

9-2002

# UNI Computer and Library Satisfaction Survey September 2002

University of Northern Iowa

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# **UNI Computer and Library Satisfaction Survey**



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**September 2002**

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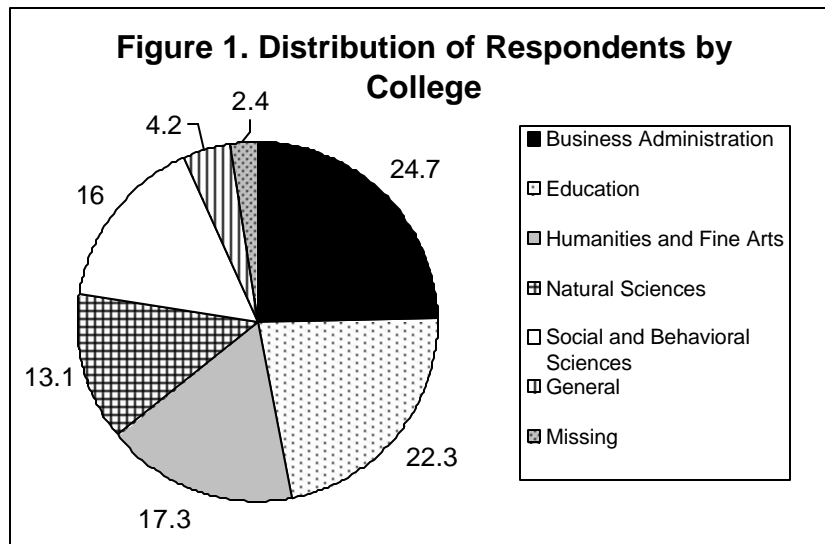
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## Introduction

This report presents a summary of the University of Northern Iowa (UNI) Computer and Library Satisfaction Survey. This survey was given to all UNI students participating in advanced registration for the Fall 2002 semester (April 9, 2002 – April 26, 2002). Nearly 8,000 students (N=7,989) participated in advanced registration and completed the survey items. The purpose of this report is to provide summary information on the perceptions of UNI students regarding the computer and library services at UNI. It is important to realize that this information provides a summary of responses, and interpretations should only be made after thorough examination.

The UNI Computer and Library Satisfaction Survey has been administered to students for a number of years. The core questions used in the survey have been used consistently since 1997. This survey provides valuable insight into the opinions of the student body at UNI. They utilize the computer services and library facilities at UNI perhaps more than any other group on campus. Therefore, the information obtained from this survey can be used to provide an overview of issues that may need further attention. Figure 1 presents the distribution of respondents by college.



## Method

Students were presented with the UNI Computer and Library Satisfaction Survey questions during the Fall 2002 online registration period between April 9, 2002 and April 26, 2002. Respondents were asked to answer a set of two paired questions randomly selected from a list of 20 pairs. Each question was answered by approximately 400 students, except for Item 23. Question 23, which asked students about personal computer ownership, was matched with questions 11 through 20. Item 23 was answered by 4,403 students. Most questions focused on student perceptions of computer and library services offered at UNI. Items ranged from “the library usually has the scholarly journals (periodicals) I need for my studies” to “the UNI computer network is generally accessible after 5 pm from off campus.” Several questions were included that focused on childcare needs of UNI students and on other university particulars. These questions were removed from the original data set and were not used in the analysis of this survey. See Appendix A for a complete list of the survey questions.

Respondents were asked to indicate the extent to which they agreed or disagreed to most of the survey statements on a scale from 1 (strongly disagree) to 5 (strongly agree). Some of the items required the student to indicate a yes or no response. All survey responses were recorded and compiled into a master file. The survey responses were sent from Information Technology Services to the Office of Information Management and Analysis and converted to a data file. The data were then analyzed to show patterns of response.

Table 1 presents demographic information for respondents to the UNI Computer and Library Satisfaction Survey by college. For the purposes of this study, demographic information consists of age, sex, marital status, grade level, and residency classification. We were unable to obtain demographic information for some respondents. This missing data is reflected in the decreased total numbers for each category. Throughout the report most percentages were rounded to the nearest one tenth of one percent. Therefore, due to this rounding, the values of some of the tables may not equal exactly 100%.



**Table 1. Demographic Characteristics by College**

|                       | Business Administration |      | Education |      | Humanities & Fine Arts |      | Natural Sciences |      | Social & Behavioral Sciences |      | General Studies |      | Total |      |
|-----------------------|-------------------------|------|-----------|------|------------------------|------|------------------|------|------------------------------|------|-----------------|------|-------|------|
|                       | N                       | %    | N         | %    | N                      | %    | N                | %    | N                            | %    | N               | %    | N     | %    |
| <b>Sex</b>            |                         |      |           |      |                        |      |                  |      |                              |      |                 |      |       |      |
| Female                | 856                     | 43.4 | 1414      | 79.3 | 901                    | 65.3 | 375              | 35.7 | 806                          | 63.2 | 214             | 63.7 | 4566  | 58.6 |
| Male                  | 1115                    | 56.6 | 369       | 20.7 | 479                    | 34.7 | 675              | 64.3 | 469                          | 36.8 | 122             | 36.3 | 3229  | 41.4 |
| Total                 | 1971                    | 100  | 1783      | 100  | 1380                   | 100  | 1050             | 100  | 1275                         | 100  | 336             | 100  | 7795  | 100  |
| <b>Age</b>            |                         |      |           |      |                        |      |                  |      |                              |      |                 |      |       |      |
| 19 or under           | 224                     | 11.4 | 189       | 10.6 | 144                    | 10.4 | 104              | 9.9  | 133                          | 10.4 | 133             | 39.6 | 927   | 11.9 |
| 20-23                 | 1576                    | 80.0 | 1327      | 74.4 | 1072                   | 77.7 | 762              | 72.6 | 967                          | 75.8 | 199             | 59.2 | 5903  | 75.7 |
| 24-29                 | 113                     | 5.7  | 171       | 9.6  | 111                    | 8.0  | 119              | 11.3 | 117                          | 9.2  | 3               | 0.9  | 634   | 8.1  |
| 30-39                 | 40                      | 2.0  | 54        | 3.0  | 32                     | 2.3  | 39               | 3.7  | 37                           | 2.9  | 1               | 0.3  | 203   | 2.6  |
| 40-55                 | 18                      | 0.9  | 40        | 2.2  | 16                     | 1.2  | 26               | 2.5  | 20                           | 1.6  | 0               | 0    | 120   | 1.5  |
| Over 55               | 0                       | 0    | 2         | 0.1  | 5                      | 0.4  | 0                | 0    | 1                            | 0.1  | 0               | 0    | 8     | 0.1  |
| Total                 | 1971                    | 100  | 1783      | 100  | 1380                   | 100  | 1050             | 100  | 1275                         | 100  | 336             | 100  | 7795  | 100  |
| <b>Marital Status</b> |                         |      |           |      |                        |      |                  |      |                              |      |                 |      |       |      |
| Single                | 1870                    | 94.9 | 1605      | 90.0 | 1286                   | 93.2 | 945              | 90.0 | 1166                         | 91.5 | 330             | 98.2 | 7202  | 92.4 |
| Married               | 46                      | 2.3  | 96        | 5.4  | 51                     | 3.7  | 40               | 3.8  | 51                           | 4.0  | 4               | 1.2  | 288   | 3.7  |
| Div./Sep.             | 55                      | 2.8  | 82        | 4.6  | 43                     | 3.1  | 65               | 6.2  | 58                           | 4.5  | 2               | 0.6  | 305   | 3.9  |
| Total                 | 1971                    | 100  | 1783      | 100  | 1380                   | 100  | 1050             | 100  | 1275                         | 100  | 336             | 100  | 7795  | 100  |
| <b>Residency</b>      |                         |      |           |      |                        |      |                  |      |                              |      |                 |      |       |      |
| In-State              | 1873                    | 95.0 | 1710      | 96.0 | 1284                   | 93.2 | 994              | 94.8 | 1205                         | 94.6 | 329             | 97.9 | 7395  | 94.9 |
| Out-of-State          | 98                      | 5.0  | 71        | 4.0  | 94                     | 6.8  | 55               | 5.2  | 69                           | 5.4  | 7               | 2.1  | 394   | 5.1  |
| Total                 | 1971                    | 100  | 1781      | 100  | 1378                   | 100  | 1049             | 100  | 1274                         | 100  | 336             | 100  | 7789  | 100  |
| <b>Classification</b> |                         |      |           |      |                        |      |                  |      |                              |      |                 |      |       |      |
| Freshman              | 451                     | 22.9 | 480       | 26.9 | 317                    | 23.0 | 211              | 20.1 | 251                          | 19.7 | 251             | 74.7 | 1961  | 25.2 |
| Sophomore             | 503                     | 25.5 | 442       | 24.8 | 348                    | 25.2 | 268              | 25.5 | 334                          | 26.3 | 78              | 23.2 | 1973  | 25.3 |
| Junior                | 629                     | 31.9 | 609       | 34.2 | 452                    | 32.8 | 317              | 30.2 | 440                          | 34.6 | 7               | 2.1  | 2454  | 31.5 |
| Senior                | 388                     | 19.7 | 251       | 14.1 | 263                    | 19.1 | 254              | 24.2 | 247                          | 19.4 | 0               | 0    | 1403  | 18.0 |
| Total                 | 1971                    | 100  | 1782      | 100  | 1380                   | 100  | 1050             | 100  | 1272                         | 100  | 336             | 100  | 7791  | 100  |

## Results

Summary tables and charts of responses to the survey questions show the number and the percent responding to each question. Responses to each question are also presented in summary tables and charts broken down by college. Data for some respondents was unavailable; therefore, some percentages may reflect this missing data.

