

Student Survey

Spring 2022

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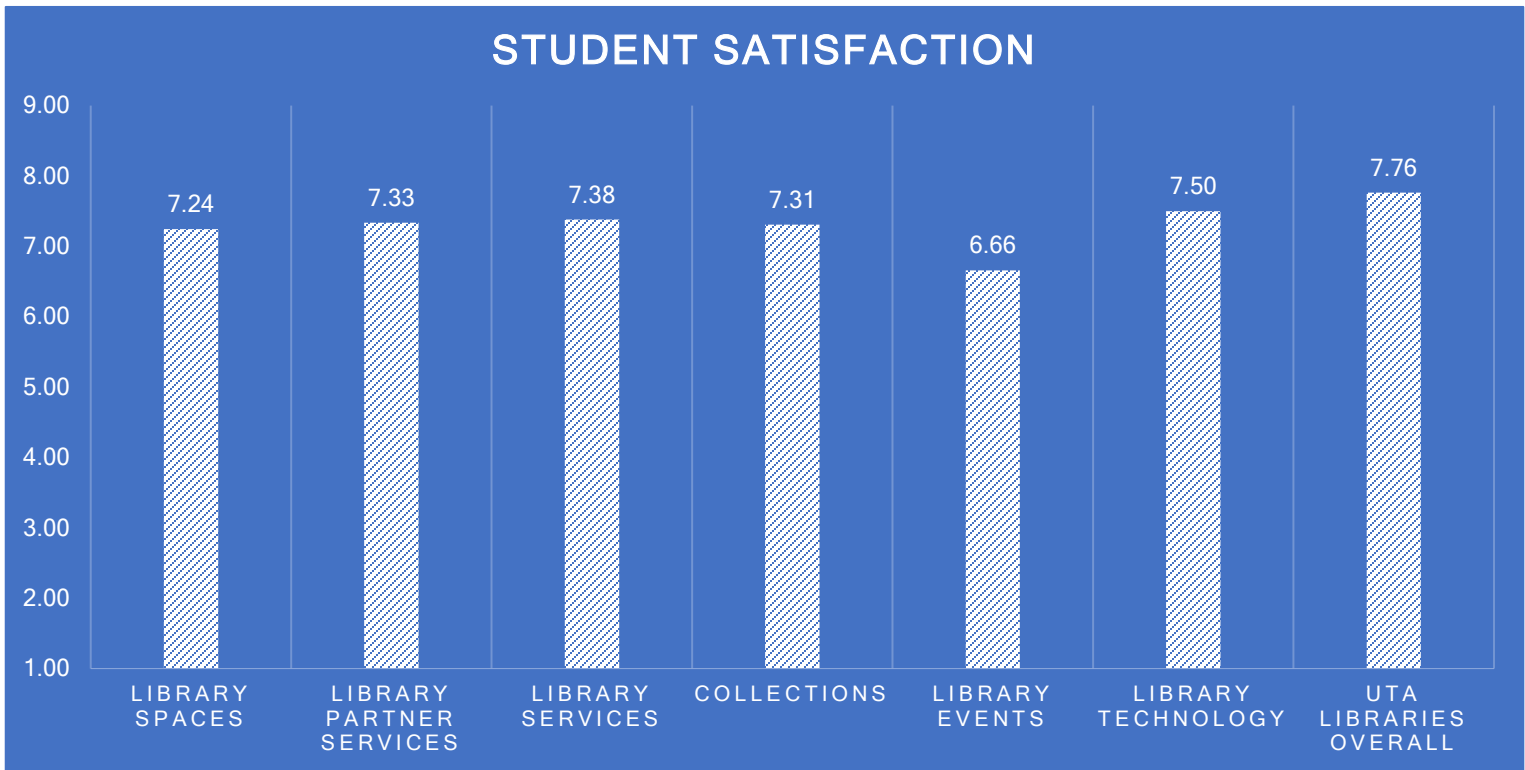
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Satisfaction

Participants rated seven aspects of UTA Libraries on a 9-point scale with 9 being extremely satisfied and 1 being extremely dissatisfied.

