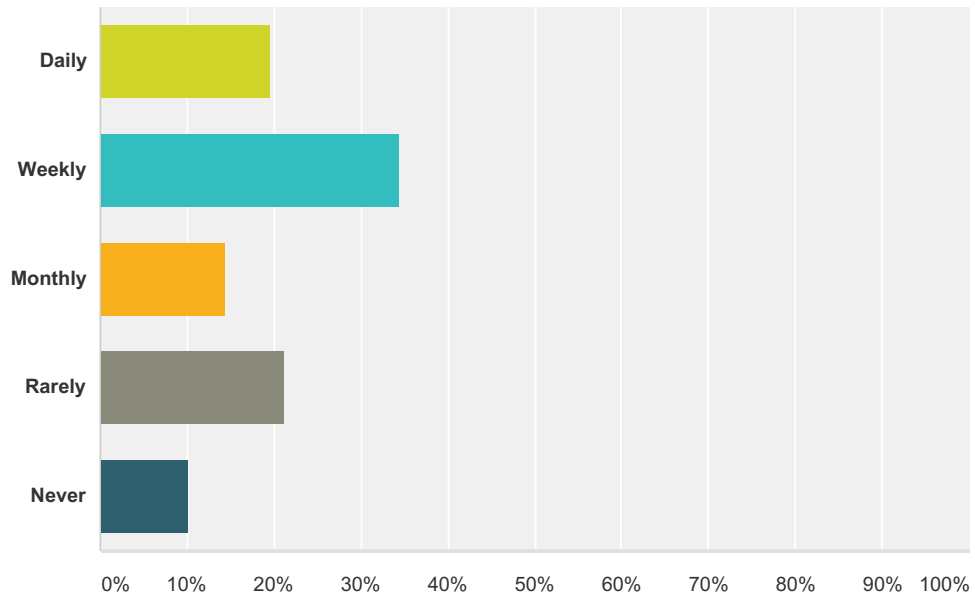
Answered: 737 Skipped: 12



Answer Choices	Responses	
Daily	11.13%	82
Weekly	32.70%	241
Monthly	24.29%	179
Rarely	26.19%	193
Never	5.70%	42
Total		737

Q5 How often do you come to the UHD Library in person?

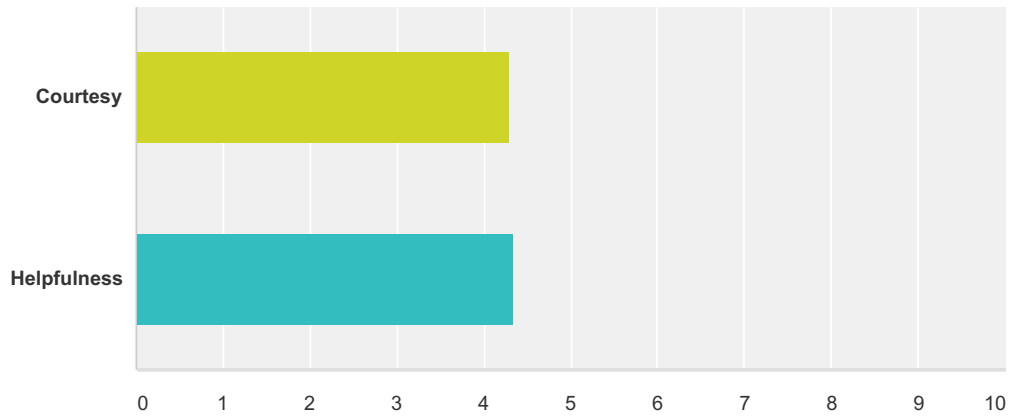
Answered: 736 Skipped: 13



Answer Choices	Responses	Count
Daily	19.57%	144
Weekly	34.51%	254
Monthly	14.40%	106
Rarely	21.20%	156
Never	10.33%	76
Total		736

Q6 Please rate your level of satisfaction with the library staff:

