

2008
Quality Improvement Program
Satisfaction Survey

Library
Northridge

Prepared by:
Business Solutions Services
Office of the Chancellor
Report Date: 7/17/2008

Date Survey Opened: 04/01/08
 Date Survey Closed: 04/15/08

Survey Administration & Analysis

The web-based surveys were conducted using Remark Web Survey 3.03.
 The survey URL was distributed to the sample group via e-mail.
 Analysis was performed and reports created using Excel 2007.

Population and Sample

	Faculty	Staff	Students	Unidentified	Total
Total Campus Population	2,302	1,904	34,066	0	38,272
Sample	1,150	952	5,000	0	7,102
Responses	Included	Included	Included	579	579
Minimum Response Rate	n/a	n/a	n/a	n/a	8.2%

Note: The response rates listed above must be considered as minimum values as they assume that all individuals on the campus-provided e-mail list had an opportunity to take the survey. In reality the number of individuals that will have received the e-mail link is lower than the Sample value due incorrect e-mail addresses, blocked e-mail, etc. The actual response rate is higher than the value listed.

Survey Results

2008 Satisfaction Survey Results Library

Northridge

Total Number Responding for Campus

579

dem010_are you primarily a student, staff member, or faculty member	Total	Percent
Faculty	112	19.6%
Staff	90	15.8%
Student	369	64.6%
Total	571	100.0%

Did not respond to this question 8

Student Demographics

dem016_What is your primary field of study?	Total	Percent
Agriculture	0	0.0%
Architecture	0	0.0%
Business	47	18.9%
Computer Science	5	2.0%
Education	24	9.6%
Engineering	16	6.4%
Humanities	26	10.4%
Mathematics	3	1.2%
Multidisciplinary Studies	2	0.8%
Science	16	6.4%
Social Science	41	16.5%
Undeclared	4	1.6%
Other specify below	65	26.1%
Total	249	100.0%

Did not respond to this question (Students) 120

2008 Satisfaction Survey Results Library

Northridge

Total Number Responding for Campus

579

Student Demographics

Primary field of study: Other	Total
accountancy	1
accounting	1
Accounting and Finance	1
and Psychology	1
animation	1
Art	5
Art History	1
Arts	1
Arts (CTVA)	1
Biology, Pre-Med	1
business law	1
changing to Mechanical Engineering	1
Chicano/a Studies	1
child development	1
Cinema and Television	1
Cinema and TV Arts	1
Communication Disorders	1
Communication Studies	3
communications	2
counseling	1
CTVA	3
CTVA - Electronic media management	1
CTVA - Film Production	1
Deaf Studies	4
Double Major - English and Biology	1
Economics	1
education	1
Electrical	1
Engineering Management	1
English Lit.	1
Family & Consumer Science	1
Family and Consumer Sciences	1
Finance	1
Fine Art, Painting	1

Continued

7/2/2008

2008 Satisfaction Survey Results Library

Northridge

Total Number Responding for Campus

579

Primary field of study: Other --- Continued	Total
Geology	1
graphic design	1
Graphic Design	1
Health Administration	1
Health Science	1
health sciences (public health)	1
humanity	1
Information System	1
journalism	3
kinesiology	4
Liberal Studies	2
Linguistics	1
master of public health	1
masters of social work	1
media	1
MSW	1
Music	4
Music and Education	1
Music Education	1
Music Therapy	1
Nursing	1
Philosophy	1
Physical Therapy	1
Psychology	3
public arch grad program	1
Sociology	1
spanish	1
Special Education, Educational Therapy	1
Television Production	1
Urban Studies	1
Total	87

2008 Satisfaction Survey Results Library

Northridge

Total Number Responding for Campus

579

dem001_based on the number of academic units you have completed, what is your present class level	Total	Percent
Freshman	31	8.5%
Sophomore	42	11.5%
Junior	90	24.7%
Senior	114	31.3%
Graduate	87	23.9%
Grand Total	364	100.0%

Did not respond to this question (Students) 5

dem004_are you primarily a	Total	Percent
Day Student	140	38.3%
Evening Student	78	21.3%
Both day and evening student	146	39.9%
Weekend Student	2	0.5%
Grand Total	366	100.0%

Did not respond to this question 3

dem006_what is your gender	Total	Percent
Female	227	62.4%
Male	137	37.6%
Grand Total	364	100.0%

Did not respond to this question 5

2008 Satisfaction Survey Results Library

Northridge

Total Number Responding for Campus

579

dem007_what is your age group	Total	Percent
Under 18	0	0.0%
18-20	85	23.3%
21-25	136	37.3%
26-30	49	13.4%
31-40	43	11.8%
Over 40	52	14.2%
Grand Total	365	100.0%

Did not respond to this question 4

Libtbd_Overall, how often do you use the Library's ReSEARCH Station to access electronic resources?	Total	Percent
I have never used it	0	#DIV/0!
Rarely 1 to 3 times in a semester	0	#DIV/0!
Sometimes 4 to 6 times in a semester	0	#DIV/0!
Often	0	#DIV/0!
Very Often	0	#DIV/0!
Grand Total	0	#DIV/0!

Did not respond to this question 579

2008 Satisfaction Survey Results

Library

Northridge

Total Number Responding for Campus

579

Satisfaction: Count of Responses

Weighting Value	1	2	3	4	5				
Question	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know	Total	Did Not Answer	Average Score
lib001_Overall, how satisfied are you with your campus Library and Library Services?	30	19	59	247	200	22	577	2	4.02
libtbd_Overall, how satisfied are you with your ability to find up-to-date materials for your research through the Library?	0	0	0	0	0	0	0	579	#DIV/0!
lib003_Satisfaction: Library books	8	29	90	235	120	60	542	37	3.89
lib005_Satisfaction: Journals: Print/Electronic	13	25	79	200	154	70	541	38	3.97
lib007tbd_Satisfaction: Electronic resources (e.g. Academic Search, JSTOR, etc.)	13	23	75	157	198	73	539	40	4.08
lib009_Satisfaction: Media and other library materials	0	0	0	0	0	0	0	579	#DIV/0!
libtbd_Satisfaction: DVD, CD, or other media	15	25	127	137	60	168	532	47	3.55
libtbd_Satisfaction: Government Documents	0	0	0	0	0	0	0	579	#DIV/0!
libtbd_Satisfaction: Electronic Reserves	0	0	0	0	0	0	0	579	#DIV/0!
libtbd_Satisfaction: Campus / local archives	0	0	0	0	0	0	0	579	#DIV/0!
lib011_Satisfaction: Services to obtain books and articles from off-campus sources (Interlibrary loan, etc.)	10	18	89	142	108	172	539	40	3.87
lib013_Satisfaction: Programs, workshops and classes on locating and retrieving information	2	17	104	145	98	171	537	42	3.87
lib015_Satisfaction: Accessibility of the library's information sources at your home or office	7	18	49	181	227	60	542	37	4.25
lib017_Satisfaction: Usefulness of library website for meeting your coursework/research needs	6	20	75	207	180	55	543	36	4.10
libtbd_Satisfaction: Services to ask questions from anywhere (Ask a Librarian chat service, email reference, etc.)	0	0	0	0	0	0	0	579	#DIV/0!
libtbd_Satisfaction: Electronic library books	8	22	99	123	79	208	539	40	3.73
lib013_Satisfaction: Oviatt Library catalog	3	17	88	198	148	83	537	42	4.04
lib019_Satisfaction: Comfortable seating	21	64	100	214	101	57	557	22	3.62
lib021_Satisfaction: Adequate desk space to work	14	32	70	234	143	60	553	26	3.93
lib021_Satisfaction: Adequate group study areas	0	0	0	0	0	0	0	579	#DIV/0!

2008 Satisfaction Survey Results

Library

Northridge

Total Number Responding for Campus

579

Question	1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	Dont Know	Total	Did Not Answer	Average Score
lib031_Satisfaction: Adequate availability for wireless internet connectivity	0	0	0	0	0	0	0	579	#DIV/0!
lib023_Satisfaction: Climate control (Heating, ventilation, air conditioning)	11	25	70	272	129	48	555	24	3.95
lib025_Satisfaction: Noise level	17	57	79	243	116	46	558	21	3.75
lib027_Satisfaction: Lighting	5	22	74	267	141	47	556	23	4.02
lib029_Satisfaction: Printers	15	48	93	162	70	167	555	24	3.58
lib029_Satisfaction: Copiers	20	54	105	174	61	142	556	23	3.49
lib031_Satisfaction: Cleanliness of Library	15	25	79	250	156	34	559	20	3.97
lib031_Satisfaction: Cleanliness of restrooms	38	53	91	207	98	69	556	23	3.56
lib033_Satisfaction: Library access during weekdays	7	6	32	248	213	51	557	22	4.29
lib035_Satisfaction: Library access during weeknights	16	22	51	211	128	125	553	26	3.96
lib037_Satisfaction: Library access during weekends	24	46	59	171	98	156	554	25	3.69
libtbd_Satisfaction: Library access during school breaks	0	0	0	0	0	0	0	579	#DIV/0!
libtbd_Satisfaction: Reference Desk access	0	0	0	0	0	0	0	579	#DIV/0!
libtbd_Satisfaction: Access to 24/7 Study Room	0	0	0	0	0	0	0	579	#DIV/0!
lib039_Overall, how satisfied are you with the Library staff members?	19	10	87	216	202	41	575	4	4.07
lib040_Satisfaction: Knowledge and ability to help	7	8	71	232	162	73	553	26	4.11
lib042_Satisfaction: Willingness to help	8	15	89	196	182	66	556	23	4.08
lib044_Satisfaction: Courtesy	8	15	92	207	180	53	555	24	4.07
libtbd_Satisfaction: Speed and efficiency in assistance	0	0	0	0	0	0	0	579	#DIV/0!
lib046_Satisfaction: helping you formulate a research question for a project or paper	12	12	86	84	58	302	554	25	3.65
lib048_Satisfaction: helping you locate and retrieve information effectively and efficiently	9	18	74	164	147	143	555	24	4.02
lib050_Satisfaction: Helping you evaluate the accuracy and validity of information you retrieved	8	16	82	107	80	261	554	25	3.80
lib052_Satisfaction: Helping you organize and use the information you found for course projects or papers	6	12	94	68	61	301	542	37	3.69
lib054_Satisfaction: Helping you understand ethical issues and correct practices for avoiding plagiarism	5	10	94	76	58	299	542	37	3.71
lib054_Satisfaction: Helping you to conduct independent research and engage in lifelong learning	0	0	0	0	0	0	0	579	#DIV/0!

2008 Satisfaction Survey Results Library

Northridge

Total Number Responding for Campus

579

Satisfaction/Agreement: % of Responses

Question	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Dont Know	Total	Sum of Adverse (VD + D)	Sum of Positive (S + VS)
lib001_Overall, how satisfied are you with your campus Library and Library Services?	5.2%	3.3%	10.2%	42.8%	34.7%	3.8%	100.0%	8.5%	77.5%
libtbd_Overall, how satisfied are you with your ability to find up-to-date materials for your research through the Library?	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
lib003_Satisfaction: Library books	1.5%	5.4%	16.6%	43.4%	22.1%	11.1%	100.0%	6.8%	65.5%
lib005_Satisfaction: Journals: Print/Electronic	2.4%	4.6%	14.6%	37.0%	28.5%	12.9%	100.0%	7.0%	65.4%
lib007tbd_Satisfaction: Electronic resources (e.g. Academic Search, JSTOR, etc.)	2.4%	4.3%	13.9%	29.1%	36.7%	13.5%	100.0%	6.7%	65.9%
lib009_Satisfaction: Media and other library materials	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
libtbd_Satisfaction: DVD, CD, or other media	2.8%	4.7%	23.9%	25.8%	11.3%	31.6%	100.0%	7.5%	37.0%
libtbd_Satisfaction: Government Documents	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
libtbd_Satisfaction: Electronic Reserves	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
libtbd_Satisfaction: Campus / local archives sources (Interlibrary loan, etc.)	1.9%	3.3%	16.5%	26.3%	20.0%	31.9%	100.0%	5.2%	46.4%
lib013_Satisfaction: Programs, workshops and classes on locating and retrieving information	0.4%	3.2%	19.4%	27.0%	18.2%	31.8%	100.0%	3.5%	45.3%
lib015_Satisfaction: Accessibility of the library's information sources at your home or office	1.3%	3.3%	9.0%	33.4%	41.9%	11.1%	100.0%	4.6%	75.3%
lib017_Satisfaction: Usefulness of library website for meeting your coursework/research needs	1.1%	3.7%	13.8%	38.1%	33.1%	10.1%	100.0%	4.8%	71.3%
chat service, email reference, etc.)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
libtbd_Satisfaction: Electronic library books	1.5%	4.1%	18.4%	22.8%	14.7%	38.6%	100.0%	5.6%	37.5%
lib013_Satisfaction: Oviatt Library catalog	0.6%	3.2%	16.4%	36.9%	27.6%	15.5%	100.0%	3.7%	64.4%
lib019_Satisfaction: Comfortable seating	3.8%	11.5%	18.0%	38.4%	18.1%	10.2%	100.0%	15.3%	56.6%
lib021_Satisfaction: Adequate desk space to work	2.5%	5.8%	12.7%	42.3%	25.9%	10.8%	100.0%	8.3%	68.2%
lib021_Satisfaction: Adequate group study areas	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

2008 Satisfaction Survey Results

Library

Northridge

Total Number Responding for Campus

579

Question	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Dont Know	Total	Sum of Adverse (VD + D)	Sum of Positive (S + VS)
lib031_Satisfaction: Adequate availability for wireless internet connectivity	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
lib023_Satisfaction: Climate control (Heating, ventilation, air conditioning)	2.0%	4.5%	12.6%	49.0%	23.2%	8.6%	100.0%	6.5%	72.3%
lib025_Satisfaction: Noise level	3.0%	10.2%	14.2%	43.5%	20.8%	8.2%	100.0%	13.3%	64.3%
lib027_Satisfaction: Lighting	0.9%	4.0%	13.3%	48.0%	25.4%	8.5%	100.0%	4.9%	73.4%
lib029_Satisfaction: Printers	2.7%	8.6%	16.8%	29.2%	12.6%	30.1%	100.0%	11.4%	41.8%
lib029_Satisfaction: Copiers	3.6%	9.7%	18.9%	31.3%	11.0%	25.5%	100.0%	13.3%	42.3%
lib031_Satisfaction: Cleanliness of Library	2.7%	4.5%	14.1%	44.7%	27.9%	6.1%	100.0%	7.2%	72.6%
lib031_Satisfaction: Cleanliness of restrooms	6.8%	9.5%	16.4%	37.2%	17.6%	12.4%	100.0%	16.4%	54.9%
lib033_Satisfaction: Library access during weekdays	1.3%	1.1%	5.7%	44.5%	38.2%	9.2%	100.0%	2.3%	82.8%
lib035_Satisfaction: Library access during weeknights	2.9%	4.0%	9.2%	38.2%	23.1%	22.6%	100.0%	6.9%	61.3%
lib037_Satisfaction: Library access during weekends	4.3%	8.3%	10.6%	30.9%	17.7%	28.2%	100.0%	12.6%	48.6%
libtbd_Satisfaction: Library access during school breaks	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
libtbd_Satisfaction: Reference Desk access	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
libtbd_Satisfaction: Access to 24/7 Study Room	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
lib039_Overall, how satisfied are you with the Library staff members?	3.3%	1.7%	15.1%	37.6%	35.1%	7.1%	100.0%	5.0%	72.7%
lib040_Satisfaction: Knowledge and ability to help	1.3%	1.4%	12.8%	42.0%	29.3%	13.2%	100.0%	2.7%	71.2%
lib042_Satisfaction: Willingness to help	1.4%	2.7%	16.0%	35.3%	32.7%	11.9%	100.0%	4.1%	68.0%
lib044_Satisfaction: Courtesy	1.4%	2.7%	16.6%	37.3%	32.4%	9.5%	100.0%	4.1%	69.7%
libtbd_Satisfaction: Speed and efficiency in assistance	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
lib046_Satisfaction: helping you formulate a research question for a project or paper	2.2%	2.2%	15.5%	15.2%	10.5%	54.5%	100.0%	4.3%	25.6%
lib048_Satisfaction: helping you locate and retrieve information effectively and efficiently	1.6%	3.2%	13.3%	29.5%	26.5%	25.8%	100.0%	4.9%	56.0%
lib050_Satisfaction: Helping you evaluate the accuracy and validity of information you retrieved	1.4%	2.9%	14.8%	19.3%	14.4%	47.1%	100.0%	4.3%	33.8%
lib052_Satisfaction: Helping you organize and use the information you found for course projects or papers	1.1%	2.2%	17.3%	12.5%	11.3%	55.5%	100.0%	3.3%	23.8%
lib054_Satisfaction: Helping you understand ethical issues and correct practices for avoiding plagiarism	0.9%	1.8%	17.3%	14.0%	10.7%	55.2%	100.0%	2.8%	24.7%
lib054_Satisfaction: Helping you to conduct independent research and engage in lifelong learning	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

