Faculty Satisfaction Survey Report

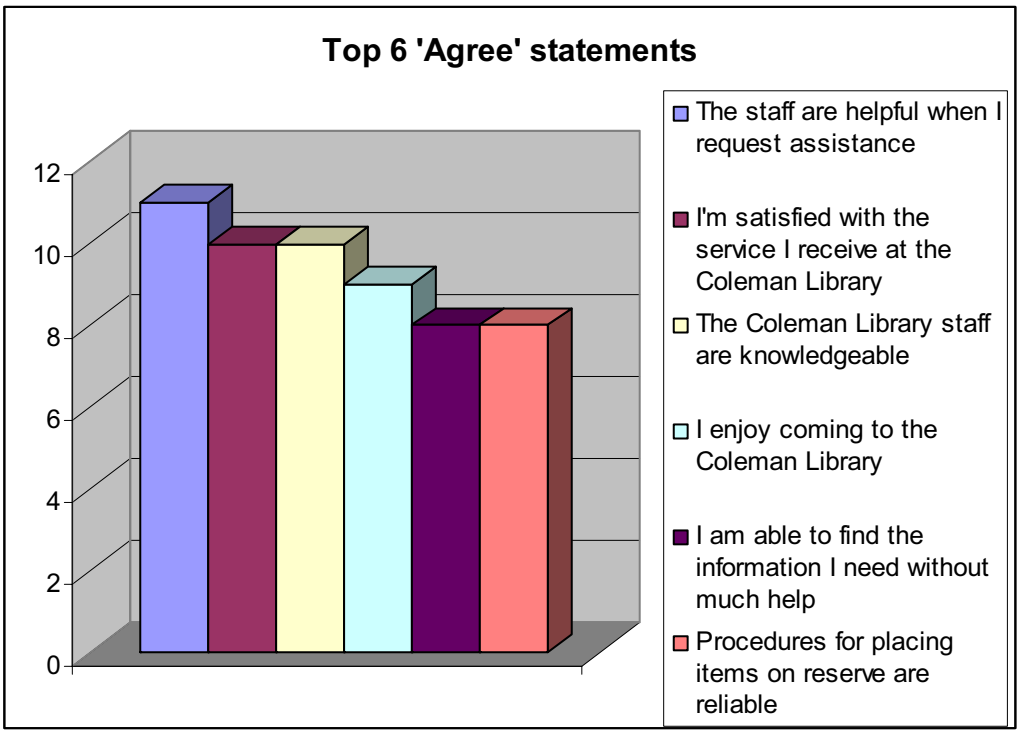
FY 07-08 April 2008
Steve Shaw / Head Reference and Information Services

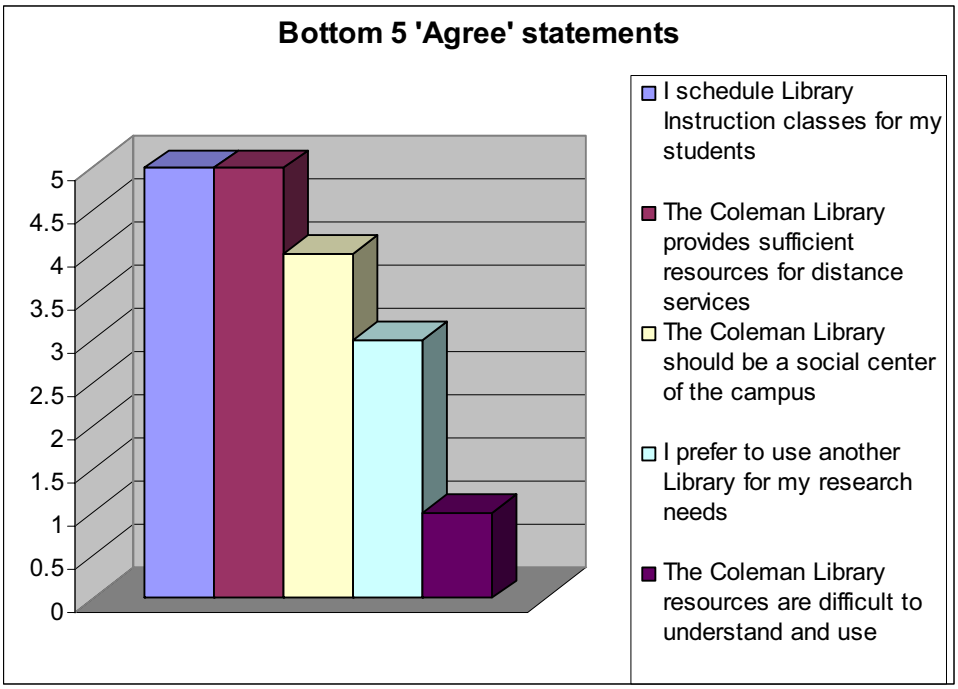
The library staff conducted the Faculty User Satisfaction Survey during April 21-May 5, trying to reach as many faculty as possible. To this end surveys were handed out to all academic departments, mentioned during Campus Announcements and Faculty Announcements. There was a link on the cover letter from the Director, and at the beginning of the survey window, several faculty members used this option, as the period continued, however, most used the self-addressed campus mail enveloped we included with the survey during our distribution.

