

Introduction:

This document presents an analysis of the **UNI Computer and Library Satisfaction Survey** given to students participating in advanced registration for the Fall 2000 Semester (April 3, 2000 - April 21, 2000). 7,103 students participated in advanced registration and completed the survey. Prior to registering with the on-line registration system, each student was asked to answer two paired questions randomly selected from a set of 36. On average, about 395 students responded to each item. Items used in the survey focus on student perceptions of computer and library services at UNI, with two questions on issues related to the distribution of grade reports. (In addition, four items focused on student need for childcare. The analysis of these items is not included in this report.)

The 2000 **UNI Computer and Library Satisfaction Survey** was developed by:

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The 2000 survey is based on previous studies. The core questions used in the survey have now been used since 1997. The response set used in 1997 was Disagree, Does Not Apply, and Agree. In 1998, 1999 and 2000, the response set was expanded to Disagree, Strongly Disagree, Neutral/No Opinion, Agree, and Strongly Agree. Most of the questions have been maintained on all iterations of the survey although individual questions have been added, dropped or modified through the years. Table II presents an analysis showing the pattern of agreement for those items used in 2000.

Methodology:

A master file containing student demographic data as well as responses to the survey was provided to the Office of Information Management & Analysis (IM&A) by the Office of Information Technology Services (ITS). Data were analyzed to show patterns of response by various demographic groups. These included: Class, College of Major, Transfer Status, and Ethnicity. Each group was then subdivided to contrast male/female responses.

Cautionary Note:

The student responses presented in this analysis should be considered to be indicative of potential issues rather than definitive statements. As such, all the responses and the comments presented should be examined in the total context of individual Colleges and Departments. It is the hope of the authors of the study that others will perform additional research on the issues raised in order to improve the total educational experience of students at the University of Northern Iowa.

Results:

Table I provides some general observations on the survey. These comments are intended to stimulate further examination and thought.

Table II presents a summary of general agreement (Agree & Strongly Agree) responses to individual items for 1997, 1998, 1999 and 2000.

Table III presents a commentary on **differences** in average responses found within various groups. This commentary is intended to draw the reader's attention to various patterns but is not meant to exclude the presence of other patterns or relationships. Items with relatively large differences in agreement were cited but were typically limited to three or less observations per item. The number of individuals in the sub-groups was considered, but an absolute standard was not used. Thus the comments in this Table should be considered a starting point rather than definitive.

Finally, a detailed analysis of each of the 23 questions included in this report is presented. Items 11 through 20 were matched with Item 23, which asked about computer ownership. Therefore, average responses from those having a personal computer, those not having a computer and the composite are presented for these items. The degree of general agreement expressed by all subgroups is presented for all items.

Table I – General Impressions

Please note that all relationships mentioned in this Table are drawn from the detailed analysis of individual items. The best general view of survey results is found in Table II, which summarizes overall responses.

1) **Student reaction to Library support appears to be stabilizing.**

Item 9: Rod Library faculty and staff are generally courteous and helpful to me.

64.32% expressed agreement with this statement. The corresponding figures for 1998 and 1999 were 63.29% and 60.54%.

Item 3: When I ask a librarian for assistance, I usually get a useful response.

General agreement returned to a level of 61.52%. In 1999, 55.99% expressed agreement. The figure for 1998 was 63.68%.

Item 5: Rod Library instruction sessions (tours, classes, workshops) have been helpful to me in my academic work.

General agreement rose to 29.68% from 26.04% in 1999. The figure for 1998 was 34.59%.

2) **Student satisfaction with the Library's computer services is increasing.**

Item 4: UNISTAR, Rod Library's online catalog, is a valuable resource for finding books and periodicals in the Library.

This year, 66.08% expressed general agreement. In 1999, 63.34% were in general agreement.

Item 2: The Rod Library Home Page is a valuable resource for finding information on the Internet.

