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Student Library and Technology Engagement Survey

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Claremont Colleges Student Survey (Fall 2012)

This survey was designed to understand how Claremont Colleges students use, perceive, and understand the Claremont Colleges Library, academic information technologies, and Information literacy skills. It was developed by Sara Lowe and Char Booth based on a survey Char Booth created and administered with the Council of Chief Librarians of California Community Colleges. The survey is about 25 questions long and should take you less than 20 minutes to complete.

Your participation is voluntary and anonymous, and your honest, thorough responses will help the Claremont Colleges Library provide you with better services and better meet your research and education needs. If you want to enter the optional cash prize drawing for \$250, at the end of this survey you will be taken to another form and asked for basic contact information. You may only take the survey if you are a currently enrolled student at one of the Claremont Colleges, and you can only enter the drawing once.

Note on privacy and confidentiality: All of your responses and personal information will be kept confidential, and you will not be contacted for follow-up surveys. If you provide your email address for the prize drawing, it will not be shared, stored, or associated with your survey responses in any way.

Thank you for taking the time to respond. This survey will be open between October 10 – November 10. If you have any questions or concerns, please email Sara Lowe, at sara_lowe@cuc.claremont.edu.

Library Use/Perceptions Items

1. How did you find out about this survey? (Check all that apply)*
 - a. Sakai
 - b. Email
 - c. Facebook or Twitter
 - d. Flyer
 - e. Friend/Classmate
 - f. In class
 - g. Faculty Member
 - h. Librarian
 - i. Library Website
 - j. Other (please specify) _____

2. During the semester, about how often do you.....
 - a. Visit the Claremont Colleges Library in person – didn't know I could, never, very rarely, rarely, occasionally, frequently, very frequently
 - b. Use the Library website
 - c. Use Library databases (EBSCO, ProQuest, JSTOR, Web of Science, etc....)
 - d. Access online articles

- e. Access e-books
 - f. Talk with a librarian via IM or chat
 - g. Talk with a librarian on the phone
 - h. Talk with a librarian in person
 - i. Email a librarian
 - j. Text message a librarian
 - k. Search for items in the Blais library catalog
 - l. Check Library hours or contact information online
3. During the semester, about how often do you use the Honnold-Mudd Library BUILDING to....
RESPONSES – Didn't know I could, Never, very rarely, rarely, occasionally, frequently, very frequently
- a. Do research for an assignment
 - b. Work on non-research coursework
 - c. Check out books
 - d. Check out course reserves
 - e. Use Library computers for course-related work
 - f. Use Library computers for personal business (banking, shopping, etc.)
 - g. Stop by the Services Desk to ask a question
 - h. Make an appointment with a librarian to get research help
 - i. Meet with a tutor
 - j. Study alone
 - k. Study with a class group
 - l. Study with friends
 - m. Socialize
 - n. Watch videos/DVDs
4. **Optional:** What influences how frequently you use the Library?
5. Check all the ways you have accessed course readings, textbooks, or other school-related materials during the past year.
- a. Use "reserve" books in the Library
 - b. Use online readings in Sakai
 - c. Check items out from the Library
 - d. Read items on the web
 - e. Read items on my mobile device
 - f. Download and print out
 - g. Buy paper course packs
 - h. Buy printed textbooks
 - i. Rent printed textbooks
 - j. Rent online textbooks
 - k. Borrow from a friend or classmate

- I. Other (Please specify): _____
6. How many times have you attended a workshop or presentation from a Claremont Colleges Librarian?
RESPONSES – None, 1-2, 3-4, 5-6, more than 6
- In your classroom?
 - In the Library?
7. **OPTIONAL:** What do you APPRECIATE about Claremont Colleges Library?
8. **OPTIONAL:** What would you change about the Claremont Colleges Library?
9. **OPTIONAL:** Describe the study/academic environment where you are most productive.