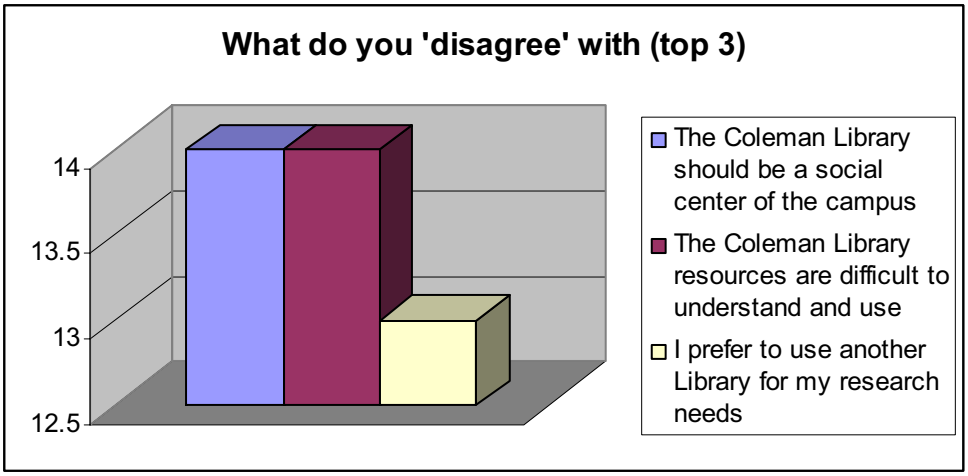
Our survey was more than successful; according to the Office of Institutional Research in fall 2007 there were 487 faculty (inclusive of FTE, part-time, adjunct, visiting, etc.). We had 50 returned surveys: a return rate of 10.2%. One of the intangible benefits was the contact made by liaison librarians with faculty as surveys were dropped off; they otherwise might not have met.