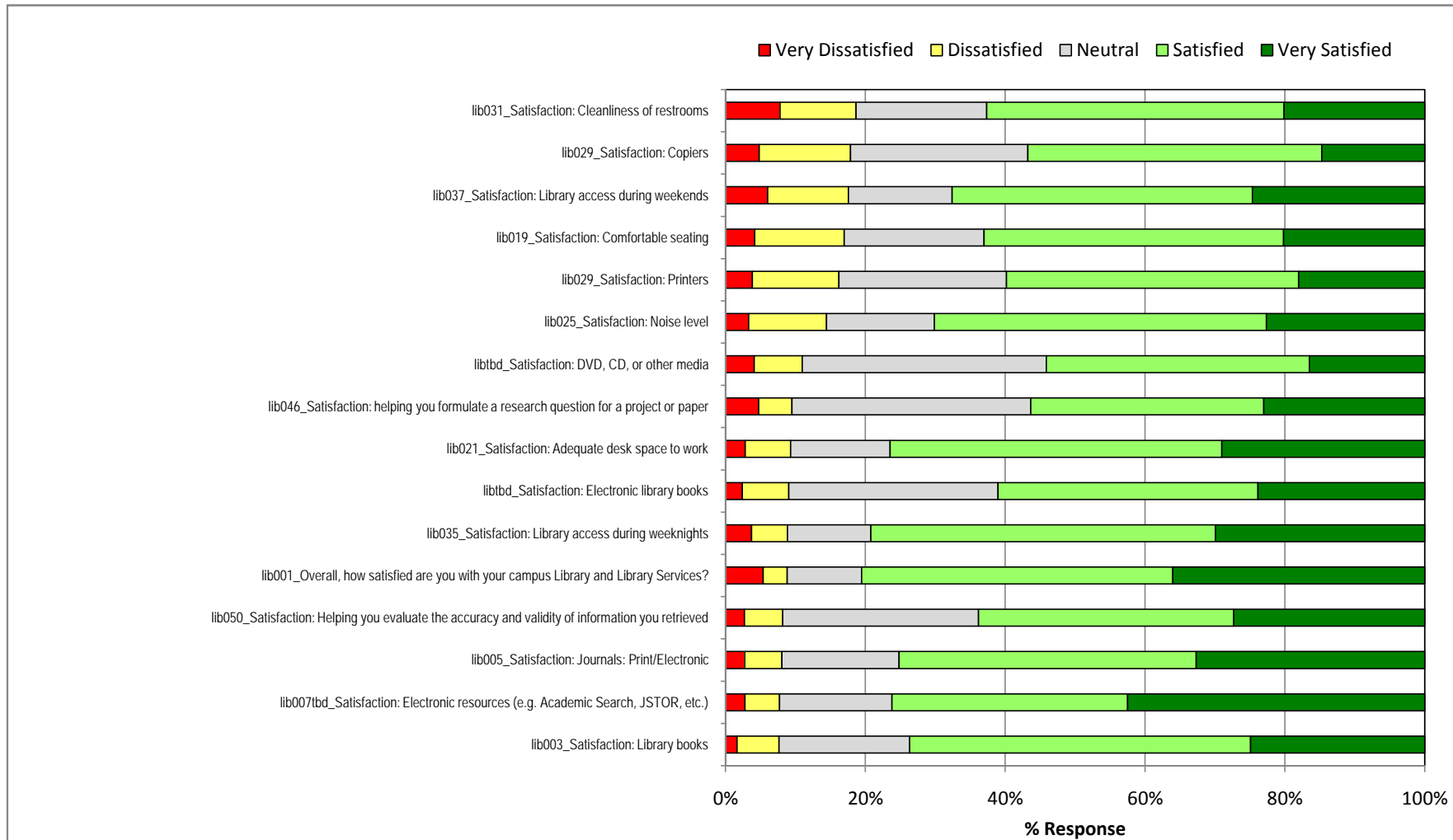
2008 Satisfaction Survey Results

Library

Northridge

Total Number Responding for Campus

579



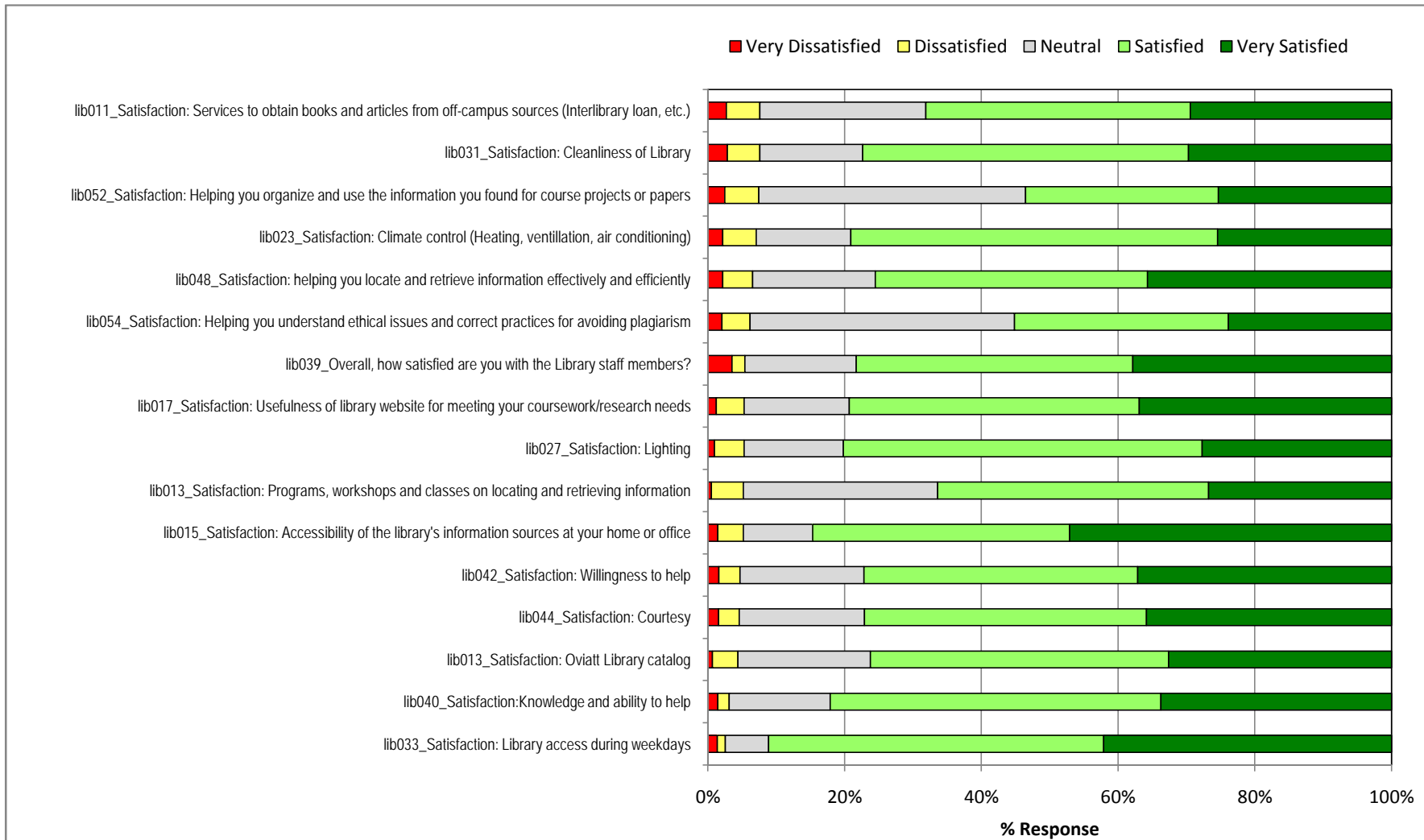
2008 Satisfaction Survey Results

Library

Northridge

Total Number Responding for Campus

579



2008 Satisfaction Survey Results Library

Northridge

Total Number Responding for Campus

579

Importance: Count of Responses

Weighting Value	1	2	3	4				
Question	Not at all important	Somewhat important	Important	Very Important	Dont Know	Total	Did Not Answer	Average Score
lib002_Overall, how would you rate the importance that you personally attach to your campus Library and Library Services?	4	69	155	339	10	577	2	3.46
Libtbd_Overall, how would you rate the importance of the Library as a place to study and use resources?	0	0	0	0	0	0	579	#DIV/0!
lib004_Importance: Library books	6	34	130	263	32	465	114	3.50
lib006_Importance: Journals: Print/Electronic	6	15	93	312	36	462	117	3.67
lib008tbd_Importance: Electronic resources (e.g. Academic Search, JSTOR, etc.)	8	15	70	326	49	468	111	3.70
lib010_Importance: Media and other library materials	0	0	0	0	0	0	579	#DIV/0!
libtbd_Importance: DVD, CD, or other media	23	71	130	135	108	467	112	3.05
libtbd_Importance: Government Documents	0	0	0	0	0	0	579	#DIV/0!
libtbd_Importance: Electronic Reserves	0	0	0	0	0	0	579	#DIV/0!
libtbd_Importance: Campus / local archives	0	0	0	0	0	0	579	#DIV/0!
lib012_Importance: Services to obtain books and articles from off-campus sources (Interlibrary loan, etc.)	10	37	130	209	96	482	97	3.39
lib014_Importance: Programs, workshops and classes on locating and retrieving information	15	68	135	157	99	474	105	3.16
lib016_Importance: Accessibility of the library's information sources at your home or office	6	12	109	321	31	479	100	3.66
lib018_Importance: Usefulness of library website for meeting your coursework/research needs	6	19	114	306	35	480	99	3.62
lib018_Importance: Services to ask questions from anywhere (Ask a Librarian chat service, email reference, etc.)	0	0	0	0	0	0	579	#DIV/0!
lib012_Importance: Electronic library books	16	35	123	182	128	484	95	3.32
libtbd_Importance: Oviatt Library catalog	4	24	156	230	66	480	99	3.48
lib020_Importance: Comfortable seating	19	48	148	238	26	479	100	3.34
lib022_Importance: Adequate desk space to work	17	34	141	258	27	477	102	3.42
libtbd_Importance: Adequate group study areas	0	0	0	0	0	0	579	#DIV/0!

2008 Satisfaction Survey Results

Library

Northridge

Total Number Responding for Campus

579

Question	Weighting Value				Dont Know	Total	Did Not Answer	Average Score
	1 Not at all important	2 Somewhat important	3 Important	4 Very Important				
lib032_Importance: Adequate availability for wireless internet connectivity	0	0	0	0	0	0	579	#DIV/0!
lib024_Importance: Climate control (Heating, ventilation, air conditioning)	7	31	189	235	19	481	98	3.41
lib026_Importance: Noise level	6	29	141	287	17	480	99	3.53
lib028_Importance: Lighting	6	23	162	262	19	472	107	3.50
lib030_Importance: Printers	20	34	132	226	62	474	105	3.37
lib030_Importance: Copiers	13	38	151	220	53	475	104	3.37
lib032_Importance: Cleanliness of Library	5	33	176	249	16	479	100	3.44
lib032_Importance: Cleanliness of restrooms	6	20	153	277	24	480	99	3.54
lib034_Importance: Library access during weekdays	6	7	141	312	21	487	92	3.63
lib036_Importance: Library access during weeknights	13	26	119	271	59	488	91	3.51
lib038_Importance: Library access during weekends	10	30	119	252	73	484	95	3.49
libtbd_Importance: Library access during school breaks	0	0	0	0	0	0	579	#DIV/0!
libtbd_Importance: Reference Desk access	0	0	0	0	0	0	579	#DIV/0!
libtbd_Importance: Access to 24/7 Study Room	0	0	0	0	0	0	579	#DIV/0!
lib041_Importance: Knowledge and ability to help	5	12	130	313	29	489	90	3.63
lib043_Importance: Willingness to help	4	10	133	317	23	487	92	3.64
lib045_Importance: Courtesy	5	13	161	287	20	486	93	3.57
libtbd_Importance: Speed and efficiency in assistance	0	0	0	0	0	0	579	#DIV/0!
lib047_Importance: helping you formulate a research question for a project or paper	45	48	115	154	124	486	93	3.04
lib049_Importance: Helping you locate and retrieve information effectively and efficiently	8	15	130	264	63	480	99	3.56
lib051_Importance: Helping you evaluate the accuracy and validity of information you retrieved	19	40	137	177	109	482	97	3.27
lib053_Importance: Helping you organize and use the information you found for course projects or papers	36	55	114	143	135	483	96	3.05
lib055_Importance: Helping you understand ethical issues and correct practices for avoiding plagiarism	29	41	112	175	123	480	99	3.21
lib055_Importance: Helping you to conduct independent research and engage in lifelong learning	0	0	0	0	0	0	579	#DIV/0!

2008 Satisfaction Survey Results

Library

Northridge

Total Number Responding for Campus

579

Importance: % of Responses

Question	Not at all important	Somewhat important	Important	Very Important	Dont Know	Total
lib002_Overall, how would you rate the importance that you personally attach to your campus Library and Library Services?	0.7%	12.0%	26.9%	58.8%	1.7%	100.0%
Libtbd_Overall, how would you rate the importance of the Library as a place to study and use resources?	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
lib004_Importance: Library books	1.3%	7.3%	28.0%	56.6%	6.9%	100.0%
lib006_Importance: Journals: Print/Electronic	1.3%	3.2%	20.1%	67.5%	7.8%	100.0%
lib008tbd_Importance: Electronic resources (e.g. Academic Search, JSTOR, etc.)	1.7%	3.2%	15.0%	69.7%	10.5%	100.0%
lib010_Importance: Media and other library materials	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
libtbd_Importance: DVD, CD, or other media	4.9%	15.2%	27.8%	28.9%	23.1%	100.0%
libtbd_Importance: Government Documents	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
libtbd_Importance: Electronic Reserves	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
libtbd_Importance: Campus / local archives	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
lib012_Importance: Services to obtain books and articles from off-campus sources (Interlibrary loan, etc.)	2.1%	7.7%	27.0%	43.4%	19.9%	100.0%
lib014_Importance: Programs, workshops and classes on locating and retrieving information	3.2%	14.3%	28.5%	33.1%	20.9%	100.0%
lib016_Importance: Accessibility of the library's information sources at your home or office	1.3%	2.5%	22.8%	67.0%	6.5%	100.0%
lib018_Importance: Usefulness of library website for meeting your coursework/research needs	1.3%	4.0%	23.8%	63.8%	7.3%	100.0%
lib018_Importance: Services to ask questions from anywhere (Ask a Librarian chat service, email reference, etc.)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
lib012_Importance: Electronic library books	3.3%	7.2%	25.4%	37.6%	26.4%	100.0%
libtbd_Importance: Oviatt Library catalog	0.8%	5.0%	32.5%	47.9%	13.8%	100.0%
lib020_Importance: Comfortable seating	4.0%	10.0%	30.9%	49.7%	5.4%	100.0%
lib022_Importance: Adequate desk space to work	3.6%	7.1%	29.6%	54.1%	5.7%	100.0%
libtbd_Importance: Adequate group study areas	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

2008 Satisfaction Survey Results

Library

Northridge

Total Number Responding for Campus

579

Question	Not at all important	Somewhat important	Important	Very Important	Dont Know	Total
lib032_Importance: Adequate availability for wireless internet connectivity	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
lib024_Importance: Climate control (Heating, ventilation, air conditioning)	1.5%	6.4%	39.3%	48.9%	4.0%	100.0%
lib026_Importance: Noise level	1.3%	6.0%	29.4%	59.8%	3.5%	100.0%
lib028_Importance: Lighting	1.3%	4.9%	34.3%	55.5%	4.0%	100.0%
lib030_Importance: Printers	4.2%	7.2%	27.8%	47.7%	13.1%	100.0%
lib030_Importance: Copiers	2.7%	8.0%	31.8%	46.3%	11.2%	100.0%
lib032_Importance: Cleanliness of Library	1.0%	6.9%	36.7%	52.0%	3.3%	100.0%
lib032_Importance: Cleanliness of restrooms	1.3%	4.2%	31.9%	57.7%	5.0%	100.0%
lib034_Importance: Library access during weekdays	1.2%	1.4%	29.0%	64.1%	4.3%	100.0%
lib036_Importance: Library access during weeknights	2.7%	5.3%	24.4%	55.5%	12.1%	100.0%
lib038_Importance: Library access during weekends	2.1%	6.2%	24.6%	52.1%	15.1%	100.0%
libtbd_Importance: Library access during school breaks	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
libtbd_Importance: Reference Desk access	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
libtbd_Importance: Access to 24/7 Study Room	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
lib041_Importance: Knowledge and ability to help	1.0%	2.5%	26.6%	64.0%	5.9%	100.0%
lib043_Importance: Willingness to help	0.8%	2.1%	27.3%	65.1%	4.7%	100.0%
lib045_Importance: Courtesy	1.0%	2.7%	33.1%	59.1%	4.1%	100.0%
libtbd_Importance: Speed and efficiency in assistance	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
lib047_Importance: helping you formulate a research question for a project or paper	9.3%	9.9%	23.7%	31.7%	25.5%	100.0%
lib049_Importance: Helping you locate and retrieve information effectively and efficiently	1.7%	3.1%	27.1%	55.0%	13.1%	100.0%
lib051_Importance: Helping you evaluate the accuracy and validity of information you retrieved	3.9%	8.3%	28.4%	36.7%	22.6%	100.0%
lib053_Importance: Helping you organize and use the information you found for course projects or papers	7.5%	11.4%	23.6%	29.6%	28.0%	100.0%
lib055_Importance: Helping you understand ethical issues and correct practices for avoiding plagiarism	6.0%	8.5%	23.3%	36.5%	25.6%	100.0%
lib055_Importance: Helping you to conduct independent research and engage in lifelong learning	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

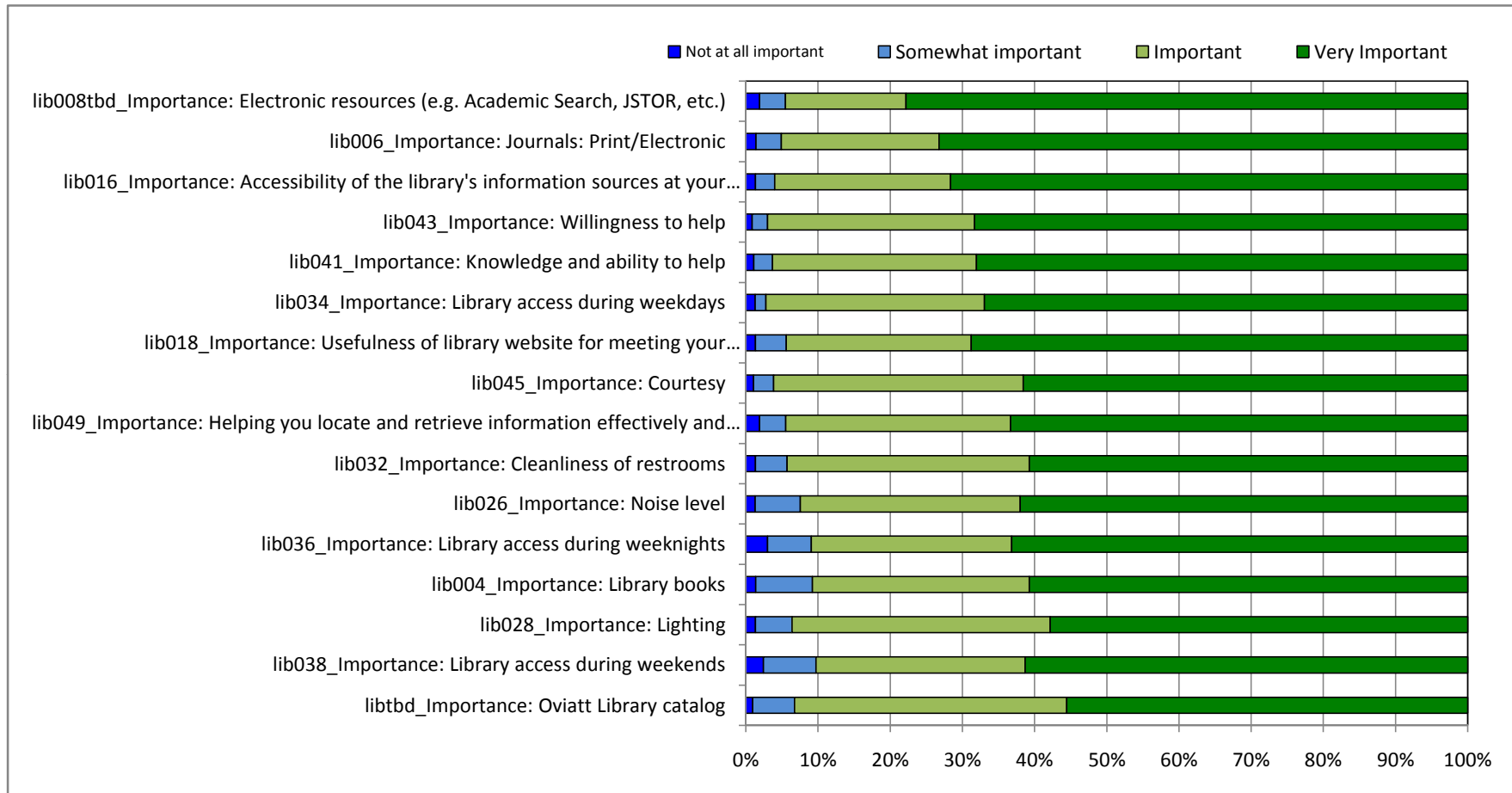
2008 Satisfaction Survey Results

Library

Northridge

Total Number Responding for Campus

579



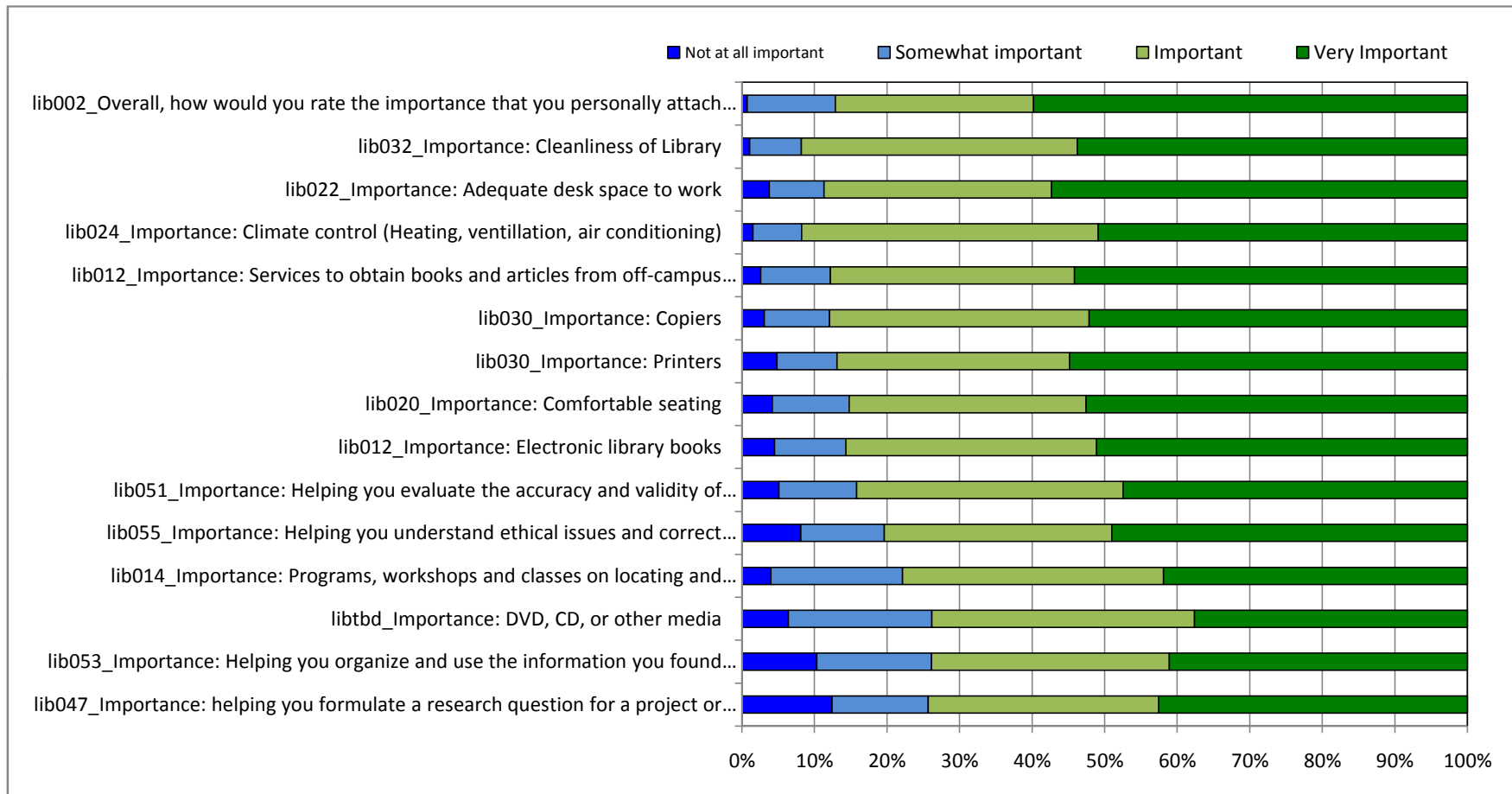
2008 Satisfaction Survey Results

Library

Northridge

Total Number Responding for Campus

579



2008 Satisfaction Survey Results Library

Northridge

Total Number Responding for Campus

579

Data and Data Labels for Scatter Plot of Satisfaction & Importance (In order of questions in survey)