Technology Items

10. Which of the following statements is most accurate?
- I don't like new technologies and use them only when I have to.
 - I am usually one of the last people I know to use new technologies.
 - I tend to use new technologies when most people I know do.
 - I like new technologies and usually use them before most people I know.
 - I love new technologies and am among the first to experiment with and use them.
11. Which of the following do you own? (Check all that apply)
- Desktop Computer
 - Laptop Computer
 - Netbook
 - Mobile Phone (basic non-web enabled phone)
 - Mobile Phone (smart phone, iPhone, Blackberry, etc.)
 - Printer
 - E-book Reader (Kindle, Nook, etc.)
 - Tablet (iPad, Android Tablet, Windows Tablet, BlackBerry PlayBook, etc.)
12. If you have a web-enabled mobile phone, smartphone, or other handheld mobile device (iPad, iPod Touch), how often do you use it to do the following?
RESPONSES – my device can't, didn't know I could, doesn't interest me, very rarely, rarely, occasionally, frequently, very frequently
- Text message
 - Download apps
 - Use a search engine (e.g., Google)
 - Do research for an assignment
 - Send email

- f. Download music
- g. Play games
- h. Watch videos
- i. Read e-books
- j. Find information (news, weather, sports, specific facts, etc.)
- k. Conduct personal business (banking, shopping, etc...)
- l. Check Facebook, Twitter, etc...
- m. Make a status update
- n. Check into a location-based service (Foursquare, etc...)
- o. Other (please specify)

13. If your mobile device(s) supported the following Claremont Colleges Library services, how likely would you be to use them?

RESPONSES – very unlikely, unlikely, fairly likely, very likely, not sure

- a. Find Library hours, locations, or phone numbers
- b. Ask a librarian for help or advice via chat
- c. Ask a librarian for help or advice via text message
- d. Use Library research guides, course guides, and tutorials
- e. Search for e-books in the catalog
- f. Read e-books
- g. Send a call number for a book from the catalog
- h. Access online reserves
- i. Receive renewal or overdue notices
- j. Check your Library account/renew books
- k. Use mobile sites of databases (e.g., EBSCO, ProQuest, JSTOR) to do research

14. For each web tool and social site, would you “friend,” “follow,” or “add” the Claremont Colleges Library?

RESPONSES – haven’t heard of it, I don’t use this, no, maybe, yes, I already have

- a. Facebook
- b. Foursquare
- c. LinkedIn
- d. MySpace
- e. Twitter
- f. Tumblr
- g. Yelp
- h. YouTube

15. For each of the following statements, choose the best answer:

RESPONSES – strongly disagree, disagree, neutral, agree, strongly agree

- a. My instructors tend to have reasonable expectations of my technology-related skills and abilities

- b. My instructors tend to have reasonable expectations of my research-related skills and abilities
- c. The Claremont Colleges Library supports my college experience.
- d. I am aware of the services the Claremont Colleges Library offers.
- e. The Claremont Colleges library has materials that are useful to me in my classes.
- f. The technology skills I am learning at college will benefit me in my future career.
- g. The research skills I am learning at college will benefit me in my future career.
- h. I am able to afford the technology I need to succeed as a student.
- i. I would check out technology (laptops, tablets, e-readers, etc.) from the library if it were available.
- j. Technology helps me collaborate.
- k. Technology helps me learn.
- l. Technology helps me be more productive.

IL/Tech Skills Assessment Items

Questions 16 and 17 in this section adapted from pilot NSSE Experiences with Information Literacy module. Copyright © 2013 Trustees of Indiana University. For information on questions see NSSE topical modules website - <http://nsse.iub.edu/html/modules.cfm>.

