

MSJC Library Student Satisfaction Survey – Fall 2017

Report Date: 18-01-29

Data Requestor:

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Section A: San Jacinto Campus, Menifee Campus and MSJC Library website

Section B: San Jacinto Campus Library

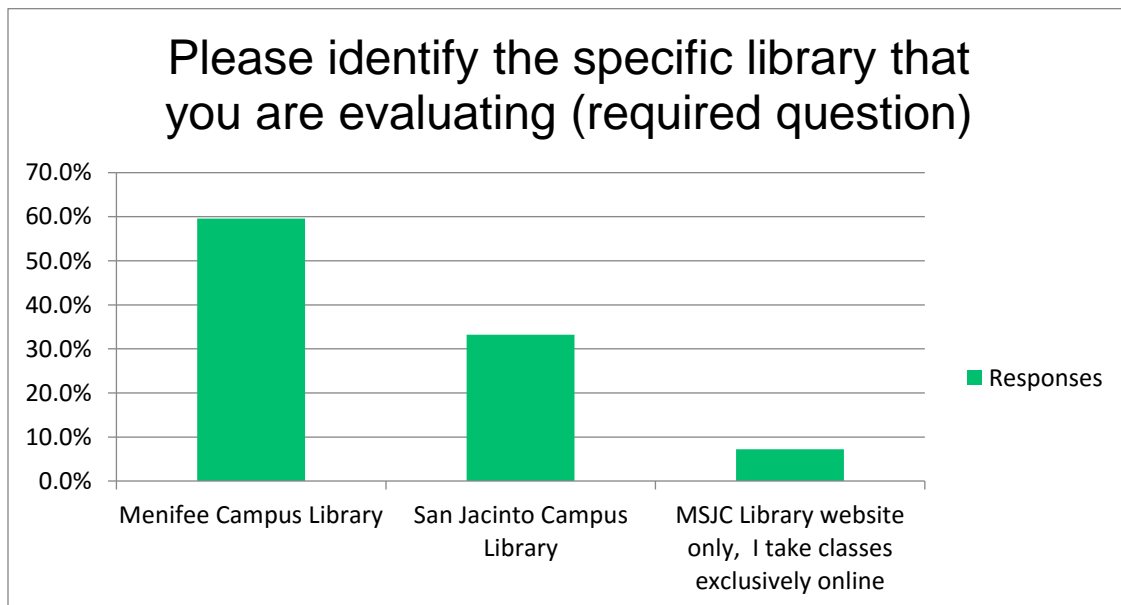
Section C: Menifee Campus Library

Section A:

Annual MSJC Library Student Survey – FA17

Please identify the specific library that you are evaluating (required question)

Answer Choices	Responses	
Menifee Campus Library	59.6%	909
San Jacinto Campus Library	33.2%	506
MSJC Library website only, I take classes exclusively online	7.2%	110
Answered	1525	
Skipped	0	

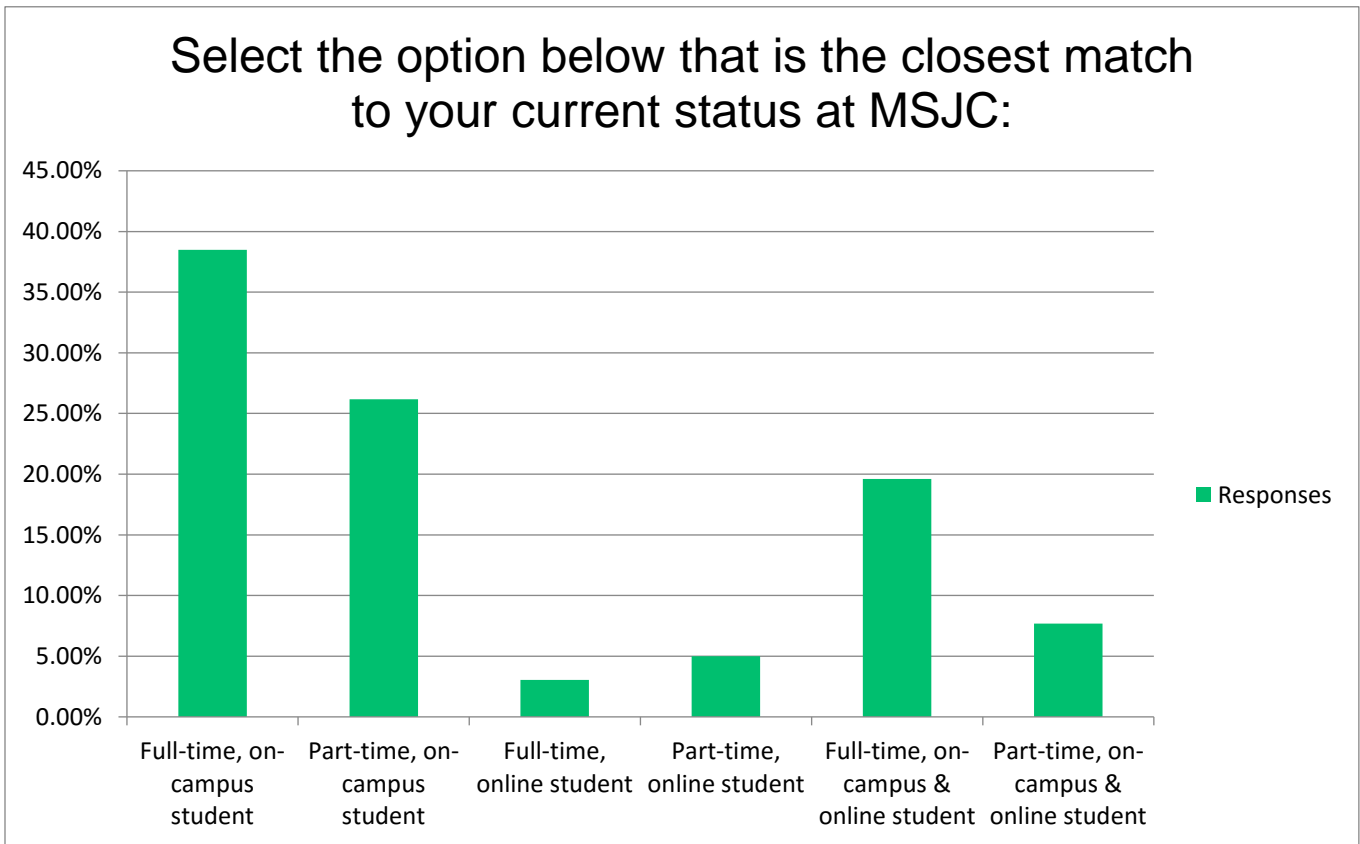


MSJC Library Student Satisfaction Survey – Fall 2017

Annual MSJC Library Student Survey – FA17

Select the option below that is the closest match to your current status at MSJC:

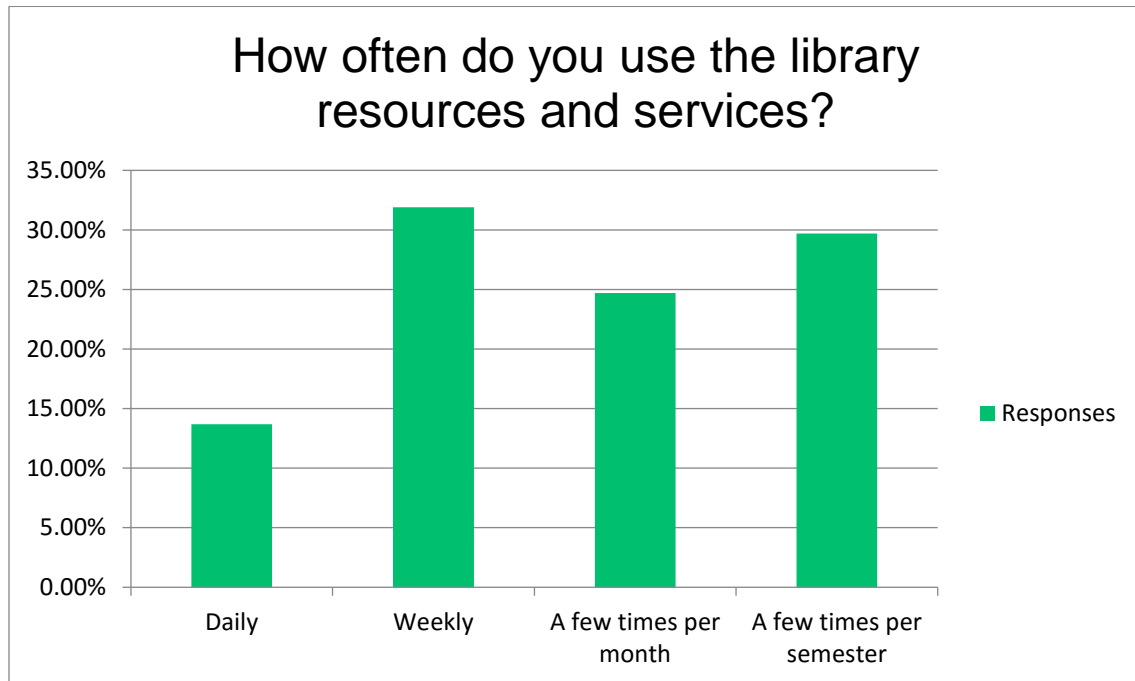
Answer Choices	Responses	
Full-time, on-campus student	38.48%	416
Part-time, on-campus student	26.18%	283
Full-time, online student	3.05%	33
Part-time, online student	5.00%	54
Full-time, on-campus & online student	19.61%	212
Part-time, on-campus & online student	7.68%	83
Answered	1081	
Skipped	444	



MSJC Library Student Satisfaction Survey – Fall 2017

Annual MSJC Library Student Survey – FA17 How often do you use the library resources and services?

Answer Choices	Responses	
Daily	13.69%	148
Weekly	31.91%	345
A few times per month	24.70%	267
A few times per semester	29.69%	321
Answered		1081
Skipped		444

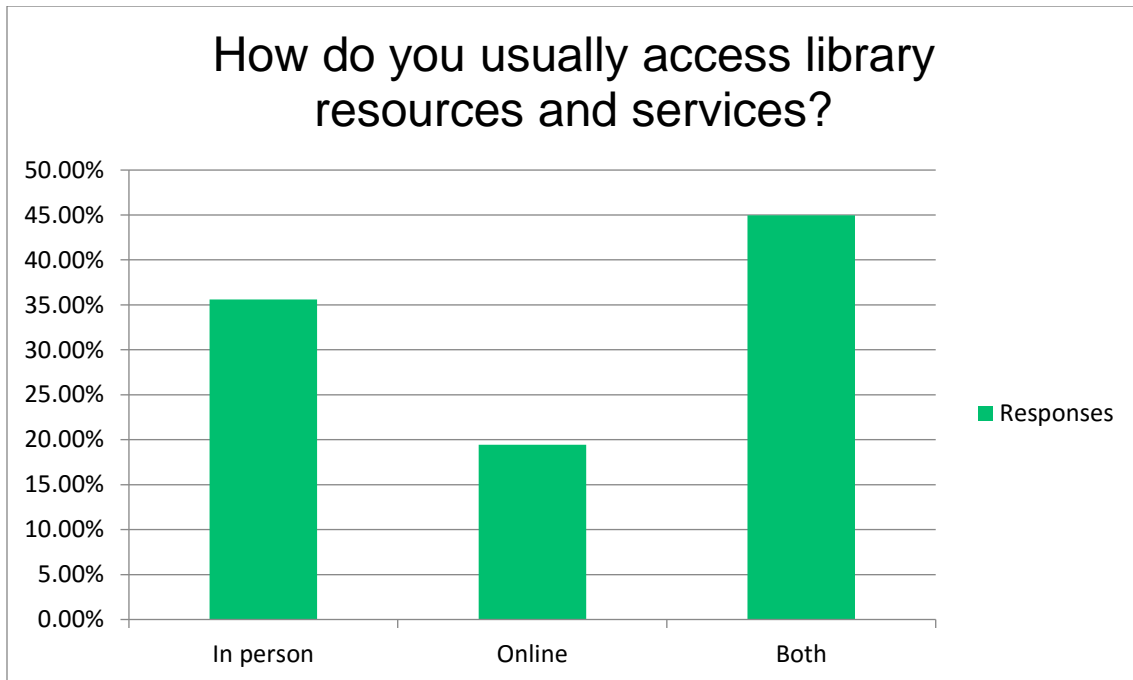


MSJC Library Student Satisfaction Survey – Fall 2017

Annual MSJC Library Student Survey – FA17

How do you usually access library resources and services?