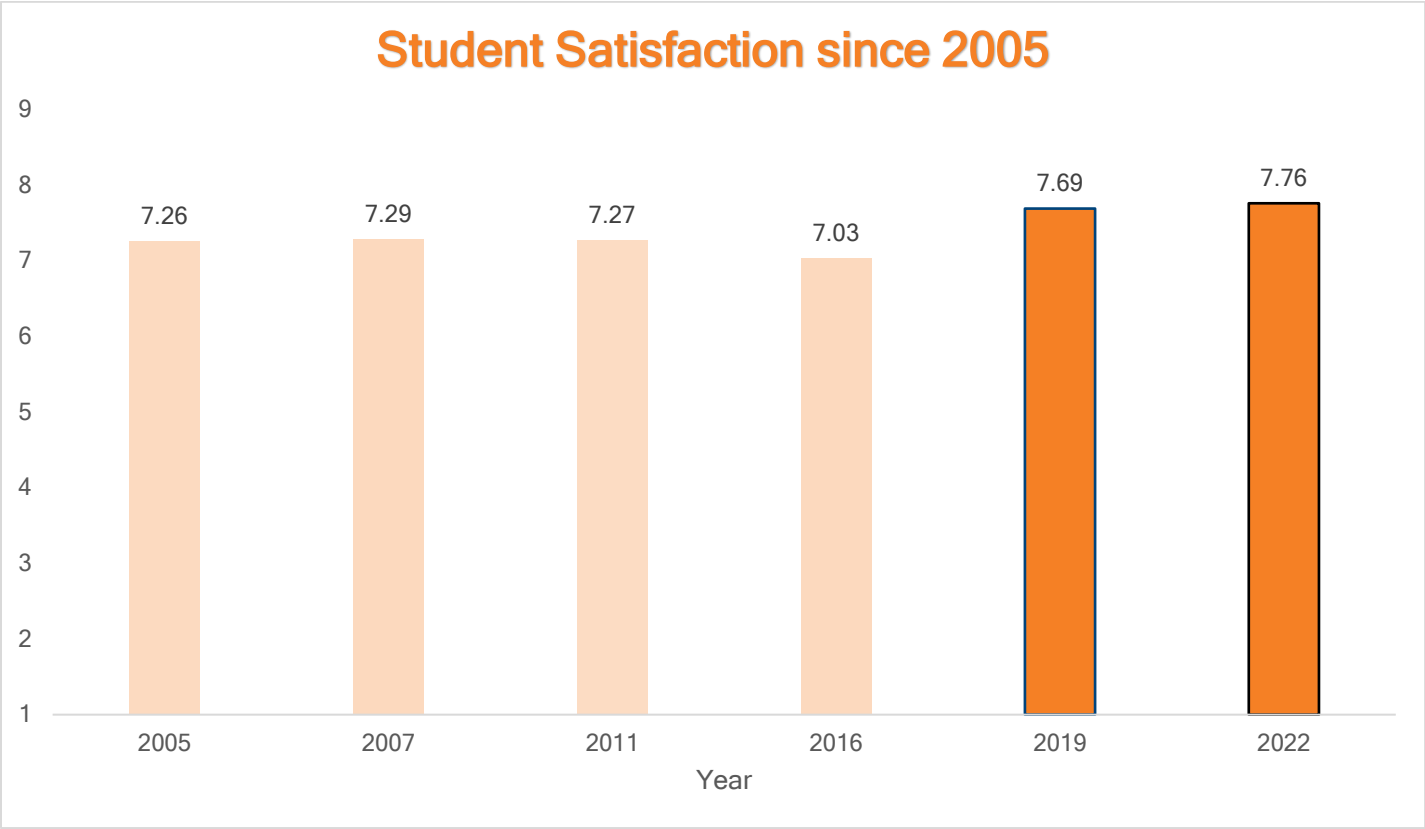
	Average	Total Count	Graduate Student Average	Graduate Student Standard Deviation	Graduate Count	Undergrad Student Average	Undergrad Standard Deviation	Undergrad Count
Library Spaces	7.24	1590	7.55	1.71	469	7.12	1.86	1121
Library Partner Services	7.33	1592	7.66	1.66	469	7.20	1.84	1123
Library Services	7.38	1590	7.59	1.64	469	7.29	1.79	1121
Collections	7.31	1590	7.49	1.86	469	7.23	1.89	1121
Library Events	6.66	1588	6.88	2.09	468	6.56	2.09	1120
Library Technology	7.50	1588	7.63	1.69	468	7.44	1.76	1120
UTA Libraries Overall	7.76	1588	7.98	1.28	469	7.67	1.48	1119

“Study in library + take test= pass classes”



Satisfaction Since 2005

Every few years since 2005, UTA Libraries has asked users to rate the library on a 9-point scale. Between 2005-2019, UTA Libraries used LibQual. In 2022, we switched to a home created survey.