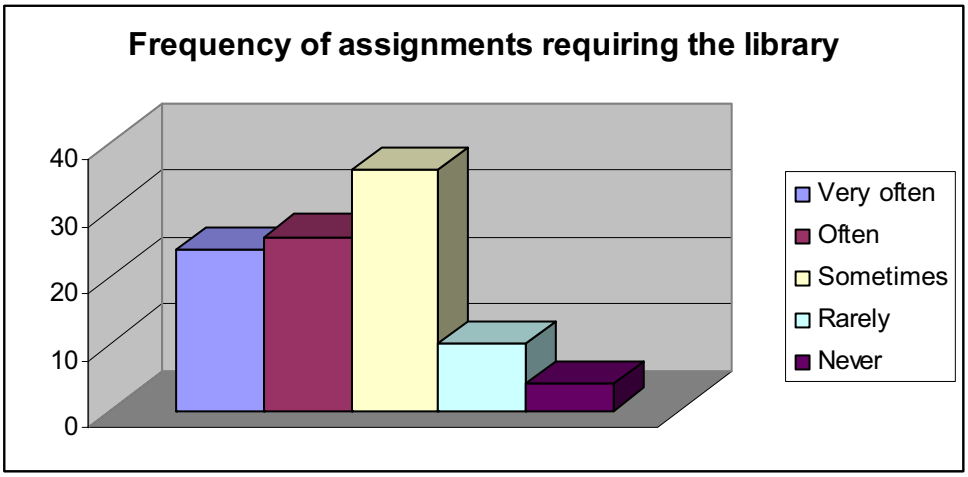
Familiarity with resources
As might be expected, a large majority self-reports they are at least 'somewhat familiar' with our electronic resources (90%), but less with our print: 79%. What is disconcerting, though, is that 22% are either unfamiliar with our print resources or they do not use it. This follows along the same line with the high priority placed on electronic resources. This again shows up in the written comments.