General agreement was expressed by 55.36%. In 1999, 50.88% expressed general agreement. In 1998, 44.60% were in agreement. This is an increase of almost 11% in two years.

Item 7: I can easily access Library resources from outside the Library via the University network.

Here too, general agreement has increased almost 11% over the last two years with 53.03% expressing agreement for 2000, 47.68% for 1999 and 42.35% for 1998. These patterns indicate that the students are finding the on-line services of the Library increasingly useful.

- 3) **Student satisfaction with computer resources at UNI is increasing and more students indicate that they have a computer for their personal use. However, their evaluations of the adequacy of e-mail and the integration of computers into the classroom are becoming more critical.**

Item 11: The network and computer resources at UNI are adequate.

In 2000, 68.45% expressed general agreement. In 1999, 63.64% agreed. In 1998, 55.37% expressed general agreement. This represents an increase of over 13% in two years. Of those without a computer 64.58% were in agreement. 69.17% of those owning a computer expressed agreement.

Item 23: Do you have a computer for your personal use available during the school year?

This year 77.11% agreed with this statement. In 1997 the figure was 54%. The fact that four out of five students now have their own computer potentially has implications for both the nature of computer support offered by the University and the divide between off-campus and on-campus support. (Note: Because Item 23 was paired with Items 11-20 3,936 individuals responded.)

Item 16: The VMS VAX e-mail software on the UNI COBRA and VIPER computers has generally met my educational needs.

The percent expressing agreement has fallen to 46.98%. 67.06% expressed agreement in 1998. This represents a decrease of over 20% in two years.

Item 14: Computers have been a significant part of my coursework at UNI.

This year, 64.18% are in general agreement. In 1999, 60.69% were in general agreement. In 1998, 70.75% were in agreement.

- 4) **Although students are willing to use technology they still prefer the tactical certainty of hard copy grade reports.**

Item 22: If technology existed to allow you to register for classes yourself via the telephone, would you utilize this service?

This year 57.13% expressed agreement. In 1999, 61.25% indicated agreement.

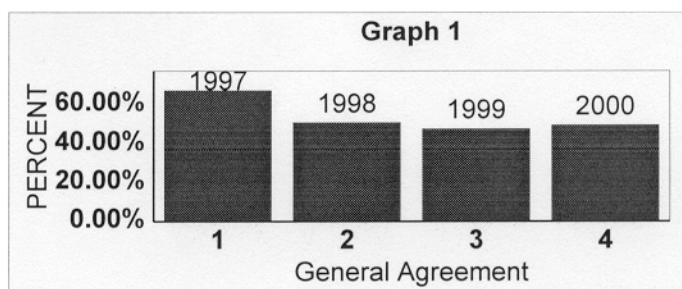
Item 21: Since you may obtain your grade report via the telephone and the web, would it be acceptable if we no longer mailed a grade report.

This year 26.33% agreed. In 1999 only 25.50% expressed agreement.

Table II - General Agreement (Percent Expressing Agreement)

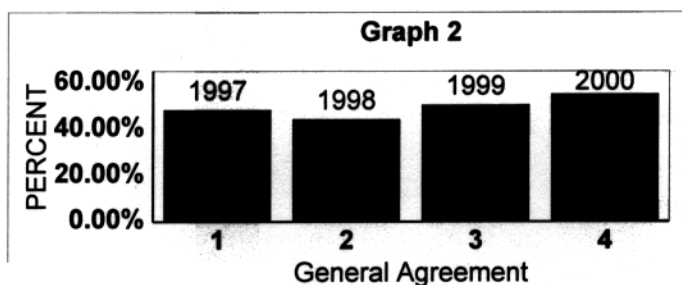
1. The Library usually has the scholarly journals (periodicals) I need for my studies.