	2005	2007	2011	2016	2019	2022
Satisfaction question average	7.26	7.29	7.27	7.03	7.69	7.76
Survey student participation	709	483	440	112	1485	1588

“The UTA library is nothing like any library I have visited before. I am able to do so much in one place; I can refer, print, collaborate, study, and even eat. So I would say the library is the heart and soul of my student life.”

Student Perceptions on Library Impact

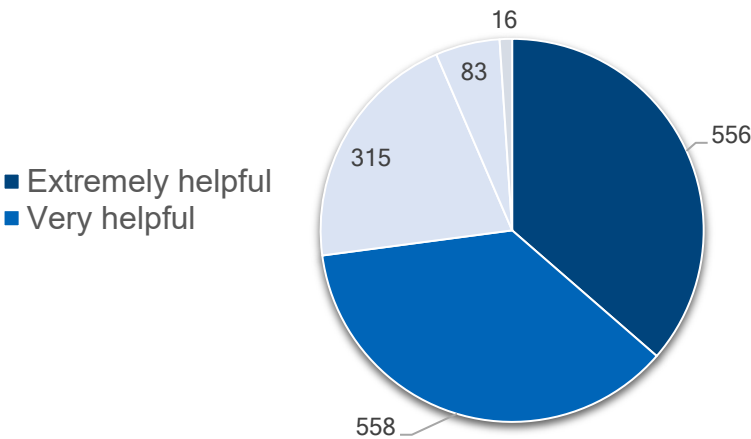
Students were asked to what extent did UTA Libraries contribute to different aspects of student success. This question used a five-point scale ranging from Not at all helpful (1.00) to extremely helpful (5.00). Graduate students and undergraduate students responded to different questions in this section with some overlap.

Perceived Library Impact	Average	Count	Graduate Average	Count	Undergrad Average	Count
Study effectively	4.01	1528	4.04	452	4	1076
Think creatively	3.55	1528	3.66	452	3.5	1076
Your overall student success	4.02	1528	4.08	452	3.99	1076

Undergraduate Perceived Library Impact	Undergrad Average	Count
Study effectively	4	1076
Collaborate on class assignments	3.77	1076
Find information for class assignments	3.52	1076
Use software for class assignments	3.65	1076
Think critically	3.49	1076

Graduate Perceived Library Impact	Graduate Average	Count
Produce Scholarship/Creative Works	3.44	452
Keep Current in your field	3.87	452
Complete classwork	4.04	452

Student Perceptions of Library Impact on Overall Student Success



“It gives me a place to access the technology I need for my assignments, and the Basement offers me a brain-break, which is much needed after several assignments.”

Ranking different Library Services

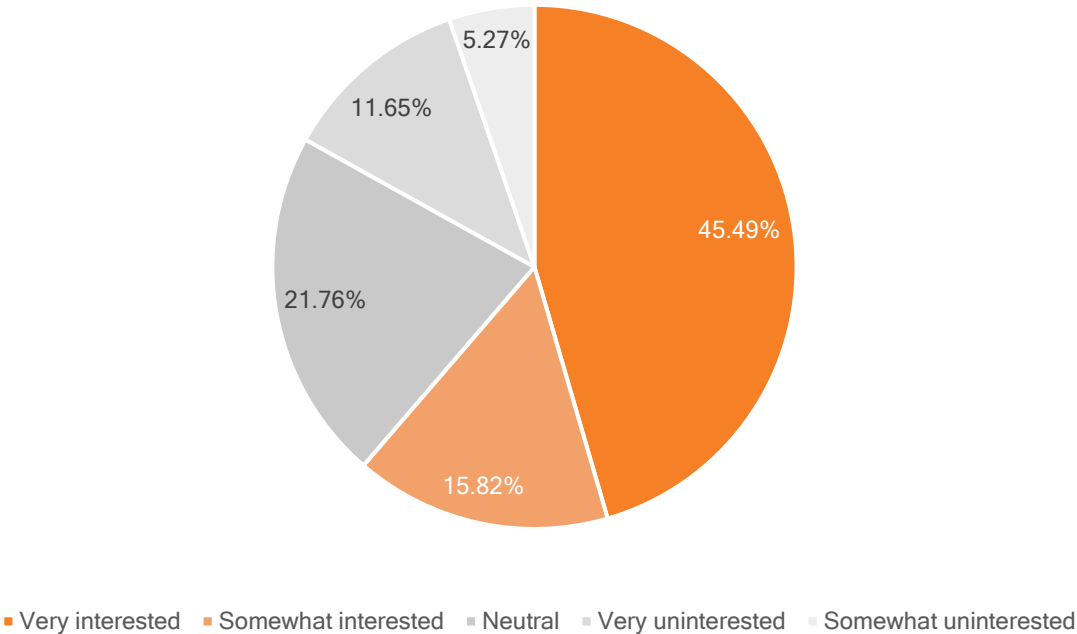
Students were asked to rank different aspects of UTA Libraries. They had to rank at least five choices. The below tables include all the choices for this part of the survey. For this question, a lower number means students rated it higher