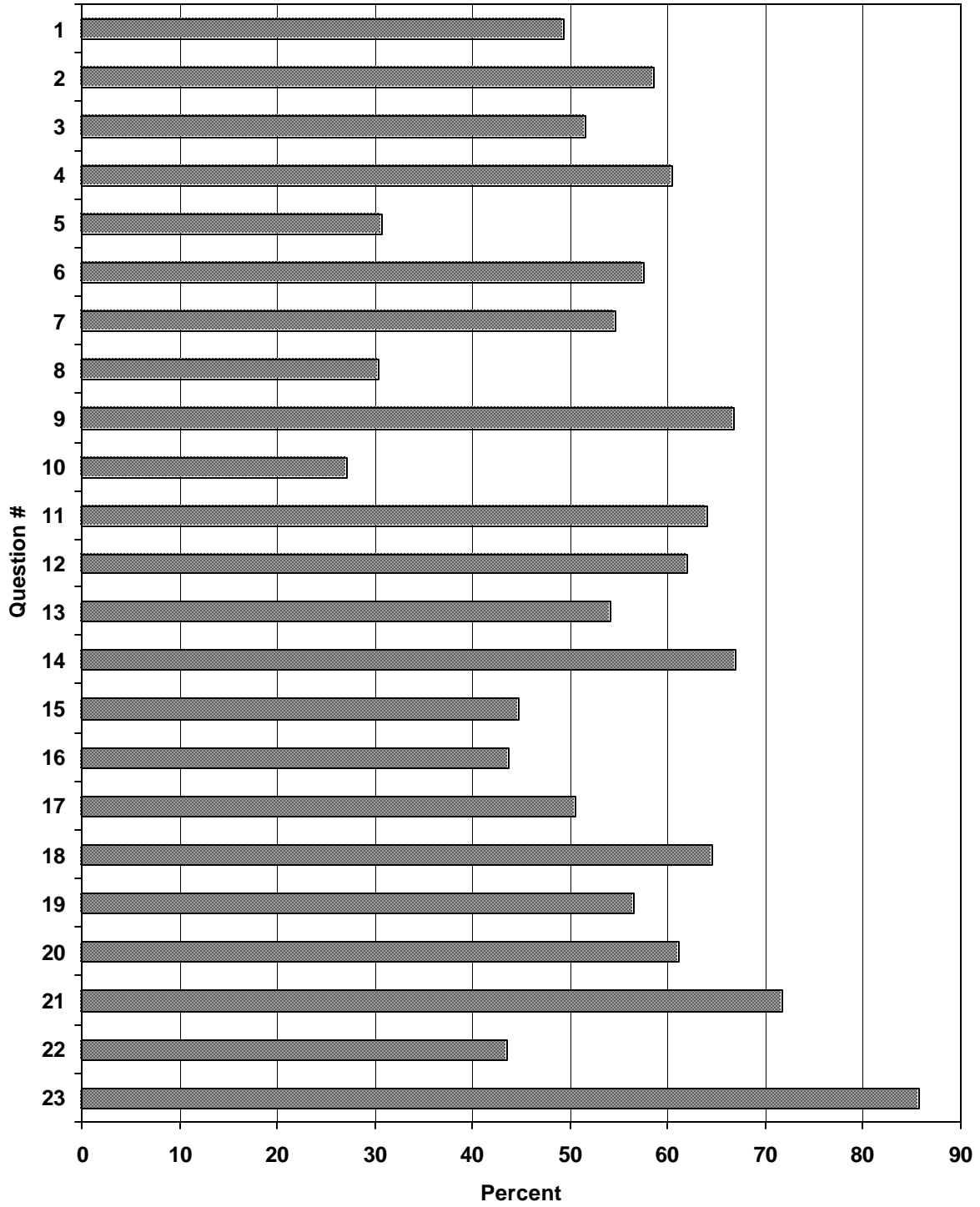
Subsequent to data analysis of the UNI Computer and Library Satisfaction Survey, certain patterns of response emerged. These survey response sets highlight key issues

of importance for the UNI student body. Certain patterns of response may indicate a need for future examination of these relationships in the university environment. The following list presents some of the key observations of the survey. Please note that agreement is presented in terms of individuals who responded either “agree” or “strongly agree” to the survey items.

- Students feel that they are given adequate support in the use of the library and its resources.
  - Two-thirds of the respondents (66.8%) agree that the Rod Library faculty and staff are generally courteous and helpful.
  - 30.8% of students agree that Rod Library instruction sessions (tours, classes, workshops) are helpful in their academic work; however, most (49.0%) responded neutral to this question. It may be that many students fail to take advantage of this service provided by the library.
  - Half of the respondents (51.7%) indicated that when they ask a librarian for assistance they usually get a useful response.
  
- Students are generally satisfied with the computer services provided by the Rod Library.
  - Almost sixty percent (58.5%) of students indicated that the Rod Library home page is a valuable resource for finding information on the Internet.
  - Over half of the respondents (54.7%) indicated that they could easily access library resources from outside the library via the university network.
  - 60.5% of students feel that UNISTAR, the Rod Library’s online catalog, is a valuable resource for finding books and periodicals in the library.
  
- As computer use among students in their educational and personal lives increases, their evaluation of the computer services provided by UNI has become a bit more critical than in the past. However, students are generally satisfied with the computer resources at UNI.

- Less than half of the respondents (43.8%) indicated that the VMS VAX email software on the UNI COBRA and VIPER computers generally meets their educational needs. This number has declined over the past few years, down from 67.1% in 1998 and 46.9% in 2000.
  - 44.8% of respondents said that the UNI computer network is usually accessible after 5 pm from off campus.
  - On a positive note, over two-thirds (66.9%) of students agree that computers have been a significant part of their coursework at UNI. This number is up from 64.2% in 2000 and 60.7% in 1999.
  - 64.0% of students indicated that the network and computer resources at UNI are adequate.
  - The majority of students on campus have a personal computer. 85.8% of students indicated that they had a computer available for their personal use. 33.8% of students owned a computer that was less than one year old and 32.3% of students had a computer that was one to three years old.
- The enthusiasm of the student population to use technology and computers has impacted administrative components of the academic experience at UNI.
    - 71.8% of students indicated that since they were able to obtain their grade report via the telephone and the web that it would be acceptable if they were no longer mailed a paper grade report.
    - As students become accustomed to registering for their classes online they appear to be losing interest in the possibility of telephone registration. Only 43.5% of students said they would register for classes via the telephone if this option was made available to them, meaning that the majority of students (56.5%) said they would not utilize this service.