1997	67.11%
1998	50.70%
1999	47.68%
2000	49.49%



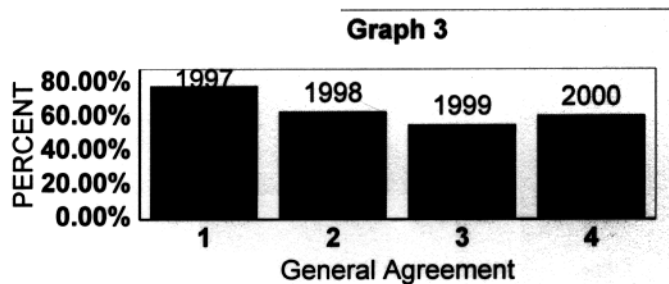
2. The Rod Library Home Page is a valuable resource for finding information on the Internet.

1997	48.57%
1998	44.60%
1999	50.88%
2000	55.36%



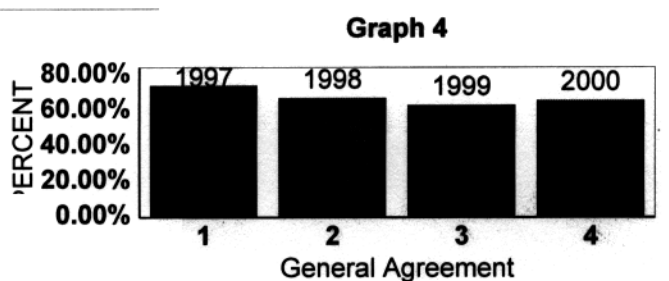
3. When I ask a librarian for assistance, I usually get a useful response.

1997	78.85%
1998	63.68%
1999	55.99%
2000	61.52%



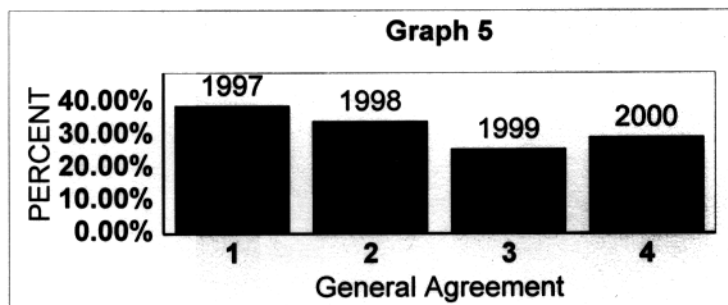
4. UNISTAR, Rod Library's online catalog, is a valuable resource for finding books and periodicals in the Library.

1997	74.54%
1998	67.38%
1999	63.34%
2000	66.08%



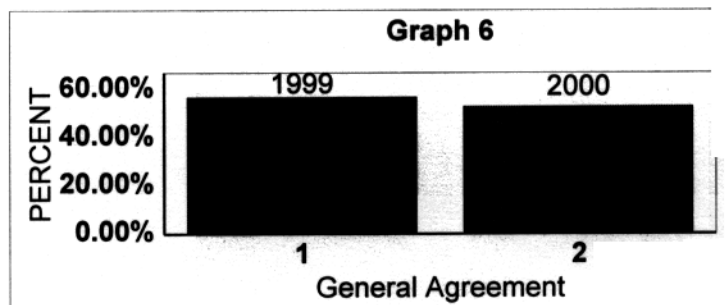
5. Rod Library instruction sessions (tours, classes, workshops) have been helpful to me in my academic work.

1997	39.30%
1998	34.59%
1999	26.04%
2000	29.68%



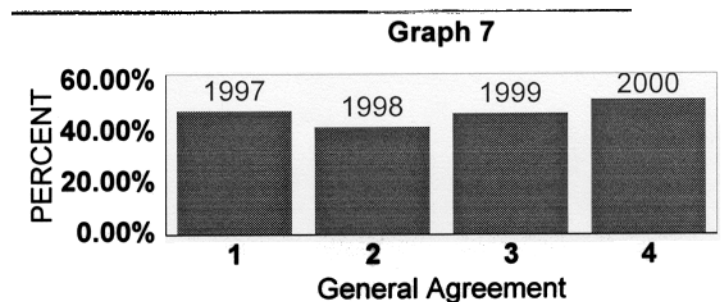
6. I am satisfied with the access to computerized databases available through Rod Library.