Undergraduate ranking	Average	Count
24/7 access to central library	2.55	1042
Quiet study spaces	2.66	1060
Collaborative study space	3.45	1017
Desktop computers	3.74	1020
Creative spaces (fablab, studios)	4.98	957
Laptop Lending	5.21	935
24/7 access to library chat	5.52	946
Gaming spaces (Basement)	6.73	904

Graduate ranking	Average	Count
24/7 access to central library	2.82	427
Quiet study spaces	3.51	416
Print/Electronic Collections	3.53	424
Collaborative study space	4.45	393
Interlibrary Loan	4.99	363
Laptop Lending	5.12	363
Desktop computers	5.43	355
Special Collections and Archives	5.69	347
Creative spaces (fablab, studios)	5.72	342

“The library is one of the best resources on the campus and has definitely helped me to achieve my academic goals. From collaborating on class assignments with classmates in my first semester to cramming lessons in finals week, the library has not only helped me in terms of exams but also helped me to get to know people in my classes which is one of the important factors in my academic success.”

Graduate Student Study Lounge Interest



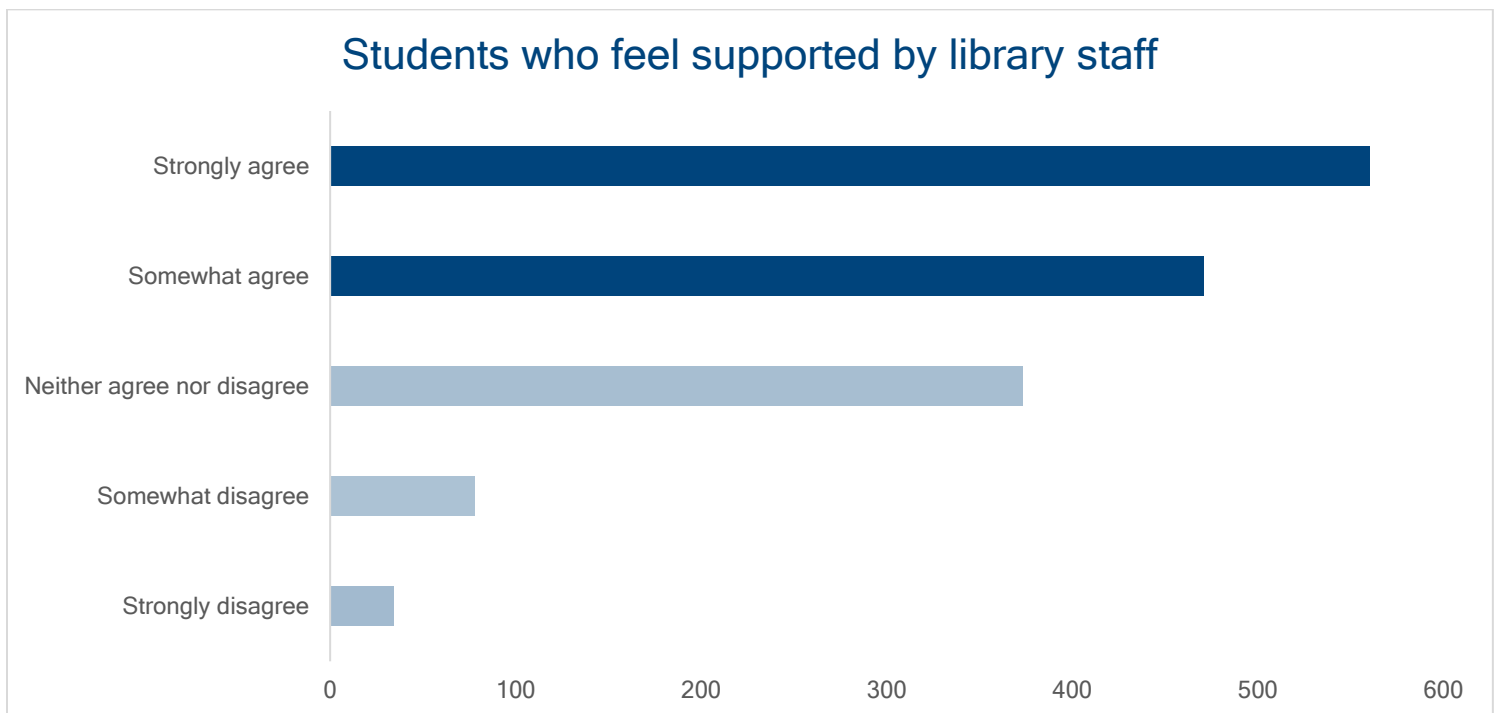
“The library already does an amazing job of relieving stress by having such an amazing and friendly environment.”

