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Undergraduate Survey, 2006-09

Increased Satisfaction with Library

Prepared by the Office of Institutional Research

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The Undergraduate Survey has been administered at Loyola every spring since 2006.¹ It contains questions on satisfaction with various aspects of the Loyola experience, including the Library.

Responses to questions were on a five point scale, from 0 = lowest satisfaction to 4 = highest satisfaction. There were three questions relating to the Library: satisfaction with resources, with services, and with study space. In addition, responses to these three questions were combined into a summary index of satisfaction with the Library, also on a scale from 0 to 4. All reported results represent averages on the 0 to 4 scale.

This report looks at undergraduate satisfaction with the Library. It compares students by class, by school, by entry status (transfer/new freshman), by living situation, and by campus of majority of coursework.

Key findings

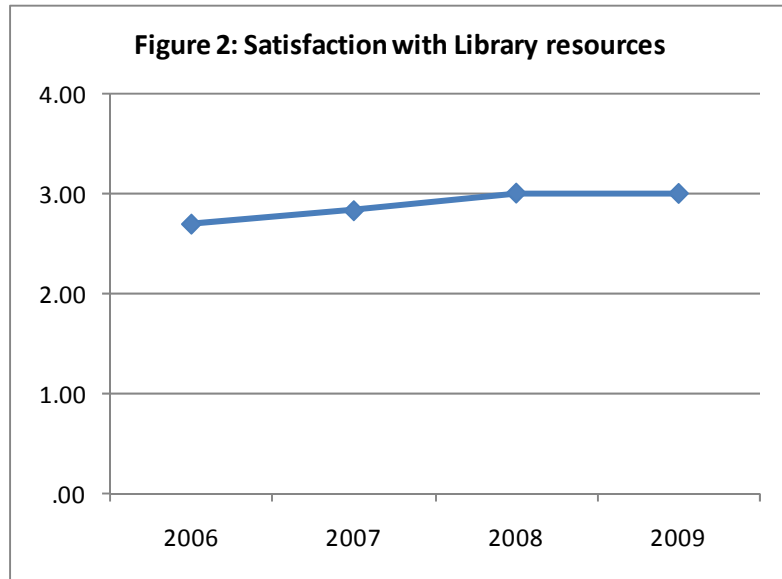
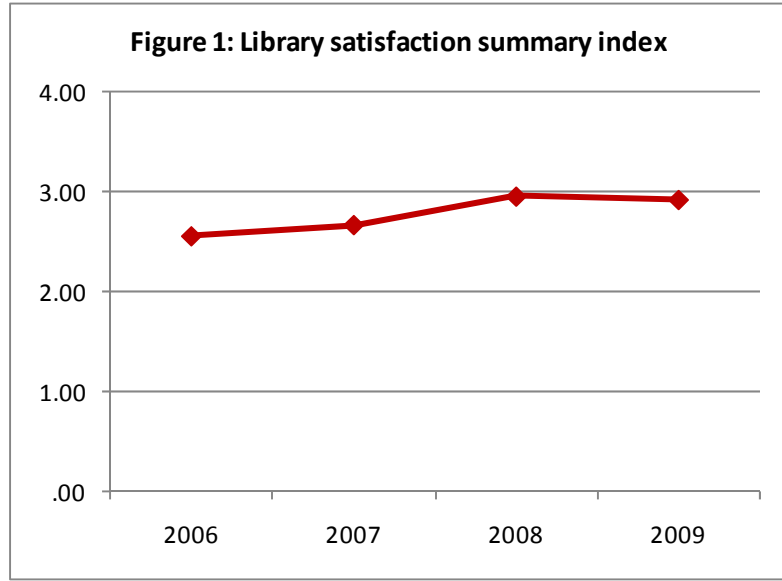
- Satisfaction with the Library rose from 2006 to 2008, then stayed stable through 2009 (see Table 1 and Figure 1).
- Although students were less satisfied with Library study space than with resources and services, it was satisfaction with Library study space that rose most from 2006 to 2009 (see Figures 2-4).
- In the past, freshmen were more satisfied with the Library than were upperclassmen (see Table 2). However, because satisfaction rose in all areas of Library, but especially for upperclassmen, the difference narrowed substantially.
- In general, Nursing students were the most satisfied with the Library, while Communications students were the least satisfied (see Table 3).
- Satisfaction with the Library grew from 2006 to 2009 for all of the schools except Social Work. Satisfaction among Nursing and A&S student grew most.

¹ Response rates range from 38% to 46%.