Agree / Disagree

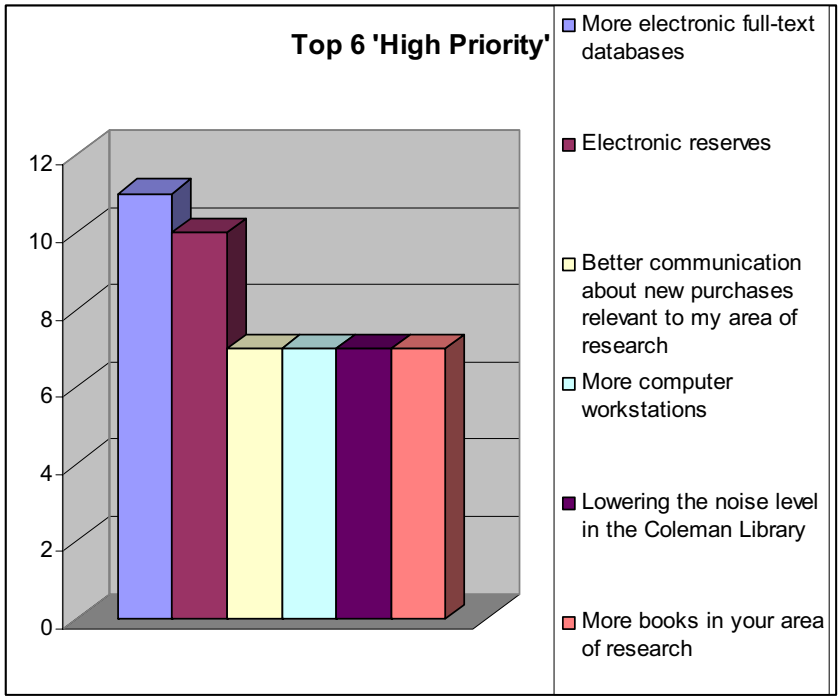


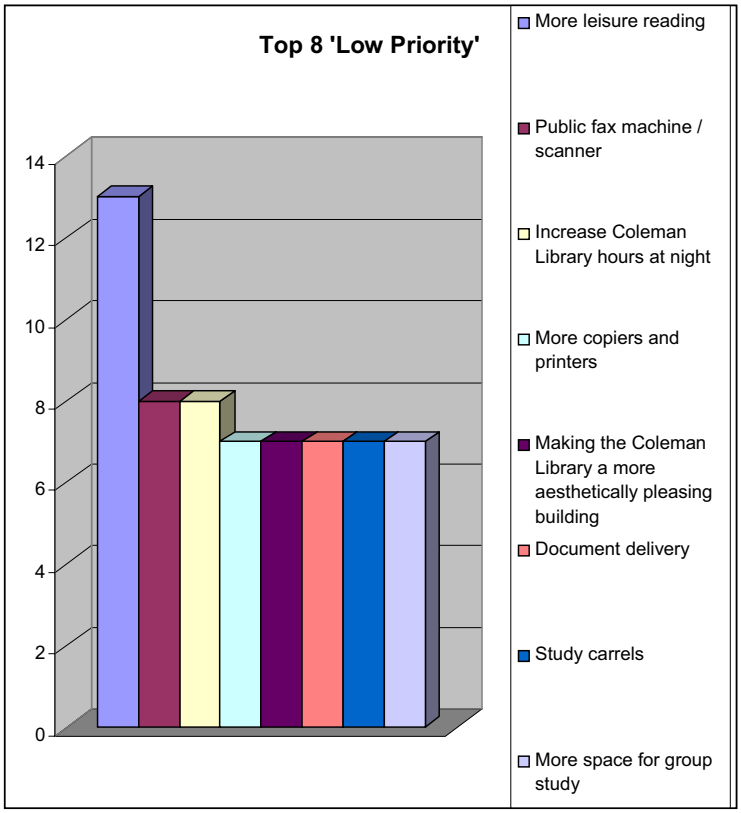

Bottom 5 'Agree' statements
5
4.5
4
3.5
3
2.5
2
1.5
1
0.5
0
I schedule Library Instruction classes for my students
The Coleman Library provides sufficient resources for distance services
The Coleman Library should be a social center of the campus
I prefer to use another Library for my research needs
The Coleman Library resources are difficult to understand and use


What do you 'disagree' with (top 3)
14
13.5
13
12.5
The Coleman Library should be a social center of the campus
The Coleman Library resources are difficult to understand and use
I prefer to use another Library for my research needs

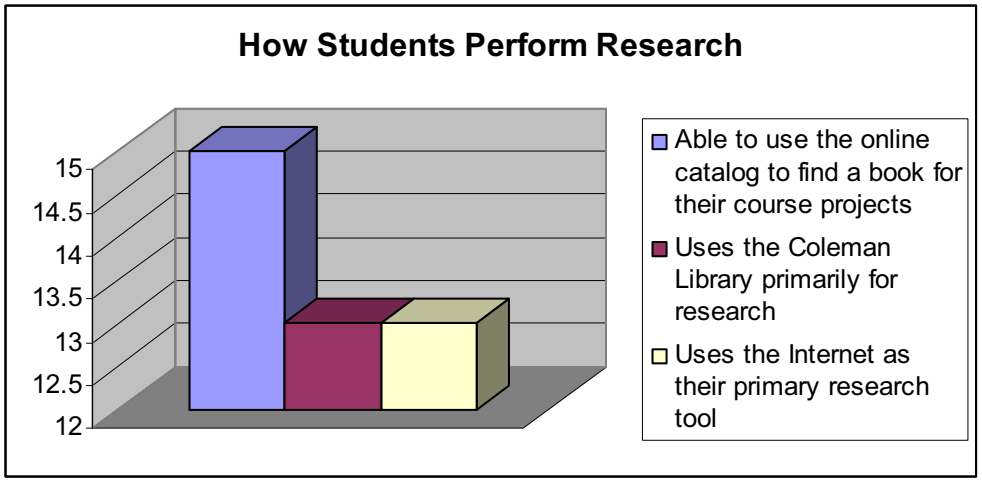

Frequency of assignments requiring the library
40
30
20
10
0
Very often
Often
Sometimes
Rarely
Never