Sense of Community

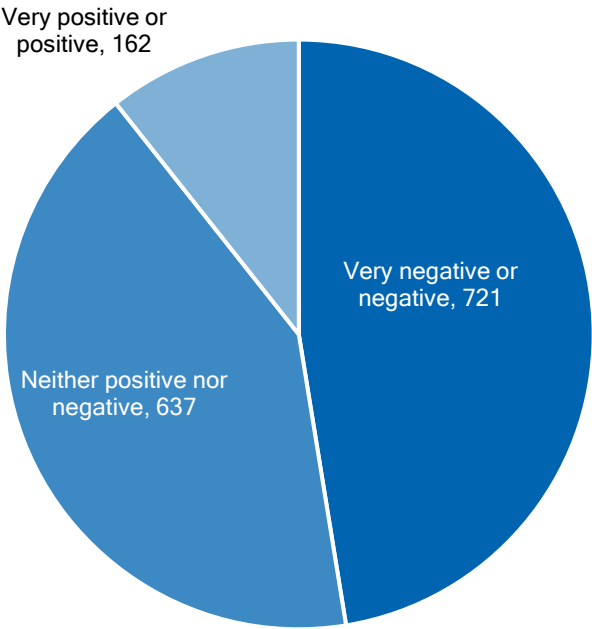
Students were asked if they agree with four statements related to sense of community. They could respond on a five-point scale ranging from Strongly disagree (1.0) to Strongly Agree (5.0).

	Average	Count	Graduate Average	Count	Undergraduate Average	Count
I feel a sense of belonging to the UTA community	3.79	1516	4.06	447	3.68	1069
I feel supported by library staff	3.96	1516	4.21	447	3.85	1069
I have made connections at the library	3.33	1516	3.59	447	3.22	1069
I have made connections at library events	2.98	1516	3.28	447	2.85	1069

“They [Library Staff] are gracious and considerate in addition to being exceptionally insightful.”



COVID’s Impact on the Educational Experience



Impact of COVID on educational experience	Total %	Total Count	Graduate %	Graduate Count	Undergraduate %	Undergraduate Count
Very negative	14.34%	218	6.95%	31	17.41%	187
Negative	33.09%	503	26.91%	120	35.66%	383
Neither positive nor negative	41.91%	637	50.90%	227	38.18%	410
Positive	7.43%	113	10.99%	49	5.96%	64
Very Positive	3.22%	49	4.26%	19	2.79%	30

Open-ended questions and analysis

Students had the option to respond to three open-ended questions. They could respond to “What impact has the library had on your academic success,” “What is your biggest barrier to your academic success,” and “What can the library do to better support you?” After reading their comments, codes were created and applied to analyze their responses. While there is overlap on the coding used for undergraduate and graduate students, some codes were specific to that population. Responses could be assigned multiple codes. The quotes previously shared in the document were from these sections.

What impact has the library had on your academic success?

Responses tended to focus as much on what in the libraries impacted them as they did what the outcomes of using UTA Libraries. Categories were positive except for the negative category.