Answer Choices	Responses	
In person	35.62%	385
Online	19.43%	210
Both	44.96%	486
	Answered	1081
	Skipped	444



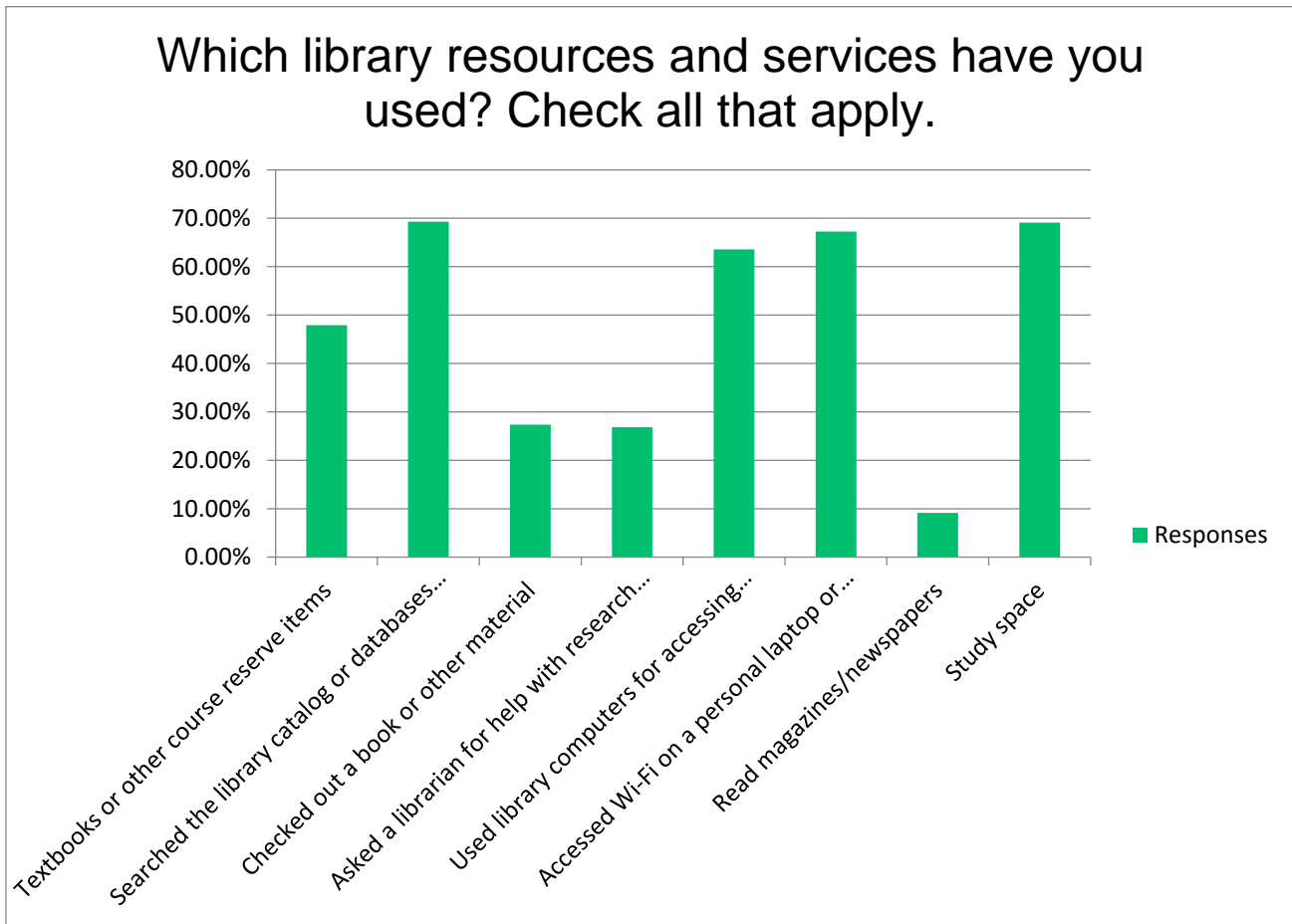
MSJC Library Student Satisfaction Survey – Fall 2017

Annual MSJC Library Student Survey – FA17

Which library resources and services have you used? Check all that apply.

Answer Choices	Responses	
Textbooks or other course reserve items	47.92%	518
Searched the library catalog or databases for books and articles needed for class assignments	69.29%	749
Checked out a book or other material	27.38%	296
Asked a librarian for help with research assignments	26.83%	290
Used library computers for accessing Eagle Advisor, Canvas or other MSJC resources, completing class work, printing, email or personal reasons	63.55%	687
Accessed Wi-Fi on a personal laptop or device	67.25%	727
Read magazines/newspapers	9.16%	99
Study space	69.10%	747

