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How we learned more about the views of science and engineering students by using our survey

Omar, Davina ORCID logoORCID: https://orcid.org/0000-0001-9134-1166 (2016) How we learned more about the views of science and engineering students by using our survey. In: USTLG Spring 2016 Meeting – Student Engagement with the Library and its Resources, 18 May 2016, Chester, UK. (Unpublished)

This is the Presentation of the final output.

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How we learned more about the views of Science and Engineering students by using our survey

Davina Omar

What I will cover

- A little bit about Kingston and me
- How we run the survey every year
- Key characteristics of our Scientists and Engineers
- Differences across sites
- How we are using this information

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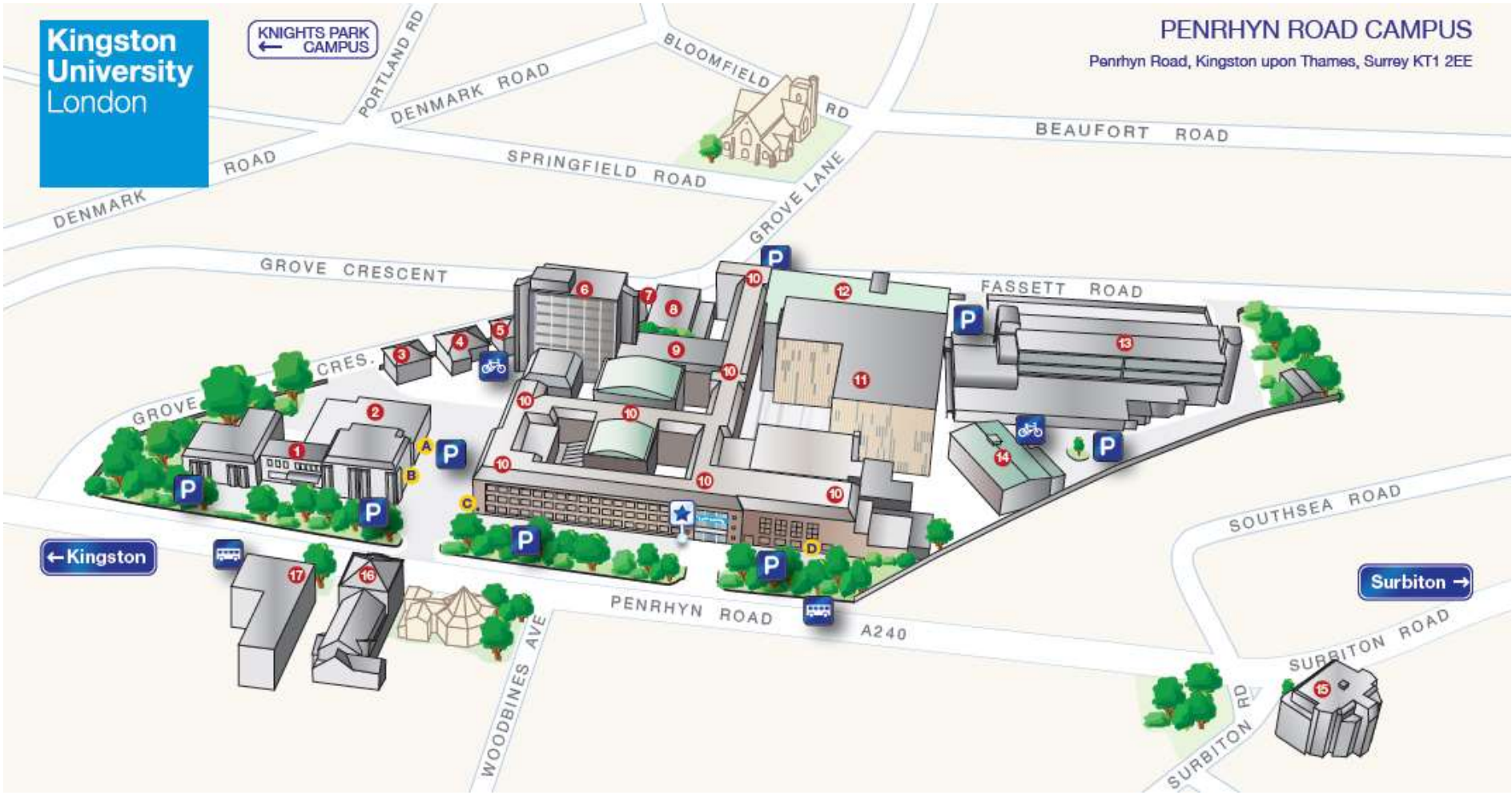
ABOUT ME