Undergraduate	Count	% of comments with a response
Completed the survey	1054	
Comments with a response	600	
Focused or Quiet Study Space	198	33.00%
Study Space General	129	21.50%
Collaborative Study	111	18.50%
Positive Not Specific	70	11.67%
Collections	69	11.50%
Technology or Software	57	9.50%
Extended Hours	31	5.17%
Negative	27	4.50%
Motivation	27	4.50%
Social Aspect	24	4.00%
Printing	23	3.83%
Relaxation	18	3.00%
Partners Staff	17	2.83%
Library Staff	13	2.17%
Food	10	1.67%
Staff Not Specific	9	1.50%
Take Exams at Library	7	1.17%
Assignment Not Specific	3	0.50%

Graduate	Count	% of comments with a response
Completed the survey	440	
Comments with a response	341	
Collections	116	34.02%
Positive Not Specific	62	18.18%
Focused or Quiet Study Space	59	17.30%
Study Space General	46	13.49%
Technology or Software	33	9.68%
Collaborative Study	31	9.09%
Extended Hours	19	5.57%
Negative	15	4.40%
Library Staff	12	3.52%
Printing	10	2.93%
Stress Relief	8	2.35%
Social Aspect	7	2.05%
Partners Staff	5	1.47%
Staff Not Specific	4	1.17%
ILL	4	1.17%
Interview for Job	4	1.17%
Food	3	0.88%
Motivation	2	0.59%
Online instructional content	2	0.59%

What is your biggest barrier to your academic success?

Undergraduate	Count	% of comments with a response
Completed the survey	1054	
Comments with a response	750	
Time Management	180	24%
Motivation Support Connections	77	10%
Focus Study Skills	63	8%
Financial	58	8%
Study Space	53	7%
COVID	49	7%
Myself	43	6%
Mental health related	41	5%
Staff Support	32	4%
Job Class Balance	30	4%
Online Classes	29	4%
Distance to Campus	27	4%
Difficult classes or poor teaching	26	3%
Technology or Internet	20	3%
In-Person classes	4	1%

Graduate	Count	% of comments with a response
Completed the survey	440	
Comments with a response	320	
Time Management	75	23%
Motivation Support Connections	22	7%
Study Space	20	6%
Financial	17	5%
Focus Study Skills	16	5%
COVID	16	5%
Online Classes	15	5%
Usability or Access to Collections	14	4%
Job Class Balance	13	4%
Difficult classes or poor teaching	8	3%
Technology or Internet	7	2%
Staff Support	5	2%
Distance to Campus	5	2%
Mental health related	3	1%
In-Person classes	1	0%

What can the library do to better support you?

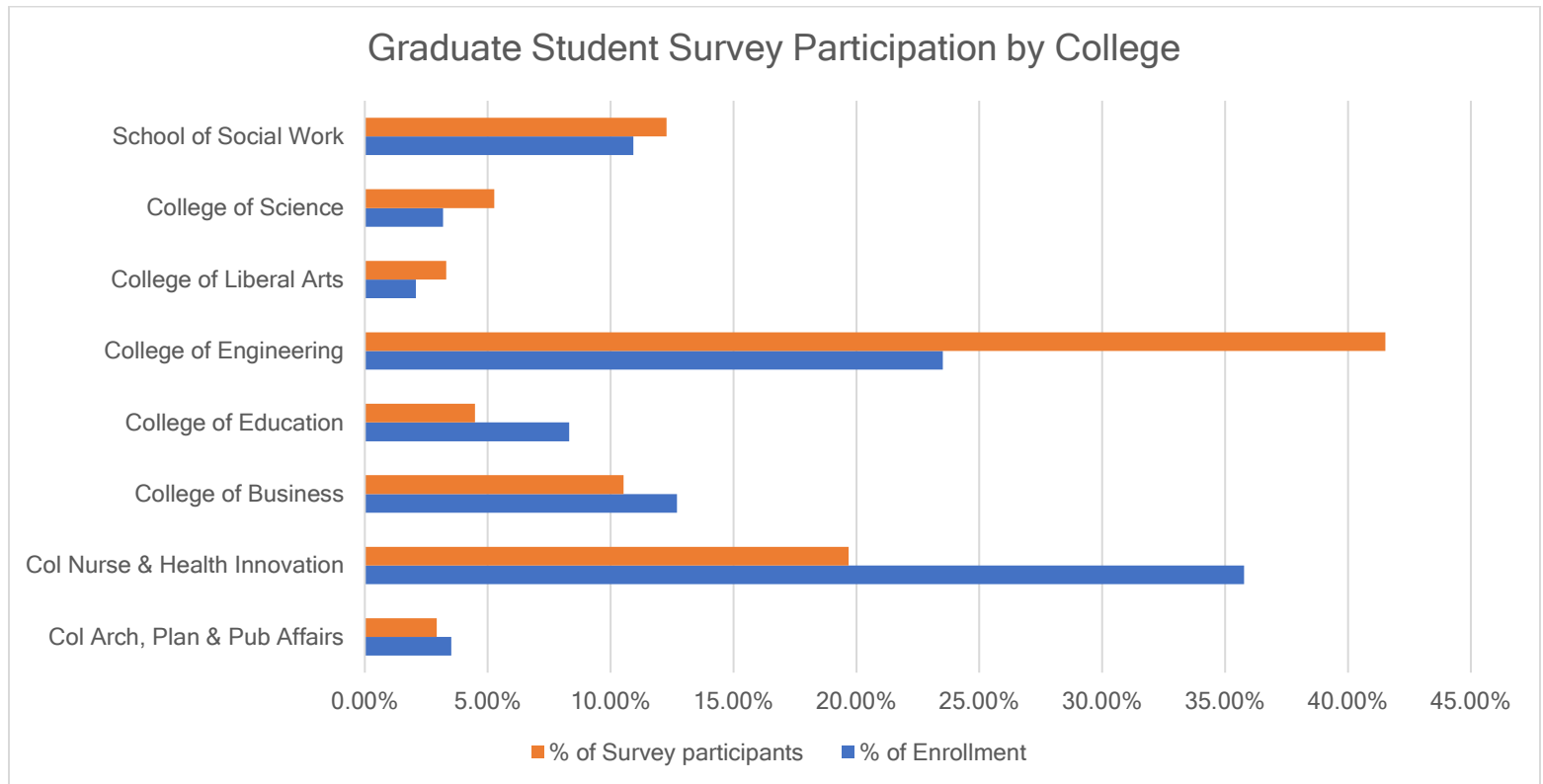
If a response was positive but mentioned one area of improvement, it was not coded as “positive no suggestions.” This category only includes a positive response without any areas of improvement.