Question	ID # / Label	Satisfaction	Importance
Overall Library and Library Services	1	4.02	3.46
Library books	2	3.89	3.50
Journals, Print/Electronic	3	3.97	3.67
Electronic resources (e.g. Academic Search, JSTOR, etc.)	4	4.08	3.70
Media and other library materials	5		
DVD, CD, or other media	6	3.55	3.05
Government Documents	7		
Electronic Reserves	8		
Campus / local archives	9		
Services to obtain books and articles from off-campus sources (Interlibrary loan, etc.)	10	3.87	3.39
Programs, workshops and classes on locating and retrieving information	11	3.87	3.16
Accessibility of the library's information sources at your home or office	12	4.25	3.66
Usefulness of library website for meeting your coursework/research needs	13	4.10	3.62
Services to ask questions from anywhere (Ask a Librarian chat service, email reference, etc.)	14		
Electronic library books	15	3.73	3.32
Oviatt Library catalog	16	4.04	3.48
Comfortable seating	17	3.62	3.34
Adequate desk space to work	18	3.93	3.42
Adequate group study areas	19		
Adequate availability for wireless internet connectivity	20		
Climate control (Heating, ventilation, air conditioning)	21	3.95	3.41
Noise level	22	3.75	3.53
Lighting	23	4.02	3.50
Printers	24	3.58	3.37
Copiers	25	3.49	3.37
Cleanliness of Library	26	3.97	3.44
Cleanliness of restrooms	27	3.56	3.54
Library access during weekdays	28	4.29	3.63

2008 Satisfaction Survey Results

Library

Northridge

Total Number Responding for Campus

579

Library access during weeknights	29	3.96	3.51
Library access during weekends	30	3.69	3.49
Library access during school breaks	31		
Reference Desk access	32		
Access to 24/7 Study Room	33		
Knowledge and ability to help	34	4.11	3.63
Willingness to help	35	4.08	3.64
Courtesy	36	4.07	3.57
Speed and efficiency in assistance	37		
Helping you formulate a research question for a project or paper	38	3.65	3.04
Helping you locate and retrieve information effectively and efficiently	39	4.02	3.56
Helping you evaluate the accuracy and validity of information you retrieved	40	3.80	3.27
Helping you organize and use the information you found for course projects or papers	41	3.69	3.05
Helping you understand ethical issues and correct practices for avoiding plagiarism	42	3.71	3.21
Helping you to conduct independent research and engage in lifelong learning	43		
	Median	3.93	3.48

2008 Satisfaction Survey Results Library

Northridge

Total Number Responding for Campus

579

Data and Data Labels for Scatter Plot of Satisfaction & Importance (Sorted by Importance)

Question	ID# / Label	Satisfaction	Importance
Electronic resources (e.g. Academic Search, JSTOR, etc.)	4	4.08	3.70
Journals, Print/Electronic	3	3.97	3.67
Accessibility of the library's information sources at your home or office	12	4.25	3.66
Willingness to help	35	4.08	3.64
Knowledge and ability to help	34	4.11	3.63
Library access during weekdays	28	4.29	3.63
Usefulness of library website for meeting your coursework/research needs	13	4.10	3.62
Courtesy	36	4.07	3.57
Helping you locate and retrieve information effectively and efficiently	39	4.02	3.56
Cleanliness of restrooms	27	3.56	3.54
Noise level	22	3.75	3.53
Library access during weeknights	29	3.96	3.51
Library books	2	3.89	3.50
Lighting	23	4.02	3.50
Library access during weekends	30	3.69	3.49
Oviatt Library catalog	16	4.04	3.48
Overall Library and Library Services	1	4.02	3.46
Cleanliness of Library	26	3.97	3.44
Adequate desk space to work	18	3.93	3.42
Climate control (Heating, ventilation, air conditioning)	21	3.95	3.41
Services to obtain books and articles from off-campus sources (Interlibrary loan, etc.)	10	3.87	3.39
Copiers	25	3.49	3.37
Printers	24	3.58	3.37
Comfortable seating	17	3.62	3.34
Electronic library books	15	3.73	3.32
Helping you evaluate the accuracy and validity of information you retrieved	40	3.80	3.27
Helping you understand ethical issues and correct practices for avoiding plagiarism	42	3.71	3.21

2008 Satisfaction Survey Results Library

Northridge

Total Number Responding for Campus

579

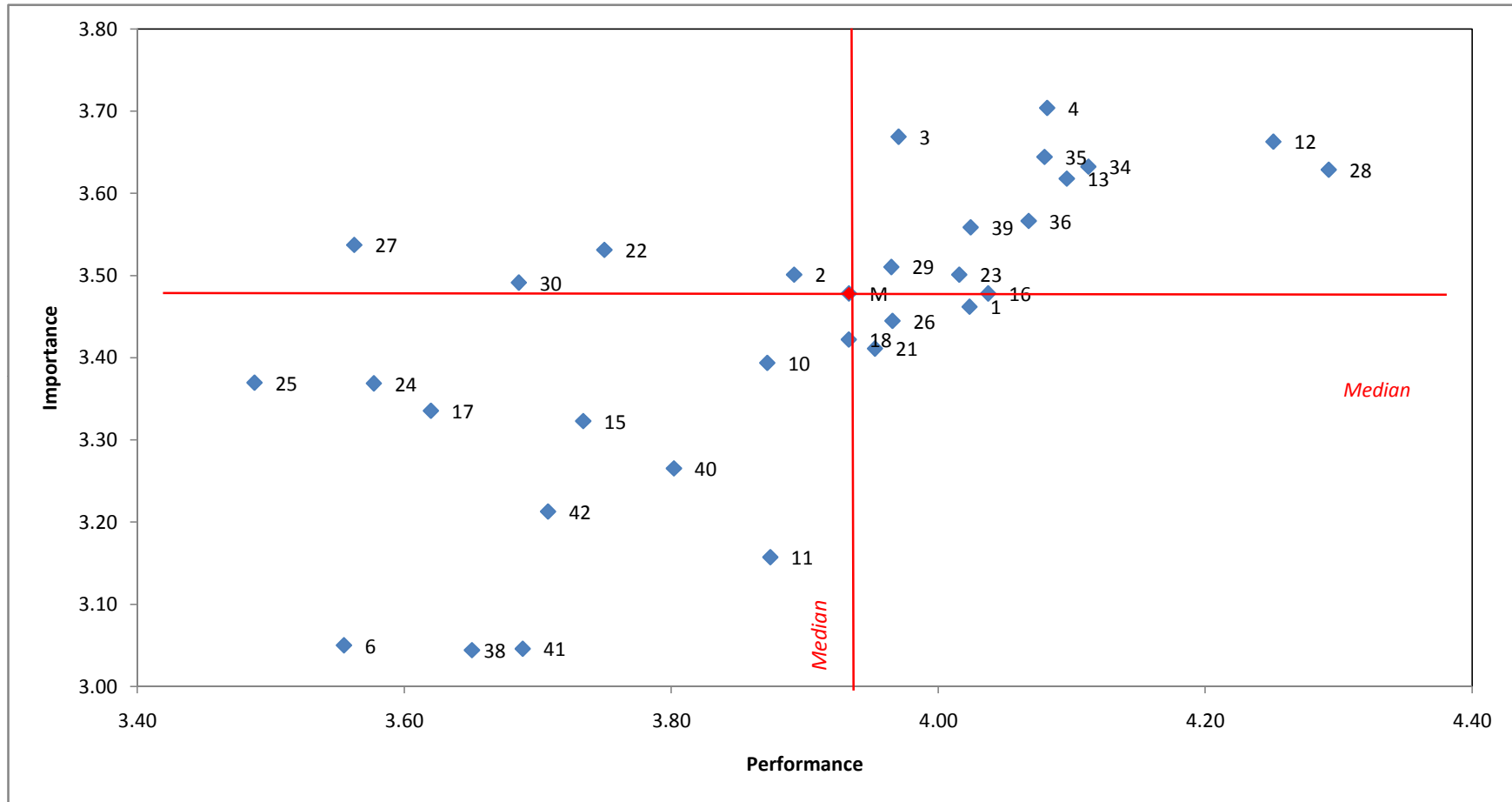
Programs, workshops and classes on locating and retrieving information	11	3.87	3.16
DVD, CD, or other media	6	3.55	3.05
Helping you organize and use the information you found for course projects or papers	41	3.69	3.05
Helping you formulate a research question for a project or paper	38	3.65	3.04
Media and other library materials	5		
Government Documents	7		
Electronic Reserves	8		
Campus / local archives	9		
Services to ask questions from anywhere (Ask a Librarian chat service, email reference, etc.)	14		
Adequate group study areas	19		
Adequate availability for wireless internet connectivity	20		
Library access during school breaks	31		
Reference Desk access	32		
Access to 24/7 Study Room	33		
Speed and efficiency in assistance	37		
Helping you to conduct independent research and engage in lifelong learning	43		
	Median	3.93	3.48

2008 Satisfaction Survey Results Library

Northridge

Total Number Responding for Campus

579

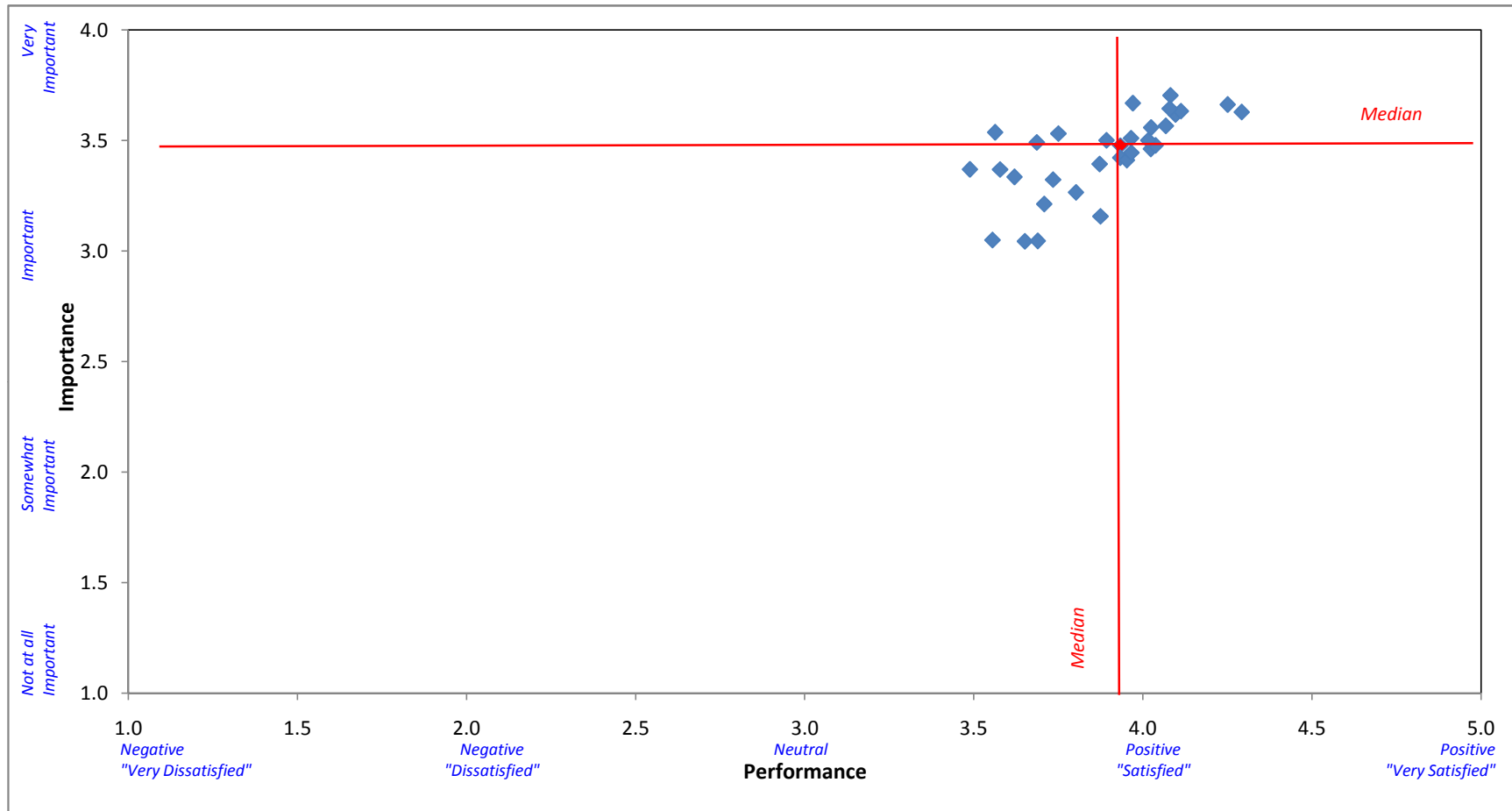


2008 Satisfaction Survey Results Library

Northridge

Total Number Responding for Campus

579



2008 Satisfaction Survey Results Library

Northridge

Total Number Responding for Campus

579

libtbd_ If you needed brief, factual information, such as what you would find in a dictionary, encyclopedia, directory, etc., where would you most prefer to look?	Total	Percent
Online reference book available via the library's Web site	196	34.1%
Print reference book available in the library	39	6.8%
Free Internet source such as Wikipedia	284	49.4%
Other	33	5.7%
Dont know	23	4.0%
Total	575	100.0%

Did not respond to this question 4

libtbd_ If the book you need is checked out by another library user, how likely are you to place a hold on the book so you can check it out when it is returned?	Total	Percent
Definitely would not	20	3.5%
Probably would not	142	24.7%
Might or might not	136	23.7%
Probably would	145	25.2%
Definitely would	84	14.6%
Dont know	48	8.3%
Total	575	100.0%

Did not respond to this question 4

2008 Satisfaction Survey Results
Library
Northridge

lib056_Please tell us what you appreciate the most or what is working well for you regarding the Library and Library Services

1. Email alerts for overdue books. 2. I really appreciate how the Library works with faculty with technology and resources. I've had many great interactions with different areas of the Library.

a friendly, dedicated and courteous staff who is willing to help and clarify doubts and respects one's questions even if they sound stupid or repetitious

A very good library. I'm a very frequent user - primarily as a study center, secondarily for research. The collaboratory is great.

access and personnel excellent. X is the best.

access from home computer

Access to a huge number and range of electronic journals.

access to computers

Access to journals from home

access to library catalog from off campus

Access to the computer areas work really well for me.

Access to the Library and almost everything.

Accessibility of resources from home

Accessing the database through my home computer.

additional resources are available

adequate for my needs

Although I do not directly use the Library Services I do appreciate the various exhibits that are hosted by the Library.

As a graduate student I have really enjoyed studying in the graduate study room in the basement.

availability of books and DVDs

availability of computer workstations

available resources

Being able to go on the upper floors and read in silence.

Book drop off in parking lot.

Catalog system

Class instruction with X has been fantastic. I also appreciate the breadth of the library's resources.

Clean and quiet

Colabratory

computer acces, students room

Computer access

Computer access and printing is good; multi-media services is good; the overall size and structure of the library is appropriate centerpiece for the campus (although if we could figure out/change the basement being a completely different department would be helpful because it is always confusing to people.

2008 Satisfaction Survey Results
Library
Northridge

computer access.. many computers available, not a long wait time (usually)
Courtesy and helpfulness of staff.
CSUN's library has been a valuable resource for me. However, the staff seem to be too busy, there are alot of students. Other then a couple of rearranged trainings I have not used the staff's assistance. I did not know they could assist with collection of materials.
Easy printing in the computer labs. Enjoy using the computer labs and that it's accessible.
Electronic access to journals is pretty good, as is ILL. Access to basic books in my field is fine (I go to UCLA for the more specialized materials)
Electronic and interlibrary access to current resources in nursing. Nursing student and faculty orientation by Marcia Henry
electronic resources
Electronic resources and Books. Availability of staff to help students
Everything is great.
Excellent assistance from staff
Excellent working environment and overall pride in the facility and it's operatiuon.
Fair experience
For a teaching library, CSUN's is truly excellent, especially its access to nline databases and journals.
For the most part, the on-line articles and research data resources are useful (Biology).
Friendly, helpful staff
good comp area. organized. librarians are very helpful and knowledgeable.
Good services
good staff and availability of resources
having class text books available at the reserve desk.
Help with finding DVD's and video's for my classes
Help with researching databases from staff
hours during weekends are very good. it really helps those of us who work fulltime during the week.
Hours of operation and friendly staff
I am a highly dependent on the on-line library services. It is really, really helpful and convenient since there are so many services for us to use.
I am really impressed with the TCC. They all worked together to help me find the resources that I needed. They went above and beyond.
I am teaching online courses only so do not use the in-person library resources.
I appreciate a lot that we count with an extensive library and almost anything I look for I can find it at CSUN
I appreciate all the available resources regarding journals and databases
I appreciate all the resources we have.
I appreciate being able to access the library and outside information from home.
I appreciate being able to access the online databases from anywhere and the Library loan.
I appreciate having access of the catalog from home.
I appreciate online resources and interlibrary loans the most.
I appreciate that I found the space to work with the group.
I appreciate that it is open for many hours.