Answered 1081
Skipped 444



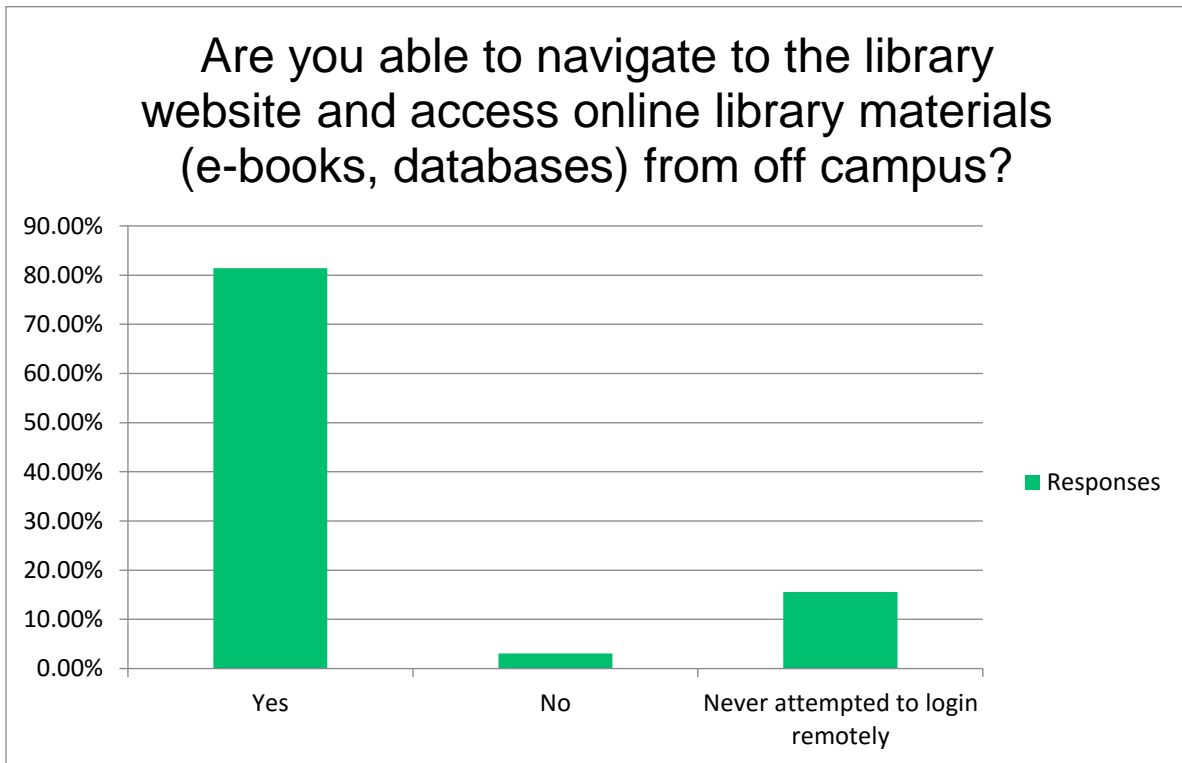
MSJC Library Student Satisfaction Survey – Fall 2017

Annual MSJC Library Student Survey – FA17

Are you able to navigate to the library website and access online library materials (e-books, databases) from off campus?

Answer Choices	Responses	
Yes	81.41%	880
No	3.05%	33
Never attempted to login remotely	15.54%	168

Answered 1081
Skipped 444



MSJC Library Student Satisfaction Survey – Fall 2017

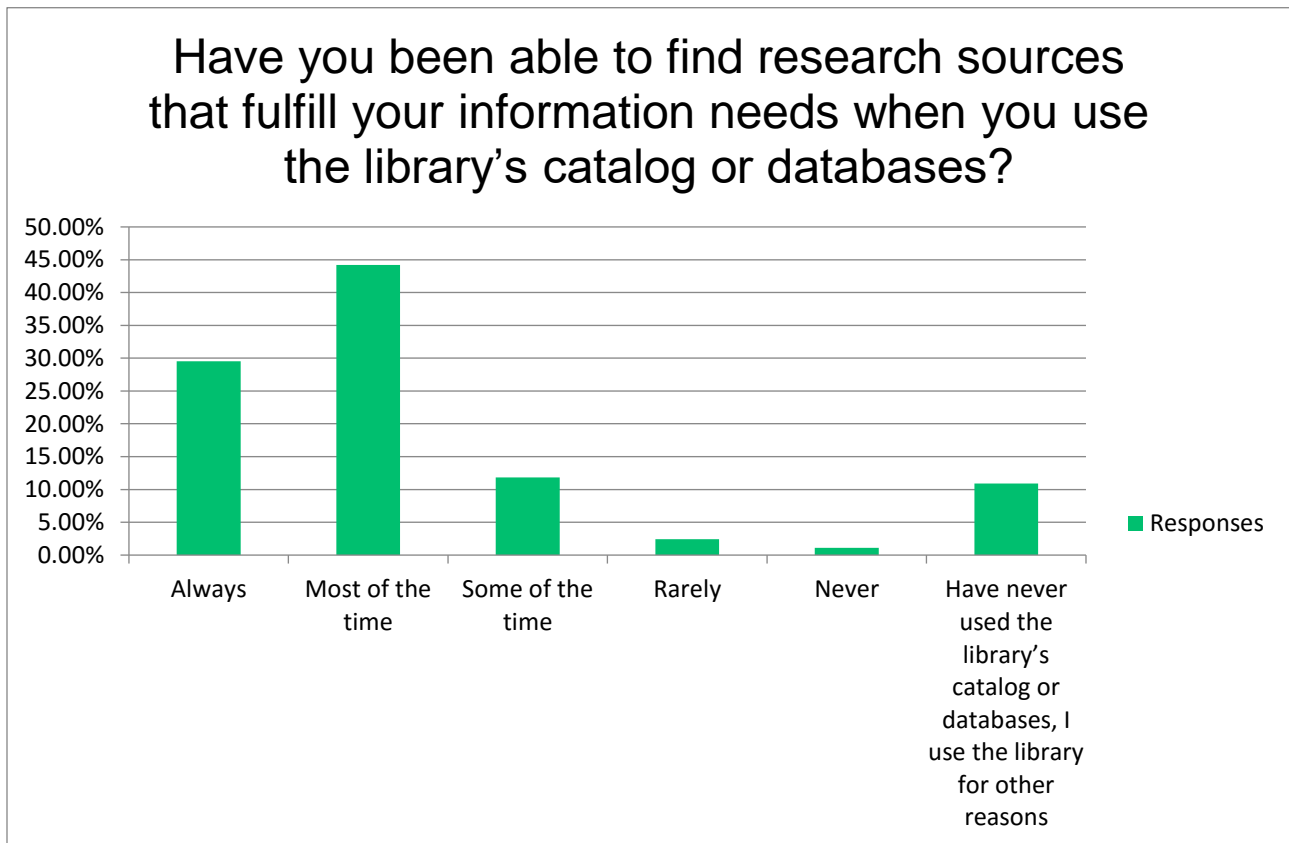
Annual MSJC Library Student Survey – FA17

Have you been able to find research sources that fulfill your information needs when you use the library’s catalog or databases?