Undergraduate	Count	% of comments with a response
Completed the survey	1054	
Comments with a response	732	
More Study Space	145	20%
Positive No Suggestions	121	17%
More Quiet Space	49	7%
More Outlets	46	6%
Marketing or Wayfinding	42	6%
More Events	38	5%
Staffing suggestions	34	5%
Better Study Spaces	28	4%
Collections	26	4%
More Study Rooms	25	3%
More Individual Study Spaces	25	3%
Update 4th /5th	25	3%
More Technology	23	3%
More Printing	22	3%
Ensure Quiet	19	3%
More Events Marketing	16	2%
More Collaborative Spaces	13	2%
More Whiteboards	8	1%
More Collections or Services		
Marketing	7	1%
Exam Space	6	1%
Cleaner	6	1%
Better Technology	5	1%
Wifi	4	1%
Poster Printing	4	1%
Food Late	3	0%

Graduate	Count	% of comments with a response
Completed the survey	440	
Comments with a response	324	
More Study Space	41	13%
Positive No Suggestions	39	12%
Collections	30	9%
Staffing suggestions	21	6%
More Quiet Space	19	6%
Instructional Request	18	6%
More Study Rooms	16	5%
More Events Social	15	5%
Better Study Spaces	13	4%
Website or Database Usability	13	4%
More Food	12	4%
Textbooks	12	4%
Make Connections	11	3%
More laptops	10	3%
Interview Room	9	3%
Marketing or Wayfinding	8	2%
More Individual Study Spaces	8	2%
More Outlets	7	2%
Ensure Quiet	7	2%
Better Technology	6	2%
Printing	4	1%
Cleaner	2	1%
More Collaborative Spaces	1	0%