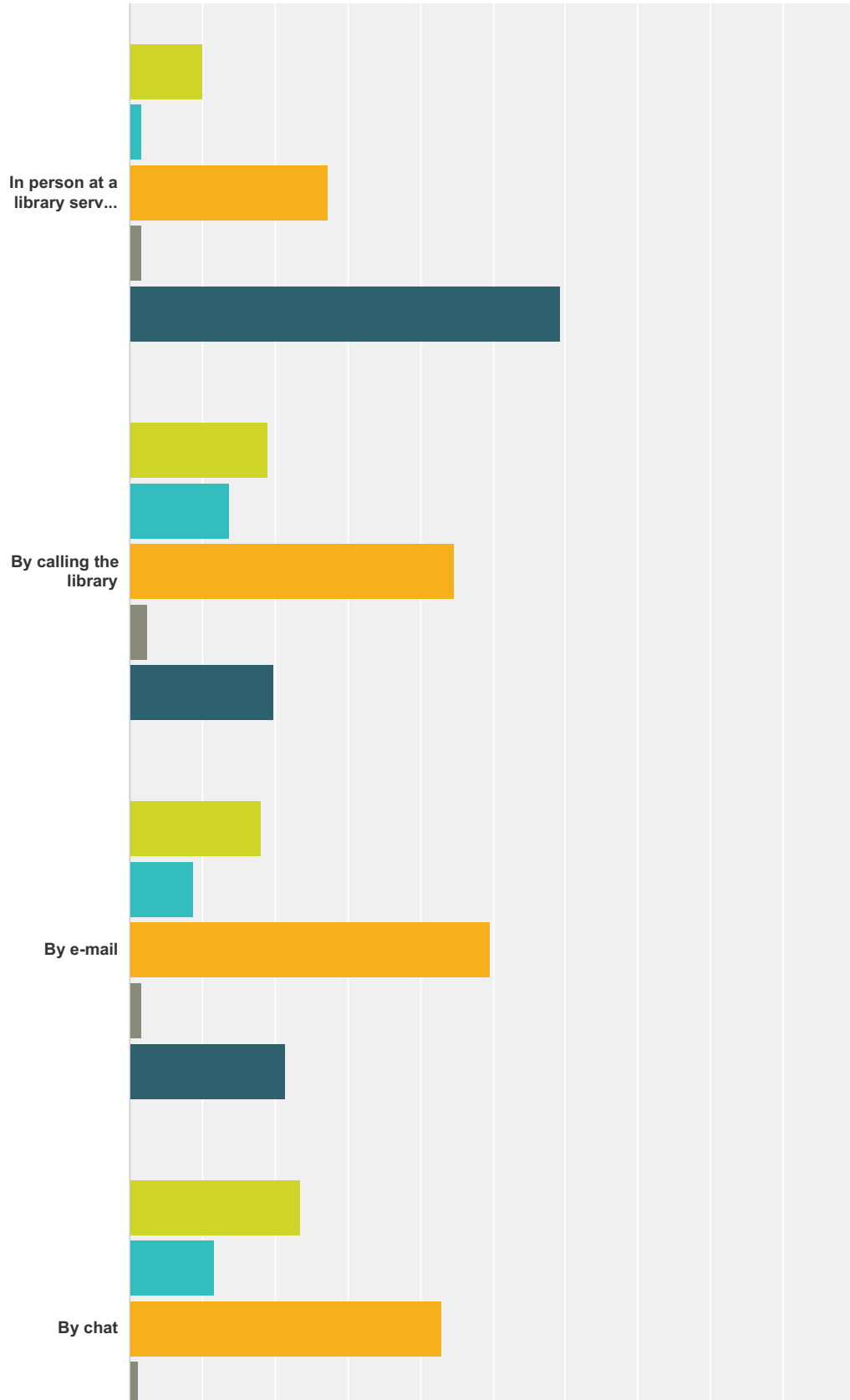
Answered: 718 Skipped: 31



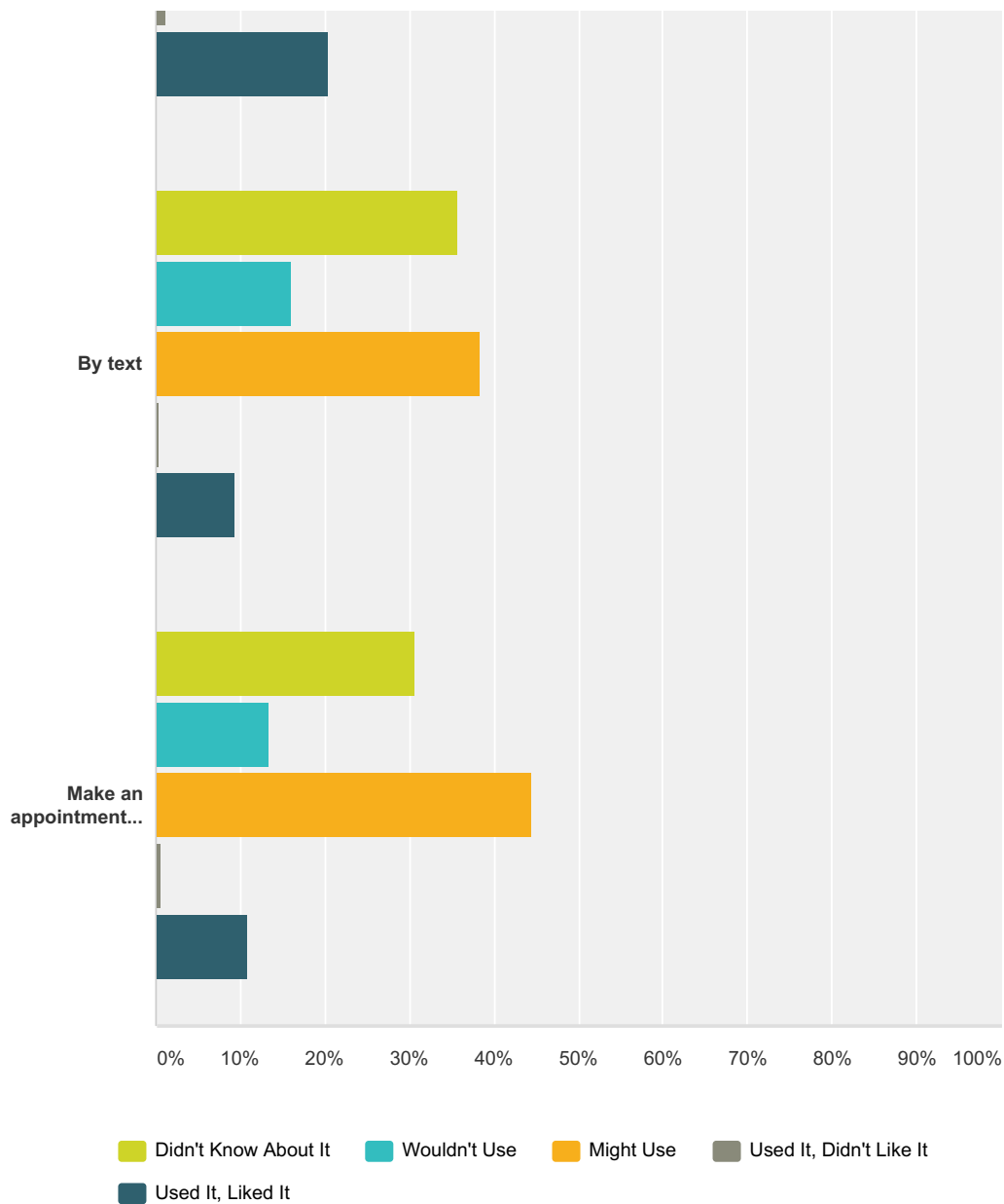
	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Not applicable	Total	Weighted Average
Courtesy	4.61% 32	1.30% 9	5.48% 38	27.95% 194	48.99% 340	11.67% 81	694	4.31
Helpfulness	4.66% 32	0.44% 3	5.98% 41	26.38% 181	50.87% 349	11.66% 80	686	4.34

Q7 Do you use the following to request help from library staff ("Ask a Librarian"):