1997	N/A
1998	N/A
1999	57.04%
2000	53.12%



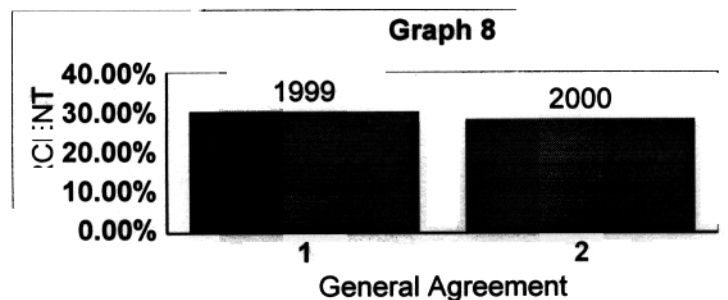
7. I can easily access Library resources from outside the Library via the University network.

1997	48.80%
1998	42.35%
1999	47.68%
2000	53.03%



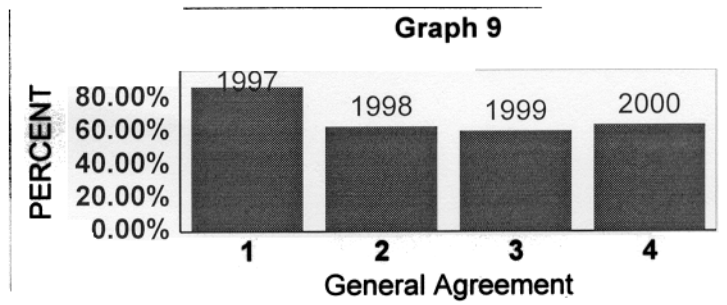
8. Rod Library's inter-library loan service usually permits me to obtain materials from other libraries within two weeks of my placing a request.

1997	N/A
1998	N/A
1999	31.02%
2000	29.04%



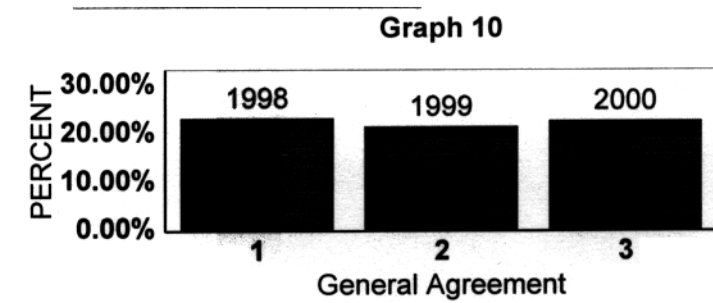
9. Rod Library faculty and staff are generally courteous and helpful to me.

1997	87.23%
1998	63.29%
1999	60.54%
2000	64.32%



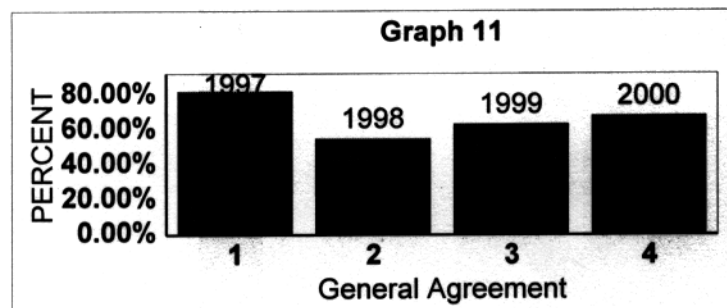
10. I have found the government documents in the Rod Library helpful.