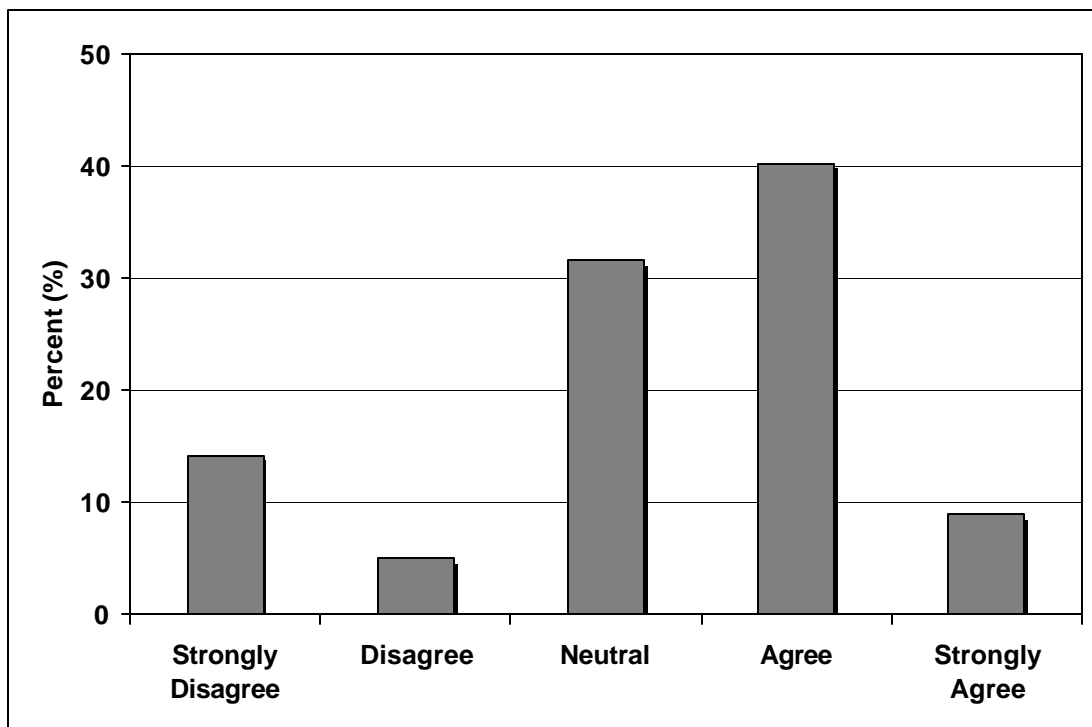
Figure 2. Overall Student Agreement



## Summary of Responses

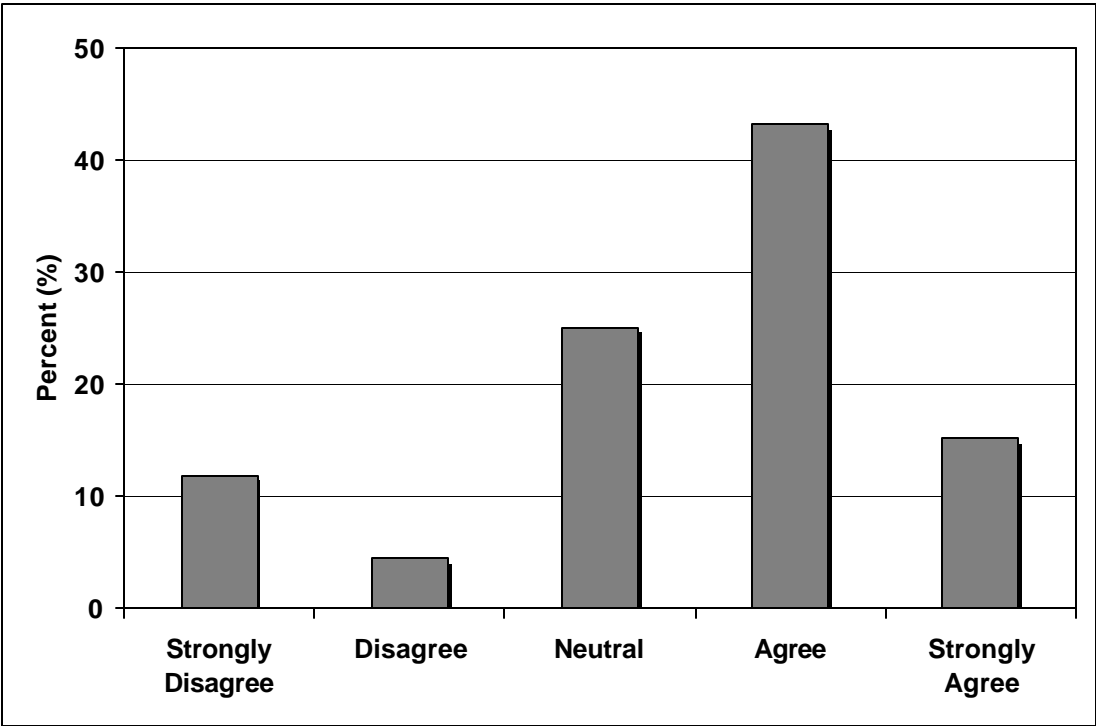
Q1. The library usually has the scholarly journals (periodicals) I need for my studies.

|                   | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly Disagree | 57        | 14.2    |
| Disagree          | 20        | 5.0     |
| Neutral           | 127       | 31.6    |
| Agree             | 162       | 40.3    |
| Strongly Agree    | 36        | 9.0     |
| Total             | 402       | 100     |



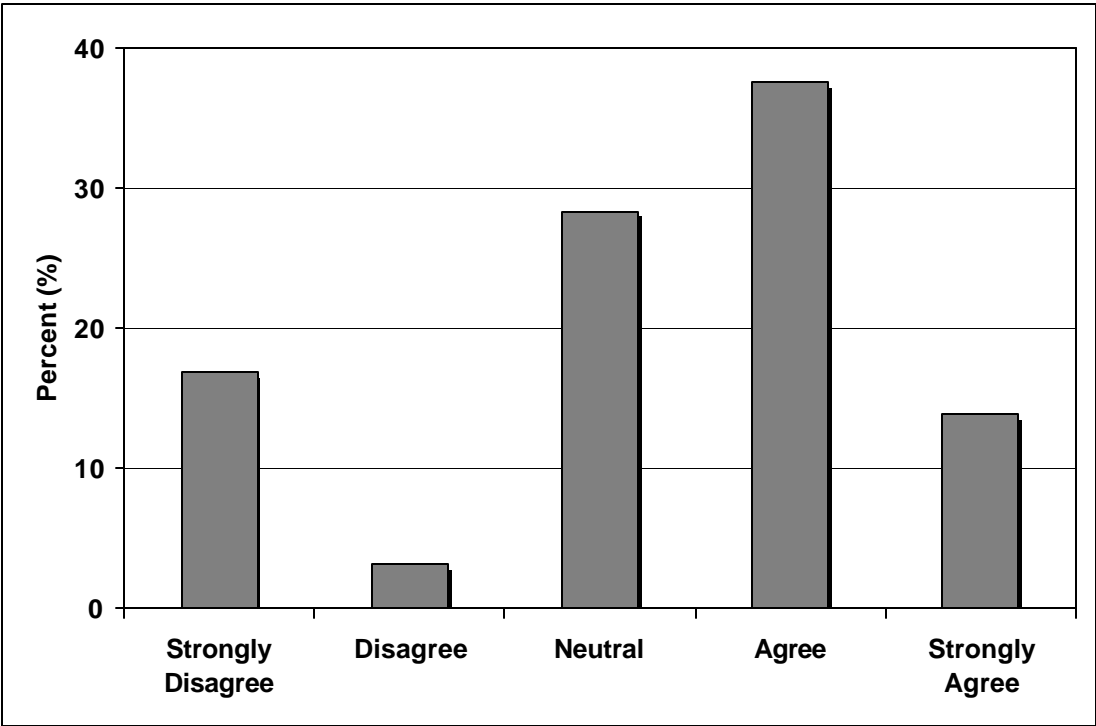
Q2. The Rod Library home page is a valuable resource for finding information on the Internet.

|                   | <b>Frequency</b> | <b>Percent</b> |
|-------------------|------------------|----------------|
| Strongly Disagree | 48               | 11.9           |
| Disagree          | 18               | 4.5            |
| Neutral           | 101              | 25.1           |
| Agree             | 174              | 43.3           |
| Strongly Agree    | 61               | 15.2           |
| Total             | 402              | 100            |



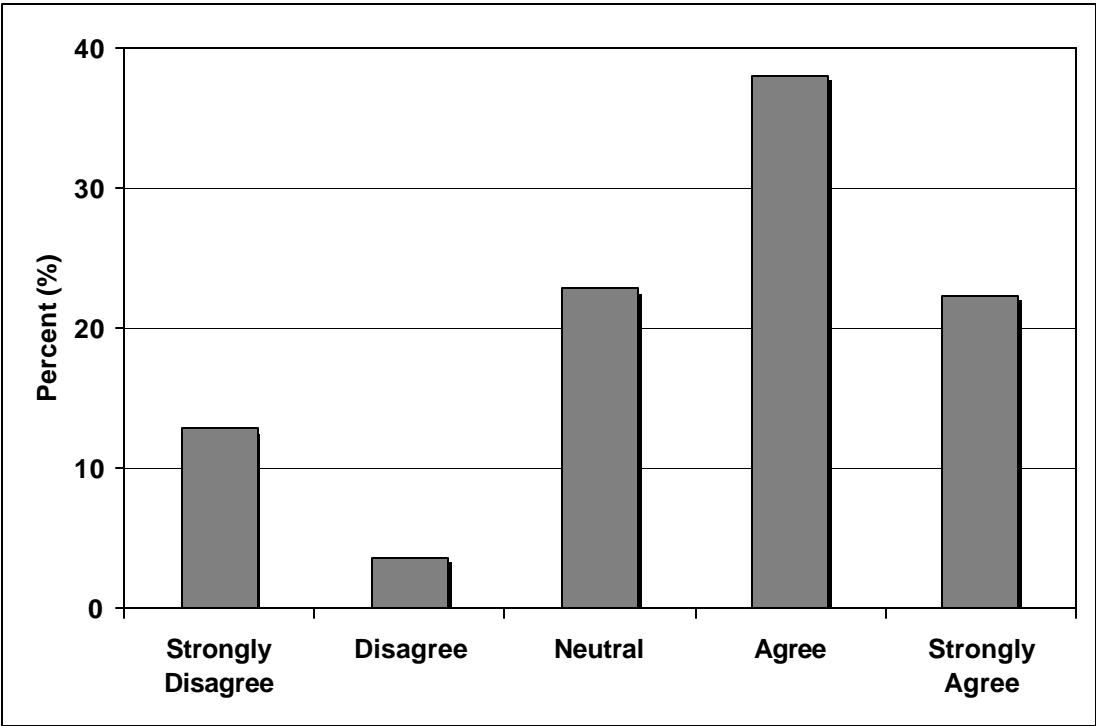
Q3. When I ask a librarian for assistance, I usually get a useful response.

|                   | <b>Frequency</b> | <b>Percent</b> |
|-------------------|------------------|----------------|
| Strongly Disagree | 68               | 16.9           |
| Disagree          | 13               | 3.2            |
| Neutral           | 114              | 28.4           |
| Agree             | 151              | 37.6           |
| Strongly Agree    | 56               | 13.9           |
| Total             | 402              | 100            |



Q4. UNISTAR, Rod Library’s online catalog, is a valuable resource for finding books and periodicals in the library.

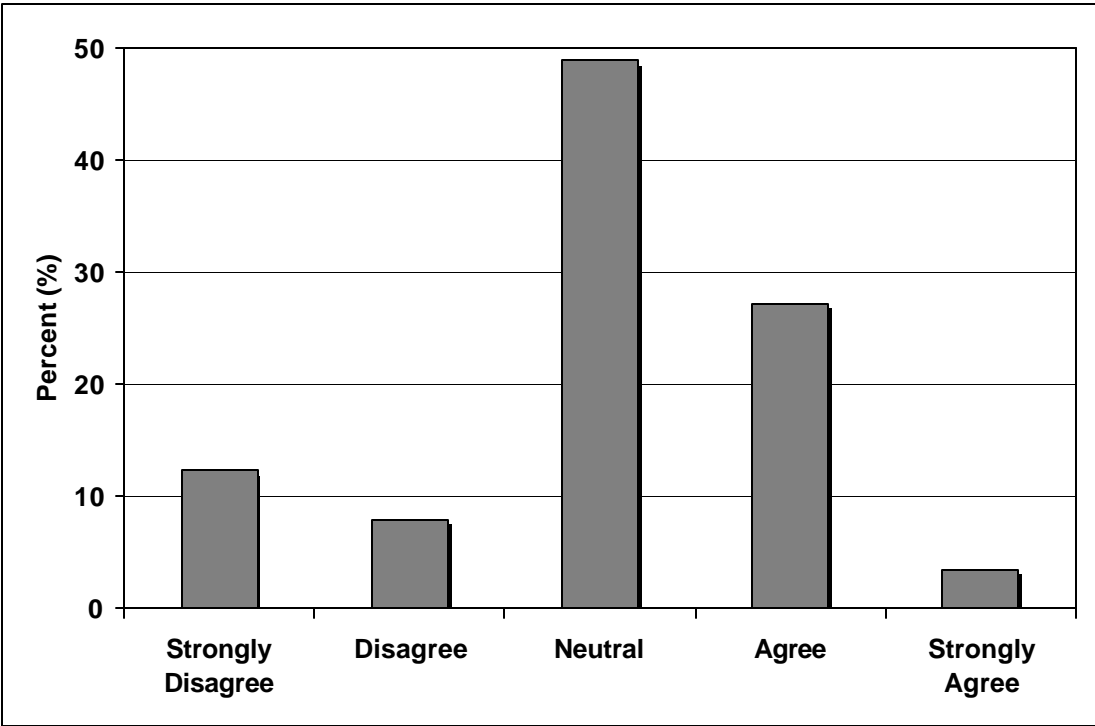
|                   | <b>Frequency</b> | <b>Percent</b> |
|-------------------|------------------|----------------|
| Strongly Disagree | 52               | 12.9           |
| Disagree          | 15               | 3.7            |
| Neutral           | 92               | 22.9           |
| Agree             | 153              | 38.1           |
| Strongly Agree    | 90               | 22.4           |
| Total             | 402              | 100            |