2008 Satisfaction Survey Results
Library
Northridge



I appreciate that there are a sufficient amount of computers, and seats to be used for studying. I like the printing process, I believe it is working well for students, and 10cents per copy sounds reasonable.
I appreciate that there is a separate section for teacher materials at the TCC.
I appreciate that we have quiet study areas. I also love our research capabilities, search sites.
I appreciate the ability to find resources online on weeknights and weekends, without having to go to the building itself. The study areas are a great resource.
I appreciate the easy access to information and abundant locations available to study and read.
I appreciate the late night weekday hours
I appreciate the library for offering nice chairs on the 2nd floor by the museum. Best place to study
I appreciate the most the availability of informaiton.
I appreciate the online services that the library offer and the availability of the library especially the weekends
I appreciate the people. CSUN is very fortunate to have the level of professionalism at the Library
I appreciate the presence of the collaboratory because without it I would have not gotten much of work done.
i appreciate the solo study rooms the library contains and the availability of the few lockers that exist on the 4th floor.
I appreciate very much.
I appreciqte very much the comprehensiveness of the library resources and the accessibility.
I do like the spectrum of available periodicals and new book releases.
I don't visit the library as often as I used to because now I am able to take advantage of the online resources, which I love! I used to use the physical library much more, and I was always satisfied with everything except the copiers.
i enjoy the space and quiet atmosphere which allows me to study and get assignments done
I enjoy using the electronic resources from home. I also enjoy use of the grad study room for groups.
I finally was able to find my quiet spot in the Oviatt so I can study.
I greatly appreciate the library's collection of out of print and hard to find books.
I have a visual impairment and I rely on the staff at the circulation desk to help me locate books, when I go to them with call numbers. This service is very important to me and, so far, the staff has been very helpful.
I have always received the help and information I needed from the Library.
I have had a very good experience working with the librarian for Psychological subjects.
I have personally used Interlibrary Loan a number of times to satisfaction and am pleased to have that option available to me.
I have used interlibrary loan frequently and found it to be very useful. I have also checked-out several books to help me prepare for new courses. It was very helpful that I could keep the books for the entire semester without having to renew them.
I haven't really needed to use the Library, except this last week to have access to academic journals. I like that the full articles are available online.
I highly value and appreciate the ability to conduct research from home at any hour of the day.
I honestly can't think of anything that isn't working well, except for the fact that budgets are cut... The librarians seem universally committed and involved; it's really terrific.
I like all of the library services.
I like all the different specialized sites to help with research because you can find pretty much anything on any subject and I like the fact that the programs like JSTOR show the highlighted words or what you were looking for. I also love the movies and the individual TV and Headsets!!!

2008 Satisfaction Survey Results

Library

Northridge

I like having so many computers and access to them so easily.
I like it that there is a good selection of journals. But many times I need to retrieve journals from storage.
I like that I have access to a multi-search database through the internet. I also like that I am able to browse the internet really fast. And, I love the ability to look up a word on a dictionary if need be. If I had more time in my day I would definitely hang out at the library, but I don't have that kind of time.
I like that it gives me a quiet place to study.
I like that its a quiet place to go and study and get my work done.
I like that it's open longer hours during finals.
I like that the library has many computers available and if I need help I know that I can always ask for help.
I like the entry of the library with the help desk, flat screen T.V and the reference desk at the front. It is very welcoming. I also like the signs indicating up and down escalators. I really enjoy working with X.
I like the environment and the amount of topics provided by the books in the library.
I like the fact that I really can sit in the Library and get my work done without being disturbed. I can have my quite time.
I like the fact that the library opens late. It gives me a chance to study. I just wish it was open a late on Saturdays as well. Also, I like being able to access the research systems from home. It has been very helpful throughout my years at CSUN.
I like the fact that there are computer lab rooms and that there is usually enough computers available to work on.
I like the hours and book selection
I like the interlibrary loan service and the ability to renew books online.
I like the library's organization.
I like the rooms where you can gather for a meeting or to work with others on projects.
I love all the available computers and that we have access to the internet.
i love how i can talk one on one with a librarian right in the privacy ogf my own home. I also love how they are willing to help you no matter how dumb or ignorant some of your questions are.
i love how you can actually access all the information from online databases off-campus
I love the fact that the library is always accessable and provides many resources that we students need.
I most appreciate the availability of Librarians for class presentations, the availability of the labs for class use, and the organization of the library website
I mostly use online library services and it has been working really well for me.
I really appriciate the fact that library is always open for my convienience.
i really find the services from the TCC very helpful with assignments
I really like the availability of computers.
I really like the overall atmosphere of the library; as a frequent user I specially like the graduate study rooms. the collection of the books of the library is also satsifactory to me though there is still a lot room to improve.
I think that the library is fantastic . . . one of the best things about CSUN. The staff members are outstanding -- helpful, courteous, knowledgable. Any time that I have been unable to find materials at the library, they have been avialable through ILL which is quick and efficient. The research talks I've attended for students have been informative and extremely helpful.
I think that the TCC is a great resource for future teachers. I have used it several times and everytime has been a great experience. The staff there is very helpful.

2008 Satisfaction Survey Results

Library

Northridge

I use the electronic catalog of journal most. It's pretty good, but I have found that we often don't seem to have even some of the more common journals in my field.
I use the library from home - electronic databases, interlibrary loan service, et - and the library works like a clock. I'm an extremely happy user of the library. The workshops the library organizes, tailored to the specific research needs of my courses, are excellent.
I use the on-line resources ALOT. Occasionally I need to go in, but I've been very happy with everything.
I use the online services a lot. I really appreciate the large collection of online journals/resources.
I well the accessability of materials is great! Computers.books. Outside sources.!
ILL
ILL
I'm always on the 4th floor studying and I find it quiet and a great place to focus, and study. The staff members are helpful too.
I'm very pleased with the computer lab. Pretty much any time I go there, I can walk in and sit right down at a computer. That's an excellent resource.
I'm very satisfied with the online site. I'm also thankful that the CSUN library has specialty books that even the LA public library doesn't carry.
Information is easy to find
Inter library services
Interlibrary loan
Interlibrary loan -- a lifesaver, or at least a money saver
Interlibrary loan works well.
internet access
It is a comfortable environment in which to do homework/reading.
it is the perfect place to study
It provides a quiet atmosphere for studying with different seating options.
it would be helpful if staff could check books out longer than two weeks.
Its a peaceful, quiet place to study.
It's a very convenient, and comfortable place to study when I'm by myself or in a group.
It's convenient to be able to access the resources from home.
It's very accessible, easy to use, and has staff to help you navigate the materials when you don't know where to go.
Just about every library employee has been more than happy to help me ane helped me find and use useful information.
Kimberly Embleton is a wonderful resource; she structures and carries out very useful library orientations and classes for my students.
Knowledgeable staff, eagerness to help my students. (Doris Helfer is fantastic - always!)
Late hours are always good. Any time I've had a question about finding materials or another service the staff has always been helpful.
Libraries are one of the most useful tools for students. I appreciate the fact that this library is available to use for everyone on campus. Then the access to electronic aids is fabulous!
Library extends open hours during the final periods. Most staffs are willing to help.
Library hours are convenient, there is ample seating space available, library facilities are always clean, books are pretty easy to find.
Library presentations for students
Library staff is awesome!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!! All of them!!!!!!!!!!!!!!!!!!!!!!

2008 Satisfaction Survey Results
Library
Northridge

X has been a great asset for me both during my MPH course of study and since during my faculty appointment. She has demonstrated a passion for her work, and is extremely accommodating to my students in their research assignments.
media for class use availability of professional journals in fulltext online Teacher Curr Center for my teacher ed students
Media library has expanded.
Most of the books I look up in the library catalouge are in the library.
n/a
Needed materials, books, etc. are usually available.
nice interface on-line--very clear and visually appealing. good databases, like MLA, Project Muse, JSTOR The resources outside the library--access to Melvyl, Pharos (SP?), etc together with ILL; good workshops for my students
nice places to study. large and roomy.
NONE
On line access
On line help like Lexis/Nexis
online access
Online access to information from off-campus.
Online information
online resources
Online resources
Open on time.
Overall service in terms of asistence and quietness of the place is good
Overall, the library and its services have met my needs. I am particularly fond of some of the library services, like the Inter-Library Loan System and the efficent and quick response to requests for stored materials. I am also satisfied with the level of courtesy I receive from the library staff. The library, physically, is typically clean and lit to provide an adequate place to search for materials, read, work in groups, and type papers.
people are freindly. only encountered one person who did not want to show how to find a book i needed when i was havong trouble.
People friendly
plenty of available computers clean restrooms
Plenty of sources when I've needed them.
Proximity to workplace and ready availability of sources. I am glad I can check out books easily and keep them long enough.
retreiving material from my house, workspace available at library
schedule
So far I have found no problems with the library. The books I have looked for have been there and I have been able to use them properly.
space to work and do school work in a quiet content area.
Spaces to study
spacious
Special exhibitions are very good. X is awesome.
Special library instructions have been extremely useful.

2008 Satisfaction Survey Results
Library
Northridge

SPecific librarians. X has maintained an excelled page regarding APA and MLA references and citations - she is always helpful when we ask her questions regarding this - and often updates the pages. XX has been especially helpful with working one-to-one with upper division students on research projects. My students have reported to me that she takes the time and is extremely helpful.
staff are courteous
Staff is very nice
staying open late
Sufficient materials for most needs.
that for many projects/term paper that i dont have to come into the library but i can use the online systems and categloues to access journal articles. love it
That I have felt that the staff want to help.
That it's available to students.
That staff members help if you ask for help.
The access to the library catalog on the university website.
The accessability of the library to my students is must appreciate.
The additional computers are a great addition and help students tremendously by allowing us to stay on campus and do the necessary work conveniently without much distraction. The collaboratory is well maintained and enforces its rules adequately, but requires a bit more.
The advisor to the nursing program is great.. very knowlegable and helpful Also really appreciate the fact that I can access online journals at home
The amount of books available within the library as well as its organization.
The availability and access. I can go in and get my work done at just about any time of day, and I am always able to find a comfortable, quiet spot to do so.
The availability of desks is great and the quiet, comfortable environment makes you want to go there to study without any distractions.
the books
the breadth of the catalog
The circulation staff is always helpful and friendly
The Computer Lab is very helpful
the computer lab.
The computer labs.
The computer room and hours of operation.
The databases. I use those the most
The easy access to computers and a quiet place to study
The efficiency, professionalism, and courtesy of the InterLibrary Loan office, especially that of X.
The electronic reserve for my courses has been extremely fast and helpful.
The electronic resources for journals and articles is what I use the most.
the electronic sources..ebcohost etc..but if we can get more of them.
The employees at the copy room were very helpful and courteous.
The environment and space to be able to study at. The services also provided as computer labs are very useful.
The environment, selection of books and knowledge/expertise of staff.

2008 Satisfaction Survey Results
Library
Northridge

The escalators are nice, the library's wide selection of books from old and new is amazing and old books should be kept as long as possible and relevant. Shelving is kept up and not disorganized. Amount of computers for catalog and use is just about right although always busy. The reading areas are spacious and have comfortable seating and wireless internet access is usually available.
The group study rooms are extremely helpful because of the amount of group projects we have throughout the semester! They have enough space and lighting.
the health science librarian always being available
The help I received putting text on webct.
The hours - I can come during a break or for several hours after work or even on weekends.
The hours are great and I know I can walk in there anytime and have a computer available for me to use.
the hours during the weekdays and the study space availability.
The hours of operation.
The hours the library is open is great. However, it might be nice to open up a little earlier so some last minute research, etc. can be done for those having classes at 8am.
The inter-library service has to be the most valuable because it extends the availability of research materials.
The internet sources are great.
The IT staff are always courteous and knowledgeable.
The librarians who lecture to my business communication classes.
The library catalog is very good. The computer lab on the 2nd floor is great. Too bad there are no Macs, though.
The library is an essential service within the campus and resource to the off-campus community.
The library is easily accessible and I feel like I can go there and check out a book for a little light reading and that the staff can assist me in locating my desired book.
The limit of 30 books for graduate students really helps me . And the staff in the referece section helped me with my questions and are very friendly.
the media [music] section of the library
The new access to ProQuest Dissertations online is awesome!! I wish we had it earlier, as it would have saved me a lot of money and trips to UCLA.
The on line accessibility
The online availability of articles, journals and so on.
The online databases are terrific!
The overall look is old and outdated.
the people at the circulation desk are ectremly helpful, and give you all the information i need.
The professors arranged for the librarians to speak to us about using the online services.
The promptness of interlibrary loans
The reserve book department - very efficient, helpful, courteous, and effective.
The service provided by the employees. They help with any questions one has.
The size of the study areas and the staff are most helpful with respect to noise control and assistance with research, etc.
the sources
The staff is always very great and knows what they are doing. I am not afraid to ask any questions because the staff is nice and that is something I did not always get at my community college library and other college libraries.

2008 Satisfaction Survey Results
Library
Northridge



The staff is friendly enough
the staff is very friendly and helpful
the staff is very nice and helpful.
The staff keep abreast of latest technology. Good efforts to increase collection of journals.
The staff seems to be willing to help with any questions or request.
The staff that conducts workshops for my classes are so helpful and on top of changes in technology and accessing resources. They are able to schedule workshops and really give students so much, but not too much info. so they can process it and use it.
The staff's expertise and devotion to helping people - particularly X & Y. Very responsive and helpful!!!
The student group work rooms.
The tables provided for the students.
The TCC librarians and staff are absolutely fabulous. My students inundate them every semester and every semester my students tell me how incredibly helpful everyone in the TCC is. And they are also right on top of things for me as well. They are wonderful!
The website is very easy to use. Very intuitive.
The willingness of the library staff to come and do presentations in my class and personally help each of my students.
the wireless internet and book inventory
There are enough computers in the Library
There are plenty of computers and they are very reliable.
There is an excellent range of selection and there are great resources available. I also like the idea of being able to text message yourself a book's call number.
they way it is organized
to be able to use the library services from home.
Training classes in Educational Resource/Research is great.
Tseng Gallery is a good place to study. Open space and natural lighting is essential.
very easy to check out materials and then to renew online.
very helpful
What I appreciate about the Library is the media section where I have been able to re-watch important movies for classes, also the data bases that can be accessed anywhere which has been very helpful. Other than school-related use of the Library, I always enjoy brousing through the literature sections where I have found great poetry, the book sales are great, and the displays are very interesting.
What is working the best is the online catalog search.
What's working well with me is the amount of resources available in the library.
wireless internet, quietness, comfortable seating
Workers, lighting, set up
Working on my thesis, I appreciated the help I recived from the Librarian dedicated to the MPA program, (X). She was very helpful and very accessible.

2008 Satisfaction Survey Results
Library
Northridge

lib057_Please describe any difficulties you have had with any aspect of the Library or Library Services

1. My students find it very difficult to print in the Collaboratory. Is there another way to bill? 2. I organized an event in front of the Oviatt library and received misinformation and resistance when I expected to receive cooperation and encouragement. I believe very strongly that the area directly in front of the library should be home to many activities that seem to be pushed to other areas of campus. Isn't that our public square? Although I understand that there is a concern about noise, why not have a permanent free speech podium there? Why not welcome, instead of push away? That experience was disturbing and in my opinion, no in line with the University Mission.
Access to journals and databases CSUN is not subscribed to
After I returned a book, the Library contacted me to inform me that the book had not been returned. After a week or so, the Library informed me that the book was misplaced but was found in the Library. This was disconcerting.
antiquated copiers
At night, the bathrooms are disgusting. The temperature is too warm to try and stay awake, but the fans are still too loud.
At times books that are supposed to be on the shelves are not there.
At times its difficult to find a place where you can study with your group. The study rooms fill quickly and you are left out with your group.
Bad restroom habits of visitors
being able to use a computer... a lot of students waiting a computer and many of them do not use the computer for school related items.
Big group study room on 4th floor gets really loud sometimes. Group study rooms are occupied by a single person. Campus has 32,000 to 35,000 there should be more computers available
books that are already borrowed so no possibility to obtain it
Books that are listed as on the shelf in the library are not always there. Am usually told the book should be there or it is missing.
Books that are missing are not noted in the online catalog. Books that are checked out by faculty are often out for over 2 years. If it is a book that is checked out often, then there should be multiple copies of it.
cellphone usage is too much
chairs are uncomfortable
Clerks are usually helpful when approached but almost always are neutrally friendly and involved with their own work and look bored. Probably is a boring job and dealing with the public is never fun.
did not have current books on spring board diving, but libary personel help me get other current book through loan.
Difficult to find articles since there isn't one single comprehensive electronic database
Difficulty finding computers to work on during the days
Don't know where to go or the first place to start so I never went back.
During hours of 4pm to 8pm on weekdays it is difficult to get on a computer that has MS Word, Excel, etc.
Expanding hours to be more convenient for working adults.
Finding a group room available for use is sometimes rare.
finding a group study room.... not enough rooms..
Finding a quiet area to do my homework

2008 Satisfaction Survey Results
Library
Northridge



finding a quiet area. Usually individual study rooms are taken and the library is not always quiet. Rules about quiet areas and no cell phone use need to be better enforced
Finding a room for a small group on a sunday. Being able to check out journal resources.
Finding a study room was difficult...people were sleeping in them and sometimes there would be one person in a room for many.
Finding articles electronically
Finding books needed.
Finding group study rooms on the weekends. We usually end up going to Starbucks or the library across from CSUN.
Floor number
For a CTVA major, the selection of films could be much better.
hard to get a study room
Honestly, i think printing and copying cost are way too high. they should be competitive. But, i understand that we have budget limitations.
Hours for the library on weekends.
Hours of operation and staffing during after normal business" hours."
I am a grad student and asked for the study room code from one of the front desk attendants. I was refused the code because the attendant wanted to keep my ID which was not the case in previous semesters. Was there a policy change or did the attendant not realize grad students are usually given a little more latitude with school facilities?
I am unable to belive that CSUN provide us with close to zero infrastructure to access perodicals - which form the blood stream of scholarly research.
I called on a Friday afternoon and was told the hours for the library through the Sunday date. When I came to campus on Saturday and Sunday it was closed.
I checked the library website and it said the books that were looking for were in certain area. I went to the area right away, but they weren't there. One of staffs helped me look for the book, but he couldn't find either. It turned out that all those books were just missing. Library needs to put more effort on updating information.
I didnt get a book through interlibrary loan, because it was a textbook of some other undergraduate class. I needed that book for reference.
I do not like the fact that the library closes so early. The majority of college students stay up late studying, so it is very upsetting that the library closes at 10:45 every night. I think that is too early.
I don't think I've had any real difficulties. The only thing that comes to mind is a couple of rude people that work in the library Lab.
I find it hard to research using e-periodicals, journals, etc. I usually will type in a search item and it almost always comes up would be found here." It never seems to actually find the resources I am seeking."
I find the DVDs, CDs, and tapes in poor condition and unuseable. I have reported which items are unuseable but have no idea if LS follows through and pull off or replace these.
I find the librarians to be wonderful!
I go to school monday through friday. out of those days i go to the library around 4 out of 5 days. many of the times people in the library are extremely inconsiderate. you shiould have people walking through study areas to maintain minimal noise level.
I had a student in a class (graduate class) who because he was employed by CSUN did not have access to the same amount of interlibrary loan money that our other graduate students get. THIS seems like it should be looked into.
I had some problems with the copy center. They are hardly ever there.
I hate the fact that the printers require the use of a card and that the computers take forever to load.