High priority / Low priority

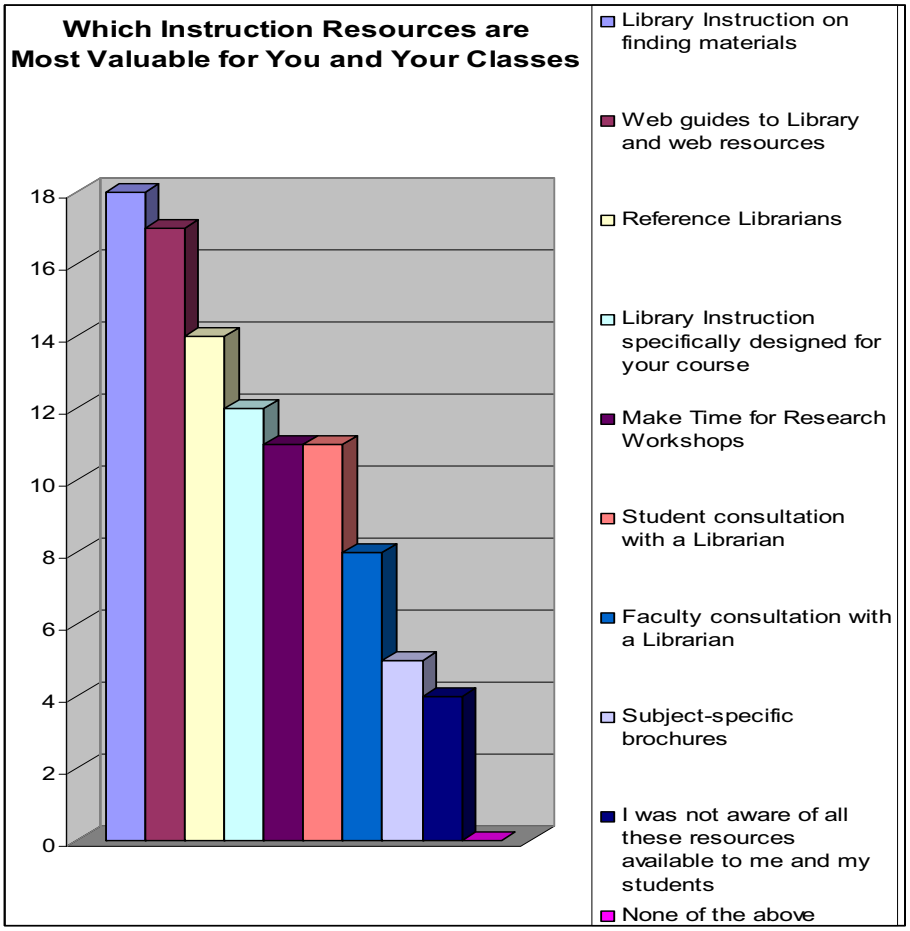
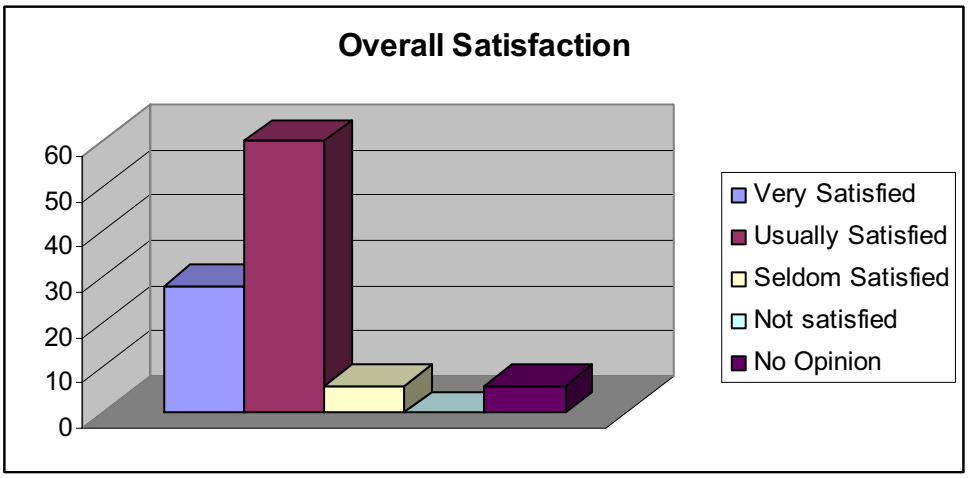




Students and Research
On the perception of how their students do research:



Library Instruction



Satisfaction with services