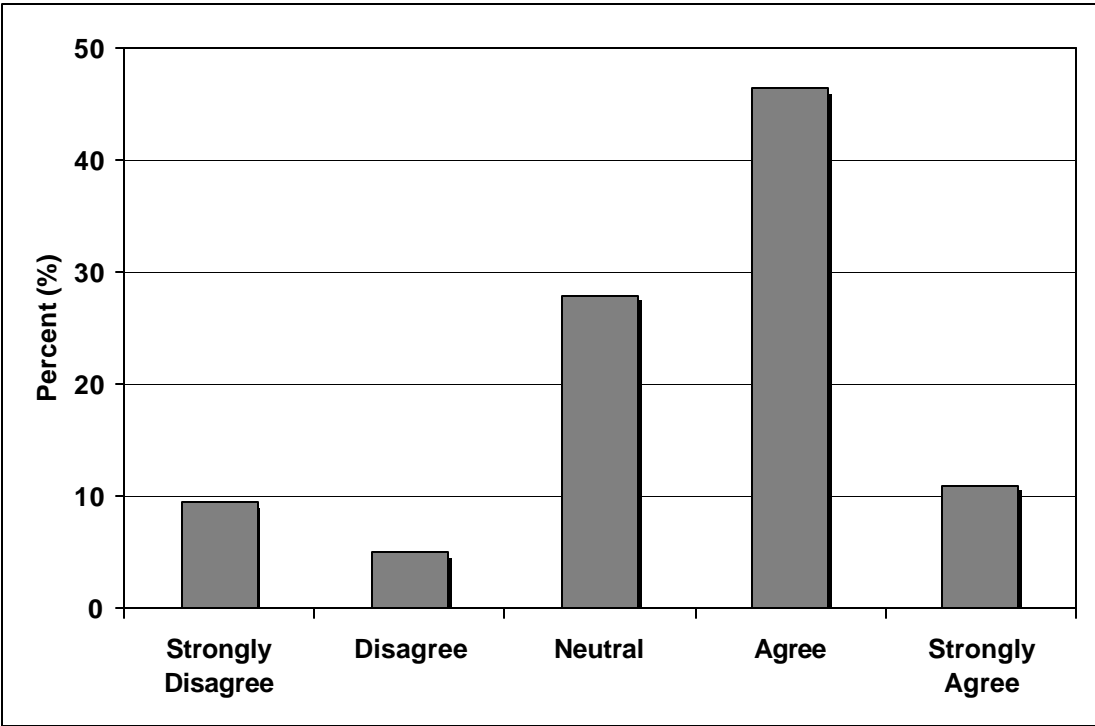
Q5. Rod Library instruction sessions (tours, classes, workshops) have been helpful to me in my academic work.

|                   | <b>Frequency</b> | <b>Percent</b> |
|-------------------|------------------|----------------|
| Strongly Disagree | 49               | 12.3           |
| Disagree          | 32               | 8.0            |
| Neutral           | 196              | 49.0           |
| Agree             | 109              | 27.3           |
| Strongly Agree    | 14               | 3.5            |
| Total             | 400              | 100            |



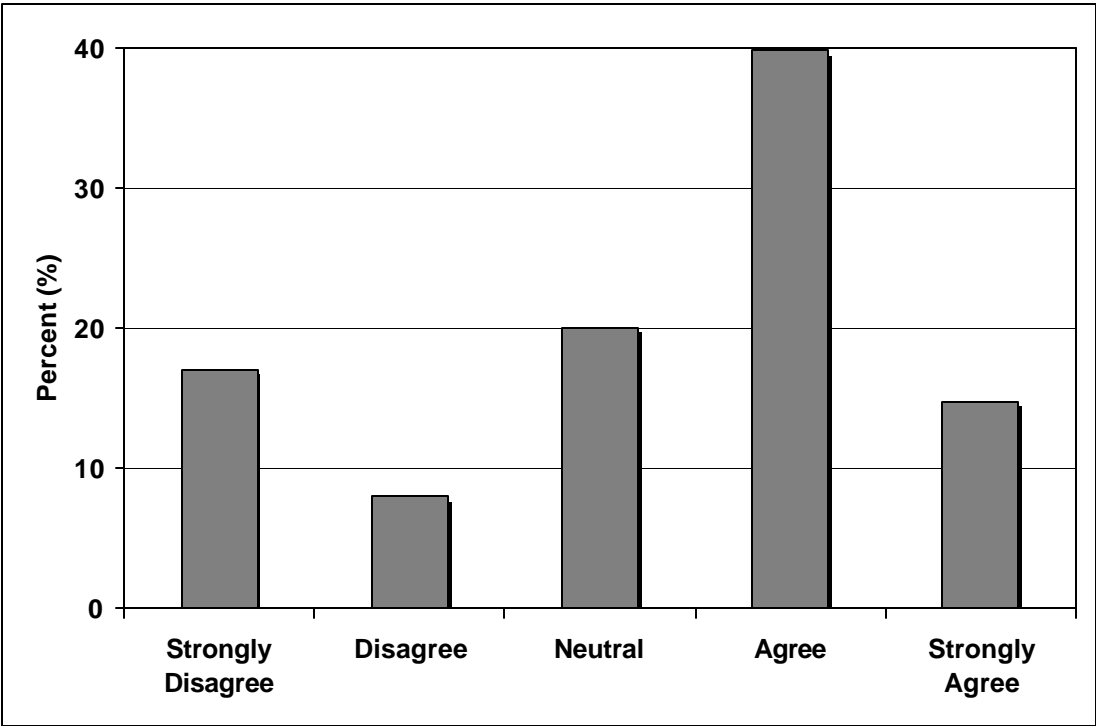
Q6. I am satisfied with the access to computerized databases available through Rod Library.

|                   | <b>Frequency</b> | <b>Percent</b> |
|-------------------|------------------|----------------|
| Strongly Disagree | 38               | 9.5            |
| Disagree          | 20               | 5.0            |
| Neutral           | 112              | 28.0           |
| Agree             | 186              | 46.5           |
| Strongly Agree    | 44               | 11.0           |
| Total             | 400              | 100            |



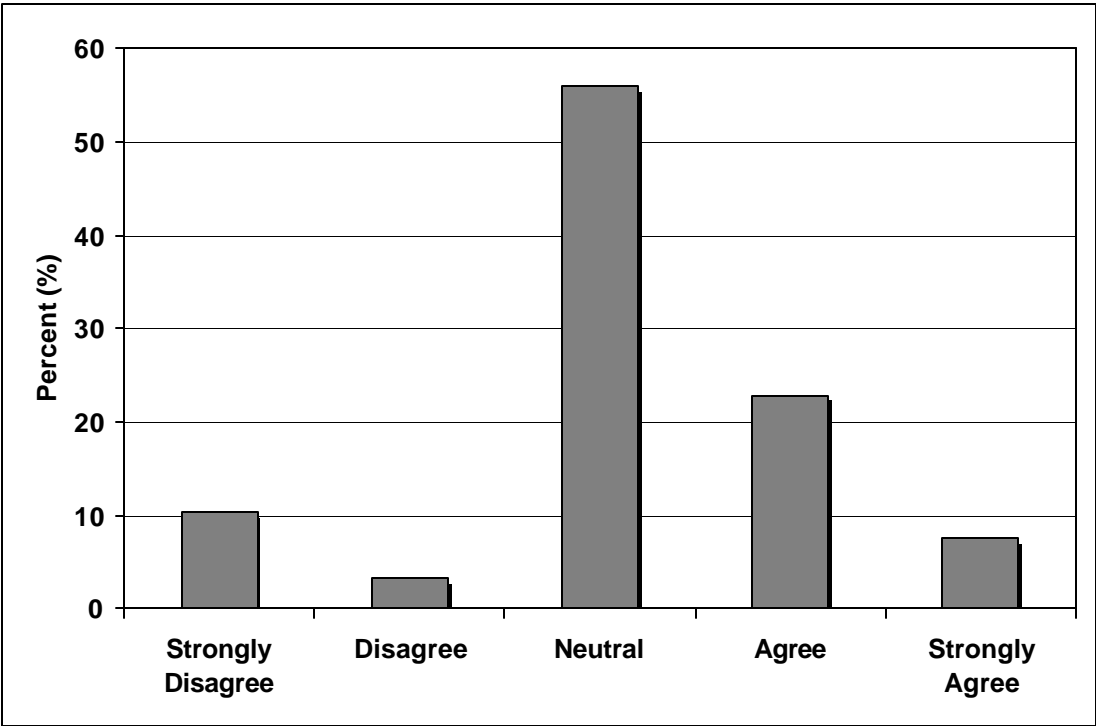
Q7. I can easily access library resources from outside the library via the university network.

