University of Wisconsin-Green Bay
Library Survey – Adult Degree Students
Administered online, Spring 2011

1. How long have you been taking Adult Degree courses?
   a. 0-1 years
   b. 2-3 years
   c. 4 or more years

2. How far do you live from the UWGB campus?
   a. Within 30 miles
   b. 31-60 miles
   c. Over 60 miles
   d. Outside of Wisconsin

3. In what format do you take classes? Check all that apply.
   a. Online
   b. Hybrid (combination of online and in-class meetings)
   c. On site (at UWGB campus)
   d. Off site (not at UWGB campus)

4. If your class has a D2L page, would you prefer to get class readings from there or from E-Reserves?
   a. D2L
   b. E-Reserves from Library website

5. Where do you usually access your course and/or do your research? Check all that apply.
   a. From home
   b. At Cofrin Library
   c. Another building on UWGB campus
   d. At local library
   e. At work
   f. Other

6. What hours are you most likely to access your course and work on research assignments? Select your top 2 times.
   a. Weekday daytime hours 8am-4pm
   b. Weekday evening hours 4pm-7pm
   c. Weekend evening hours 7pm-11pm
   d. Weekday overnight hours 11pm and later
   e. Saturday
7. How often do you encounter technology problems when accessing the Library website and materials?
   a. 0-4% of the time
   b. 5-10% of the time
   c. More than 10% of the time
   Describe problems accessing Library website and materials.

8. How do you obtain research information for your papers, presentations, or group projects? Check all that apply.
   a. Textbook or assigned readings
   b. Use my local public library
   c. Use the Cofrin Library website
   d. Internet/Google, etc...
   e. Other-please specify

9. How satisfied are you with your ability to: (rank on a scale: Very Satisfied – Satisfied – Neutral – Dissatisfied – Very Dissatisfied)
   a. Develop a research strategy
   b. Locate research materials
   c. Effectively search library databases
   d. Search the library catalog to find and request books
   e. Get the full text of articles
   f. Properly format citations for a bibliography
   g. Find research help when I need it

10. What is your preferred method of accessing research help? (rank on a scale: Preferred method – Use on occasion – Seldom use – Do not use – Wasn't aware of)
    a. Email
    b. In-person consultation
    c. Phone call
    d. Chat/IM
    e. Self-service guides or help pages

11. Have you attended a library instruction session with a UWGB librarian in one of your classes?
    a. Yes
    b. No

12. How helpful would you find it to have a librarian provide instructional materials on conducting research specific to your course?
    a. Very useful
    b. Somewhat useful
    c. A little useful
    d. Not useful
13. A pilot project is currently underway where a librarian is included in D2L courses to assist students with finding and using resources for assignments and papers via a discussion board. How interested would you be in having this service available in your course?
   a. Very interested
   b. Somewhat interested
   c. A little interested
   d. Not interested

14. What format would you find most valuable to receive information about library services and collections? Check all that apply.
   a. Going to Library website
   b. Course specific website
   c. Email
   d. Videos or podcasts
   e. Webinar
   f. Having a librarian in my D2L class
   g. Twitter
   h. Facebook

15. Students in the Adult Degree program that live outside the local area are able to have library materials including books and journal articles sent directly to them when requesting materials through the ILLiad (interlibrary loan) request form. Have you ever used this service?
   a. Yes
   b. No
   c. Wasn't Aware

16. Indicate your level of satisfaction with Library services: (rank on a scale: Satisfied – Neutral – Dissatisfied – Do not use – Unaware of service)
   a. Research help
   b. Online tutorials
   c. Interlibrary Loan (ILLiad)
   d. Borrowing from another UW Library
   e. Available quiet study space
   f. Available group meeting space
   g. Availability of computers
   h. Available technology

17. How satisfied are you with the level of customer service provided by Cofrin Library staff?
   a. Very Satisfied
   b. Satisfied
   c. Neutral
   d. Dissatisfied
   e. Very Dissatisfied
18. Which of these statements do you agree with? Check all that apply.
   a. Library resources and services connect me to information for my coursework.
   b. Library resources and services help me to be a better researcher.
   c. Library resources and services enrich my learning experience.
   d. Library resources and services help me effectively use my research time.

19. Please provide additional comments or suggestions regarding Cofrin Library’s support and services to you as a student in the Adult Degree program: