

Library Student Success Center Satisfaction Survey Fall 2014

N = 61

1. Using the L-SSC has helped me to keep up with my class(es) and complete the course requirements (Please circle ONE)

Response	Frequency	Percent
Strongly Agree	36	59.02%
Neutral	6	9.84%
Agree	17	27.87%
Disagree	0	0.00%
Strongly Disagree	0	0.00%
Missing	2	3.28%

2. Using the L-SSC has helped me improve the grade(s) I earned in my class(es). (Select ONE)

Response	Frequency	Percent
Strongly Agree	25	40.98%
Neutral	13	21.31%
Agree	21	34.43%
Disagree	1	1.64%
Strongly Disagree	0	0.00%
Missing	1	1.64%

3. Are the services available to you at your convenience? Please rate from 1-5 (1=least convenient to 5=most convenient)

A-Library

Response	Frequency	Percent
Least Convenient	0	0.00%
Less Convenient	0	0.00%
Convenient	7	11.48%
Somewhat Convenient	15	24.59%
Most Convenient	36	59.02%
Missing	2	3.28%

B-Student Success Center

Response	Frequency	Percent
Least Convenient	1	1.64%
Less Convenient	1	1.64%
Convenient	10	16.39%
Somewhat Convenient	13	21.31%
Most Convenient	31	50.82%
Missing	4	6.56%

4. What times do you usually use the L-SSC? (Select all that apply)

Response	Frequency	Percent
Early Mornings	9	14.75%
Late Mornings	7	11.48%
Early Afternoons	11	18.03%
Late Afternoons	6	9.84%
Evenings	3	4.92%
Missing	0	0.00%

5. How did you find out about the L-SSC (Select all that apply)

Response	Frequency	Percent
Instructor	8	13.11%
Fellow Student	9	14.75%
Flyer	2	3.28%
Walk-In	22	36.07%
Missing	0	0.00%

6. How often do you visit the L-SSC (Select ONE)

Response	Frequency	Percent
First Visit	1	1.64%
Once or twice	18	29.51%
Weekly	22	36.07%
Daily	18	29.51%
Missing	1	1.64%

7. Was the L-SSC staff helpful in assisting with your needs (Select ONE)

Response	Frequency	Percent
Strongly Agree	26	42.62%
Agree	27	44.26%
Disagree	3	4.92%
Strongly Disagree	1	1.64%
Missing	4	6.56%

8. Did the services at L-SSC meet your needs?

Response	Frequency	Percent
Strongly Agree	24	39.34%
Agree	30	49.18%
Disagree	1	1.64%
Strongly Disagree	1	1.64%
Missing	5	8.20%

9. Do you use the L-SSC Website? (Please circle ONE)

Response	Frequency	Percent
Yes	26	42.62%
No	31	50.82%
Missing	4	6.56%

10. Was the L-SSC Website (<http://www.compton.edu/library>) helpful in assisting with your needs? (Select ONE)

Response	Frequency	Percent
Excellent	13	21.31%
Satisfactory	15	24.59%
Unsatisfactory	0	0.00%
No Opinion	10	16.39%
Have not used	17	27.87%
Missing	6	9.84%

11 Please rate the following. Select ONE from each group

A. L-SSC Services

Response	Frequency	Percent
Excellent	29	47.54%
Satisfactory	21	34.43%
Unsatisfactory	2	3.28%
No Opinion	4	6.56%
Have not used	0	0.00%
Missing	5	8.20%

B. L-SSC Resources and Services

Response	Frequency	Percent
Excellent	23	37.70%
Satisfactory	24	39.34%
Unsatisfactory	3	4.92%
No Opinion	4	6.56%
Have not used	3	4.92%
Missing	4	6.56%

C. L-SSC Resources and Equipment

Response	Frequency	Percent
Excellent	25	40.98%
Satisfactory	25	40.98%
Unsatisfactory	1	1.64%
No Opinion	5	8.20%
Have not used	1	1.64%
Missing	4	6.56%

D. L-SSC Ambiences and Facilities

Response	Frequency	Percent
Excellent	22	36.07%
Satisfactory	24	39.34%
Unsatisfactory	0	0.00%
No Opinion	9	14.75%
Have not used	1	1.64%
Missing	5	8.20%