- The differences between schools in satisfaction with study space were much smaller than the differences between schools in satisfaction with resources and services.
- Transfer students were a little more satisfied with the Library than were students who entered Loyola as new freshmen, especially with study space (2006-07 only; see Table 4).
- Students who lived off-campus with their parents tended to be more satisfied with the Library, compared to those who lived on campus and those who lived off-campus without their parents (see Table 5).
- In past years, students who were primarily on the Water Tower campus were slightly more satisfied with the Library than were students who were primarily on the Lake Shore campus (see Table 6). By 2009, however, both groups of students were equally satisfied with resources and services, and Lake Shore students were slightly happier than Water Tower students with study space.

Conclusions

- Students tend to be more satisfied with the Library than with other services and resources on campus (results not shown).
- Freshmen tended to be more satisfied with the Library than upperclassmen (although the gap has narrowed), while transfer students tended to be more satisfied than students who entered as new freshmen
- There were increases in all three areas of Library satisfaction: resources, services, and study space.
- Satisfaction in each of these areas rose from 2006 to 2008, and then stayed stable through 2009.
- These increases in satisfaction, especially with resources and study space, reflect the opening of the Information Commons in January, 2008.



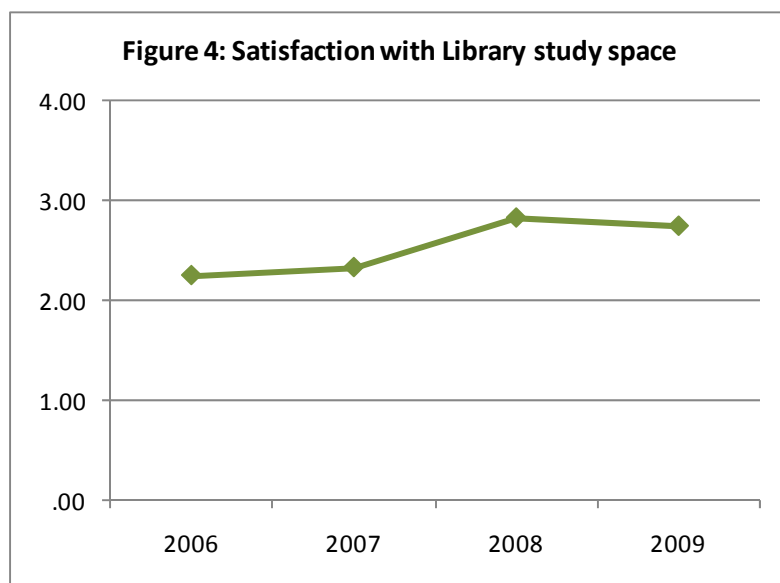
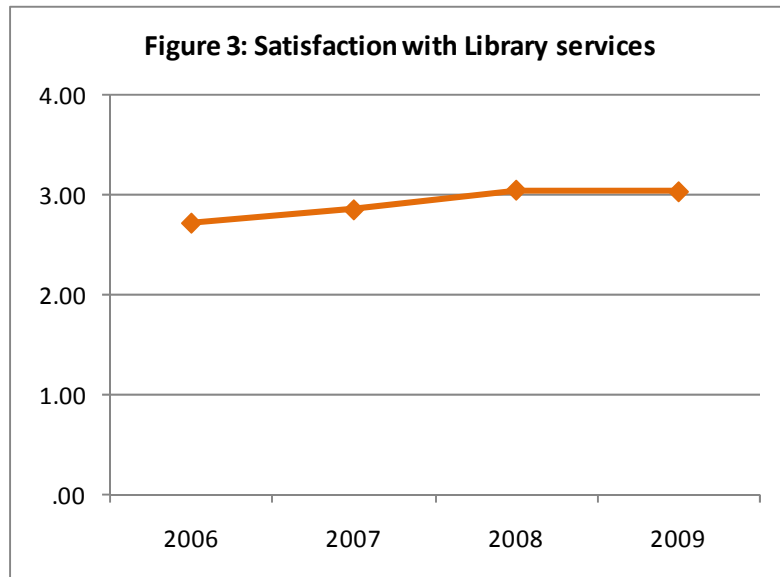


Table 1 Satisfaction with Library, by Year				
Scale 0 to 4*	2006	2007	2008	2009
Library - summary index	2.56	2.67	2.96	2.92
Library - specific				
Resources	2.70	2.83	3.01	3.00
Services	2.73	2.86	3.05	3.04
Study space	2.25	2.33	2.83	2.75

Source: Undergraduate Survey, 2006-09

* Scale from 0 (very dissatisfied) to 4 (very satisfied).