16. Over the past year, about how often have you done the following?

RESPONSES - Never, Sometimes, Often, Very often, Don't know

See <http://nsse.iub.edu/html/modules.cfm>

17. Over the past year, how much have your instructors emphasized the following?

RESPONSES - very little, some, quite a bit, very much

See <http://nsse.iub.edu/html/modules.cfm>

18. Please rate your abilities in the following areas:

RESPONSES - Very high, High, Moderate, Low, None, I don't know what this means

- a. Differentiate between scholarly and popular literature
- b. Use Library databases to find relevant sources
- c. Evaluate sources to determine if they are authoritative
- d. Use sources to further an argument/thesis
- e. Provide proper attribution to sources
- f. Write an annotated bibliography

19. My Claremont Colleges education is giving me the skills to:

RESPONSES - strongly disagree, disagree, not sure, agree, strongly agree

- a. Develop an effective research question or thesis
- b. Locate appropriate resources for my research question/thesis
- c. Effectively evaluate and analyze resources
- d. Synthesize and articulate the ideas of others in my work

- e. Paraphrase sources in my work
 - f. Properly cite sources
 - g. Understand when, and when not, to cite
 - h. Understand open access and what research sources will be available to me after graduation
20. How important are the Claremont College's information resources (books, online article databases, guidance from librarians, etc.) to your learning and development? Not Important
Very Important 1 – 7 scale
21. What is your skill level with the following items?
RESPONSES – very low, low, fair, high, very high
- a. Finding information for assignments in the Library or on the Library website
 - b. Finding information on the free web (Google, Wikipedia, etc.) for personal use
 - c. Finding information for assignments on the free web (Google, Wikipedia, etc.)
 - d. Using Sakai
 - e. Using word processing software (Microsoft Word)
 - f. Using presentation software (PowerPoint, Prezi)
 - g. Using spreadsheets (Excel)
 - h. Using graphics software (Photoshop, aoom)
 - i. Troubleshooting computers or software problems
 - j. Creating and editing web pages
22. **OPTIONAL:** Do you have any comments or suggestions?

Demographic Items

23. What college do you attend?*
- a. CGU
 - b. Claremont McKenna
 - c. Harvey Mudd
 - d. Keck Graduate Institute
 - e. Pitzer
 - f. Pomona
 - g. Scripps
24. Department/Subject
- a. Africana Studies
 - b. American Studies
 - c. Anthropology
 - d. Art & Art History
 - e. Asian American Studies

- f. Biology
- g. Business
- h. Chemistry
- i. Chicano/a & Latino/a Studies
- j. Classics
- k. Community & Global Public Health
- l. Computer Science
- m. Dance
- n. Economics
- o. Education
- p. Engineering
- q. English/Literature
- r. Environmental Analysis
- s. Financial Economics
- t. Gender Studies
- u. Geology
- v. History
- w. Information Science
- x. International Relations
- y. Languages (Arabic, Chinese, French, Japanese, Spanish, etc.)
- z. Law/Legal Studies
- aa. Linguistics & Cognitive Science
- bb. Management
- cc. Mathematics
- dd. Media Studies
- ee. Middle East Studies
- ff. Music
- gg. Neuroscience
- hh. Philosophy
- ii. Physics/Astronomy
- jj. Political Studies/Politics/Government
- kk. Psychology
- ll. Public Policy Analysis
- mm. Religious Studies
- nn. Russian & Eastern European Studies
- oo. Science, Technology & Society
- pp. Sociology
- qq. Theater
- rr. Other

25. What best represents your student status?

- a. First-Year

- b. Sophomore
- c. Junior
- d. Senior
- e. Graduate Master's
- f. Graduate PhD

26. How old are you?

- a. 19 or under
- b. 20 to 24
- c. 25 to 29
- d. 30 to 34
- e. 35 to 39
- f. 40 to 49
- g. 50+

27. What is your gender?

- a. Female
- b. Male
- c. Transgender
- d. Other
- e. Prefer not to say

28. What best represents your ethnicity? Check all that apply

- a. Black or African-American
- b. American Indian or Alaska native
- c. Asian
- d. Hispanic or Latino
- e. Native Hawaiian or Other Pacific Islander
- f. White
- g. Prefer not to say
- h. Other (Please specify) _____