Answer Choices	Responses	
Always	29.51%	319
Most of the time	44.22%	478
Some of the time	11.84%	128
Rarely	2.41%	26
Never	1.11%	12
Have never used the library’s catalog or databases, I use the library for other reasons	10.92%	118

Answered 1081

Skipped 444



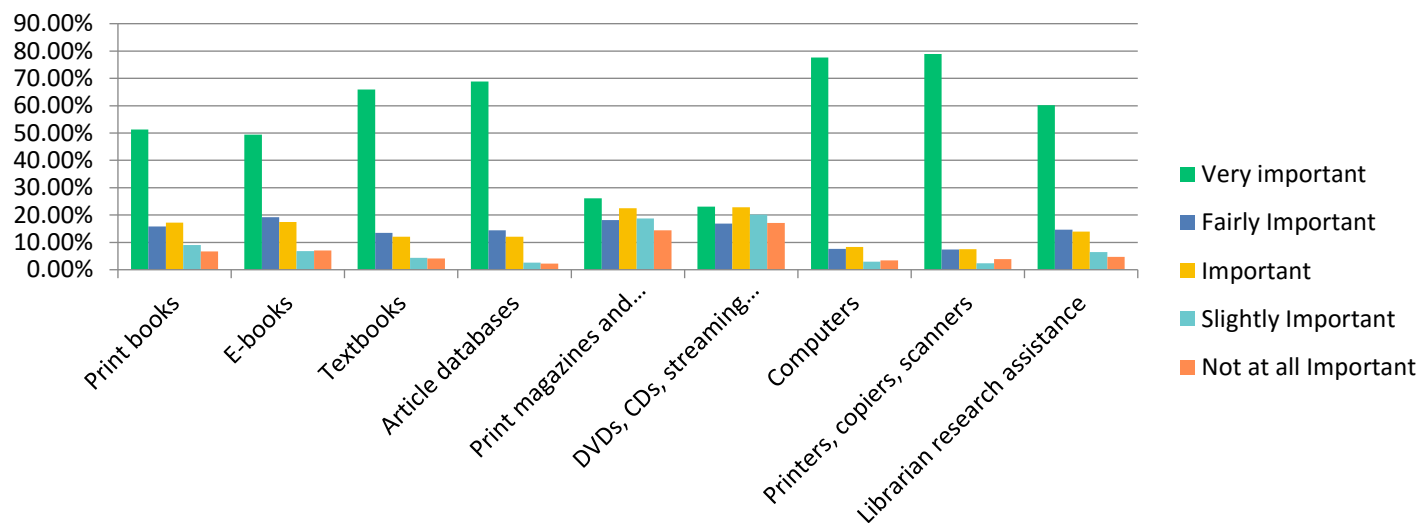
MSJC Library Student Satisfaction Survey – Fall 2017

Annual MSJC Library Student Survey – FA17

Please rate the importance of each of the library resources and services below in helping you successfully complete your class assignments.

	Very important		Fairly Important		Important		Slightly Important		Not at all Important		Total
Print books	51.26%	548	15.81%	169	17.21%	184	9.07%	97	6.64%	71	1069
E-books	49.43%	524	19.25%	204	17.45%	185	6.79%	72	7.08%	75	1060
Textbooks	65.98%	702	13.53%	144	12.03%	128	4.32%	46	4.14%	44	1064
Article databases	68.80%	732	14.38%	153	12.03%	128	2.54%	27	2.26%	24	1064
Print magazines and newspapers	26.07%	274	18.17%	191	22.55%	237	18.74%	197	14.46%	152	1051
DVDs, CDs, streaming video/audio	23.08%	243	16.90%	178	22.79%	240	20.13%	212	17.09%	180	1053
Computers	77.68%	825	7.63%	81	8.38%	89	2.92%	31	3.39%	36	1062
Printers, copiers, scanners	78.93%	843	7.40%	79	7.49%	80	2.34%	25	3.84%	41	1068
Librarian research assistance	60.21%	643	14.70%	157	13.95%	149	6.46%	69	4.68%	50	1068
Answered	1081										
Skipped	444										

Please rate the importance of each of the library resources and services below in helping you successfully complete your class assignments.



MSJC Library Student Satisfaction Survey – Fall 2017

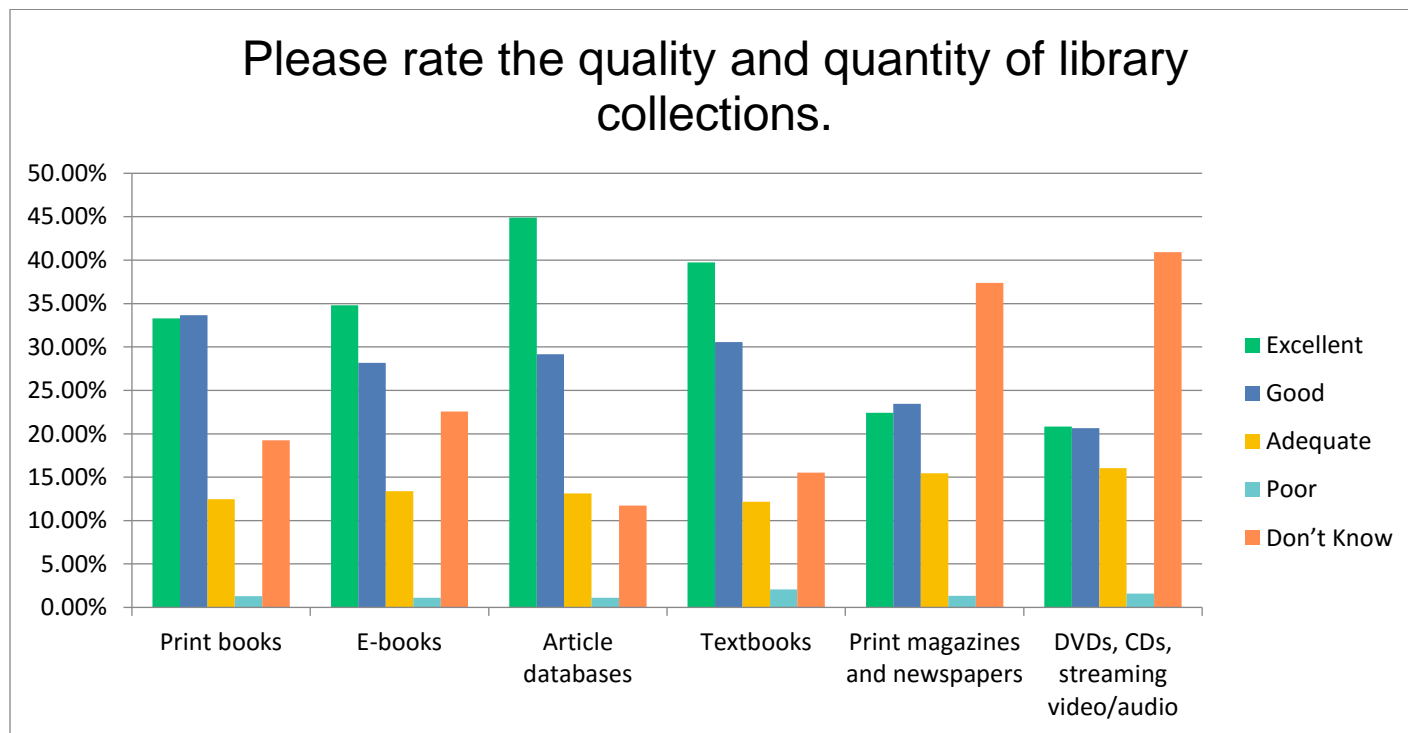
Annual MSJC Library Student Survey – FA17