2008 Satisfaction Survey Results
Library
Northridge

I hate trying to phone someone with a question or concern. Having a computer answer is always a bad sign, and then the options that you are given are either incomplete or confusing enough to make me hang up and walk over.
I have difficulty finding resources at the library so spend most of my time researching periodicals online. Many of the periodicals and journals listed often only have abstracts and no access to the full text without payment. This makes it difficult to do the research required.
I have difficulty getting the text of periodicals and magazines from the library website, especially from JSTOR.
i have had difficult to find a room...when doing a group project which csun tends to do a lot of, it is extremely challenging to find a room.
I have had problems getting many articles online. It would be nice if more were available from the search list, somehow it seems the most appropriate ones we do not have access too.
I have never had any difficulties.
I have not been able to find some elementary level children's books. The library has not had them.
I have not had any difficulties, yet
I haven't experienced any difficulties with the Library.
I haven't experienced any difficulties.
I haven't had to many difficulties except difficulties using the library to study because of people talking on cell phones.
I haven't really had much difficulty.
I just had a bad experience trying to get a dvd with the staff member. The person was very rude and unhelpful.
I just only had minor techical problems with the computers in the collaboratory, but that was only one time.
I needed to print and I didn't have a card or money at the time to purchase a print card, I wish there was a way to have a tab created onto my csun account that I could pay at the end of the semester, or an option to buy library print services in increments through the web portal.
I never had an issue in over 2 years
I really cannot recall.
I seem to have trouble accessing from remote sites. they have fixed my faculty card a number of times. this gets a bit frustrating.
I t is impossible to use the online sources due to the fact that everytime I research it tells me that windows can not show the page" like if it did not exist."
I think that when researching on JSTOR or Lexis Nexis etc., there should be a synopsis of what the article is about rather than trying to have to skim it and figure it out for yourself whether its useful for you or not; I need to save all the time I can!
I think there aren't enough computers sometimes, too many students need the computers @ the same time! Sometimes its hard to get one!
I wish for there to be more books available that have, perhaps, recently been published.
I wish the library was open later on fridays, instead of 5 pm.
I wish the library were open for lomger hours on weekdays and especially saturdays.
I would appreciate more books on CD.
I would say sometimes either because of overcrowding in the library or not enough employees werent always available right away.
In some particular locations, Roughly around the study rooms, I tend to loose my connection to the WiFi network. Can additional routers be set in those areas? Also, being that its a University and knowing other schools do so, can closing hours be later than 11 on weekdays and 10 on weekends?
It gets so noisy at times, people having loud conversations, using cell phones in quiet areas. The library is the only quiet place I know when I have to study in peace.
It is difficult to obtain a wireless internet connection in many areas of the library.

2008 Satisfaction Survey Results
Library
Northridge



It is hard to find a book after getting directions.
it is hard to get someone to help when you can't locate a book.
It is sometimes challenging to be working with a student study or project group when they cannot find an available group room. But in recent semesters this problem has just about gone away. They seem to find an empty room or table now.
It is very difficult to find a place where I can have a group meeting. Especially, since students in business major are required to work in group, the availability of space is very important.
It seems like whenever I look for a book, you either don't have it or it's checked out, overdue, or lost. It's happened six or seven times this semester, and it's making it hard for me to do my research. I've requested one book through interlibrary loan, but that was almost a week ago, and I haven't heard anything yet. It's extremely frustrating to have to drive to Westwood to get to a decent collection.
It was very hard for me to find specific books on my topic. The oviatt library had broad and general books on my topic but i had to read each book and search it for the exact information i was looking for.
its large and overwhelming
I've had difficulties with the tables in the individual studyrooms. Some are slanted, and it seems that they might even collapse.
I've had difficulties, with as a librarian e-mails.
Last spring, I needed to come to the library on a Friday. I was out of work by 3:00 or so, and I take public transit. I arrived to the library about 4:50 and I honestly did not think it would be closing so early. The man who was locking the door yelled at me "The library has been closing at 5:00 on Fridays for over 30 years." I thought this was nasty and inappropriate, and I also think the library should extend their hours. "
liberians have'nt been efficent enough in helping me.
Limited hours during holidays/weekends
Little effort into finding missing books" -- those the library says it owns but aren't to be found on the shelves and no record of them being checked out."
long lines to preint out documents from the computers
Media Library lacks competenet staff and in general the collection is poor.
Messages from the inter-library service is a little vague especially when requests are denied.
My common difficulties are also frustrations to you - inconsiderate students who hold long cell phone conversations (not the quick, whispered I can't talk right now" type) or talk too loudly (I seem to be better at tuning out legitimate collaboration, it's the social talk that is so annoying). The bathrooms are frequently trashed. It's not uncommon to have to try several floors to find usable facilites (another example of a situation that shouldn't be your problem - it's inconsiderate people that create the mess)."
My main difficulty is the noise level in the library. People use their cell phones all around the library. Nobody whispers anymore, everyone including library staff members, speak at a normal level in all areas of the library, even in study areas. It can get very distracting.
n/a
n/a
n/a
No active online search option.
no available workstations in the computer lab.
No considerable difficulties so far.
No difficulties encountered.
No dificulties.

2008 Satisfaction Survey Results
Library
Northridge

None to date.
None what so ever.
none yet
None.
None.
None.
None.
None.
None.
none.
None.
None.
Not an open computer to use
Not at all.
not enough computers available during rush hours
Not enough group study rooms
Not finding the material because someone else has checked it out.
Not getting the proper help with research of topics. Need librarians that are excited with helping you rearch and locate the materials that need, that you may not even be aware of.
Not having access to specific journal articles electronically.
not having class text books available at the reserve desk. Not having enough space to meet with groups. bad internet reception in most parts of library for laptop computers.
not really
obtaining book resources to place on online reserve--why can't you copy a chapter and put it on for us?
Occasionally items listed in the catalog are missing from the shelves.
Old Material
One time I received the wrong book from Interlibrary loan--it should have been obvious on both the sender's and receiver's (CSUN's) sides before they called me to tell me it was in. I had to reorder it. Also, some professional journals are not available at the library nor online thru the system.
Online journals - the interfaces are not always user friendly or intuititive. I know that each data base has their own interfaces - but sometimes when trying to find from our own library if the article is available online - it is very difficult.
online resources for articles and journals are too limited that I am forced to ask friends who are in community colleges for access to their library
Poor condition of books
printer malfunction. electronic or book resource not available at this campus library.
Printers, and having emailed documents open
printing
Reserving videos through UVN is not always reliable. Interlibrary loan of videos given for too long time. The library is not yet a research library for faculty. It is a useful tool for students, though.
Restroom is not clean.

2008 Satisfaction Survey Results
Library
Northridge

Rude and ignorant staff.
safety as far as belongings. i had a laptop stolen and campus police was VERY slow to respond.
Scheduled time for various workshops always conflicted with my class periods.
Several times I have had a problem where I was looking for a journal that was listed as being on the bookshelf, but had been removed for copying and left at the copy machine. This has happened to me twice, and both times it took the Library several days to locate the missing journal. A third time, I actually walked around to every copy machine until I found the missing journal. When I asked librarians to help me, the response both times was that there was nothing they could do, and that they had no idea how to locate the missing journals. Surely there is a way to avoid this somehow - perhaps a way would be to restrict which copy machines are used for making copies of journals? You already do not allow students to leave the library with the journals, but this does not prevent the journals from disappearing in the haystack that is our large library!
so far i've had only a minor difficulty looking for some books in the library, but that is it.
some books are not present (specially new editions)and if they are, then there are not enough copies.
some books are very old and the professor the most the time need recently sources
some people laugh loudly and talk with friends so it's so noisy. some people listen to so loud music. althoguh they use earphone, I can still hear the music as it's too loud. I think people need to learn the courtesy at the library.
Some time it's hard finding study group spaces (3 more)
Some times the retrieval of an article can be difficult, or the full text is not available
Some topics are very hard to find.
Sometimes I have to wait a while to be able to use computers. Also, a lot of the time I cannot find books or the book I want has been checked out.
sometimes i really need use of the internet or to print but there are no computers available
Sometimes it gets a little bit hot when the heater is cranked up too high.
Sometimes it is hard to find a book even though the website says it is in the library. I also think some staff members seem rude.
Sometimes it is hard to tell if our library has access to a journal site or not. Also, is there a spot where we can suggest/request adding a journal subscription? (with the understanding that it is a proposal, not a guarentee of course)
Sometimes not enough copies of a book. If someone has checked it out, and doesn't return the material in a timely manner, my project may be dead because of no access to needed material.
sometimes the Librarians will help you from their desk instead of going to yours
Sometimes the rooms are all occupied. That makes group meeting difficult.
Sometimes the web interface is clunky.
sometimes there is not enough computers around the lab
sometimes too hot
Sometimes when I try to put items on Course Reserves or Media Reserves, it takes too long. I would like the items I request for reserve to be put online in 24 to 48 hours.
students who are CONSTANTLY using cell phones everywhere in the library. I've moved several times and can't find a quiet place for too long.
study room is not enough.
the absence of books in the Spanish field (Literature and Culture), and also the lack of updated journals related to Spanish.

2008 Satisfaction Survey Results
Library
Northridge

The Biggest difficulties have been not being able to use the computers at the collaboratory when needed because they are all being used. When this happens, im scrambling to find an open computer while someone else is scrambling for it also. Its not a preey sight watching students running to an available computer. Please fix this problem...See Below at my other comments for suggestions on how aleviate this problem.
The books are sometimes too old. I think that some of the topics for the books should be updated.
The catalog is not very comphrensive in their listing of different videos. I haven't found any on a certain topic and then in the drawers there are some with the keyword in the title - that I was looking for!
the catalog system is a bit confusing, because it is not similar to the ones used by public libraries.
The chairs serving the microfilm readers - 4th floor - are too low. They were designed for the older readers. With the new ones, you look up, strain your neck, and get the reflection of the ceiling lights.
the computer use for research, no one is willing to help when I am completely unaware of how to use the services.
The copiers used to be too few, of poor quality, and often out of order. My experience with using them goes back several years. I don't know if this is still true or not. I honestly can think of no other problem I have had.
The employees at the front entrance are not very nice or eager to assist.
The environmental controls need improvement with respect to ventilation in OV 34.
the general management of the library and its staff are very discourteous. They treat students as if we are in a kindergarten. I believe they can maintain discipline but in a courteous way, considering that library is a place for research and science, not a boot camp.
The graduate student study areas and lockers. I realize it is an extremely large university but we need semester dedicated grad. study cubicles or rooms. The first come first serve" key situation is too often abused by the large community of commuter students who use these rooms or areas as personal storage or lockers for their day on campus. I have even seen a student rent a room just to store his backpack in while he sat in the larger public room to work on his laptop(!?!). Also, there needs to be more lockers placed downstairs near the larger grad study room so that we don't have to go (possibly) from a locker on the fourth floor all the way down to the basement and back. "
the hours are not good enough, particularly during finals week
The hours the library operates at night and during the weekends is too restrictive, not enough availability.
The inter Library Loan office has been a dissapointment in my research. The only way to get correct information for my problem was to talk to Librarian X, and get her to help me. ILL was not very helpful. (they actually refused to order dissertations for me the first time I used the system.)
The library catalog computers don't work well... the keyboards are always broken and they're always filled with students checking their e-mail. Annoying!
The library closes too early and is not open for many hours on fridays or saturdays. For those of us that have to work, it is not possible to get good use out of the library being that it closes very early.
The library does not provide text books!
The lighting is poor. Flourescent lighting is not great lighting to sit under for hours.
Librarian X is extremely rude. He was not helpful at all and it seemed he did not want to be bothered. That guy must really hate his job! Assuming tax payer dollars pay for his salary, what a waste".
The most difficult thing to do at the library is study. Its far to loud and the students care nothing about anyone else. I can't wait to be done with school so I never have to come back to this filthy library again - HONEST OPINION!
the online renewal was something I stumbled on, after I had run into overdue book charges.

2008 Satisfaction Survey Results
Library
Northridge



The online searches aren't always productive. Maybe the searches could be made easier in some way.
The only difficulties I have had with the Library or its services is the lack of materials and the noise level in certain areas.
The only times I've used the library was to find DVD's for classroom showing. I found your selection to be small (for my needs).
The reference librarians are atrocious. They have never been able to assist me with a research project, and my students uniformly complain about the reference librarians' lack of expertise and inability to assist them in the location of relevant material.
The restrooms are very small, there is only one restroom in the first floor that I am aware of, I wish there would be more, maybe a larger room with 4 bathrooms at least? 4 sinks, 4 soap containers, and it would be more convenient for the ladies, at least. More mirrors, please :)
the scope of the online resources of periodicals tends to be only a couple of years.
the search engines still need work. it needs to be able to recognize the relevancy of all the articles and such to what i'm actually searching for so it doesn't take up too much time to research a project topic
The seats are not very comfortable and this makes it difficult for students to concentrate for long hours studying. There are not enough group study rooms available.
The staff at the checkout desk do not always seem delighted to be performing their duties.
The storage retrieval system works well, but it would be nice if the space was available for all books to be available to peruse on the shelves.
The student group work rooms are not monitored enough. My group of 4 members and myself were just using a room on Wednesday and it took longer than it would have to locate a room if there were not rooms meant for 3 or more group members that only had one person using it.
The study rooms are usually occupied with students that are not with a group of 3 or more. Most of the groups in the study rooms are just surfing the net and not utilizing the room for actual group meetings. Either way, there are insufficient amount of rooms for group meetings in the library.
The study rooms where groups can meet on the second through fourth floors were often occupied.
The third floor print card dispenser is broken.
The times on the weekend isn't well. For example, if I have a test on Monday and my roommate has people over the library should be an option to go to.
The website is a little difficult to manuver around unless you've had someone show you how to get places.
The women's bathrooms are disgusting! They smell awful due to lack of ventilation, and the toilets often do not flush.
There are to many people in the Collabratory on the third floor using the computers for entertainment purposes. It is sometimes hard to get on the computers and do school work inbetween classes.
There are very few private study rooms available and they are never available (which is a big problem). Also, the copiers are pretty outdated.
There's not many texts available for us to check out, there's only about one or two and then your stuck until the person(s) return the item.
This was taken care of, but I had a book that I returned that wasn't shown as checked it. It was subsequently located in the stacks in a prompt manner by one of the staff and I was notified. Good follow-through and communication by the staff person. This was a few years ago, so unfortunately I don't recall the person's name.
Too freaking loud on first floor. Rude patrons on phones, rude patrons period!
trying to find information relation to a specific topic--
trying to print 2008 microsoft word paper, the system is not up dated . also, not enough room for group studies
Unable to obtain micro of old newspaper articles via interlibrary loan.
Using the catalog can sometimes be difficult to understand.
we need more computers
We need more graduate rooms. If I get there after 9am I there are gone.

2008 Satisfaction Survey Results
Library
Northridge



Weekend hours are restrictive.
Weeknights hours should be extended. Most CSUN students work all day and need the library at night.
When I have used the Multi-search database option in the Biology articles and research link from home, I am able to get names of journal articles. However, when I then try to Find Source" I often receive an error stating it could not connect. Subsequently, I have to open a separate search to retrieve the article from JSTORE for example."
When I needed assistance only once did the reference desk assistance take me through the steps of using one of the databases I was not familiar with. Usually, I preferred to picked up the informational instruction sheet on a database.
When I recommend a book for purchase, it would be great to be notified if and when that book was actually acquired and became available for circulation
When I use Inter-library loan, I find the online form to submit a request for a book very time-consuming. I do not know if there is a way to get this information filled in automatically. There should be a way to fill it in automatically. If this is already available it should be more readily apparent on the IL online pages.
When it's winter time you guys turn on the heater so high that it gets really hot in here.
When studying in groups it is often difficult to find an open room. When studying by myself in the open areas it is often too noisy.
While in general access to journals is good, we need to find ways to increase budget for access to more.
Wireless internet access is spotty in most areas.
would like a longer check out time (it's currently two weeks for part-time faculty)
Would like to have access to medical journals, such as JAMA, or NEJM.
You REALLY have to know where to look within the library catalog/journals to find what you need. Print Books and journals are not always easy to find, and are not often available online. If I want to look up information related to my major, Deaf Studies, there is information in specific journals, but to find it can be extremely difficult. If there were suggested journals by major, that might help.
Your workers in the media center for movies are not that supportive.

lib058_ What suggestions, if any, do you have for improvement of the Library or Library Services

i wish there can be computer set in the study room as well, coz sometime student might not have laptop with them, but they would like to do research for the group project.
stay open later on saturdays to 10pm
1. Close at later hours. 2. Cleanliness needs improvement 3. Noise level needs to be decreased 4. It is very very cold in the library!
a few more computers
A regular reminder to update off campus phone number and address posed on he web or automatically sent to everyone would be helpful.
A variety of chair styles in each area would be nice. People's comfort needs vary and style variety assists us in doing our work well with a good attitude.
Access to international journals, improvement in locating articles and periodicals from journals
add more computers maybe...
Add more full text articles, make the nagation a little more user friendly.
Additional book drop off boxes around campus.

2008 Satisfaction Survey Results
Library
Northridge

All in all the library looks much better than in the past. The web site has improved a lot. People should be able to recall items.
ask students if help is needed the instant they step foot in the computer lab.
At the end of semesters, students like to stay more hours at night to study (in Universities like UCLA it is possible) but here at CSUN library closes at midnight. I believe it is manageable to keep it opened few more hours at night, specially around Final exams.
at this time I ok
Be more sure of listing keywords and subjects in the catalog.
Better access to electronic resources and current journals
better access to journals that professors require for grad programs such as anthropology. many periodicals are unavailable and inter library loan takes quite a bit of time
better internet reception! More enforcement of 3 or more for a group room.
better maintainance.
Better notice to the student as to who works there.
Better regulation of computer use. The bathrooms are very poorly maintained. I give the bathroom maintainance an F compared to other university facilities.
better seating, more computers if possible, a section set up for the nursing department only not just a general health sciences section. Ventura college has one and it is extremely helpful!!
Better ventilation in the restrooms and longer hours of availability.
Brighter lights, if those are ever in our budget future. For people over the age of 40, the library's dim lighting is not always conducive to getting things done.
Bringing in more books, texts, etc...
Buy new editions and new novels, texbooks for internal use and some librarys you can take out the text book for one night.
Change the chairs serving the microfilm readers to adjustable height chairs -- ones that go almost up to bar stool height, possibly. (check out the situation)
change the seating, because the chairs are very uncomfortable, and add more rooms for group work.
cheaper printing and better quality, and more rooms for groups to study
Check the online service
Clean the restrooms more frequently. Add more comfortable reading chairs.
Clean the restrooms, especially on the first floor
Cleaner bathrooms and drinking fountains
color printerS?
copiers that do not require a card; maybe add a few that take dollars, coins, etc... because putting money on a copy card and having to purchase the card on top of that is not always convenient.
Crack down on noisy students in the open areas, and adequately enforce the 'three or more people to a study room' rule.
Do not allow any food or drink in the library.
Do not know, I became an independent library user under the current system..perhaps this is the best system.
Don't make it so hot in here during the winter time. And try to make some individual private rooms where people can make their private personal phonecalls without disturbing anyone around them or have them listen in on the private phonecalls.

2008 Satisfaction Survey Results
Library
Northridge

Either keep the electronic toilets in working condition, or go back to the old manual flush!
Enhance the strength and reliability of wireless internet. Replace old and worn out seating.
Expand more areas that have computers to do school work on.
expand use of online and electronic reserves
Explain the library of congress system better, maybe an interactive display for fun? Pretty happy with the selection of books, and the checkout procedures and terms of borrowing although my card never scans they have to type it by hand.
Extend the hours, perhaps better work spaces and more study rooms.
Extended hours for finals weeks. Better methods to retrieve material we don't have in our library. Interloan is terrible.
find an easier way to make print-outs
Find away to get the place quieter, more chairs with backs, desk space with electricity for laptops, and less noisy people! Also, Friday nights stay open until at least 9 for us study geeks.
For faculty, book holdings are out of date, and DVD's for classes are sorely out of date. Need constant updating.
Friendlier service Comfortable chairs Better lighting
Have a help desk at each floor for assistance on book retrieval, general questions or even questions for a librarian. One day I had to keep going back and forth from the 3rd floor to the 1st floor to get some assistance. What a pain in the butt! And to make it worse, the escalators weren't working and the elevator was taking forever! On that note, the library could use a makeover. The overall look of the library seems really dated with all the oak wood and brass fixtures. The lighting sucks too. It would be nice if there were some study areas that were a little more intimate with desk lighting rather than ceiling lighting. The chairs that are throughout the library are disgustingly dirty too. I'm afraid to sit on them. AND, no matter what floor you go to someone is always on their cell phone talking loudly. Maybe you can put a lounge on each floor where people can go to make phone calls or even better a coffee lounge would be great.
Have a person answer the phone.
have all text books available for students
have more printing stations.
having more computer workstations
Having more private study rooms would be helpful because they always seem to be full.
Help us get more funding from Sacramento.
Hire better reference librarians. Buy more books. Especially the latter.
Hire friendlier and more reliable staff
Hours that are better suited for returning" and commuter students and those that work full time jobs during the week. More private workrooms for groups and individuals (graduate rooms are very limited, and often filled with undergrad students). Mre computers for internet access, a secure network for Wireless, and ports for ethernet to plug into (like those available in the Engr bldgs)."
i actually don't have any suggestions. the library is a great place to be any time during the day. it's always quiet where it needs to be and there's always a place to sit when it's not peak time.
I believe the cleanliness and comfort level of chairs/lighting can be drastically improved for the well-being of the students. Chairs for comfort are so helpful for longs hours of studying, and lighting are helpful for long hours of studying on the eyes!