Table 2 Satisfaction with Library, by Class and Year				
Scale 0 to 4*	2006	2007	2008	2009
Library - summary index				
Freshman	2.83	2.90	3.14	3.01
Sophomore	2.56	2.68	2.96	2.92
Junior	2.51	2.62	2.96	2.88
Senior	2.44	2.56	2.85	2.91
Library - specific				
Resources				
Freshman	2.90	2.98	3.18	3.05
Sophomore	2.73	2.88	3.04	3.01
Junior	2.68	2.79	3.01	2.98
Senior	2.61	2.75	2.89	2.99
Services				
Freshman	2.91	3.03	3.19	3.08
Sophomore	2.72	2.90	3.06	3.01
Junior	2.70	2.80	3.08	3.01
Senior	2.66	2.77	2.95	3.04
Study space				
Freshman	2.68	2.71	3.07	2.90
Sophomore	2.25	2.30	2.81	2.75
Junior	2.18	2.28	2.81	2.67
Senior	2.08	2.16	2.71	2.71

Source: Undergraduate Survey, 2006-09

* Scale from 0 (very dissatisfied) to 4 (very satisfied).

Table 3				
Satisfaction with Library, by School* and Year				
Scale 0 to 4**	2006	2007	2008	2009
Library - summary index				
A&S	2.50	2.62	2.91	2.91
Business	2.67	2.76	3.01	2.88
Education	2.72	2.86	3.14	3.05
Nursing	2.57	2.78	3.04	3.13
Social Work	2.98	2.92	3.04	3.04
Communication	---	---	---	2.79
Library - specific				
Resources				
A&S	2.66	2.80	2.96	2.97
Business	2.79	2.92	3.05	3.05
Education	2.81	2.94	3.13	3.05
Nursing	2.76	2.95	3.08	3.18
Social Work	3.03	3.33	3.14	3.02
Communication	---	---	---	2.84
Services				
A&S	2.69	2.83	3.01	3.02
Business	2.77	2.89	3.08	3.02
Education	2.88	3.05	3.21	3.14
Nursing	2.77	2.96	3.18	3.26
Social Work	3.10	3.00	3.18	3.13
Communication	---	---	---	2.90
Study space				
A&S	2.16	2.26	2.78	2.74
Business	2.48	2.49	2.94	2.61
Education	2.48	2.60	3.06	2.96
Nursing	2.21	2.44	2.87	2.94
Social Work	2.80	2.57	2.80	2.98
Communication	---	---	---	2.61

Source: Undergraduate Survey, 2006-09

* Communications included in A&S until becoming separate school in 2008-09.

** Scale from 0 (very dissatisfied) to 4 (very satisfied).

Table 4		
Satisfaction with Library, by Entry Status and Year		
Scale 0 to 4**	2006	2007
Library - summary index		
Transfer student	2.77	2.85
New freshmen	2.49	2.62
Library - specific aspects		
Resources		
Transfer student	2.84	2.96
New freshmen	2.66	2.80
Services		
Transfer student	2.90	2.98
New freshmen	2.68	2.82
Study space		
Transfer student	2.58	2.64
New freshmen	2.15	2.23

Source: Undergraduate Survey, 2006-09

* Transfer status not asked in 2008 or 2009.

** Scale from 0 (very dissatisfied) to 4 (very satisfied).

Table 5			
Satisfaction with Library, by Living Situation and Year			
Scale 0 to 4*	2007	2008	2009
Library - summary index			
On-campus	2.69	3.00	2.86
Off-campus, with parents	2.92	3.11	3.10
Off-campus, not with	2.52	2.84	2.92
Library - specific aspects			
Resources			
On-campus	2.85	3.06	2.94
Off-campus, with parents	3.04	3.14	3.15
Off-campus, not with	2.71	2.89	3.02
Services			
On-campus	2.87	3.08	2.96
Off-campus, with parents	3.09	3.19	3.18
Off-campus, not with	2.73	2.96	3.06
Study space			
On-campus	2.38	2.87	2.69
Off-campus, with parents	2.66	3.03	2.99
Off-campus, not with	2.12	2.69	2.70

Source: Undergraduate Survey, 2006-09

* Scale from 0 (very dissatisfied) to 4 (very satisfied).

Table 6 Satisfaction with Library, by Campus and Year				
Scale 0 to 4*	2006	2007	2008	2009
Library - summary index				
Lakeshore	2.51	2.65	2.96	2.92
Water Tower	2.72	2.78	2.95	2.92
Library - specific				
Resources				
Lakeshore	2.67	2.81	3.01	2.99
Water Tower	2.81	2.92	3.01	3.07
Services				
Lakeshore	2.70	2.85	3.06	3.03
Water Tower	2.84	2.90	3.04	3.07
Study space				
Lakeshore	2.17	2.28	2.83	2.77
Water Tower	2.54	2.54	2.83	2.67

Source: Undergraduate Survey, 2006-09

* Scale from 0 (very dissatisfied) to 4 (very satisfied).