1997	N/A
1998	23.35%
1999	21.64%
2000	22.86%



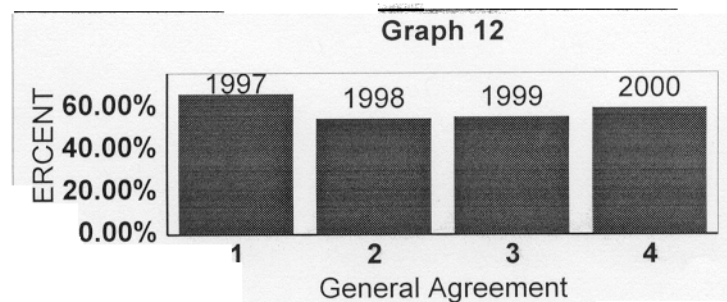
11. The network and computer resources at UNI are adequate.

1997	82.68%
1998	55.37%
1999	63.64%
2000	68.45%



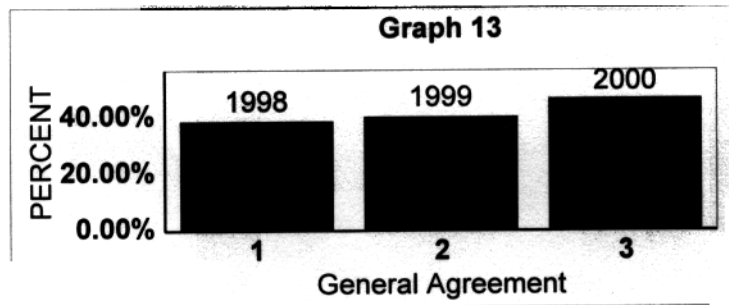
12. The UNI computer network is generally accessible between 8AM and 5PM from on campus.

1997	66.49%
1998	54.82%
1999	55.56%
2000	59.75%



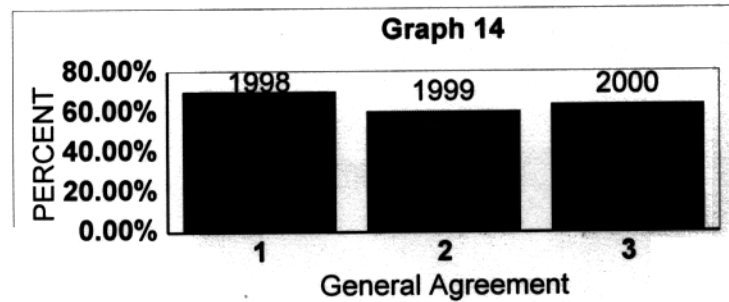
13. The UNI computer network is generally accessible between 8AM and 5PM from off campus.

1997	N/A
1998	38.82%
1999	40.49%
2000	46.92%



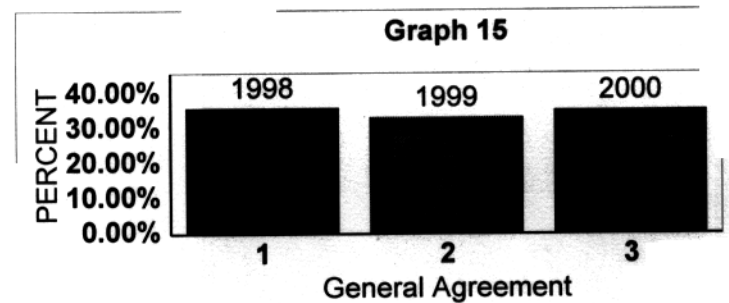
14. Computers have been a significant part of my coursework at UNI.

1997	N/A
1998	70.75%
1999	60.69%
2000	64.18%



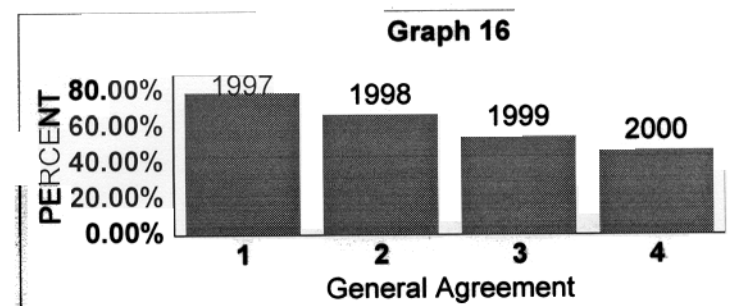
15. The UNI computer network is generally accessible after 5PM from OFF campus.