|                   | <b>Frequency</b> | <b>Percent</b> |
|-------------------|------------------|----------------|
| Strongly Disagree | 68               | 17.1           |
| Disagree          | 32               | 8.0            |
| Neutral           | 80               | 20.1           |
| Agree             | 159              | 39.9           |
| Strongly Agree    | 59               | 14.8           |
| Total             | 398              | 100            |



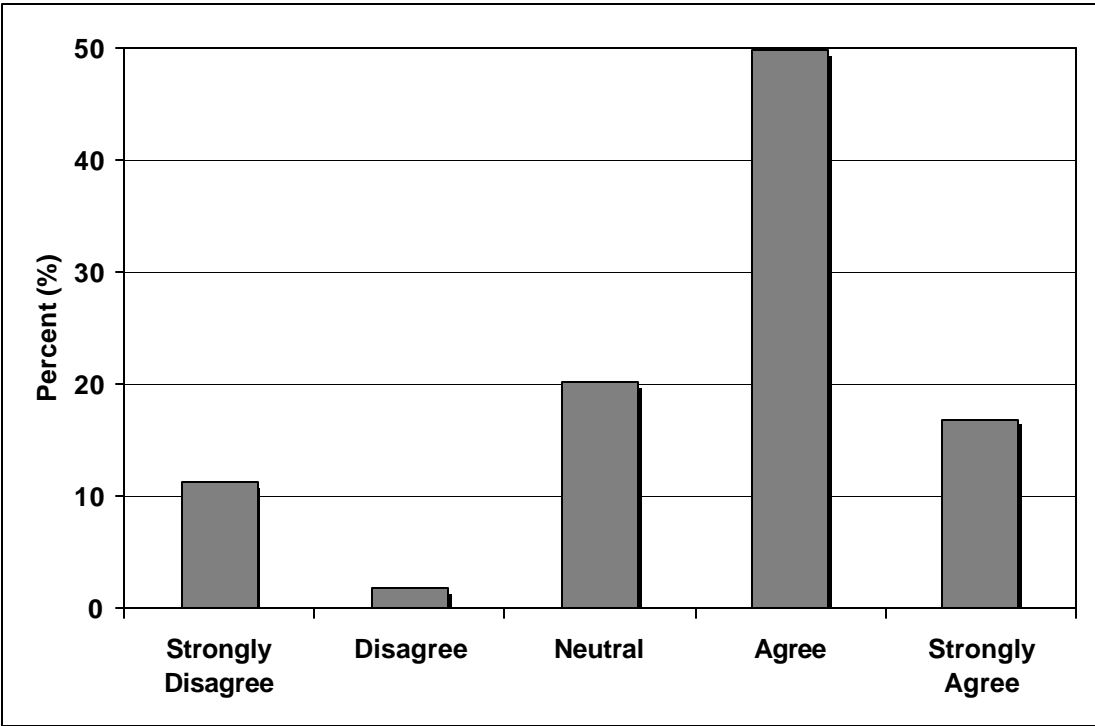
Q8. Rod Library's inter-library loan service usually permits me to obtain materials from other libraries within two weeks of my placing a request.

|                   | <b>Frequency</b> | <b>Percent</b> |
|-------------------|------------------|----------------|
| Strongly Disagree | 41               | 10.3           |
| Disagree          | 13               | 3.3            |
| Neutral           | 223              | 56.0           |
| Agree             | 91               | 22.9           |
| Strongly Agree    | 30               | 7.5            |
| Total             | 398              | 100            |



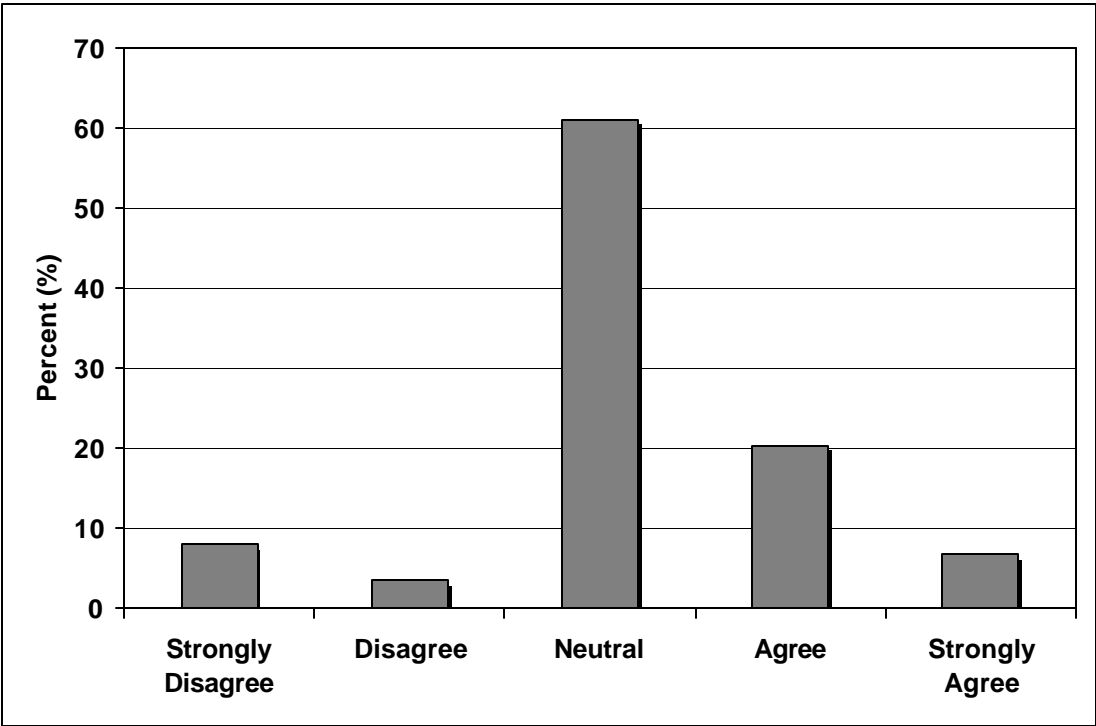
Q9. Rob Library faculty and staff are generally courteous and helpful to me.

|                   | <b>Frequency</b> | <b>Percent</b> |
|-------------------|------------------|----------------|
| Strongly Disagree | 45               | 11.3           |
| Disagree          | 7                | 1.8            |
| Neutral           | 80               | 20.2           |
| Agree             | 198              | 49.9           |
| Strongly Agree    | 67               | 16.9           |
| Total             | 397              | 100            |



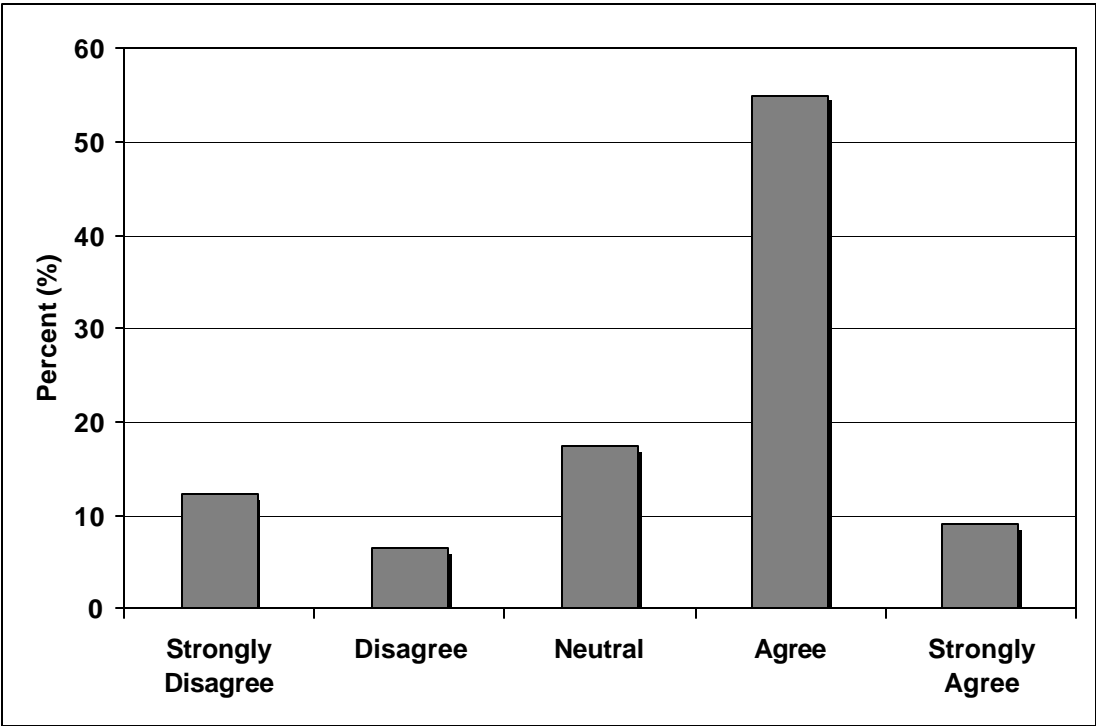
Q10. I have found the government documents in the Rod Library helpful.

|                   | <b>Frequency</b> | <b>Percent</b> |
|-------------------|------------------|----------------|
| Strongly Disagree | 32               | 8.1            |
| Disagree          | 14               | 3.5            |
| Neutral           | 243              | 61.2           |
| Agree             | 81               | 20.4           |
| Strongly Agree    | 27               | 6.8            |
| Total             | 397              | 100            |