Please rate the quality and quantity of library collections.

	Excellent		Good		Adequate		Poor		Don't Know		Total
Print books	33.30%	358	33.67%	362	12.47%	134	1.30%	14	19.26%	207	1075
E-books	34.80%	372	28.16%	301	13.38%	143	1.12%	12	22.54%	241	1069
Article databases	44.89%	479	29.15%	311	13.12%	140	1.12%	12	11.72%	125	1067
Textbooks	39.72%	425	30.56%	327	12.15%	130	2.06%	22	15.51%	166	1070
Print magazines and newspapers	22.41%	238	23.45%	249	15.44%	164	1.32%	14	37.38%	397	1062
DVDs, CDs, streaming video/audio	20.83%	221	20.64%	219	16.02%	170	1.60%	17	40.90%	434	1061

Answered 1081

Skipped 444



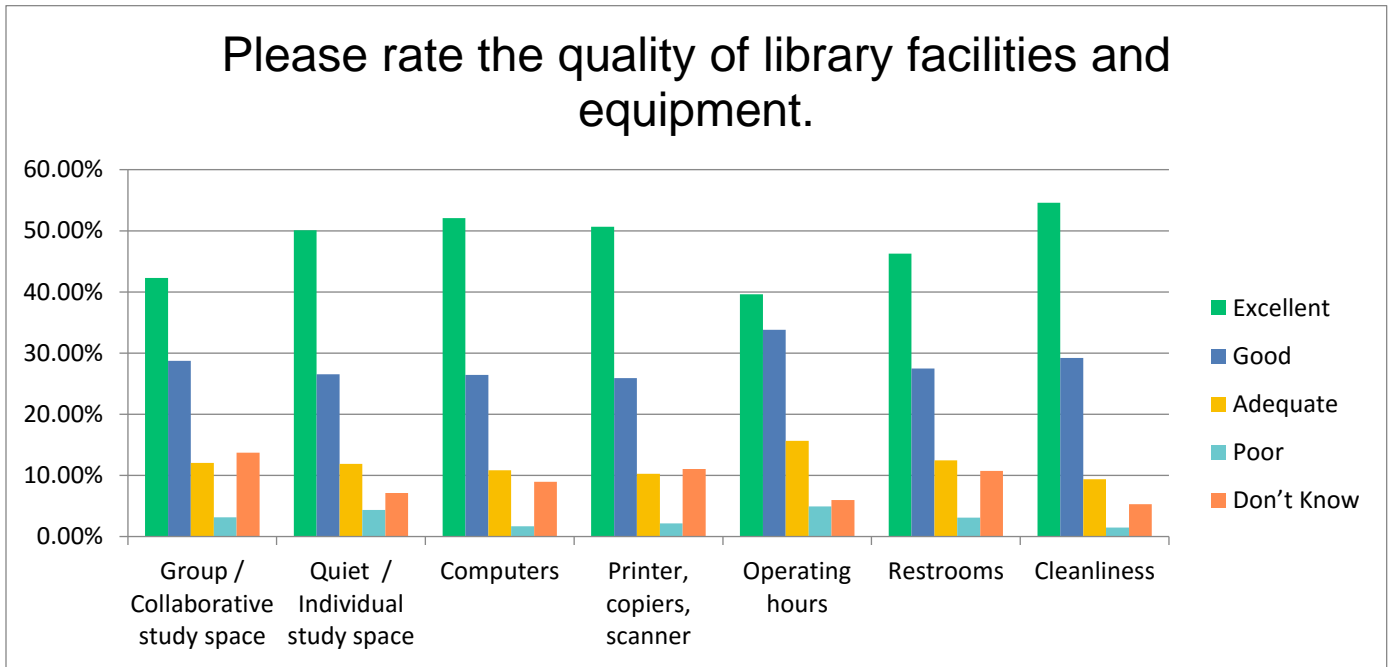
MSJC Library Student Satisfaction Survey – Fall 2017

Annual MSJC Library Student Survey – FA17

Please rate the quality of library facilities and equipment.

	Excellent		Good		Adequate		Poor		Don't Know		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	
Group / Collaborative study space	42.30%	456	28.76%	310	12.06%	130	3.15%	34	13.73%	148	1078
Quiet / Individual study space	50.09%	540	26.53%	286	11.87%	128	4.36%	47	7.14%	77	1078
Computers	52.06%	557	26.45%	283	10.84%	116	1.68%	18	8.97%	96	1070
Printer, copiers, scanner	50.65%	542	25.89%	277	10.28%	110	2.15%	23	11.03%	118	1070
Operating hours	39.61%	425	33.83%	363	15.66%	168	4.94%	53	5.96%	64	1073
Restrooms	46.28%	497	27.47%	295	12.48%	134	3.07%	33	10.71%	115	1074
Cleanliness	54.60%	587	29.21%	314	9.40%	101	1.49%	16	5.30%	57	1075

Answered 1081
Skipped 444



Annual MSJC Library Student Survey – FA17

Please provide any additional comments that might help us improve library resources and services.