Answered: 718 Skipped: 31



UHD Student Library Survey 2015



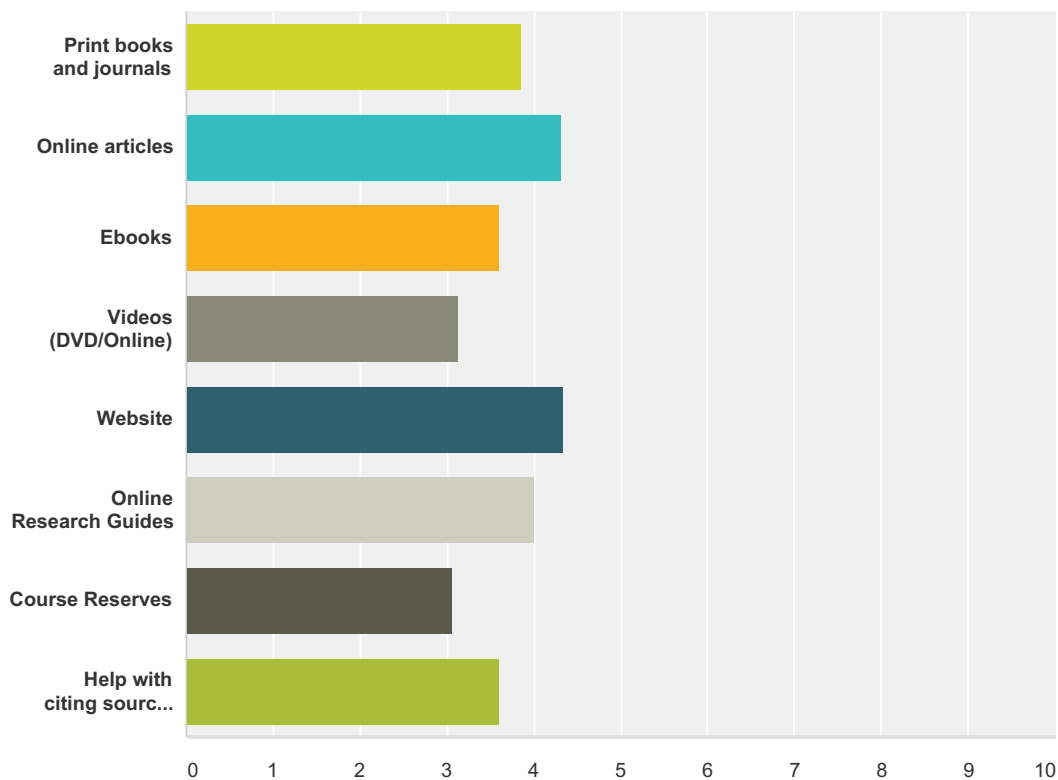
	Didn't Know About It	Wouldn't Use	Might Use	Used It, Didn't Like It	Used It, Liked It	Total
In person at a library service desk	10.10% 72	1.68% 12	27.35% 195	1.68% 12	59.19% 422	713
By calling the library	19.10% 131	13.85% 95	44.75% 307	2.48% 17	19.83% 136	686
By e-mail	18.25% 125	8.76% 60	49.78% 341	1.61% 11	21.61% 148	685
By chat	23.58% 162	11.79% 81	43.09% 296	1.16% 8	20.38% 140	687
By text	35.69% 242	16.08% 109	38.35% 260	0.44% 3	9.44% 64	678
Make an appointment with a librarian	30.76% 211	13.27% 91	44.46% 305	0.73% 5	10.79% 74	686

Q8 If you have additional comments about the library's customer service, please tell us:

Answered: 121 Skipped: 628

Q9 Have you ever used the Library's?