Survey Participants

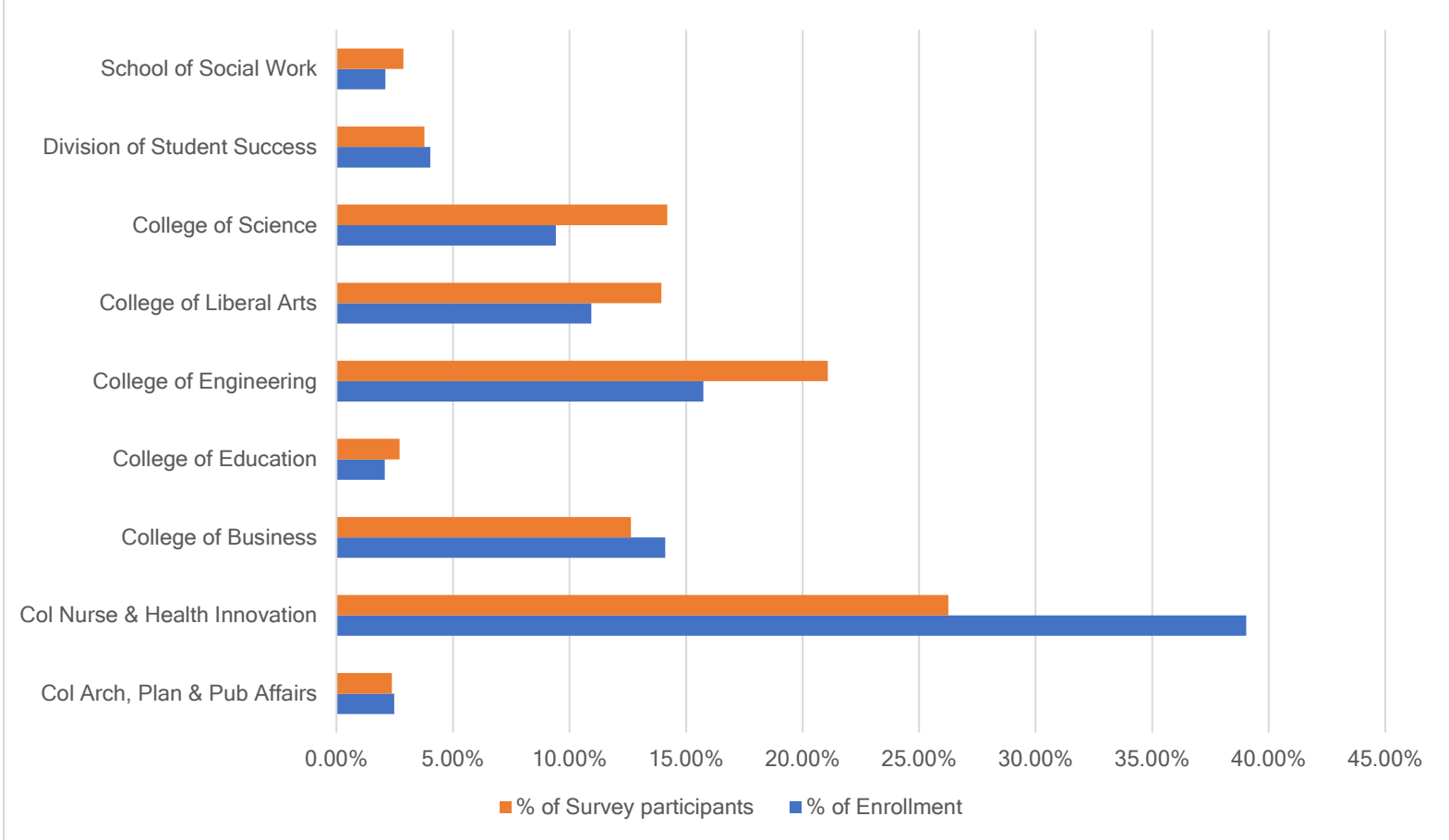
The student body was divided into departments then randomly selected so the potential participant pool reflected the departmental breakdown of the university. 1732 student participated in this survey including 513 graduate students and 1219 undergraduate students. 1494 students completed the two surveys. Graduates and Undergraduates had different surveys with some slight variations between the two. Average completion time was 6 minutes.



Graduate Students

College	% of Enrollment	% of Survey participants
Col Arch, Plan & Pub Affairs	3.51%	2.92%
Col Nurse & Health Innovation	35.77%	19.69%
College of Business	12.69%	10.53%
College of Education	8.31%	4.48%
College of Engineering	23.51%	41.52%
College of Liberal Arts	2.08%	3.31%
College of Science	3.19%	5.26%
School of Social Work	10.93%	12.28%

Undergraduate Student Survey Participation by College



Undergraduate Students

College	% of Enrollment	% of Survey participants
Col Arch, Plan & Pub Affairs	2.48%	2.38%
Col Nurse & Health Innovation	39.04%	26.25%
College of Business	14.11%	12.63%
College of Education	2.08%	2.71%
College of Engineering	15.74%	21.08%
College of Liberal Arts	10.94%	13.95%
College of Science	9.41%	14.19%
Division of Student Success	4.03%	3.77%
School of Social Work	2.09%	2.87%

Acknowledgement

- Acknowledgement and thanks to the University of Washington Libraries for inspiring parts of this survey, <https://www.lib.washington.edu/assessment/surveys>.
- Thanks to those students who gave feedback on the early drafts of the survey.