1. Information Specialist for Science, Engineering and Computing
2. Librarian since 2002
3. Main interests include usability testing, questionnaires, open access publishing and information literacy


Kingston University London
KNIGHTS PARK CAMPUS
PENRHYN ROAD CAMPUS
Penrhyn Road, Kingston upon Thames, Surrey KT1 2EE
PORTLAND RD
DENMARK ROAD
BLOOMFIELD RD
BEAUFORT ROAD
DENMARK ROAD
SPRINGFIELD ROAD
GROVE LANE
GROVE CRESCENT
GROVE CRES.
FASSETT ROAD
SOUTHSEA ROAD
←Kingston
Surbiton →
PENRHYN ROAD
A240
WOODBINES AVE
SURBITON ROAD
SURBITON RD

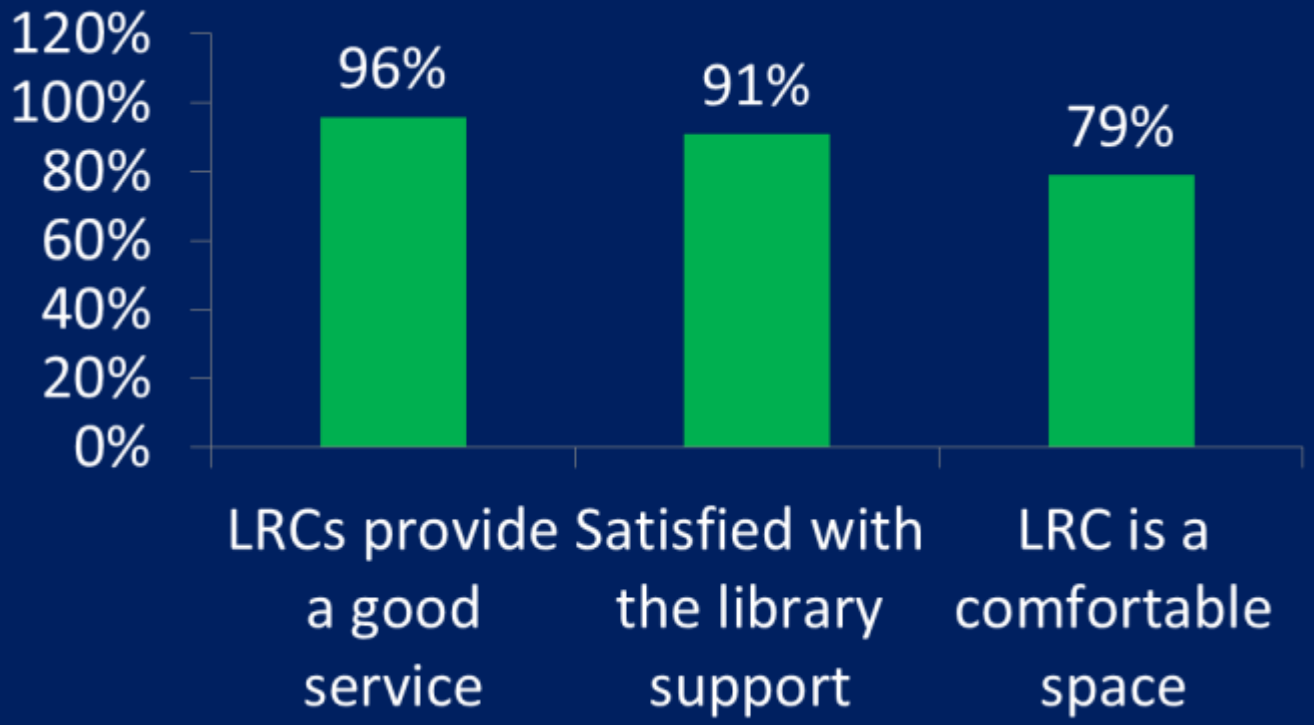
STUDY SKILLS
STUDY SKILLS
The
Ultimate
Skills Ha

LRC User Survey

Help us improve our services and resources

YOUR TURN TO SPEAK

Dark Cream
Dark Hazelnut



Satisfaction

What is the best thing about your LRC?

