

Name: Library Services Student Survey (Spring 2007)

Instructions: Choose the answer that describes your opinion best.

Thank you!

Question 1 Multiple Choice

Have you used any resources and/or services available to you in the RPCC Library or on the RPCC Library website?

Answers	Percent Answered
Yes	86.486%
No	13.514%
<i>Unanswered</i>	0%

Question 2 Multiple Choice

How satisfied are you with RPCC Library's print and audio/visual resources in supporting your course work?

Answers	Percent Answered
Very Satisfied	43.243%
Satisfied	35.135%
Dissatisfied	0%
Very Dissatisfied	0%
Have not used	21.622%
<i>Unanswered</i>	0%

Question 3 Multiple Choice

How satisfied are you with RPCC Library's online resources accessed via the Library's web page (online databases, ebooks, tutorials, etc.) in supporting your course work?

Answers	Percent Answered
Very Satisfied	48.649%
Satisfied	35.135%
Dissatisfied	0%
Very Dissatisfied	0%
Have not used	16.216%
<i>Unanswered</i>	0%

Question 4 Multiple Choice

How satisfied are you with the quality of service/assistance that you have received from RPCC Library Services staff?

Answers	Percent Answered
Very Satisfied	51.351%
Satisfied	48.649%
Dissatisfied	0%
Very Dissatisfied	0%
Have not used	0%
<i>Unanswered</i>	0%

Question 5 Multiple Choice

How satisfied are you with the RPCC Library facility's hours of service?

Answers	Percent Answered
Very Satisfied	45.946%
Satisfied	54.054%
Dissatisfied	0%
Very Dissatisfied	0%
Have not used	0%
<i>Unanswered</i>	0%

Question 6 Multiple Choice

How satisfied are you with the number of staff available to assist you in the RPCC Library?

Answers	Percent Answered
Very Satisfied	45.946%
Satisfied	45.946%
Dissatisfied	2.703%
Very Dissatisfied	0%
Have not used	2.703%
<i>Unanswered</i>	2.703%

Question 7 Multiple Choice

How satisfied are you with the instruction you've received from RPCC Library staff regarding how to access and use Library online resources, print resources, and/or services?

Answers	Percent Answered
Very Satisfied	51.351%
Satisfied	45.946%
Dissatisfied	0%
Very Dissatisfied	0%
Have not used	2.703%
<i>Unanswered</i>	0%

Question 8 Multiple Choice

How satisfied are you with the Student Success Workshops available to students through Library Services?

Answers	Percent Answered
Very Satisfied	27.027%
Satisfied	29.73%
Dissatisfied	2.703%
Very Dissatisfied	0%
Have not used	40.541%
<i>Unanswered</i>	0%

Question 9 Multiple Choice

How satisfied are you with the Proctored Testing Service available to students?

Answers	Percent Answered
Very Satisfied	40.541%
Satisfied	45.946%
Dissatisfied	2.703%
Very Dissatisfied	0%
Have not used	10.811%
Unanswered	0%

Question 10 Short Answer

How can RPCC Library Services improve its service and/or resources for RPCC students? Any other comments?

Unanswered Responses
24

Given Answers
it's fine
The only improvement I can see is opening a little earlier.
i dont go to that school i got to LTC so i dont know
everything is just fine the way it is
i did not learn about many useful things about the library untill my second semester, maybe inform ppl with the required class that ms. ashly gray and another teacher teaches. just a though....
The services are great and I don't think there is a need for improvement.
I had to use the Proctored Testing Service to write a paper this semester. One of the students in there taking a test was making noises, moving all around, and LOUDLY smacking her gum. This was very distracting to me and other test takers. I didnt miss a test, so this wasnt a make up, this was a paper we were REQUIRED to write in the LRC. I think there should be a rule about no gum or food, and if there is a rule in place it needs to be enforced.
I think that the services are just fine.
I feel there is a need for more spacing in the library because the computer lab is always closed due to classes needing to use the lab.
By showing students how to use the resources they offer.
Longer hours for night students.
I am a night student. I arrive at the school around 4:30pm on the evenings I have school. I usually spend my hour and a half wisely in the library, reading or studying for tests/quizzes. However, it seems as if the more I go, the louder other students are with cell phone calls, discussions with other students, etc. I enjoy going to the library as it offers a great environment. However, lately I have been able to get more reading and studying accomplished by staying outside and sitting on one of the benches. (Before too long, it will be way too hot to sit on one of those benches, or too cold, or too rainy. You get the idea.) I suppose other students do not mind the extra chatter, but I take my learning seriously. Being a night student, that hour and a half I have between work and school is very crucial and I must utilize those "down" times when possible. Thank you for allowing me to vent regarding this subject.