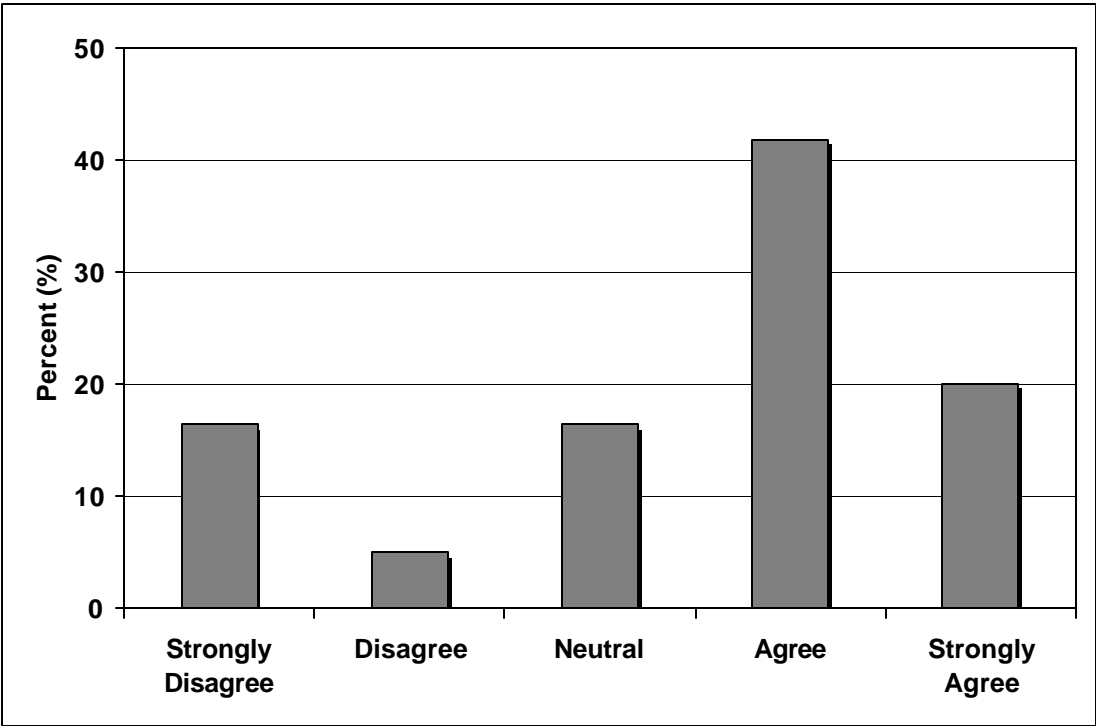
Q11. The network and computer resources at UNI are adequate.

|                   | <b>Frequency</b> | <b>Percent</b> |
|-------------------|------------------|----------------|
| Strongly Disagree | 49               | 12.2           |
| Disagree          | 26               | 6.5            |
| Neutral           | 70               | 17.4           |
| Agree             | 221              | 55.0           |
| Strongly Agree    | 36               | 9.0            |
| Total             | 402              | 100            |



Q12. The UNI computer network is generally accessible between 8 am and 5 pm from ON campus.

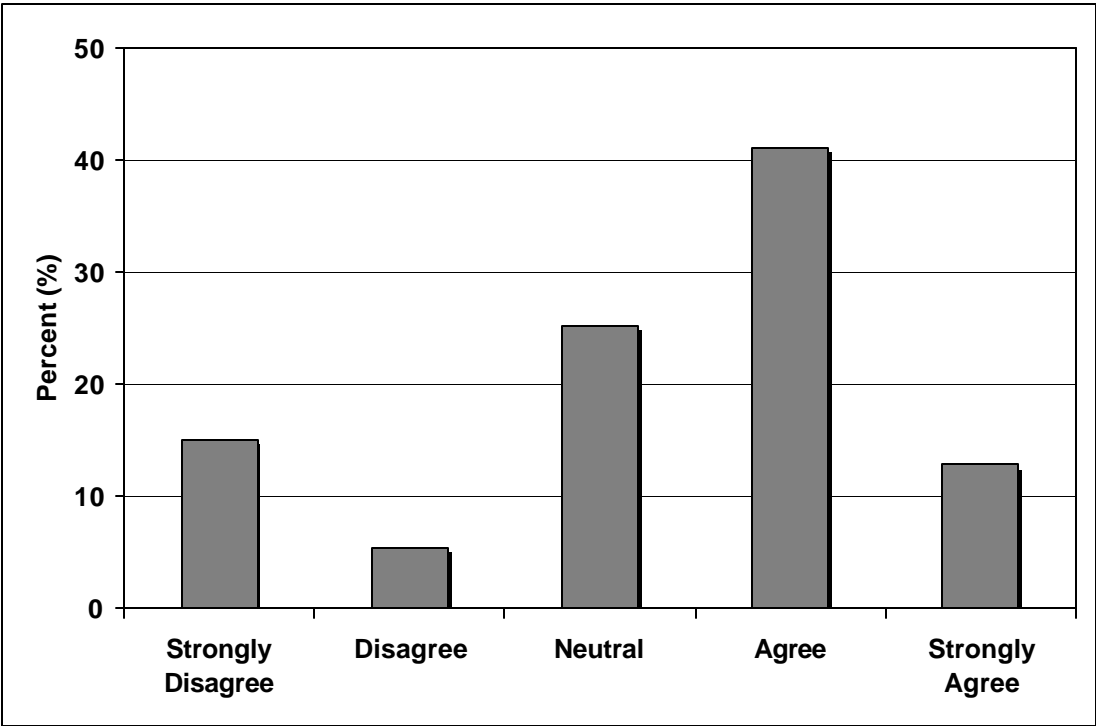
|                   | <b>Frequency</b> | <b>Percent</b> |
|-------------------|------------------|----------------|
| Strongly Disagree | 66               | 16.5           |
| Disagree          | 20               | 5.0            |
| Neutral           | 66               | 16.5           |
| Agree             | 167              | 41.9           |
| Strongly Agree    | 80               | 20.1           |
| Total             | 399              | 100            |





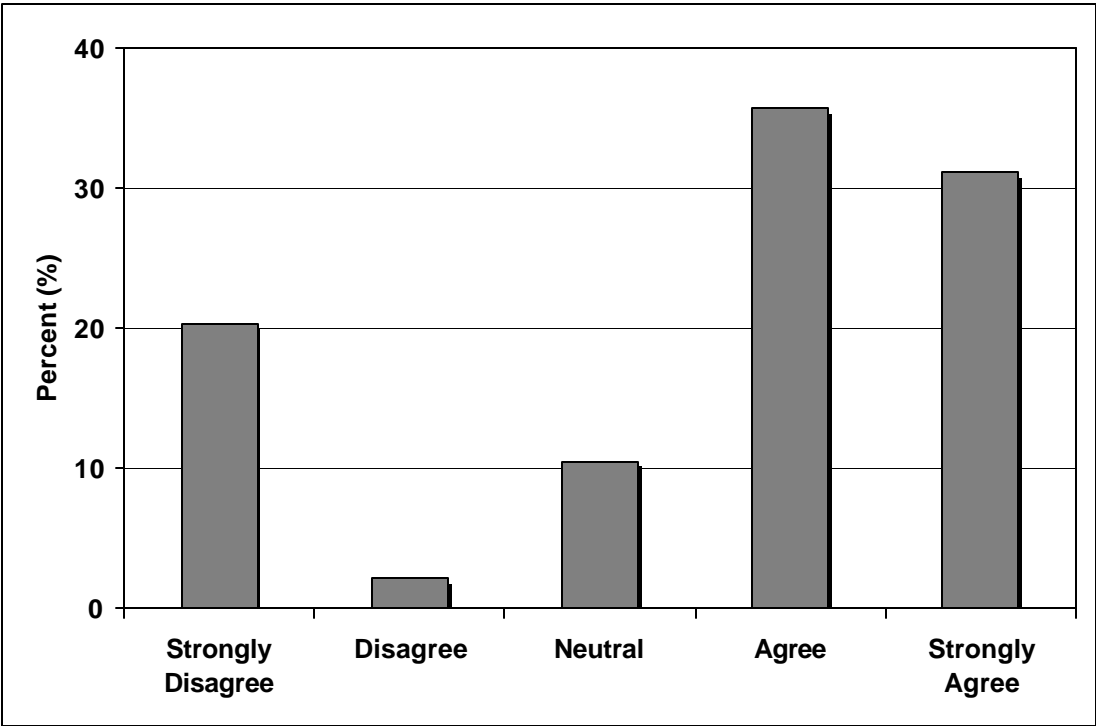
Q13. The UNI computer network is generally accessible between 8 am and 5 pm from OFF campus.

|                   | <b>Frequency</b> | <b>Percent</b> |
|-------------------|------------------|----------------|
| Strongly Disagree | 61               | 15.1           |
| Disagree          | 22               | 5.5            |
| Neutral           | 102              | 25.3           |
| Agree             | 166              | 41.2           |
| Strongly Agree    | 52               | 12.9           |
| Total             | 403              | 100            |