Books, Journals and Resources	22%
Computers and IT	12%
Opening Hours	9%
Space	37%
Staff	19%
Other	1%

If there was ONE thing that we could do to improve the service for you, what would it be?

Books, Journals and Resources	17%
Computers and IT	33%
Opening Hours	8%
Space	32%
Staff	2%
Other	8%

Comments

VISITS

	Visit daily
Computer Science & Mathematics	39%
Life Sciences, Pharmacy and Chemistry	54%
Mechanical and Aerospace Engineering	65%
Natural and Built Environments	26%
Survey average	42%

ZONES

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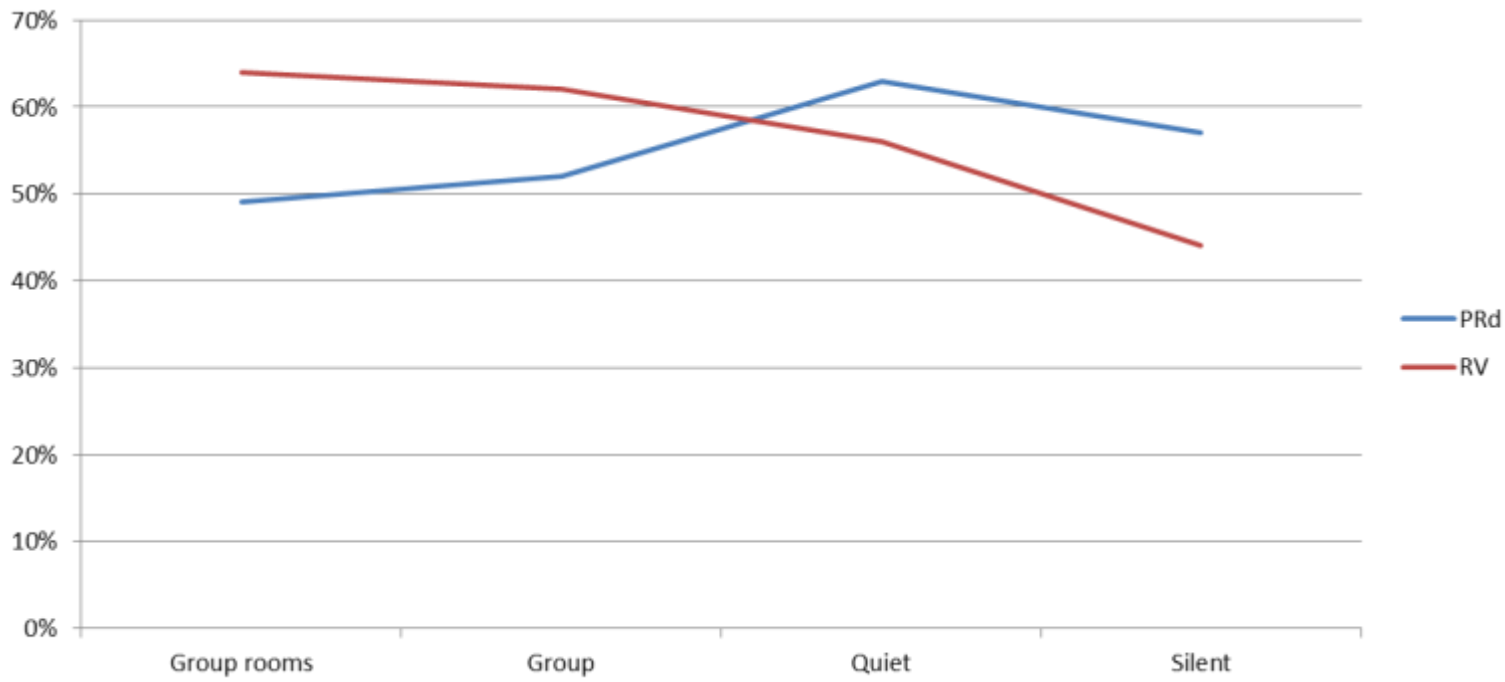
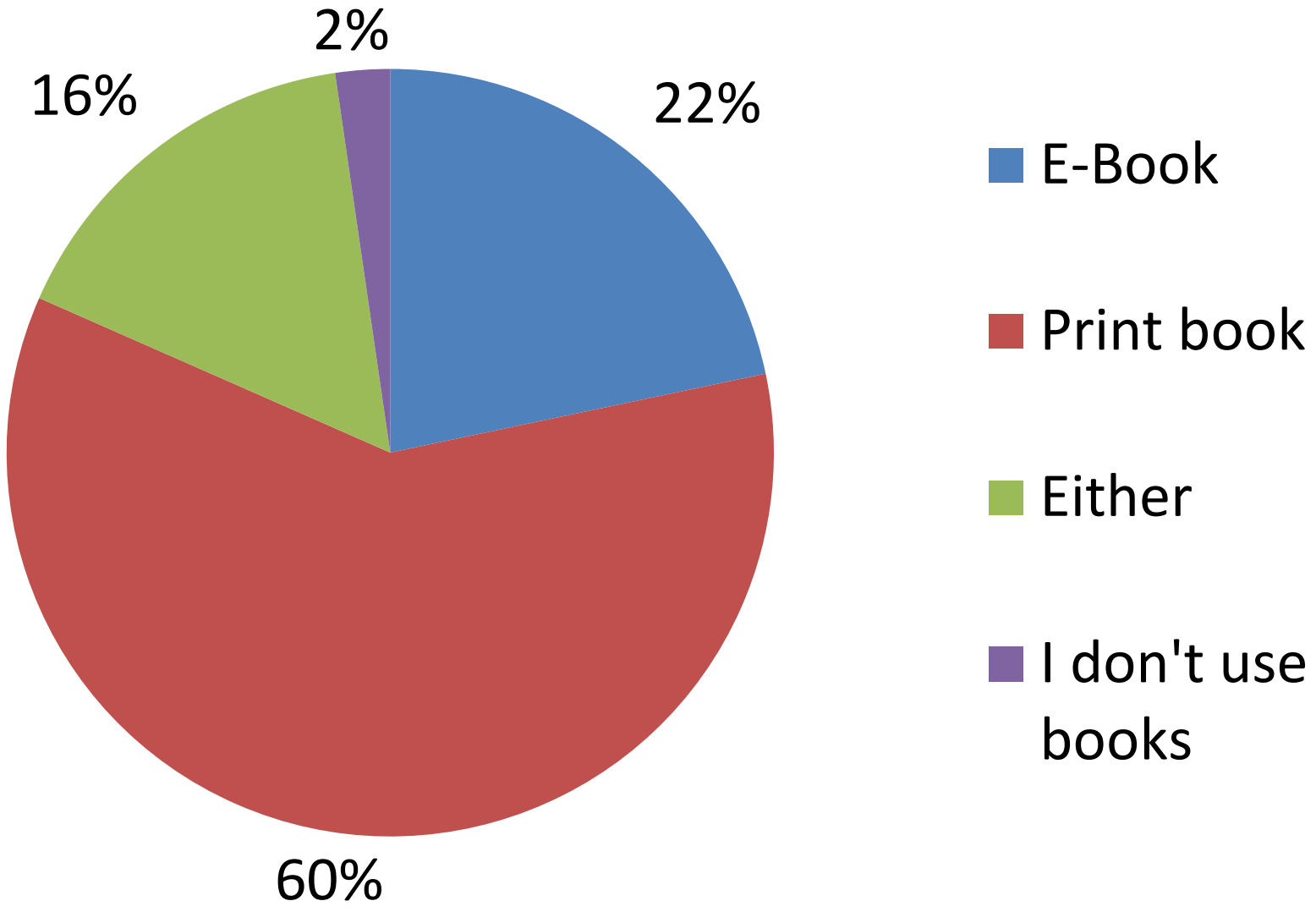
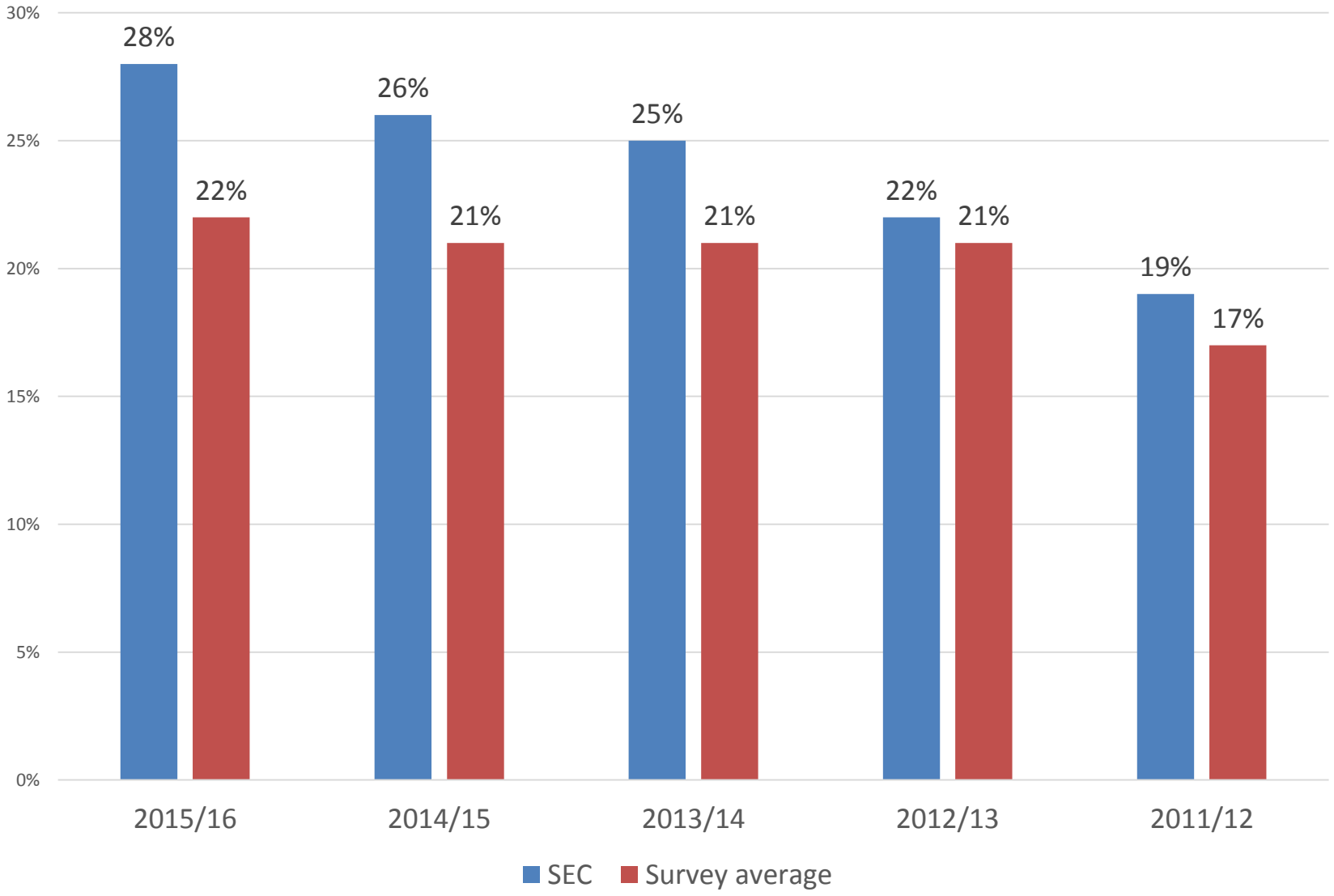