Answered	170
Skipped	1355
TOTAL	1525

MSJC Library Student Satisfaction Survey – Fall 2017

Section B: San Jacinto Campus Library

Please identify the specific library that you are evaluating (required question)	
Response	
San Jacinto Campus Library	506

Select the option below that is the closest match to your current status at MSJC:		
Response		
Full-time, on-campus student	148	41%
Part-time, on-campus & online student	24	7%
Full-time, on-campus & online student	68	19%
Part-time, on-campus student	109	30%
Full-time, online student	9	2%
Part-time, online student	6	2%
TOTAL	364	100%

Skipped	-142	
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How often do you use the library resources and services?		
Response		
Weekly	115	32%
Daily	59	16%
A few times per semester	94	26%
A few times per month	96	26%
TOTAL	364	100%

Skipped	-142
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How do you usually access library resources and services?		
Response		
In person	138	38%
Online	51	14%
Both	175	48%
TOTAL	364	100%

Skipped	-142
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MSJC Library Student Satisfaction Survey – Fall 2017

Which library resources and services have you used? Check all that apply.		
Textbooks or other course reserve items		
Study space	259	19%
Accessed Wi-Fi on a personal laptop or device	257	18%
Searched the library catalog or databases for books and articles needed for class assignments	250	18%
Used library computers for accessing EagleAdvisor, Canvas or other MSJC resources, completing class work, printing, email or personal reasons	249	18%
Textbooks or other course reserve items	153	11%
Asked a librarian for help with research assignments	104	7%
Checked out a book or other material	80	6%
Read magazines/newspapers	41	3%
TOTAL	1393	100%

Are you able to navigate to the library website and access online library materials (e-books, databases) from off campus?		
Response		
Never attempted to login remotely	44	12%
Yes	309	85%
No	11	3%
TOTAL	364	100%

Skipped	-142
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Have you been able to find research sources that fulfill your information needs when you use the library's catalog or databases?		
Response		
Most of the time	162	45%
Always	108	30%
Some of the time	59	16%
Have never used the library's catalog or databases, I use the library for other reasons	26	7%
Never	4	1%
Rarely	5	1%
TOTAL	364	100%

Skipped	-142
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MSJC Library Student Satisfaction Survey – Fall 2017

Please rate the importance of each of the library resources and services below in helping you successfully complete your class assignments.

Print books		
Fairly Important	54	15%
Very important	171	48%
Important	70	20%
Slightly Important	41	12%
Not at all Important	20	6%
TOTAL	356	100%

E-books		
Very important	172	48%
Fairly Important	66	19%
Slightly Important	19	5%
Important	72	20%
Not at all Important	26	7%
TOTAL	355	100%

Textbooks		
Very important	234	66%
Fairly Important	46	13%
Important	48	14%
Not at all Important	10	3%
Slightly Important	14	4%
TOTAL	352	100%

Article databases		
Very important	237	66%
Important	43	12%
Fairly Important	59	17%
Slightly Important	13	4%
Not at all Important	5	1%
TOTAL	357	100%

Print magazines and newspapers		

MSJC Library Student Satisfaction Survey – Fall 2017

Fairly Important	67	19%
Very important	93	27%
Important	90	26%
Slightly Important	55	16%
Not at all Important	45	13%
TOTAL	350	100%

DVDs, CDs, streaming video/audio		
Fairly Important	50	14%
Very important	72	21%
Slightly Important	75	21%
Important	87	25%
Not at all Important	66	19%
TOTAL	350	100%

Computers		
Very important	288	80%
Important	33	9%
Fairly Important	24	7%
Slightly Important	7	2%
Not at all Important	6	2%
TOTAL	358	100%

Printers, copiers, scanners		
Important	21	6%
Very important	301	85%
Slightly Important	8	2%
Fairly Important	19	5%
Not at all Important	7	2%
TOTAL	356	100%

Librarian research assistance		
Important	43	12%
Very important	227	63%
Fairly Important	57	16%
Slightly Important	22	6%
Not at all Important	9	3%
TOTAL	358	100%

Please rate the quality and quantity of library collections.

MSJC Library Student Satisfaction Survey – Fall 2017

Print books		
Good	119	33%
Excellent	106	29%
Adequate	54	15%
Don't Know	73	20%
Poor	9	2%
TOTAL	361	100%

E-books		
Good	106	30%
Excellent	119	33%
Adequate	54	15%
Don't Know	73	20%
Poor	7	2%
TOTAL	359	100%

Article databases		
Good	106	30%
Excellent	159	45%
Don't Know	39	11%
Adequate	48	13%
Poor	4	1%
TOTAL	356	100%

Textbooks		
Adequate	44	12%
Excellent	139	39%
Good	118	33%
Don't Know	50	14%
Poor	7	2%
TOTAL	358	100%

Print magazines and newspapers		

MSJC Library Student Satisfaction Survey – Fall 2017

Adequate	68	19%
Excellent	84	24%
Good	76	21%
Don't Know	120	34%
Poor	7	2%
TOTAL	355	100%

DVDs, CDs, streaming video/audio		
Don't Know	151	43%
Excellent	59	17%
Good	71	20%
Poor	7	2%
Adequate	67	19%
TOTAL	355	100%

Please rate the quality of library facilities and equipment.

Group / Collaborative study space		
Excellent	170	47%
Poor	10	3%
Good	104	29%
Don't Know	31	9%
Adequate	48	13%
TOTAL	363	100%

Quiet / Individual study space		
Adequate	47	13%
Excellent	186	51%
Good	101	28%
Don't Know	11	3%
Poor	19	5%
TOTAL	364	100%

Computers		
Good	98	27%

MSJC Library Student Satisfaction Survey – Fall 2017

Excellent	192	53%
Adequate	46	13%
Don't Know	22	6%
Poor	3	1%
TOTAL	361	100%

Printer, copiers, scanner		
Good	88	25%
Excellent	202	56%
Don't Know	25	7%
Adequate	40	11%
Poor	4	1%
TOTAL	359	100%

Operating hours		
Adequate	54	15%
Excellent	171	47%
Good	118	33%
Don't Know	9	2%
Poor	11	3%
TOTAL	363	100%

Restrooms		
Good	103	28%
Excellent	157	43%
Adequate	59	16%
Don't Know	27	7%
Poor	16	4%
TOTAL	362	100%

Cleanliness		
Excellent	194	54%
Adequate	45	12%
Good	111	31%
Poor	6	2%
Don't Know	6	2%
TOTAL	362	100%

MSJC Library Student Satisfaction Survey – Fall 2017

Section C: Menifee Campus Library

Please identify the specific library that you are evaluating (required question)	
Response	
Menifee Campus Library	909

Select the option below that is the closest match to your current status at MSJC:		
Response		
Part-time, on-campus student	172	27%
Full-time, on-campus & online student	126	20%
Full-time, on-campus student	266	41%
Full-time, online student	12	2%
Part-time, online student	23	4%
Part-time, on-campus & online student	47	7%
TOTAL	646	100%

How often do you use the library resources and services?		
Response		
A few times per semester	190	29%
A few times per month	156	24%
Daily	88	14%
Weekly	212	33%
TOTAL	646	100%

How do you usually access library resources and services?		
Response		
Online	104	16%
Both	298	46%
In person	244	38%
TOTAL	646	100%

Which library resources and services have you used? Check all that apply.