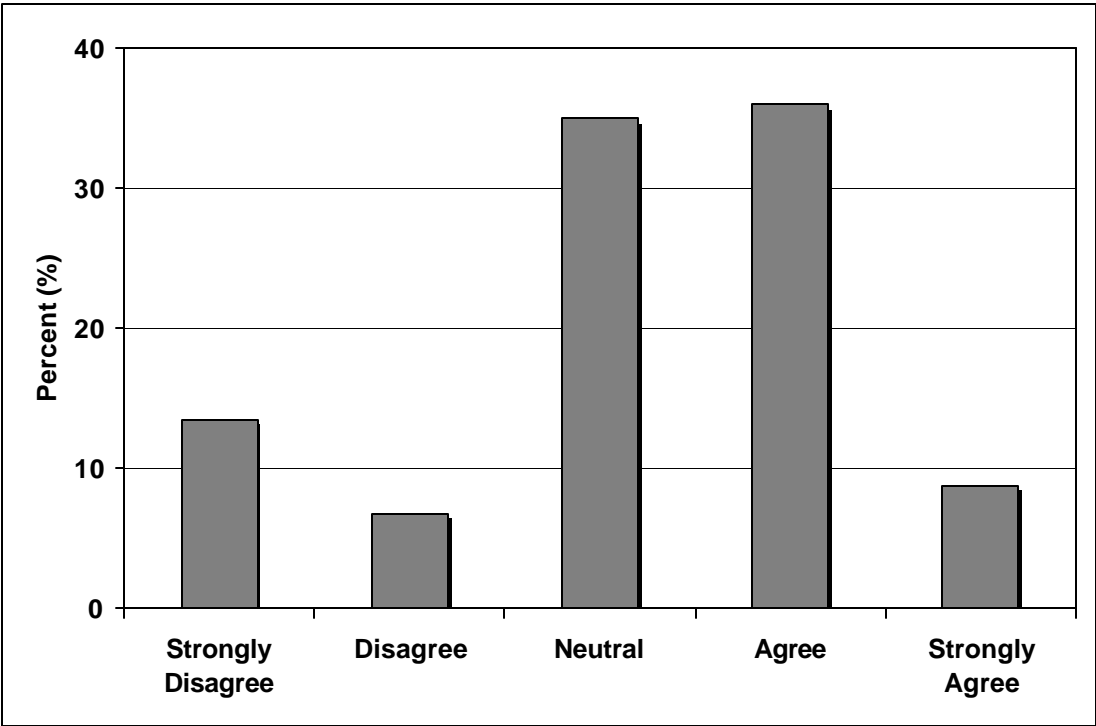
Q14. Computers have been a significant part of my coursework at UNI.

|                   | <b>Frequency</b> | <b>Percent</b> |
|-------------------|------------------|----------------|
| Strongly Disagree | 82               | 20.4           |
| Disagree          | 9                | 2.2            |
| Neutral           | 42               | 10.5           |
| Agree             | 143              | 35.7           |
| Strongly Agree    | 125              | 31.2           |
| Total             | 401              | 100            |



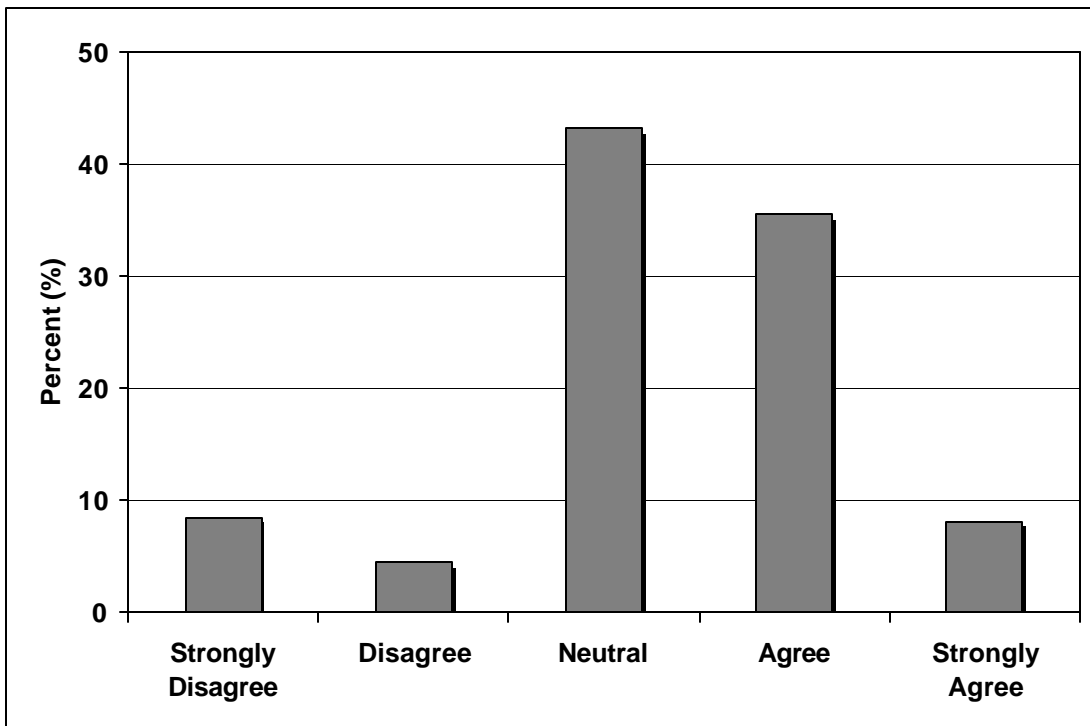
Q15. The UNI computer network is generally accessible after 5 pm from off campus.

|                   | <b>Frequency</b> | <b>Percent</b> |
|-------------------|------------------|----------------|
| Strongly Disagree | 54               | 13.5           |
| Disagree          | 27               | 6.8            |
| Neutral           | 140              | 35.0           |
| Agree             | 144              | 36.0           |
| Strongly Agree    | 35               | 8.8            |
| Total             | 400              | 100            |



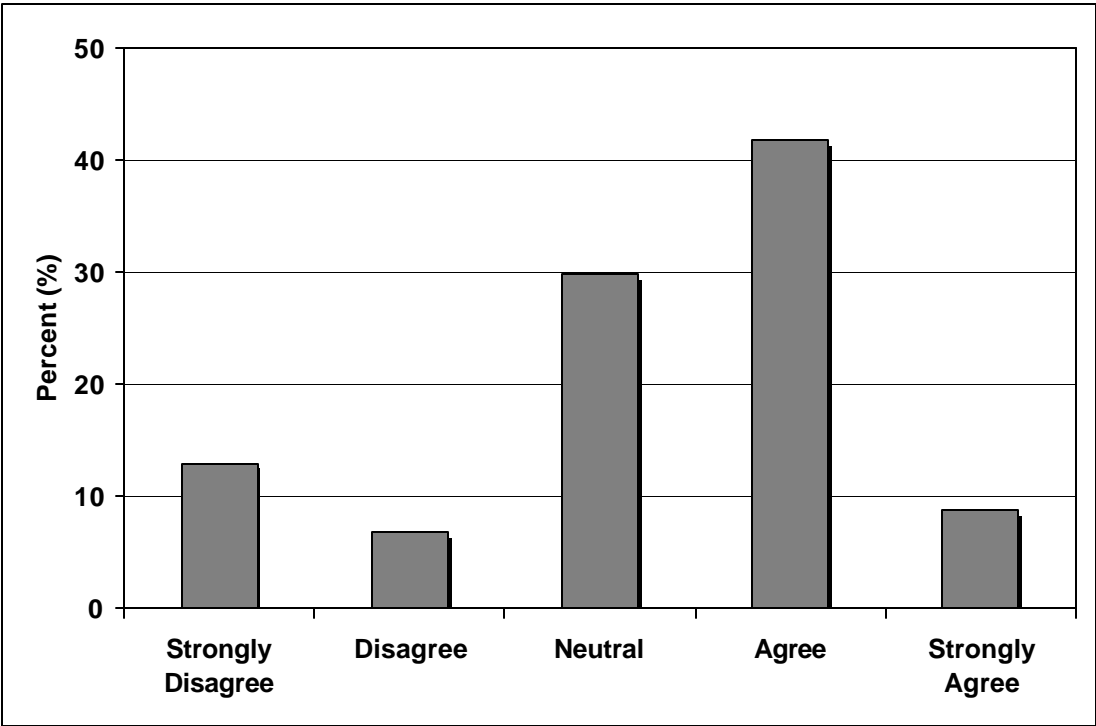
Q16. The VMS VAX email software on the UNI COBRA and VIPER computers has generally met my educational needs.

|                   | <b>Frequency</b> | <b>Percent</b> |
|-------------------|------------------|----------------|
| Strongly Disagree | 34               | 8.5            |
| Disagree          | 18               | 4.5            |
| Neutral           | 174              | 43.3           |
| Agree             | 143              | 35.6           |
| Strongly Agree    | 33               | 8.2            |
| Total             | 402              | 100            |



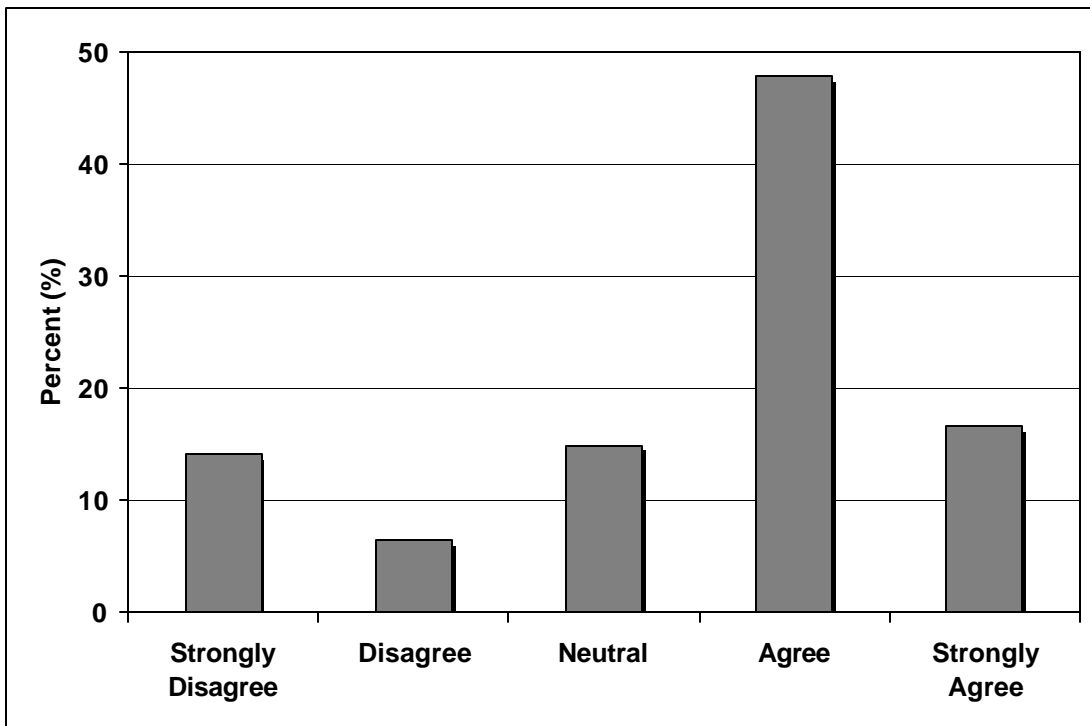
Q17. The training I have received on the use of UNI computers has generally met my educational needs.