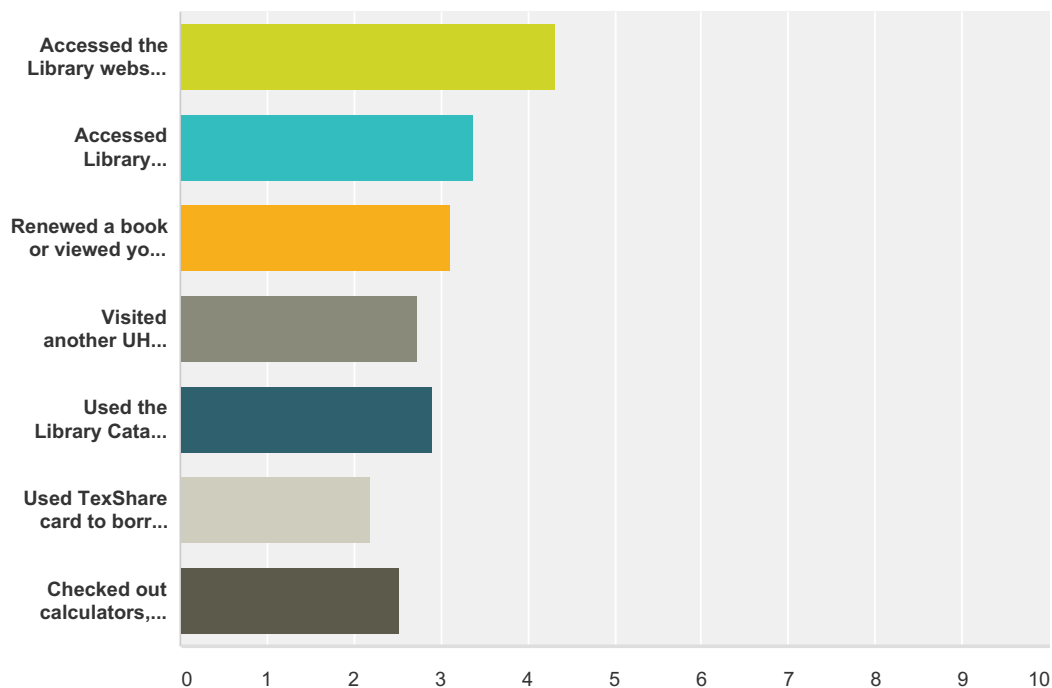
Answered: 689 Skipped: 60



	Didn't Know About It	Wouldn't Use It	Might Use It	Used It. Didn't Like It	Used It. Liked It	Total	Weighted Average
Print books and journals	9.75% 66	3.84% 26	31.02% 210	1.62% 11	53.77% 364	677	3.86
Online articles	6.62% 45	1.18% 8	16.91% 115	2.94% 20	72.35% 492	680	4.33
Ebooks	13.90% 93	3.44% 23	34.98% 234	3.14% 21	44.54% 298	669	3.61
Videos (DVD/Online)	16.84% 113	8.20% 55	46.94% 315	1.49% 10	26.53% 178	671	3.13
Website	5.65% 38	0.74% 5	18.45% 124	4.02% 27	71.13% 478	672	4.34
Online Research Guides	9.19% 62	1.19% 8	26.96% 182	4.89% 33	57.78% 390	675	4.01
Course Reserves	26.16% 175	3.59% 24	38.27% 256	2.39% 16	29.60% 198	669	3.06
Help with citing sources (APA, MLA, etc.)	16.86% 114	2.81% 19	30.03% 203	2.51% 17	47.78% 323	676	3.62

Q10 Have you ever?