1.	Drawing Boards
2.	SolidWorks CD
3.	Laptops
4.	Table tennis bat and ball
5.	Robots
6.	Engineering Mechanics book
7.	Computer mouse
8.	Aerodynamics for Engineering students book
9.	Materials Science and Engineering book
10.	Engineering Mathematics through Applications book

If both an e-book and a print book were available for the book you wished to read, which one would you choose?




30%
25%
20%
15%
10%
5%
0%
28%
22%
26%
21%
25%
21%
22%
21%
19%
17%
2015/16
2014/15
2013/14
2012/13
2011/12
SEC
Survey average

develop
'BORN TO BUILD' CAMPAIGN
construction news
cnplus.co.uk
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10 JUL 2014
Library
BIG BUG HARVEST
Taste test at America's first insect farm
NewScientist
RECONSTRUCTING REALITY
New Civil Engineer
nce
www.nce.co.uk
RING FENCE ROADS
SLIPFORMING SUCCESS
DIGITAL NCE
10.07.14
Galliford in £16m
Medicine rediscovers psychedelic drugs
Bifunctional progenitors build nerves
Views on context redaction in climate change report
Science
$10
4 JULY 2014
AAAS
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14 JUL 2014
Library
NCV
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17 JUL 2014
An Official Journal of the American College of Sports Medicine
ACSM's
HEALTH & FITNESS
JOURNAL
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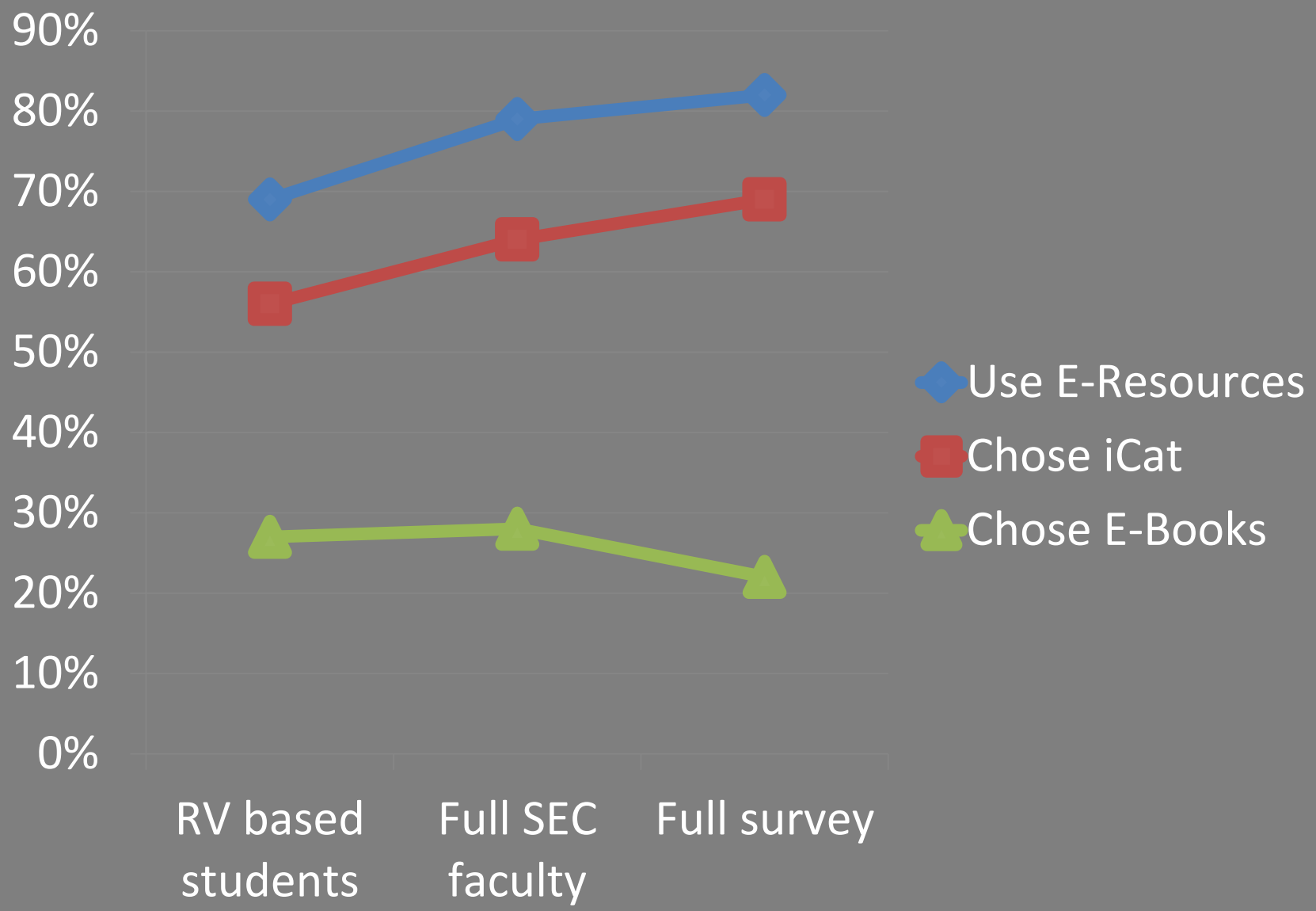
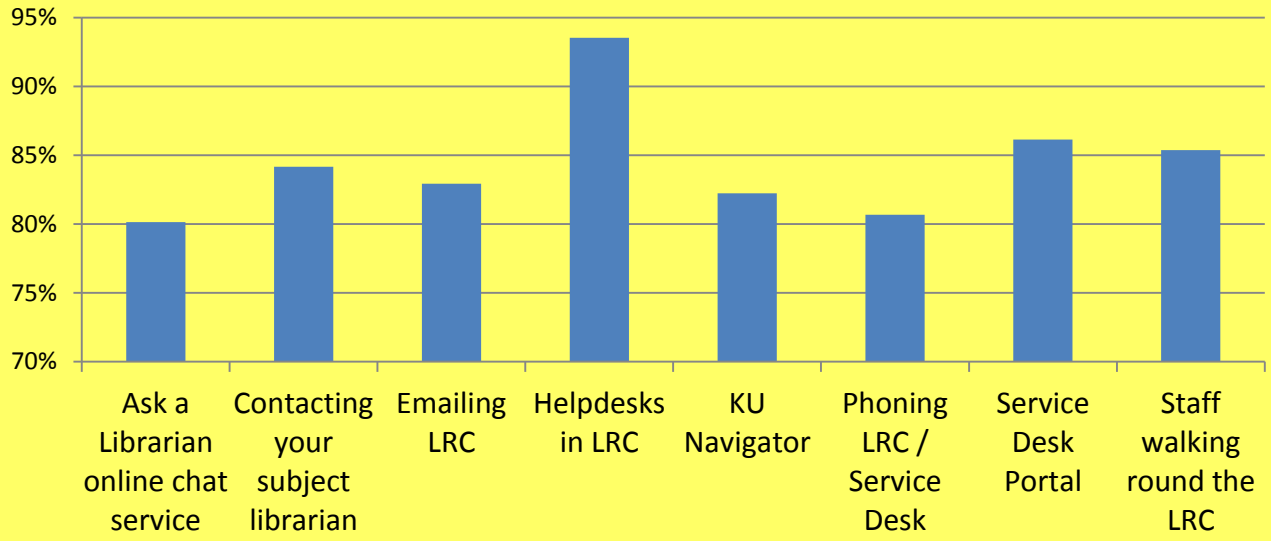
Library
DEO GAME CG SPECIAL! 3DS MAX • UNITY • ZBRUSH • BLENDER • MAYA
INSPIRING CG ARTISTS
FREE! 2GB OF TUTORIAL FILES
All the resources and video to improve your CG art
3D WORLD
PROVE YOUR GAME ART
MODO 801
MODELLING
RENDER AN EPIC SCENE
EXPOSED! THE RISE OF REAL-TIME TOOLS
Q&A
BUILD YOUR GAME TODAY!
WIRED
OCULUS RIFT
THE INSIDE STORY
WIRED REPORTS BACK FROM 2024
HOW TO GIVE A TED TALK
BRINGING
WHY LARRY PAGE PAID $3.2BN FOR IPOD CREATOR TONY FADELL
APPLE TO GOOGLE
CEC Self-Tests Now Online
App Store