2008 Satisfaction Survey Results
Library
Northridge



I do not know the specifics of the personnel workings within the library but this is my gut feeling: I've never seen an actual librarian at circulation desk. I realize that the little info island across from it in the main lobby is probably what counts" but it doesn't. The result is that circulation feels like the abandoned child filled only with students and lower-paid admin staff that probably do not have the power or desire to make any fundamental changes. In addition, circ doesn't seem to know what reference desk does and vice versa. While the library physically is large, its number of departments really isn't, so there should be more of a cohesiveness to the staff that just feels lacking. I sense the librarians do their own thing (including hiding in their papered over offices), admin does their thing, while circ, periodicals, media, ILL, etc. stick to their own islands. "
I don't have any.
I found it very difficult to find the movies and even some books. It was confusing the system. I think that there should be more documentaries etc in the movie and media section.
I know it's likely a case of funding, but more materials, books, specifically are needed. I was very surprised to find that the library didn't have at their disposal certain books that are readily available at bookstores and public libraries. Although, it may be that because these books are so readily available elsewhere the library would rather provide more rare books... but that hasn't really been what I've experienced... not sure on this one. Anyhow, more books are needed.
I noticed that there are rules to the group study rooms such as all people in the room must have a CSUN student ID, and that at least three (3) people must occupy the room at all times, and that if the room is vacant for more than ten (10) minutes, the right to the room is lost. These rules should be enforced more often because one person holding a room for others is not a satisfactory reason to keep a room especially if it's for more than ten (10) minutes. It is the group's responsibility to be where they are supposed to be when they are supposed to be there and if they are not, it is their loss.
I suggest that the individual studyroom tables be repaired and some seats be changed or re-upholstered.
I think if it ain't broke don't fix it".
I think printing or copying papers should be less expensive or the printing debit card machines should not only take whole dollars but cents as well.
I think the library should stay open until at least 12:30 or 1am. If anything may at 11 everyone should have to be moved to one area of the library.
I think there should be a sign-up sheet for the private study rooms, perhaps breaking it up into hour or half-hour chunks. This seemed to work well at the university I attended for my undergrad. This way people know when rooms will be available and will keep them from just hanging out" in the rooms forever."
I wish all our journals were electronic. So much more convenient than having to go to the shelf to pull something and copy it.
I wish the study rooms were regulated. To prevent only one person from sitting in a big room by themselves.
I wish there was a way to have a tab created onto my csun account that I could pay at the end of the semester, or an option to buy library print services in increments through the web portal.
I would add more study group rooms and I would also add a computer to each one because the group projects are mainly done on Power Point. I would also increase the library's overall cleanliness.
I would like more accessible weekend hours.
I would like the library to be open longer on the weekends.
I would like the number of the floor painted on the wall of each floor.
I would like to see longer hours on Fri and Sat. But I am selfish, my schedule is tight and I would like to use whatever time I have whenever I have it.
I would like to see the finals week hours start as least one week BEFORE finals start, this is when most students start to study for finals.
I would suggest replacing some of the chairs in the quiet study area because they are rather sunk in and it is uncomfortable to sit in.

2008 Satisfaction Survey Results
Library
Northridge



I would suggest that each topic or each book have a subtitle added so that the person reading the book can know if its going to benefit them or not before actually clicking on the book and wasting time.
If lighting can be much brighter that would help.
If the library can ofer more spaces, other than current group study room, it would be great. Otherwise, if the system can offer reservation for the group study room, it woud be very hepful.
If there were a way to create a few resrvable large study rooms that could accomodate 20 students, that would be great, but I know that is acking a lot.
ILL should have rules posted online before you order dissertations. ILL staff should be more informative. I also got stuck in a faculty and student loophole that lowered the amount of requests I could make which was very dissapointing, however, with ProQuest Diss. online now, I dont think I need them much anymore.
Improved facilities management related to heating/air conditioning.
in the study group room, few times I found that the outlet doesn't work.
increase security.
It would be more helpful to students if the library was open longer hours, because the campus does not have many area students can use to work on group projects.
it would be nice if some computers offered/ had available headphones for use in the labs
It would be nice if there was more room for group meetups, only because you can not meet outdoors in bad weather, not to say there isn't plenty of room, but it tends to fill up quickly, especially on weekends.
It would be nice to make the availability of online renewal and search capabilities more readily aparent
It would be really helpful if there were some kind of Word program on the computers. Notepad is not useful at all. If there were a word program I could do more homework at school which would really save me time at home.
It would greatly benefit the students if there were more copies of popular books so that when someone finds a perfect book for their research, it isn't checked out by another student. More computers might also help the problem of having to wait to use a computer.
It's a good library. I can't think of any worthwhile suggestions.
Just keep up the excellent work - over time the library has added more electronic resources (it would always be great to have even more), made the website easier to navigate, etc. I don't know if there has been funding to add many books and new journals, but it is important to add as many books as possible using faculty members' recommendations.
Keep bathrooms clean and fresh smelling. Very important as the library is used by community also and reflects the campus image.
Keep being helpful because it helps a lot.
Keep better tabs on the study rooms and provide a nap area on campus or in the library.
Keep up the good work.
laptop chords are plugged into walls offer a safety hazard for those walking on the third floor.
Later hours..... I know you're open late, but later would be better.
Less sleeping of patrons, more interaction of staff with students. Sometimes when asking for assistance, am pointed" to area instead of escorting me to correct area."
Library staff should be more curteous and smile more.
lighing
LINK as in Calstate, fullerton.

2008 Satisfaction Survey Results
Library
Northridge

Longer check-out times for part-time fac, and try to buy more books/more current literature
longer hours
Longer hours - more faculty space and private computer/printer access for part time faculty.
Longer hours through out the week.
Make it easier to find the list of subscription print journals you carry.
Make it more available...there is too much competition for time
make people more aware of the services that the library has for research information
Make sure it's not too hot. It can be very uncomfortable to work on an assignment while feeling hot.
Make the computers load faster and don't require us to take those boring research seminars five million times every semester.
Making copies is to expensive and it would be nice if the price was a bit lower. I think our library needs more rooms when working with a group or studying with a group. Some of the chairs need to be replaced because they are a bit uncomfortable.
more computers with word processors
More copiers
More copiers.
More copy machine, and make it cheaper.
More current books.
More eBooks.
More effort in soliciting input from faculty suggesting new book purchases.
More feedback on the status of arrival/estimated time of arrival for Interlibrary Loan requests.
more friendliness, knowledge of the material and to be able to help us with anything..
More friendly staff members, at times they can be rude.
more group study rooms
More group study rooms and later hours on Saturdays
more noise control
More personnel to help locate books and other resources.
more power outlets around all the tables and desks
More Printers. Printers that do not take the money away from your cards and give you no paper. More single rooms to study.
More restrooms..
More security. There are too many thefts of personal property from the library.
More Study groups room.
more study rooms and big desks, especially for FINALS WEEK
More study rooms. Also, more study rooms. Did I mention study rooms? The best solution might be the addition of study centers within other buildings. When I'm one of the many prowling the hallways looking an available room I notice a lot of math, science and engineering on the chalkboards (understandably). Those students might be better served if they had group rooms closer to home base. Again, a big part of the problem is student non-compliance and inconsideration.
More website services for retrieving full text of periodical articles, and if possible, more electrical outlets to plug-in laptop computers.

2008 Satisfaction Survey Results
Library
Northridge

Most of the time study areas are quiet but would love to see more enforcement of the quiet policy when students are talking when clearly they are not suppose to be. Enforcement of No Cell Phone Calls should be enforced more... Also you should consider placing the best and most popular search sites on the the Library homepage, sites like WorldCAT are amazing. Maybe using their LOGOS so they are easier to find.
My only concern with the Library is that I wish it was open during the weekends for longer hours. Being a mother it is hard for me to stay longer and last during school night and weekend the Library hours are limited.
n/a
n/a
n/a
Need to update some of the books in the field of hydraulics and hydrogeology. Most of the books are too old.
New student orientation or direction when you first get inside.
no using cell phones.
noise levels
None
none
none
None
None
NONE
none
None
None
none
none
none
None
none
none
none
none
None
None
none
none
None at this time.
None at this time.
none for now
None really. It would be great if the library extended its hours on friday.

2008 Satisfaction Survey Results
Library
Northridge

None.
None.
None.
nothing
On the first floor there are rooms set aside for disabled students. These are rooms 164-167. Often there is trash left on the desktops where the computers sit. Someone should check these rooms for trash during the day and at closing time. When submitting a request for material through Inter-library loan, there should be a way to fill in the form automatically.
Online - I would like an active search option - to be able to search all journals on a keyword without having to go directly to each journal.
Only the above answer.
Other than there is always a need for more group study spaces and the usual cleanliness/maintenance that takes place in any high traffic building, Oviatt is providing great service.
perhaps the computer labs can have more computers and personal help
Please add to your collection of online resources. Please also consider adding professional journals for staff members to your databases. Some of us would really appreciate the opportunity to educate ourselves in many different areas and provide better services to CSUN students.
Please develop your collection of literary theory and related topics.
Please provide an area for studying that allows food and drink and where people understand that noise levels will vary. Also more hours in of operation during nights and weekends, especially during finals.
PLease purchanities journals, at least electronic access
please try to keep open at least till 12am everyday..even on weekends..
Provide quarterly check ups of customer service to all employees for better quality of service. Even tho most of them are students, they are responsible for the satisfaction of their customers.
Purchase access to more databases.
Put on a program to educate campus employees about Library services. One was done a few years ago.
renovation please! The rooms are muggy, old, and stuffy. also the foam on the chairs have totally lost their cushion which makes me prefer to study in an open class room. This is sad because the school library should be a place where students can really focus.
Replace some of the worn out chairs
Replace the seating. They are painful.
Restrooms are not that clean by the afternoon.
Seating needs to be improved
See above
sign up for useful online journals, and get ride of the rest
Since this is CSUN's library only CSUN students should have access to it. What bothers me is that the library is full of homeless and at times also mentally ill people who affect students' concentration.
Some kind of cell phone talking areas, more quiet rooms, more places for groups to gather and study together.
Sometimes in the quite study area people make noise chatting or speaking loudly on their cell phones which is really disturbing.
Sometimes the place looks a little grungy. I'm not sure if it's the lighting or the dark furniture or what, but it is such a wonderful resource that it would be nice if it were a bit more inviting. I quite like libraries, but I am never drawn to sit and do my work at teh CSUN library.

2008 Satisfaction Survey Results
Library
Northridge

Sometimes you can't find someone to help you, it also depend on how busy the Library Service is.
Staff I have encountered have not been helpful in locating materials that I am looking for or helping to locate materials I haven't thought off. How to get to those materials. Helping with resources that I may not be aware of. Having staff that actually enjoy their job and are eager to help with all resources of the library. Thank You. The above is for helping with research for projects/papers.
Stay open later :)
Stay open longer hours
Stronger enforcement on reduced noise levels especially on the 1st floor.
Student Assistants working the stacks should be givin additional training to assist library patrons (i.e. find a book, locate info., report an incident, etc.) because they are on the floors, in the thick" of the library where students/patrons are."
The bathrooms, especially the small ones in the hallways (near the elevators) are disgusting and some fixtures are broken.
The chairs are very uncomfortable!!!
The copier center is too small and slow for quick copies in the library.
The CSUN library is the dirtiest and noisiest library I have ever had to study in. Students have no regard for others and answer their phones or talk to friends as they please. I study in the library on Tuesdays and Thursdays as my schedule allows. I never look forward to it. I have tried to find the small quiet study rooms" but other students leave their trash in them and its discusting. I wish the CSUN library would have more staff walking around to help keep talking down. The talking and the trash of the library is so bad this semester that I will be writing a letter to the ASB and possibly to the Dean. The poor quality of the CSUN library brings down the entire school, as now when talking about CSUN I often use the words "filthy" and "Ghetto" when talking about the library. I hope this gets taken care of."
The group rooms should be looked at more to prevent infair usage.
The heater seems to be very high during winter time
The hours are not adequate. The resources are laughable for a university.
The importance of a variety of information is crucial in my field and therefore must coincide with the amount of books, journal extracts or microform material (etc.) available to the public.
The library hours suck. people who work and take night classes have minimal time to work in the library due to its hours. It should be 24 hours like most educational venues.
The library should be open later on Fridays and Saturdays.
The library should build more study rooms for group meetings. Acquire new chairs and couches. Clean the rooms and carpet. Have longer hours for the graduating classes. I would like to have a 24 hour library. That would be the most helpful.
The Oviatt Library looks very outdated. The environment is not very stimulating. Whenever I'm inside the library, I feel like I'm in an underfunded public library from the 60s instead of a university library. I would also greatly appreciate it if the collection of books and electronic media in the TCC were updated. For instance, the TCC has only VHS tapes at a time when the world is starting to transition into a Blu-ray format. The library is two generations behind in terms of technology.
The people are great. We need more grad. rooms, and during the library should be open during the weekends longer hrs.
The restrooms in the lower levels are just nasty. The cleaning people need to do better.
The services have and will continue to be excellant, if you provide adequate wages for the staff.
The time on weekend evenings.
The UN/World Bank publication section could use an update.

2008 Satisfaction Survey Results
Library
Northridge

The xerox machines are really old and making copies and printing should cost less.
there isn't enough group studying areas in the library. all of them are always taken.
There seems to be space to have more old math journals in the open stacks rather than being in storage.
To subscribe to journals and magazines related to the field in the Humanities.
Too often I need to go to the library on Friday after five. But I suppose that's just the vagaries of my schedule.
Train student staff in the area of customer services.
Transferring from a community college to a university, I would expect to deal with better sitting conditions. The chairs are the in very horrible conditions, and sometimes its just uncomfortable to study there, specially if you are studying for over three hours. At Santa Monica College the chairs where Mesh Ergonomic Chair. With this chairs you have back support and DONΓÇÖT sink into the chair. I will love to see major improvements in the chairs. DonΓÇÖt allow a community college to embarrass us.
try to get earlier publications online
Try to get more articles available online, I hate it when we list it but don't have it. If possible it would be nice too, if during midterm/ finals weeks if you could limit uses on computers to research or writing related things and not email.
try to obtain as many textbooks that are linked to classes at csun
Update collection
Visible Signs for easy viewing for library users. Signs like what floor they are in, where they have to exit and enter, and providing an info map display for people to see where they are.
We need a Google-like search engine (a la Google Scholar) that allows easy retrieval from disparate electronic journal sources
We need to get lower division classes into the library for instruction. I only teach 300 and 400 level classes and I always have a library lecture. Students tell me that this is the first time that it has been applicable to them or it is the first time that they have been taught how to use the library.
We need to have a strong data base to access all abstracts and aslo subscription of well known journals. We ae far away from there
We would like to clean the study room in the four floor more time. Thanks
What I need most and use most is online access to current biology journals. Many are now available, but some, including a few important journals, are not.
When a book if requested for retrieval, it would be nice if the front circulation desk contacted you when it was ready. I have asked for books from retrieval and gone to get them several hours later and they are still not available. Also, if the system is down, then it should be noted in the catalog so that we are not able to request a title from that section of the retrieval system.
When you request a book from the back storage, a specific time when the book will be available would be helpful.
While in general access to journals is good, we need to find ways to increase budget for access to more.
Wireless coverage should be increased.
works like a well oiled machine
Would be more convenient if music books could be checked back in outside and/or downstairs receivers.
Would like to see more acquisition of books and journals.
You need more money to acquire books and other resources.

2008 Satisfaction Survey Results
Library
Northridge



lib059_please use the space below to add any other comment or feedback you wish to make

A thousand congratulations and thanks to the library staff and directors. You do an amazing job and contribute enormously to this university. Thank you!!!
All else aside, I prefer studying at the CSUN library
allow under grads to reserve private rooms for study. A library that is open 24/7 would be great. i know that other universities do this. In fact i sometimes goto other near by universities to study.
although you do have lots of space there are those peak times where there isn't any space at all. like right before midterms and finals, during those times i think there should be added space and suggested places where students can go if the library is overfilled with people. signs should say this way to more rooms or desk space to study.
As to all my complaints and critisims - it's not you, it's us.
better hours on the weekends when students don't have classes would be great
Can interlibrary loans with other CSU libraries be made more accessible?
Cleaning the bathrooms and making sure the areas in the callaboratory is clean as well because so many people come and go so many people can get sick from the last person that was sneezing all over the keyboard.
computers that are free of use at each entrance of every floor (about 4 of them each floor), if students need to work on homework or a school related project, students who use these computer for personal activities need hand over the computer. Therefore, more signs implemeting this rule or courtesy needs to be implemented.
Documentary (video/DVD) selection needs updating.
X has been an excellent resource for the past 20 years as I use the Teacher Curriculum Center the most with my many student teachers.
For the help desk to be more informed when there are events happening within the library and to make sure they give the right information when asked about them.
Glad that so much is online now.
Good and useful survey. I would like to see the survey report.
good job overall
Good job.
happy with everything else. just keep building up resources.
I am completely satisfied.
I am very proud of our library!
i appreciate everything that is offered. you guys are doing an outstanding job with everything overall
I appreciate the librarians and the time it takes for them to help me find the information I need. All the librarians have been helpful.
I appreciate the library's efforts at keeping up to date with technology and facilitating the needs of the students, faculty, and staff.
I can say enough about how wonderful and helpful Lindsay Hansen has been and how happy I am to have ProQuest Dissertation service online. Thanks.
I do not use the library anymore. I work on campus. I am not a student any longer.
I don't use the library for my courses, nor do I ask my students to do so. The classes are structured in a way so that students collect their own information.
Overall, though, I think a good library is important.