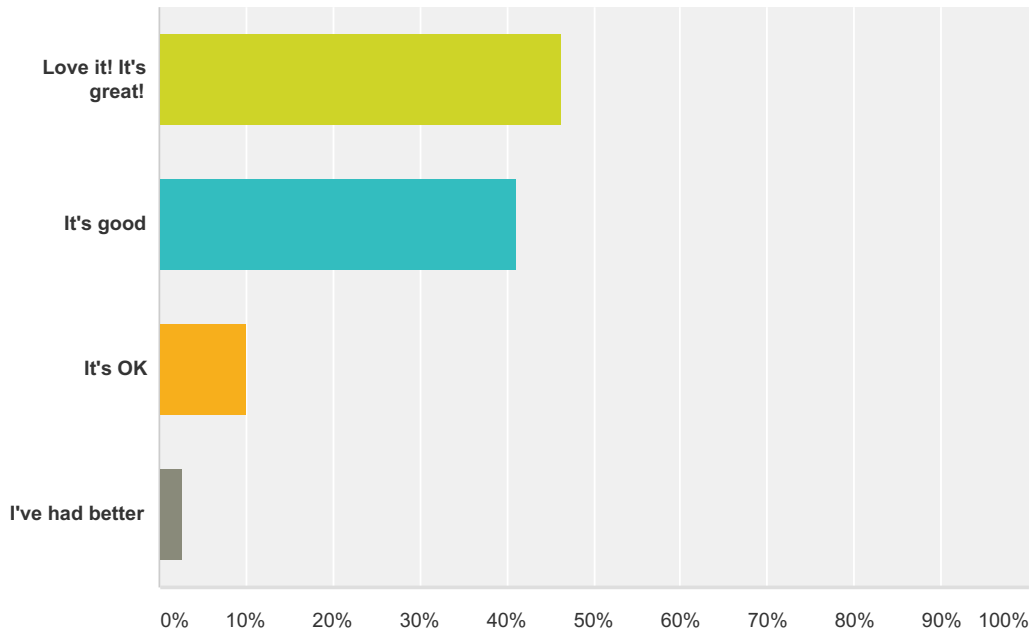
Answered: 689 Skipped: 60



	Didn't Know About It	Wouldn't Use It	Might Use It	Used It. Didn't Like It	Used It. Liked It	Total	Weighted Average
Accessed the Library website from home/office/off-campus	7.87% 54	1.46% 10	13.56% 93	4.37% 30	72.74% 499	686	4.33
Accessed Library resources from your smart phone or tablet	16.74% 114	8.52% 58	30.84% 210	8.22% 56	35.68% 243	681	3.38
Renewed a book or viewed your account online	21.04% 142	6.37% 43	42.22% 285	1.78% 12	28.59% 193	675	3.11
Visited another UH System Library to borrow something	27.43% 186	11.06% 75	41.15% 279	1.77% 12	18.58% 126	678	2.73
Used the Library Catalog "request" button or Interlibrary Loan to get materials from other libraries	26.62% 181	6.76% 46	40.00% 272	2.94% 20	23.68% 161	680	2.90
Used TexShare card to borrow at other Texas libraries	45.13% 306	8.41% 57	36.43% 247	1.33% 9	8.70% 59	678	2.20
Checked out calculators, USB drives, headphones, cameras, or tablets	37.21% 253	8.97% 61	34.85% 237	1.47% 10	17.50% 119	680	2.53

Q11 How would you rate your overall experience with the UHD library?

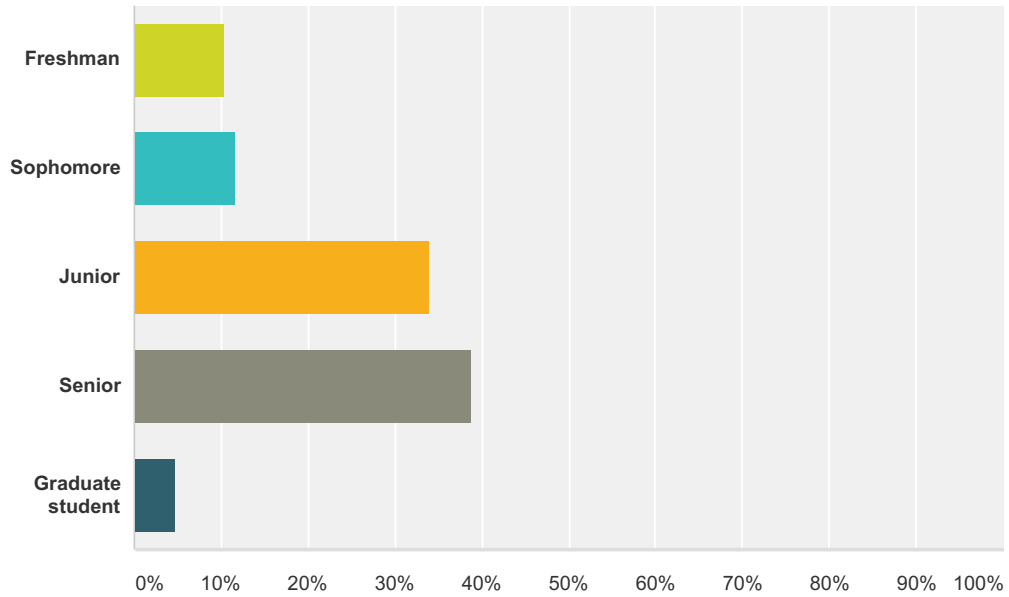
Answered: 679 Skipped: 70



Answer Choices	Responses	Count
Love it! It's great!	46.24%	314
It's good	41.09%	279
It's OK	10.01%	68
I've had better	2.65%	18
Total		679

Q12 What is your classification?