90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
RV based students
Full SEC faculty
Full survey
Use E-Resources
Chose iCat
Chose E-Books

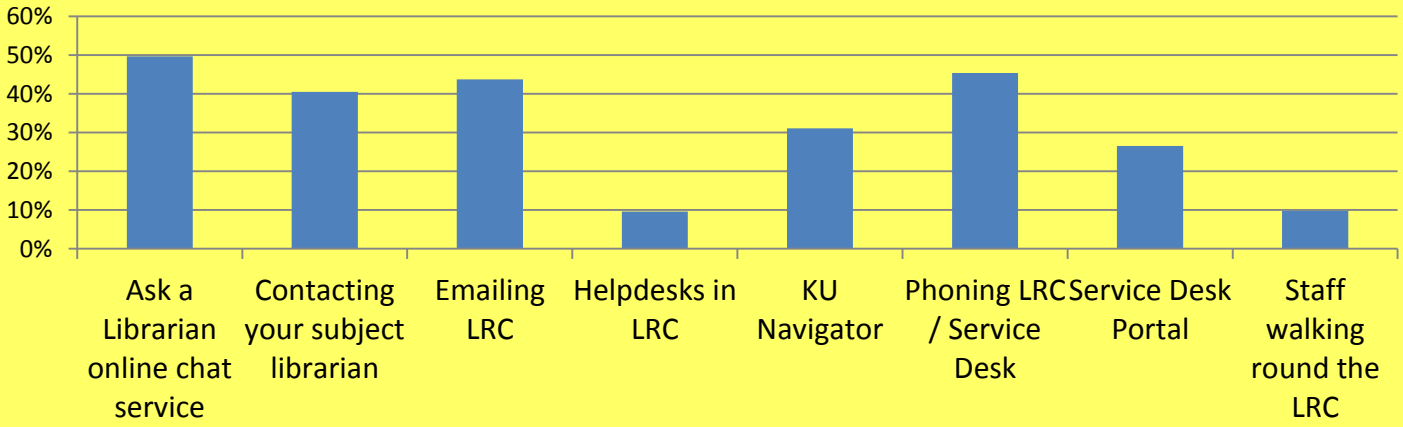
IT

Communication

Excellent or Good



Not used service



1
2
3

Small vs big

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WELCOME
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UNIVERSITY

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	Main survey	PT	International	Disability	Male	Female
I am satisfied with the IT help that I get	80%	68%	79%	74%	78%	81%
I am satisfied with the library support for my academic needs	89%	78%	89%	86%	89%	89%
My LRC is a comfortable space to study	82%	74%	81%	78%	81%	83%
Overall, the LRCs provide a good service	95%	88%	94%	97%	96%	95%
I am satisfied with the quality of customer service I receive in the LRCs	93%	90%	94%	91%	92%	93%
LRC staff are always polite and friendly	93%	91%	95%	95%	92%	94%
My enquiry is usually completed at the first point of contact	87%	82%	89%	86%	84%	89%
I receive clear help and guidance if my enquiry can't be answered at the first point of contact	84%	78%	89%	82%	81%	86%
Contacting your subject advisor/librarian	85%	80%	81%	85%	85%	85%
Helpdesks in LRC	93%	86%	92%	89%	91%	95%
Staff walking round the LRC	86%	79%	87%	82%	86%	86%
Bring laptop	66%	61%	71%	71%	66%	65%
Visit daily	42%	24%	47%	50%	45%	39%
Visit weekly	95%	79%	98%	99%	96%	94%
Use e-resources	82%	81%	82%	88%	77%	85%
Chose e-book	22%	22%	21%	25%	25%	20%
Use night opening	18%	7%	21%	25%	21%	16%
Find the article on iCat	83%	75%	80%	85%	82%	84%
Log into a database/collection	75%	70%	77%	76%	75%	76%
Access the full text of an item	69%	59%	67%	68%	68%	70%

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