2008 Satisfaction Survey Results
Library
Northridge



I encourage you to consider perhaps having our ID Cards work as Copy/Printing Cards. Other campuses Like CSULB are already using this format. They also use a computer waitlist system which uses your campus I.D for the use of the computers for word processing like at the Colaboratory. I have experienced it. Everybody waits their turn. PLEASE CONSIDER THIS! it works! ASK CSULB, Thanks.
I enjoy the additional programs with guest speakers and in conjunction with special exhibits.
I have only been in the library once, that was to ask where a class was being taught. They were very helpful. I like the look of the library and hope to one day take some time to see it all.
I have only one comment, fix the air conditioning in the labs!
I have seen libraries opened for 24 hrs on weekdays and 8 hrs on weekends....I hope this can be true to our library too.
I haven't been inside the library yet since transferring here from LA Pierce Community College. So I am not really a good person to judge the librarians or the atmosphere. I have used JSTOR for research pepers - in honesty the program that Pierce uses is more user friendly and seems to have more scholarly journals, but overall, I am statisfied.
i like how the library added more book drops on campus as well making it less of a hassel to check out and return books.
I love CSUN!
I love the electronic articles.
I love the Oviatt Library.
I really appreciate the service whatever help me.
I suggest restricting library computers from accessing online social networking sites such as MySpace, Facebook, etc. Students accessing these unproductive sites are not allowing students that have important work to do to be on a computer. CSUN is an institution of education and it is up to CSUN to set the ground rules that visiting these sites, at least in the library, will not be tolerated. Much like the group study rooms, there are posted rules for this situation as well, but students do not seem to follow them at all. Without the proper discipline, CSUN's students will not be the best individuals that they are capable of being.
I think students should be able to have an online printing quota per year or per semester, to print articles from databases, etc. I'm not sure if something like this exists, but it would be extremely helpful.
I think that printers and copiers should MAYBE be 5 cents rather than 10
I think the library has continued to improve itself and that is something to be proud of.
I think we have a marvelous library. It is important to keep it up.
I use ILL more than any other service. I would apprecite knowing what my cost of ordering books" balance is."
I very much enjoy the library and the services they provide.
I was disappointed when I came to know that there is no LINK service as in Calstate-Fullerton, bcas I am transfer student from Calstate, fullerton.
I wish the school logo was the library again. I felt more pride of our logo then.
I wish the staff was more proactive in helping people look for materials and in regulating time spent on the catalog computers.
I work for Information Technology so my responses to this survey are based on my current experiences interacting with library staff and services that I encounter in the course of my work. I have not had the opportunity to utilize library resources in many years therefore most of my responses were Do Not Know".
i would like to one day take a tour of the underground library book collection
If there were a way to create more group rooms or a place where more than one person can study or get together that would be helpful.
It is a nice place to go and study

2008 Satisfaction Survey Results
Library
Northridge



It is that I do not surf the library in getting what I need. At times I do find it impossilbe to get what I want by Boolean. But is will come with practice
It is very important that staff put book in the correct place. I returned a book and then went back to reference it a month later and could not find it.
It would be great to have a section in the library for leisure reading. Where do I go to find the more popular magazines (e.g. Newsweek, Time, US News)?
It would be nice if hour of operation for finals week was open for 24 hours.
I've had great experiences using all of the Library's recources.
just more security in the library
Keep the great collection up whoever the librarian who's in charge does a good job. The online resources available over VPN are invaluable. Perhaps more magazine resources electronically if some extra budget comes along, but don't sacrifice the collection for that.
Keep the library open 24 hours a day 7 days out of the week.
keep up the good work!
Keep up the service.
Library staff are always great. Student workers are trained well and monitored well.
X is a true gem. She has helped many many of our music students in a very positive way and has instilled in them a passion for research in music. She is EXCELLENT!
Love your staff!!!!!! They are kind hearted and solid minded, what a great combination!
make the library catalog more easier to use and more percise in giving the info.I'm looking for.It is not allways excat even when you are to the point.
Many of the questions in this survey were too generic --e.g., when you asked about staff" I have had different experiences in different departments. For example, circulation staff is just so-so; reference desk is highly variable. Most of the time ILL is pretty good, but occasionally there are communication problems that come up. The librarian assigned to my department is fantastic (librarian X)."
More printers, copiers would be helpful and more machines to buy/dispense print cards would be helpful. More weekend hours and hours during vacation times when students are trying to complete papers would be helpful.
Most of the students working at the library were helpful. However, on some occassions they were pretty loud when they are putting the books away. On a few occassions they were playing around with each other and laughing loudly while people were trying to study. Shame on them!
My relationship with the librarians have been positive and professional. They have always wanted to help. I greatly appreciate them and their work.
N/A
Need possible online tutorials on researching in data bases.
NONE
None
none
none
none
None
None.
nope
Nope--just keep it up! ;-)
Now that I am graduating, how can alumni get online services at home?

2008 Satisfaction Survey Results
Library
Northridge

Other than the comments for improvement everything else seems to be working quite well.
Our library is one of the most valuable features of our university. The people there should be proud of what they've accomplished!! I am always grateful for their efforts.
Over all, everything is well organized.
Overall good.
Overall I really like the library - it is usually quiet and clean and the hours it is open are really great.
overall i think that the library is a great resource to CSUN students. i've used it many times and am grateful that it's there!
Overall it is a very good library.
Overall It's a very good library, and the service is great!
Overall this website was very helpful especially because I was so confused starting a 12 page research paper
Overall very satisfied and impressed with Oviatt Library facilities and services.
Overall, a pleasant experience.
Overall, everyone is doing a great job!
overall, i have enjoyed the service that has been provided by the library
Overall, I'm satisfied.
Overall, the library and the library services are sufficient!
Overall, it is a great place to study if you are able to find a table available.
Perhaps it's a lofty idea, but if you could make the library a more comfortable space for students to study it might actually encourage them to spend more time there. I would suggest adding more private study rooms and, if possible, adding a juice or coffee bar. Lofty, I know, but I think it would work.
Please replace your desks and chairs with something more comfortable.
Purchases extra copies of those DVD's and videos that are in demand.
X and XX in the circulation work very hard and are always ready to help.
See above.
Some few students make the studying areas very noisy. I think there should be more control on the studying areas to keep it noise-free.
Some new couches wouldnt hurt!
Some of the individual cubicals to work at need new chairs. The cushions are collapsed and old.
Some of the staff members who serve in front in the Media Library are very incompetent.
Some of the staff talk loudly into their radios while communicating to others. The bathrooms are disgusting. The escalators are marked as Cell Phone zones, and that is one of the worst places! The escalators run right through the middle of the library. It doesn't matter though because students feel as though they can talk anywhere as they please. I experience more common curiosity at public libraries.
Sorry, I am a part time lecturer and have not had time to access the library services since I was a graduate student! I have looked online to see what is available for my students. My survey is probably of limited value to you.
staff is incredibly polite and helpful
Staff needs to be a bit friendlier.
thank you all for helping us so far and you guys are doing a good job.. kepp it up!
Thank you for your continued professional efforts on our behalf.
Thank you! I don't think we say that enough.

2008 Satisfaction Survey Results
Library
Northridge

Thank you! The Oviatt Library is a great place to study.
Thanks for caring.
Thanks for keeping such high standards.
Thanks!
The administration should take into consideration leaving the library open until late hours and not having the temperature be so low where we are freezing and have to leave
The bathrooms could be cleaner
The furniture especially the seats require some cleaning.
The library is an excellent tool in all of my classes.
The library is really nice. I love studying there.
The library is very good for the most part :)
The new posters put up along stairwells are amateur.
The Oviatt Library staff rocks.
The reason I'm critical is because I love this library and feel like if there was just one more big push, it could become one of the top notch in the CSU system. It should be the crowning jewel at the center of campus.
The seating is very worn out! I am a small person and I sink into those chairs up to the wood edges, I wonder how it is for someone is is larger or heveier than I? All the chairs should be restuffed if not replaced!
there is no interenet access in the bottom/lower level, it would be better if there was better interenet service there
this is a bit too long. one would think you could have one for faculty and one for students.
This library is one of the most amazing ones I've seen and is just PACKED with books!
This might be extreme, but maybe improving the lighting to be more vibrant will help many focus, I in particular. I like studying at the library, on weekends I spend over 10hrs per day at the library, with brighter lighting, in my opinion, will make students not as sleepy.
This survey is a wonderful idea. I look forward to improved services from our already wonderful library :)
To expand your Media Library by purchasing DVD and movies of importance in Languages other than in English.
To print out some stuff or make a copy, the price should be cheaper...., like 5 cent per each...too expensive.
Too much reliance on inter-library loan because the library doesn't keep up with holdings. I have felt discouraged from making purchase requests by the process which is quite cumbersome, and the belief that the library has no budget.
try to keep lighting on the 3rd floor west wing computer lab to a comfortable level. some lights are brighter than others and create a distracting glare which can make it hard to work.
up date windows program
very different inside than what I had expected before walking up the grand staircase. have grown to like interior and value its existence.
very impressed with the medial collections available. Have enjoyed the lectures and special collection in the library as well.
wish library open on Friday and Saturday night.
Your personel is your strength..

2008 Satisfaction Survey Results Library

Northridge

Total Number Responding for Campus

579

Insert contact information for those requesting to be contacted

cont002_would you like us to contact you to understand your concerns or suggestions further

Cont005_Please briefly describe the topic or issue you would like us to contact you about.

Issue Contact: Name

Issue Contact: Email

Issue Contact: Phone

2008 Satisfaction Survey Results

Library

CONFIDENTIAL



Northridge

Want us to contact you?	Please briefly describe the topic or issue you would like us to contact you about.	Name	Email	Phone
Yes	I use the group study rooms at least three times a week. The temperature in the group study rooms is not very comfortable. It is usually very hot in the rooms. Most of the time it is so hot the door has to stay open just to get some circulation of the air. It would be great if there were more group study rooms available. I have noticed there are usually several people looking for available rooms throughout the day and are unable to find any.			
Yes	placing book chapters on online reserve			
Yes				
Yes	factors that make studying difficult even in the library			
Yes	P.S. One more request ... look into making the microfilm scanners download to file -- USB stick -- rather than only to a printer. Such machines are available at other institutions, and they save cost and facilitate follow-up research (out of library) greatly. No need to contact me ... this was just an afterthought -- no "Previous page" button on this screen."			
Yes				
Yes	not knowing how to use the computer lab. ie. how to log on and such			
Yes				
Yes	The filth and to loudness of the library.			
Yes	I wish to receive help on an issue dealing with religion and its proof			
Yes	I don't have any particular topic.			
Yes				
Yes	Online services.			
Yes				
Yes				
Yes	Whatever.			
Yes				
Yes	Having a set of current encyclopedias in foreign language could be important.			
Yes				
Yes				
Yes				
Yes	Whatever			
Yes				
Yes	Computer usage			
Yes	Private study rooms			
Yes				
Yes	Only about the graduate student/CSUN employee money issue8			
Yes				

2008 Satisfaction Survey Results
Library

CONFIDENTIAL



Northridge

Want us to contact you?	Please briefly describe the topic or issue you would like us to contact you about.	Name	Email	Phone
Yes				
Yes	staff member service.			
Yes	an option to buy library print services in increments through the web portal.			
Yes	Keeping the library clean			

2008
Quality Improvement Program
Satisfaction Surveys

Report Description

Prepared by:
Business Solutions Services
Office of the Chancellor
6/27/08

Objective

This document describes the reports for the 2008 CSU services customer satisfaction surveys, and summarizes issues to consider when interpreting results and identifying improvement opportunities.

Campus Reports & Systemwide Reports

Two types of reports are provided. Individual Campus Reports summarize one survey for a specific campus. Systemwide Reports compare results among campuses using the same survey.

Survey Scope

In 2008 approximately 31 functional areas or types of surveys were administered. Surveys were conducted at 18 campuses, with each campus selecting different areas to survey. Approximately 167 surveys were conducted. (These numbers are “approximate” since at the time of this writing there remained additional surveys at not yet deployed at different stages of the approval process.) Many surveys were customized at the request of the individual campuses to ensure applicability. Consequently, even though multiple locations may have surveyed the same service, they may have used different questions and therefore may not be included in Systemwide comparison reports.

Survey Administration & Analysis

Surveys were distributed at different dates for different campuses based on individual campus approval timing and the time needed to customize the survey instruments. Survey administration dates and other pertinent information are listed in the introductory pages of each survey report.

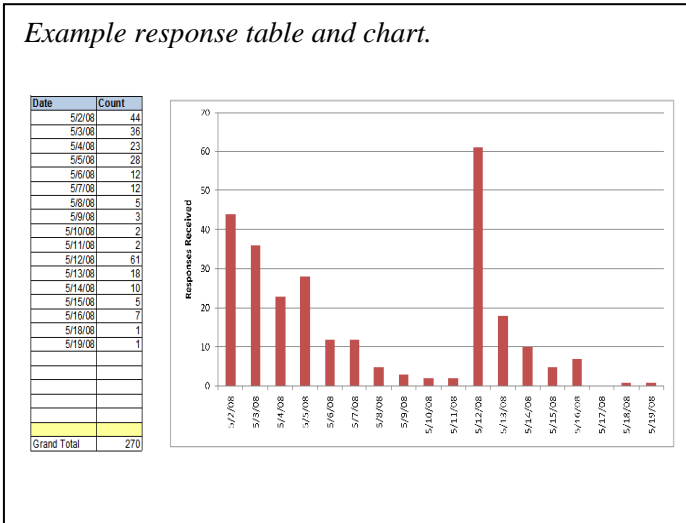
Survey Reports

Following are descriptions of the typical sections of the survey reports. The sections included in each survey vary and depend on the survey format and questions asked.

1. Survey Response Table & Chart

These frequency tables list the number of surveys received on specific dates. Note that surveys may have been open before the first date indicated and may have closed after the last date shown.

Example response table and chart.



2. Question Frequency Tables

The primary report pages are frequency tables of participant responses. These include simple frequency counts for single questions, summarizing responses for multiple questions, and in some cases, Pareto charts. Each table is described below.

Basic response summary.

The most basic tables are for single questions such as shown in the example at the right. These have a total count for each response, the grand total of the responses and a percentage of the grand total.

Example standard tables.

What is your position type?	Total	Percent
MPP	15	21.1%
Staff	56	73.7%
Grand Total	71	94.8%

Division affiliation?	Total	Percent
Academic Affairs	30	44.1%
External Affairs	2	2.9%
Finance and Administrative Services	29	42.6%
President's Office	0	0.0%
Student Affairs	7	10.3%
University Foundation	0	0.0%
Grand Total	68	

Note: In some cases the response options (e.g. the groups listed under Division affiliation at the right) will include names not used in your specific campus survey. In these cases, to provide a consistent report format among the different campuses participating in a survey, the list of response options includes all possible responses from all campuses. In those cases, response options not listed in your individual campus survey will have zero (0) in the Total column.

Some reports will include blank or empty tables, such as the one shown to the right. This is because a single template was used for all individual campus reports and sometimes campuses requested that certain questions not be asked. In this example, a campus decided not to ask for respondent gender. Whenever a blank table appears in your report, it indicates that at least one other campus using this survey included this question.

Example blank table for question not asked at campus

dem006_what is your gender	Total	Percent
Female	0	#DIV/0!
Male	0	#DIV/0!
Grand Total	0	#DIV/0!
Did not respond to this question		756

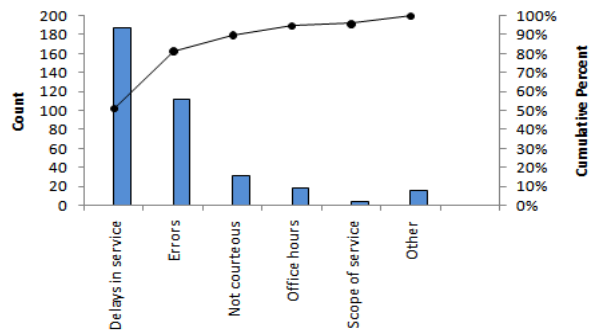
Pareto table & chart.

Pareto analysis is provided for some questions. This involves sorting the data in descending order and adding an item percent column and a cumulative percentage column, labeled as “Cum Percent.” In some cases a chart is provided showing the frequency count as vertical bars and a secondary axis with the cumulative percent.

Example table for Pareto analysis

Problems you encounter	Total	Cum Percent	Percent
Delays in service	187	51.0%	51.0%
Errors	112	81.5%	30.5%
Not courteous	31	89.9%	8.4%
Office hours	18	94.8%	4.9%
Scope of service	4	95.9%	1.1%
Other	15	100.0%	4.1%
Grand Total	367		

Example Pareto chart



Tables for multiple questions.

When multiple questions in a survey have the same scale their responses are presented in a table to allow easier interpretation and comparison among questions. The tables summarize the counts of each response category and provide a total and a count of non-responses. An average score is also provided (see below for a description of how the average is calculated.)

The row percentages are given in a second table. Calculations for percentages include the “Don’t Know” responses but exclude the “Did Not Answer” counts. This table also includes a column with the sum of the adverse responses and the positive responses.

Adverse responses are those that represent dissatisfaction with the aspect of service being assessed, either the sum of the Very Dissatisfied plus Dissatisfied responses (abbreviated as VD + D) or the sum of the Strongly Disagree plus Disagree categories (SD + D).

Positive responses are those that represent satisfaction with the aspect of service being assessed and are typically the sum of Very Satisfied plus Satisfied responses (VS + S), or the sum of Strongly Agree plus Agree (SA + A).

Example frequency table

Weighting Value	1	2	3	4	5				
Question	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Dont Know	Total	Did Not Answer	Average Score
finaid022_overall services of financial aid office	37	64	126	274	235	6	742	14	3.82
finaid006_courtesy of the financial aid staff	44	63	133	264	240	8	752	4	3.80
finaid007_timeliness of receiving my financial aid award notice	36	61	114	263	269	8	751	5	3.90
finaid008_timeliness of receiving my financial aid disbursement	38	66	107	269	258	9	747	9	3.87
finaid009_waiting time to be served in the financial									

Example table with percentages

Question	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Dont Know	Total	Sum of Adverse (VD + D)	Sum of Positive (S + VS)
finaid022_overall services of financial aid office	5.0%	8.6%	17.0%	36.9%	31.7%	0.8%	100.0%	13.6%	68.6%
finaid006_courtesy of the financial aid staff	5.9%	8.4%	17.7%	35.1%	31.9%	1.1%	100.0%	14.2%	67.0%
finaid007_timeliness of receiving my financial aid award notice	4.8%	8.1%	15.2%	35.0%	35.8%	1.1%	100.0%	12.9%	70.8%
finaid008_timeliness of receiving my financial aid disbursement	5.1%	8.8%	14.3%	36.0%	34.5%	1.2%	100.0%	13.9%	70.5%
finaid009_waiting time to be served in the financial									

Calculation of Mean Scores

In all cases calculating mean or average scores, the “Don’t Know / NA” responses are excluded from calculations.

- Average scores for satisfaction or agreement are calculated using a weighted average based on the weighting factors listed below.

Agreement Scale	Satisfaction Scale	Weighting Factor
Strongly Disagree	Very Dissatisfied	1
Disagree	Dissatisfied	2
Neutral	Neutral	3
Agree	Satisfied	4
Strongly Agree	Very Satisfied	5

- Average scores for importance are calculated using a weighted average based on the following weighting factors.

Agreement Scale	Weighting Factor
Not at all Important	1
Somewhat Important	2
Important	3
Very Important	4

Special Note: Use of Mean Scores versus Percent Adverse Response

The use of average or mean scores alone to identify opportunities to improve can be limiting, because these values do not provide information to us about the distribution of responses. Consider a hypothetical situation where an identical question is asked at two campuses.

Assume that each campus receives 100 responses as shown in the table below. At Campus A, all 100 respondents indicated that they were “Satisfied” with the service provided. At Campus B we found that 75 respondents were “Highly Satisfied,” however 25 indicated that they were “Very Dissatisfied.”

Response Category	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Weighting	1	2	3	4	5
Campus A Responses				100	
Campus B Responses	25				75

From the results above we conclude that the respondents at campus A and B have very different perceptions. There is probably some sort of difficulty or dissatisfier encountered by 25% of the respondents at campus B. However, the calculation for the average or mean results in both campuses having the same value. At Campus A all 100 respondents are given a value of 4, resulting in a mean score of 4.0. At Campus B, we find the mean score is also 4.0, as shown below.

$$Mean_B = \frac{(25 \times 1) + (75 \times 5)}{100} = \frac{400}{100} = 4.0$$

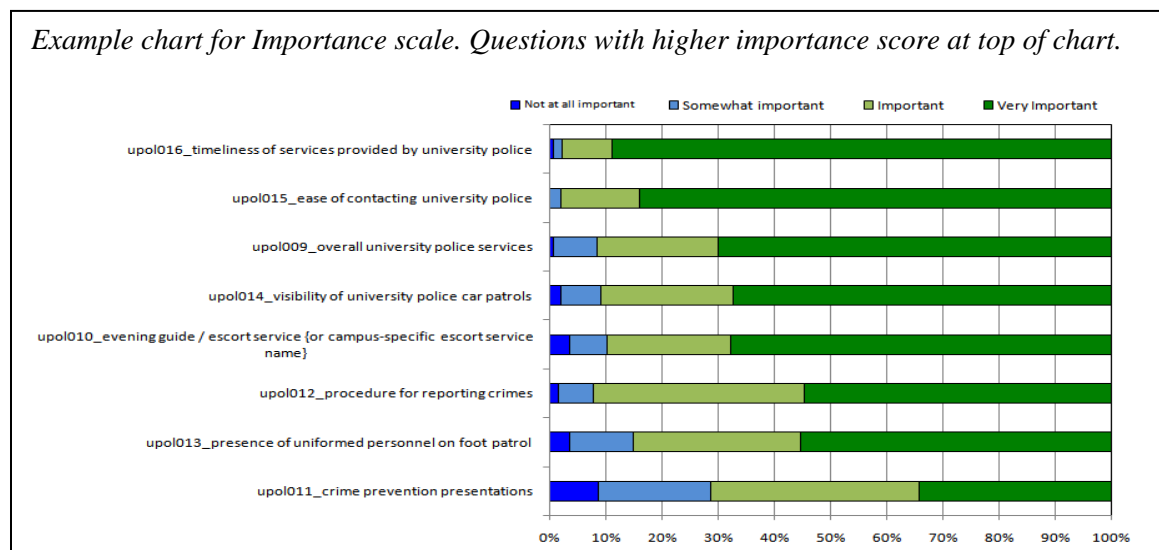
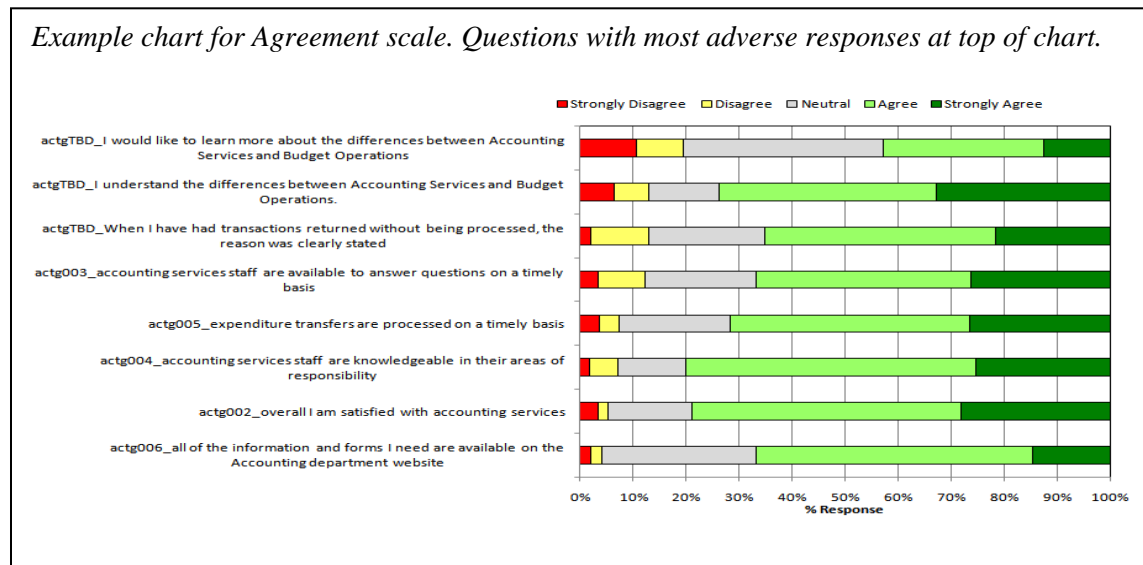
While it is obvious that there are differences between the performance of Campus A and Campus B, if we had relied only on the mean score we would not have discovered this fact.