1997	N/A
1998	36.15%
1999	33.42%
2000	35.46%



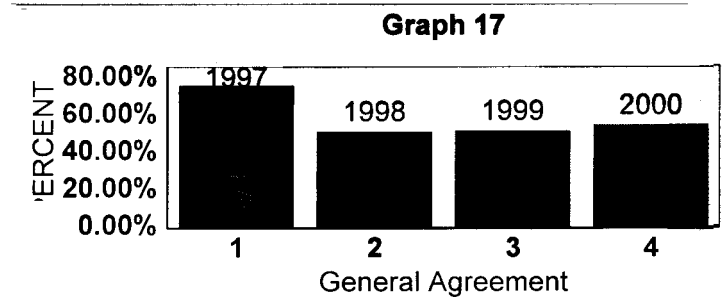
16. The VMS VAX email software on the UNI COBRA and VIPER computers has generally met my educational needs for e-mail.

1997	79.67%
1998	67.06%
1999	54.66%
2000	46.98%



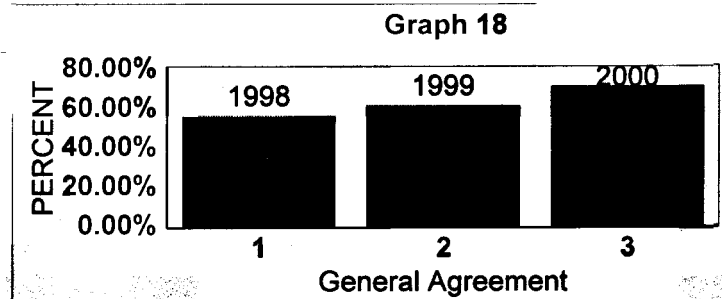
17. The training I have received on the use of UNI computers has generally met my educational needs.

1997	76.52%
1998	51.76%
1999	52.22%
2000	55.30%



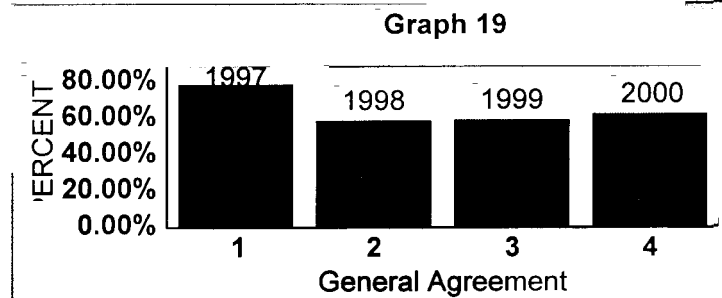
18. The performance of the UNI World Wide Web (WWW) connection has been adequate in meeting my educational needs.

1997	N/A
1998	56.84%
1999	62.13%
2000	72.12%



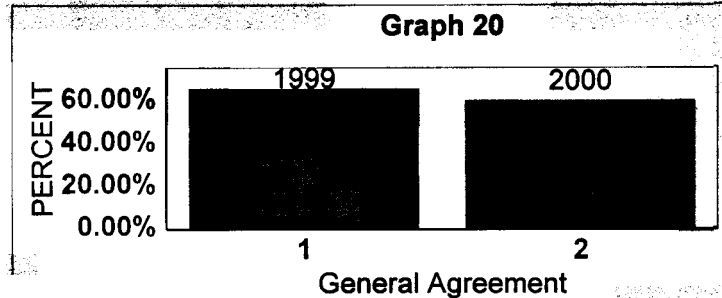
19. I feel I have been exposed to the computer tools necessary for me to use and learn about computing in my chosen professional field following graduation.