MSJC Library Student Satisfaction Survey – Fall 2017

Textbooks or other course reserve items		
Textbooks or other course reserve items	344	13%
Searched the library catalog or databases for books and articles needed for class assignments	444	17%
Checked out a book or other material	211	8%
Asked a librarian for help with research assignments	183	7%
Used library computers for accessing EagleAdvisor, Canvas or other MSJC resources, completing class work, printing, email or personal reasons	422	16%
Accessed Wi-Fi on a personal laptop or device	453	17%
Read magazines/newspapers	56	2%
Study space	479	18%
TOTAL	2592	100%

Are you able to navigate to the library website and access online library materials (e-books, databases) from off campus?		
Response		
Yes	507	78%
Never attempted to login remotely	117	18%
No	22	3%
TOTAL	646	100%

Have you been able to find research sources that fulfill your information needs when you use the library's catalog or databases?		
Response		
Always	189	29%
Most of the time	289	45%
Never	8	1%
Have never used the library's catalog or databases, I use the library for other reasons	84	13%
Some of the time	58	9%
Rarely	18	3%
TOTAL	646	100%

Please rate the importance of each of the library resources and services below in helping you successfully complete your class assignments.

MSJC Library Student Satisfaction Survey – Fall 2017

Print books		
Very important	352	55%
Not at all Important	44	7%
Important	99	15%
Fairly Important	102	16%
Slightly Important	46	7%
TOTAL	643	100%

E-books		
Very important	315	50%
Not at all Important	45	7%
Fairly Important	126	20%
Important	100	16%
Slightly Important	49	8%
TOTAL	635	100%

Textbooks		
Very important	433	67%
Slightly Important	25	4%
Fairly Important	86	13%
Important	68	11%
Not at all Important	30	5%
TOTAL	642	100%

Article databases		
Very important	448	70%
Important	72	11%
Not at all Important	18	3%
Slightly Important	11	2%
Fairly Important	87	14%
TOTAL	636	100%

Print magazines and newspapers		
Very important	167	27%

MSJC Library Student Satisfaction Survey – Fall 2017

Not at all Important	95	15%
Slightly Important	129	20%
Fairly Important	109	17%
Important	130	21%
TOTAL	630	100%

DVDs, CDs, streaming video/audio		
Fairly Important	114	18%
Not at all Important	101	16%
Slightly Important	128	20%
Important	128	20%
Very important	161	25%
TOTAL	632	100%

Computers		
Very important	498	79%
Slightly Important	18	3%
Important	48	8%
Not at all Important	18	3%
Fairly Important	51	8%
TOTAL	633	100%

Printers, copiers, scanners		
Very important	505	79%
Important	49	8%
Fairly Important	51	8%
Not at all Important	25	4%
Slightly Important	11	2%
TOTAL	641	100%

Librarian research assistance		
Very important	380	59%
Fairly Important	96	15%
Important	92	14%
Slightly Important	37	6%
Not at all Important	35	5%
TOTAL	640	100%

MSJC Library Student Satisfaction Survey – Fall 2017

Please rate the quality and quantity of library collections.

Print books		
Excellent	233	36%
Don't Know	105	16%
Good	230	36%
Adequate	70	11%
Poor	5	1%
TOTAL	643	100%

E-books		
Excellent	231	36%
Don't Know	153	24%
Poor	4	1%
Good	177	28%
Adequate	74	12%
TOTAL	639	100%

Article databases		
Excellent	288	45%
Adequate	78	12%
Good	190	30%
Don't Know	76	12%
Poor	8	1%
TOTAL	640	100%

Textbooks		
Excellent	263	41%
Don't Know	94	15%
Adequate	77	12%
Good	196	31%
Poor	11	2%
TOTAL	641	100%

MSJC Library Student Satisfaction Survey – Fall 2017

Print magazines and newspapers		
Excellent	137	22%
Don't Know	240	38%
Adequate	89	14%
Good	164	26%
Poor	6	1%
TOTAL	636	100%

DVDs, CDs, streaming video/audio		
Excellent	147	23%
Don't Know	246	39%
Adequate	93	15%
Good	141	22%
Poor	8	1%
TOTAL	635	100%

Please rate the quality of library facilities and equipment.

Group / Collaborative study space		
Excellent	272	42%
Adequate	74	11%
Don't Know	82	13%
Good	193	30%
Poor	23	4%
TOTAL	644	100%

Quiet / Individual study space		
Excellent	339	53%
Adequate	72	11%
Poor	25	4%
Good	175	27%
Don't Know	32	5%
TOTAL	643	100%

Computers		
Excellent	348	55%

MSJC Library Student Satisfaction Survey – Fall 2017

Good	173	27%
Adequate	64	10%
Don't Know	39	6%
Poor	14	2%
TOTAL	638	100%

Printer, copiers, scanner		
Excellent	324	51%
Good	176	28%
Adequate	64	10%
Don't Know	58	9%
Poor	18	3%
TOTAL	640	100%

Operating hours		
Excellent	242	38%
Good	227	36%
Adequate	105	16%
Don't Know	25	4%
Poor	40	6%
TOTAL	639	100%

Restrooms		
Excellent	325	51%
Good	177	28%
Poor	16	2%
Adequate	68	11%
Don't Know	55	9%
TOTAL	641	100%

Cleanliness		
Excellent	377	59%
Poor	10	2%
Adequate	53	8%
Good	180	28%
Don't Know	22	3%
TOTAL	642	100%