While average or mean scores can be useful in evaluating processes and setting goals, also consider examining the distribution of responses. Consider beginning your improvement efforts in an area by working to understand and reduce the percentages of Very Dissatisfied and Dissatisfied responses. For more information refer to the Process Improvement Tips section.

3. Bar Charts of Response Distribution

These charts show percentages of each response category for questions assessing satisfaction, agreement, or importance when multiple questions have identical response options. For satisfaction and agreement, the questions are sorted so that those having the highest percentage of negative or adverse responses are at the top of the chart. Note that when a question is worded such that agreement with a statement is adverse, the responses will be reversed for the chart, so that all adverse responses (whether based on disagreeing with a positively worded statement or agreeing with a negatively worded statement) still are at the top of the chart.

For these charts the “Don’t know” responses are typically excluded from the chart and calculations.

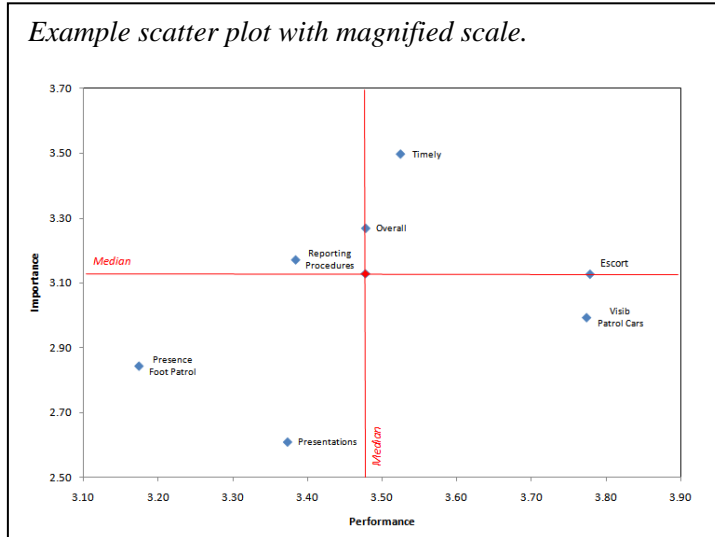


4. XY or Scatter Charts of Performance Versus Importance

These charts help categorize selected questions based on relative average performance score (satisfaction or agreement) versus average stated importance. This chart is only provided when a series of questions has identical response options for performance, and identical response options for importance. The charts are divided into quadrants based on the median values of the Average Performance Scores and of the Average Stated Importance values.

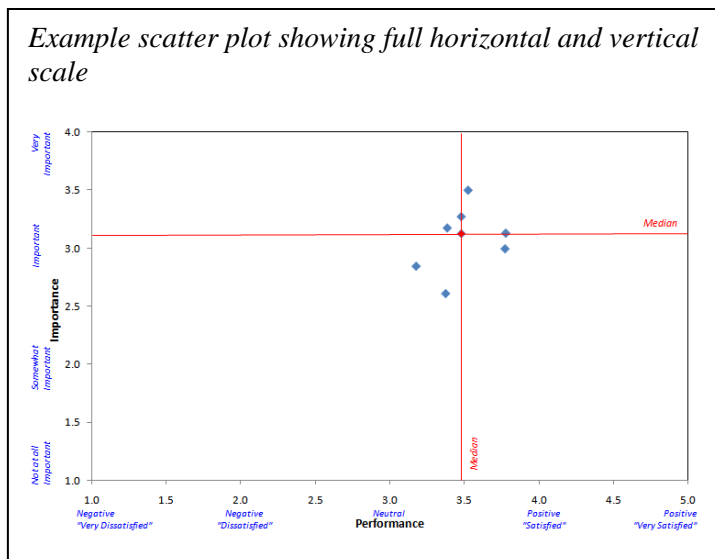
Two versions of each chart are provided.

In the first chart, the horizontal and vertical scales are magnified to focus on the individual data points. The data points are labeled with either an abbreviation of the question (e.g. “Timely” in place “Timeliness of service provided by University Police”), or a number ID code that is listed in summary table.



In the second chart, the full horizontal and vertical scales are shown. The data points are not labeled in this full-scale chart since the resulting close or overlapping text would be illegible.

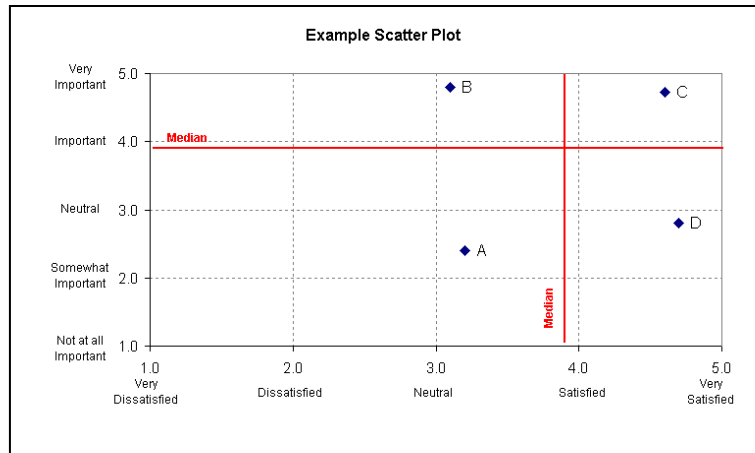
Reminder labels are added for the Performance and Importance scales (e.g. 1.0 = Very Dissatisfied and 5.0 = Very Satisfied)



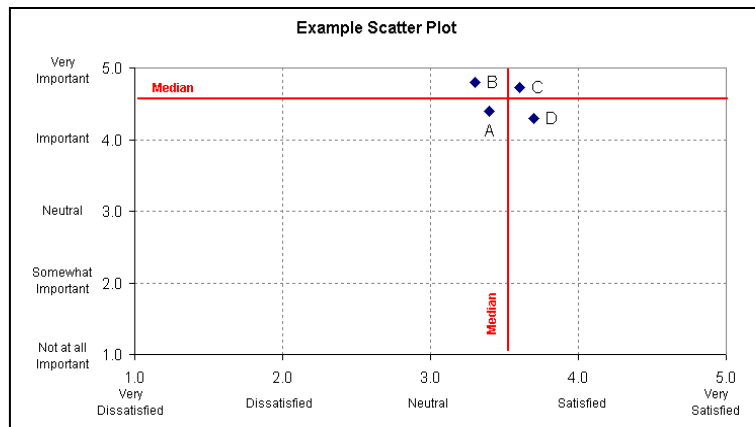
The scatter plots can be very useful in identifying priorities. Questions that fall in the upper left quadrant on the scatter plot (high relative stated importance and low relative performance) might be considered higher priority candidates for improvement. Questions that fall in the upper right quadrant (high stated importance and high performance) might be considered strengths.

When interpreting the scatter plots, be certain to take time to understand the meaning of the vertical and horizontal scale values. For example, consider how you would interpret the two charts below based on the categories and values shown in the table below.

On this first chart there are large differences between the four data points. Points A and B have both low average satisfaction scores, however point A has considerably lower importance. Point B could be considered a higher priority for improvement compared to point A.



On this second chart there are minimal differences between the four data points. All four plotted points appear to be of high importance and to have moderate to low values for average satisfaction. Without other information, any of the four might be selected as an improvement priority.



Finally, while there may or may not be a significant difference between the locations of the data points from a statistical perspective, it is important to consider whether or not the differences are of practical significance.

5. Comments

Tables or lists are provided for all questions having comment response fields. For some comment text, additional information, such as responses to other questions, are included along with the comment to provide context. For example, a set of questions might be “Would you recommend this service to your friends? Yes or No.” followed by a comment field asking “Why or why not?” In this case the comment pages would include both questions sorted by the response to the first question (Yes or No).

Example Comment Fields

Would you recommend our service to others if...?	Please comment on why or why not
Yes	I have thoroughly enjoyed my time with your area. The people are wonderful and the leaders and helpful and efficient.Great job!!!
Yes	This has been one of the best experiences I have had at the CSU. Thank you for being there.
.	.
.	.
.	.
No	This has been a challenge for me. I can't help but feel that your area could be greatly improved. Turnaround time has been too long, and the staff members don't seem to care.
No	I have had issues with staff being unavailable. You need backup help.

6. Contact Lists

These are lists of individuals that responded affirmatively to questions such as, “Would you like us to contact you to understand your concern(s) further?” In some cases limited additional data responses have been provided that give context to the request to be contacted.

Would you like us to contact you to understand your concern(s) further?	If 'Yes', please provide us with your contact information.	Please provide any comment or feedback about this survey or survey related questions.
Yes	JaneSmith@lightening.com	Only contact me if you need additional information. I love the career center, but I think the jobs that are available through the career center could be better

Special note on confidentiality of contact lists and comment text. Sometimes free text comments mention names of individuals. For example, a respondent may make derogatory comments about a staff member. Also, contact lists may include individuals who have negative opinions about service or who wish to discuss other sensitive information. Campus representatives are responsible for ensuring that comment text and contact lists are handled in an appropriate manner.

Confidence Intervals

The current report format does not provide confidence interval (CI) information for the results; however the following table may be helpful if general questions arise regarding accuracy. The table at the right provides 95% CI values for data based on binomial proportions or percentages, such as the percent of respondents that stated they were highly satisfied with as aspect of service, or the percent that gave an adverse response to a question.

(Definition: 25 percent is identical to a proportion of 0.25)

95% Confidence Intervals for Binomial Proportions or Percentages

		Result's Average Percentage				
		10%	25%	50%	75%	90%
Sample Size	50	8%	12%	14%	12%	8%
	75	7%	10%	11%	10%	7%
	100	6%	8%	10%	8%	6%
	200	4%	6%	7%	6%	4%
	300	3%	5%	6%	5%	3%
	400	3%	4%	5%	4%	3%

For this table it is assumed that the respondent sample is not biased and that the sample is small (less than 10%) relative to the population in question.

Example:

You are reviewing the response to the question “Would you recommend our service to others? Yes or No.” For this question, you obtained a response of 200 students sampled from a population of 5000. Of those 200 students, 50 stated that they would not recommend service to others. The proportion “No” is therefore 0.25 (50/200), and the percentage “No” is 25% (50/200 x 100).

Using the table we see that for an Average Percentage of 25% and a sample size of 200, the 95% Confidence Interval is 6%.

If we assume the sample was random and unbiased, we could then state that we are 95% confident that our percentage of students who do not recommend the service is 25% plus or minus 6%. Stated differently, we are 95% confident that the value falls somewhere between 19% to 31% (25-6=19, 25+6 = 31).

Additional Analysis to Consider

The raw data sets can be provided to the individual campuses so that additional analysis can be performed to better understand root causes and factors influencing satisfaction levels.

Demographics

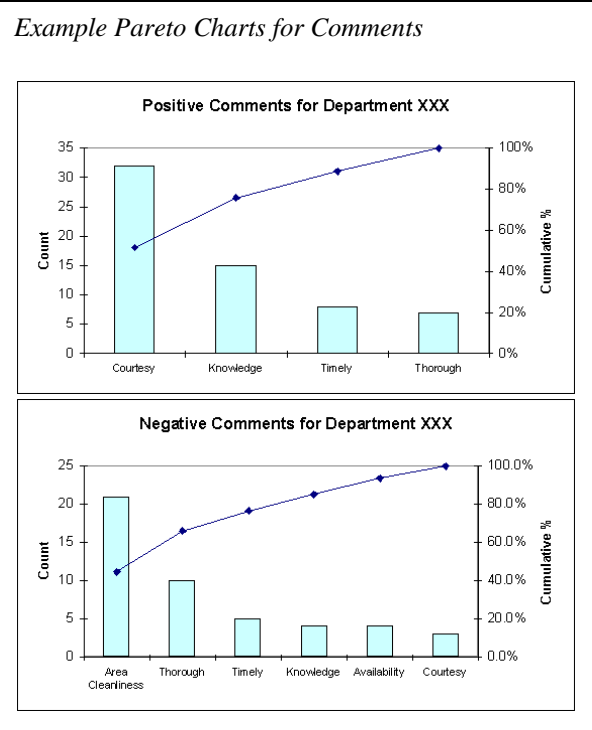
Individual campuses are encouraged to compare the demographics of the survey respondents to their campus populations.

Trends or Identification of Significant Changes Over Time

Trend or other statistical analysis can be conducted once the data is input into pbviews or with Excel or other graphics or statistical software. Guidance on performing trend or other comparative analysis can be provided upon request.

Comment Analysis

Comments are provided in text tables, unedited and typically presented either in the order received, or sorted alphabetically. Excel files can be provided with the comment text in separate spreadsheet cells. Consider having process owners review and then categorize the comments so that the results can be presented in bar charts or Pareto charts.



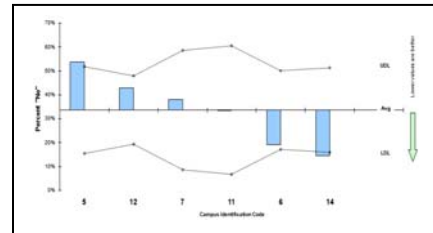
Other Investigation / Sources of Information

To identify and clarify opportunities to improve and potential best practices, consider informal or structured formal interviews with employees and customers, focus groups, literature searchers, and discussions or visits to other campuses or related organizations.

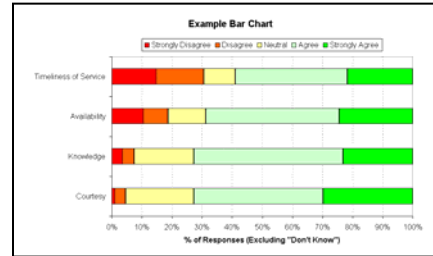
Identifying Areas to Investigate or Opportunities to Improve

Selection of areas to investigate or opportunities to improve can be based on several factors. Consider:

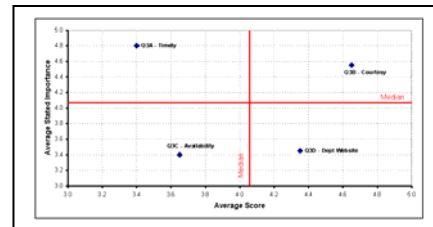
- Relation of a performance dimension or question to a strategic goal, or may have a high opportunity cost of maintaining current performance level.
- Dimensions of performance with significant risk-management concerns.
- Gap between performance and CSU mean or average score, benchmarks, or other campuses or comparative groups.



- Significant decreases in performance from prior surveys.
- Questions that have high percentages of adverse responses. The bar charts provide an easy way to see listing of questions, sorted by total percentage of adverse responses.



- Questions that have a low relative average performance and a high relative stated importance. These are shown in the upper left quadrant of the scatter plots. Ensure that you understand the meaning of the scales on this chart.



- Negative comments, complaints, or concerns about an area from internal or external customers.
- Controllability. Examine how much the aspect of service or performance is within your control or power to change.
- What level of resources or change will be required to improve the measure? Are those levels of investment possible? Conversely, what is the cost or impact of not improving performance?

Process Improvement Tips

- Working with satisfaction data can be frustrating. Sometimes we feel that we are faced with the truth behind the cliché that “you can’t please everyone,” versus the reality that most processes can be improved, sometimes to the benefit of both the customer and to the people who work in the process. Some key questions to consider are how much can satisfaction be improved and at what cost, as well as what level of satisfaction is required, or what level dissatisfaction can your process or system stand.
- When reviewing your results and establishing goals consider determining the impact of problems and dissatisfaction on the organization. What is the impact of dissatisfied students, faculty, or staff members in terms of health and safety, risk, the inconvenience customers experience such as impeding core education process, incurring unnecessary expense through a process that may be inefficient and ineffective, the impact of loss of loyalty, etc.?
- It would be difficult to improve satisfaction without understanding what it is that satisfies people about a service as well as what it is that dissatisfies them. A first step in improvement is often analyzing the symptoms or factors associated with satisfaction and dissatisfaction. This means determining the answer to questions that tell us what people are dissatisfied about, who is dissatisfied, when are they dissatisfied, how often, or where in your system the dissatisfaction occurs. The same questions can be evaluated regarding those who are satisfied. Depending on the survey questions and on the issue you face, the survey results are often the beginning of such an investigation. Consider following up the survey with other work such as literature searches, customer and worker interviews, and detailed process investigations, and discussions with colleagues at other campuses.
- When improving a process to raise scores, it may be helpful to think in terms of moving people from one response category to another, such as from Satisfied to Very Satisfied, or to move people out of the Very Dissatisfied and Dissatisfied categories into Neutral or higher. In doing so, it is important to note that the work that must be done, or the types of process changes that are needed to move a person out of one of the Dissatisfied categories is often very different than the work or changes required to move people out of Neutral and into Satisfied, or from Satisfied to Very Satisfied.

Process Improvement Tips, continued.

- Dissatisfied or Very Dissatisfied responses often result when someone has experienced a process that produces errors or significant delays. High percentages of such adverse or negative responses often indicate an overall system or design problem. Something in the system or process that produces the result is possibly “broken,” inadequately designed, or over-capacity. Resist the urge to blame the workers, and look for other aspects of the overall system that may inhibit the workers’ ability to provide adequate service.
- High percentages of Dissatisfied or Very Dissatisfied responses may also be due to sub-populations that experience differences in a process such as based on individual demographics, when or where they receive service, or level of involvement with the process. Even a response of “Neutral,” typically indicating that the individual does not have strong feelings about the aspect of service being assessed, would be desired over a process that produces dissatisfaction.
- To increase the percentage of respondents in the Highly Satisfied category we may need to improve the effectiveness or efficiency of an already adequately functioning process, or we may need to find ways to provide service such that people feel cared for, recognized and treated with respect, or treated as an individual.

Questions and Assistance

If you have questions or desire assistance interpreting your results please contact Business Solutions Services at QI@calstate.edu.