1997	78.84%
1998	58.91%
1999	59.31%
2000	62.63%



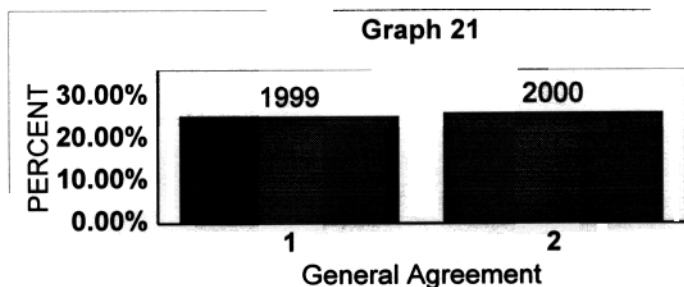
20. University email has generally met my needs.

1997	N/A
1998	N/A
1999	65.68%
2000	60.20%



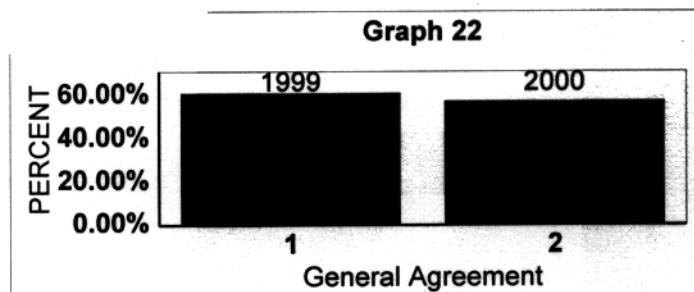
21. Since you may obtain your grade report via the telephone and the web, would it be acceptable if we no longer mailed a grade report?

1997	N/A
1998	N/A
1999	25.50%
2000	26.33%



22. If technology existed to allow you to register for classes yourself via the telephone, would you utilize this service?

1997	N/A
1998	N/A
1999	61.25%
2000	57.72%



23. Do you have a computer for your personal use available during the school year?

1997	53.85%
1998	56.24%
1999	67.43%
2000	77.11%

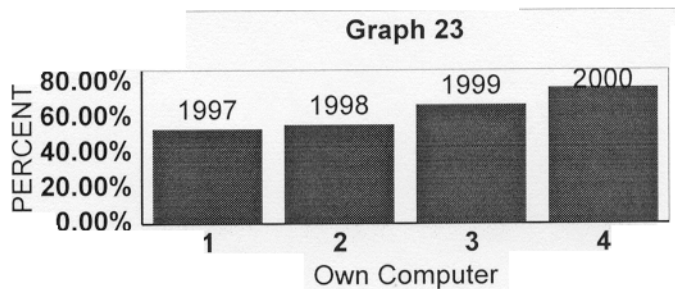


Table III – Differences in Responses within Groups
Highlights

Values cited refer to the general agreement (GA) or disagreement, the average response (Avg.) and differences between groups.

- The Library usually has the scholarly journals (periodicals) I need for my studies.**
(GA 49.49%); Graduate Students- GA 65.00%. 30.87% of respondents had no opinion.
- 2. The Rod Library Home Page is a valuable resource for finding information on the Internet.**
(GA 55.36%); Men – GA 49.38%, Women – GA 59.57%; SBS – GA 67.21%; Business – GA 46.07%.
- 3. When I ask a librarian for assistance, I usually get a useful response.**
(GA 61.52%); SBS – GA 71.79%; Business – GA 53.76%.
- 4. UNISTAR, Rod Library's online catalog, is a valuable resource for finding books and periodicals in the Library.**
(GA 66.08%); Men – GA 59.87%; Women – GA 69.96%.
- 5. Rod Library instruction sessions (tours, classes, workshops) have been helpful to me in my academic work.**
(GA 29.68%); 53.12% expressed No Opinion.
- 6. I am satisfied with the access to computerized databases available through Rod Library.**
(GA 53.12%); 29.43% expressed No Opinion.
- 7. I can easily access Library resources from outside the Library via the University network.**
(GA 53.03%); Humanities & FA – GA 55.71%; Natural Sciences – GA 42.65%.
- 8. Rod Library's inter-library loan service usually permits me to obtain materials from other libraries within two weeks of my placing a request.**
(GA 29.04%); 63.64% selected No Opinion.
- 9. Rod Library faculty and staff are generally courteous and helpful to me.**
(GA 64.32%)
- 10. I have found the government documents in the Rod Library helpful.**
(GA 22.86%); 68.34% selected No Opinion.