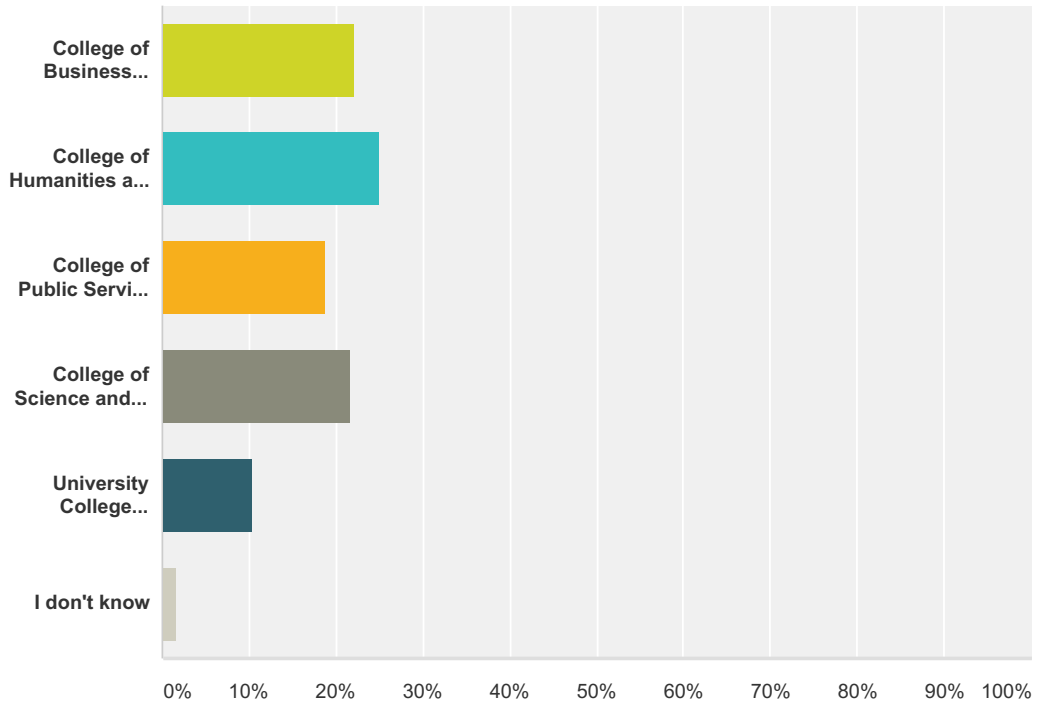
Answered: 686 Skipped: 63



Answer Choices	Responses
Freshman	10.50% 72
Sophomore	11.66% 80
Junior	34.11% 234
Senior	38.92% 267
Graduate student	4.81% 33
Total	686

Q13 What is your college or area of study?

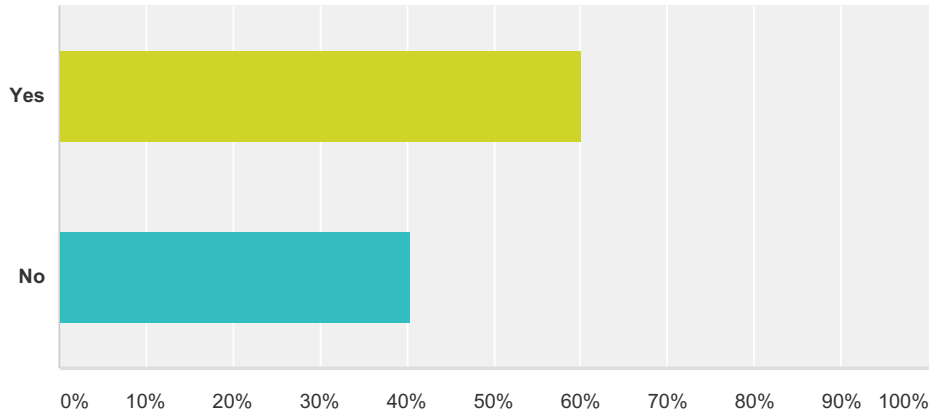
Answered: 683 Skipped: 66



Answer Choices	Responses	
College of Business (FACIS, MMBA, Security Management)	22.11%	151
College of Humanities and Social Sciences (Arts & Humanities, English, Social Sciences)	25.04%	171
College of Public Service (Social Work, Criminal Justice, Education)	18.89%	129
College of Science and Technology (CMS, Engineering, Mathematics, Natural Sciences)	21.82%	149
University College (Applied Administration, Interdisciplinary Studies)	10.40%	71
I don't know	1.76%	12
Total		683

Q14 Are you a transfer student?

Answered: 685 Skipped: 64



Answer Choices	Responses	
Yes	60.15%	412
No	40.44%	277
Total Respondents: 685		

Q15 Please tell us anything else you think the library staff should know about your experiences with the UHD Library. If there are services or resources you would like us to add, please use this space to tell us.

Answered: 138 Skipped: 611