11. **The network and computer resources at UNI are adequate.**
(GA 68.45%). Seniors without a computer – GA 46.67%; seniors with a computer – GA 71.87%. The percent of seniors with a computer is typical (76.69% vs 77.11% for all respondents). Although the number of seniors without a computer answering this question is small (15), it does raise the question of whether the lack of a privately owned computer creates a disadvantage that is not fully recognized until late in the academic experience.
12. **The UNI computer network is generally accessible between 8 AM and 5 PM from on campus.** (GA 59.75%)
13. **The UNI computer network is generally accessible between 8 AM and 5 PM from off campus.** (GA 46.92%)
14. **Computers have been a significant part of my coursework at UNI.** (GA 64.18%)
15. **The UNI computer network is generally accessible after 5 PM from OFF campus.**
(GA 35.46%)
16. **The VMS VAX e-mail software on the UNI COBRA and VIPER computers has generally met my educational needs for e-mail.**
(46.98%) 1/3 of respondents selected No Opinion. Given that 77.11% of respondents have a computer, this suggests that many individuals are bypassing the UNI system in favor of Hot-Mail and other online providers.
17. **The training I have received on the use of UNI computers has generally met my educational needs.**
(GA 55.30%) Approximately 20% of respondents disagree with this statement. 24.75% selected No Opinion. This pattern of response may be indicative of a need to ensure discipline specific training.
18. **The performance of the UNI World Wide Web (WWW) connection has been adequate in meeting my educational needs.** (GA 72.12%)
19. **I feel I have been exposed to the computer tools necessary for me to use and learn about computing in my chosen professional field following graduation.**
(GA 62.63%); Seniors without a computer – GA 40.00%; seniors with a computer – 68.52%. This response pattern is consistent with the observations made on Item 11 above. That is, the lack of a computer creates a cumulative deficit that is not fully appreciated until late in the educational process.
20. **University e-mail has generally met my needs.**
(GA 60.20%); Individuals without a computer – GA 67.33%; individuals with a computer – GA 57.73%. Attaching video and music files is now a basic function for many sophisticated users. Thus to the extent that University e-mail lags in support of these functions, cutting edge users may find it inadequate.

21. **Since you may obtain your grade report via the telephone and the web, would it be acceptable if we no longer mailed a grade report?**
(Yes - 26.33%). A grade report on letterhead appears to be “official” even though the “information” is available through alternative.
22. **If technology existed to allow you to register for classes yourself via the telephone, would you utilize this service?** (Yes 57.72%)
23. **Do you have a computer for your personal use available during the school year?**
(Yes - 77.11%). 85.96% of Graduate Students indicated they own a computer. 75.06% of Freshmen indicate they have a personal computer. The highest percent of access is 87.50% by Graduate women. Other ethnic women responses show that 69.33% have a personal computer. It is especially interesting to note that the percentage of respondents with a personal computer has risen from 53.85% in 1997 to 77.11% in 2000. It is also interesting to note that Freshmen and Seniors have very similar rates of access. (Freshmen – 75.06%; Seniors – 76.69%). In that 3,936 individuals responded to this question, it is reasonable to assume that the percentages shown are quite valid.