|                   | <b>Frequency</b> | <b>Percent</b> |
|-------------------|------------------|----------------|
| Strongly Disagree | 52               | 13.0           |
| Disagree          | 27               | 6.8            |
| Neutral           | 119              | 29.8           |
| Agree             | 167              | 41.8           |
| Strongly Agree    | 35               | 8.8            |
| Total             | 400              | 100            |



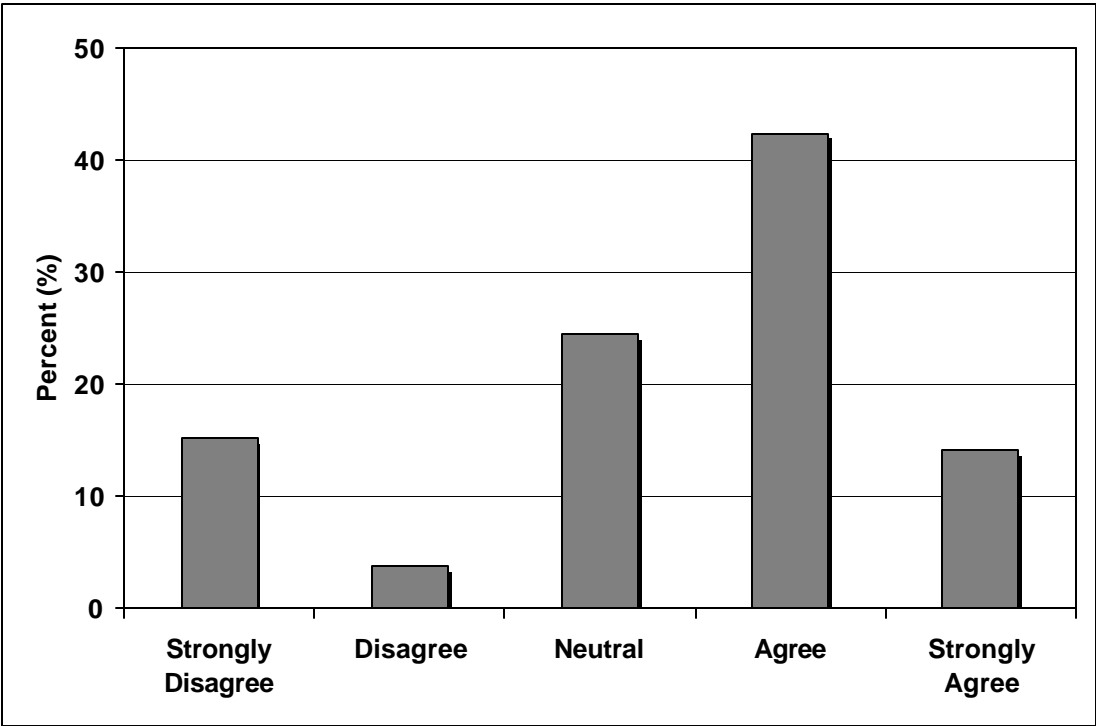
Q18. The performance of the UNI World Wide Web (www) connection has been adequate in meeting my educational needs.

|                   | <b>Frequency</b> | <b>Percent</b> |
|-------------------|------------------|----------------|
| Strongly Disagree | 57               | 14.1           |
| Disagree          | 26               | 6.5            |
| Neutral           | 60               | 14.9           |
| Agree             | 193              | 47.9           |
| Strongly Agree    | 67               | 16.6           |
| Total             | 403              | 100            |



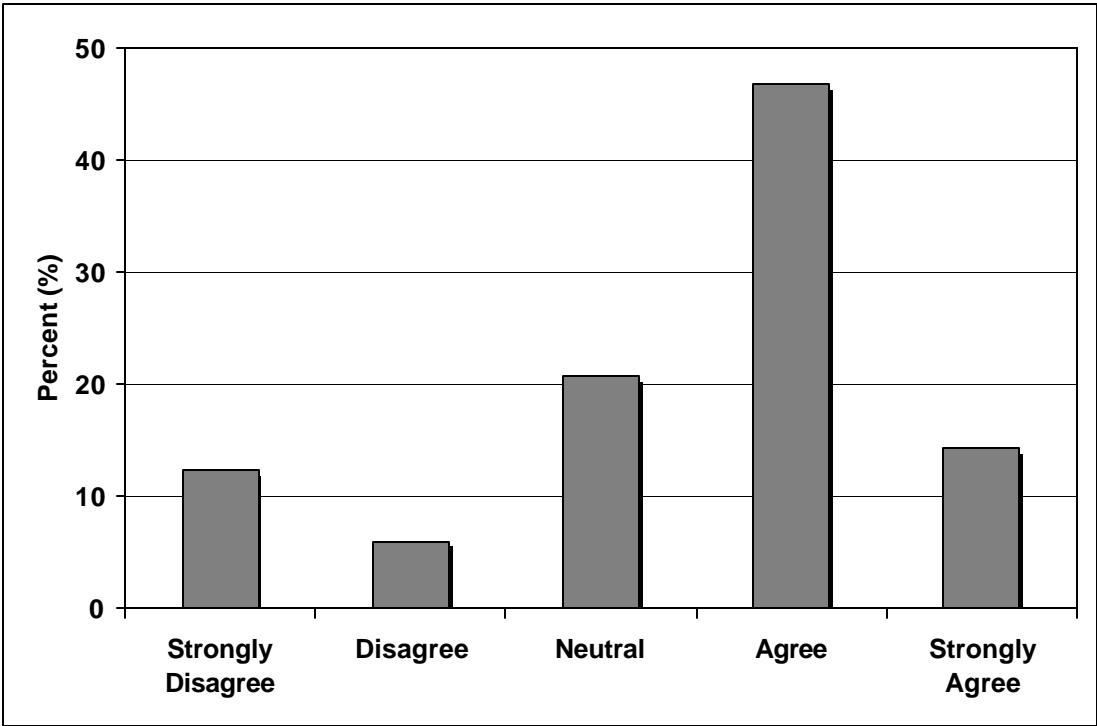
Q19. I feel I have been exposed to the computer tools necessary for me to use and learn about computing in my chosen profession or field following graduation.

|                   | <b>Frequency</b> | <b>Percent</b> |
|-------------------|------------------|----------------|
| Strongly Disagree | 60               | 15.2           |
| Disagree          | 15               | 3.8            |
| Neutral           | 97               | 24.5           |
| Agree             | 168              | 42.4           |
| Strongly Agree    | 56               | 14.1           |
| Total             | 396              | 100            |



Q20. University email has generally met my needs.

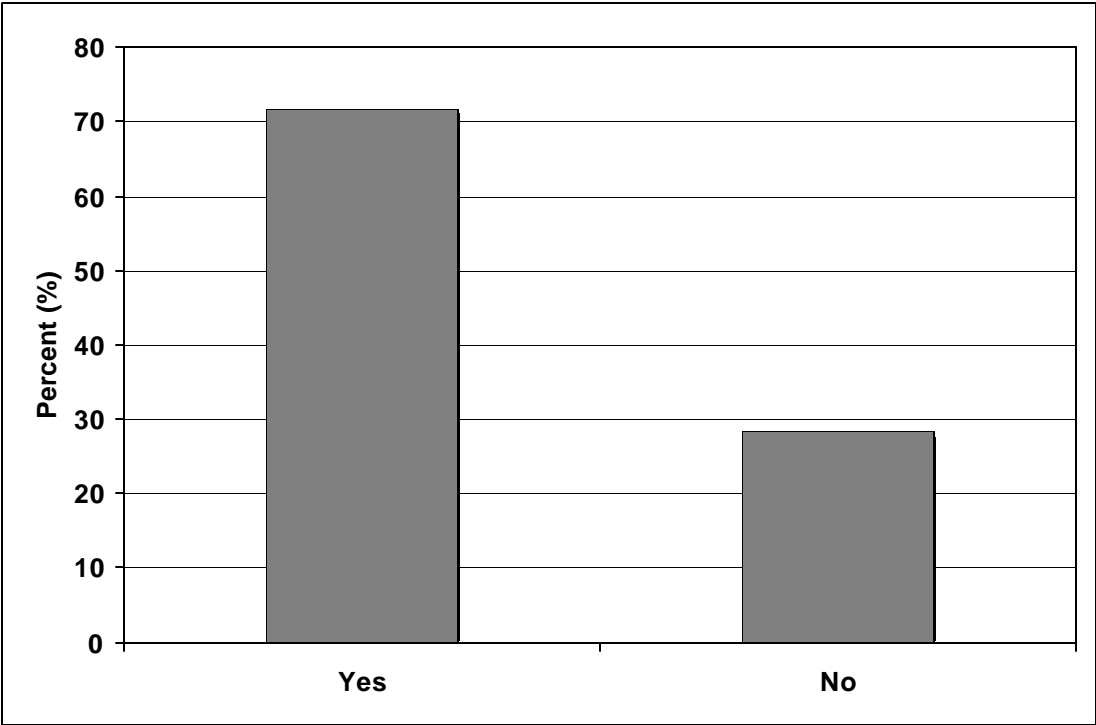
|                   | <b>Frequency</b> | <b>Percent</b> |
|-------------------|------------------|----------------|
| Strongly Disagree | 49               | 12.3           |
| Disagree          | 24               | 6.0            |
| Neutral           | 83               | 20.8           |
| Agree             | 187              | 46.8           |
| Strongly Agree    | 57               | 14.3           |
| Total             | 400              | 100            |





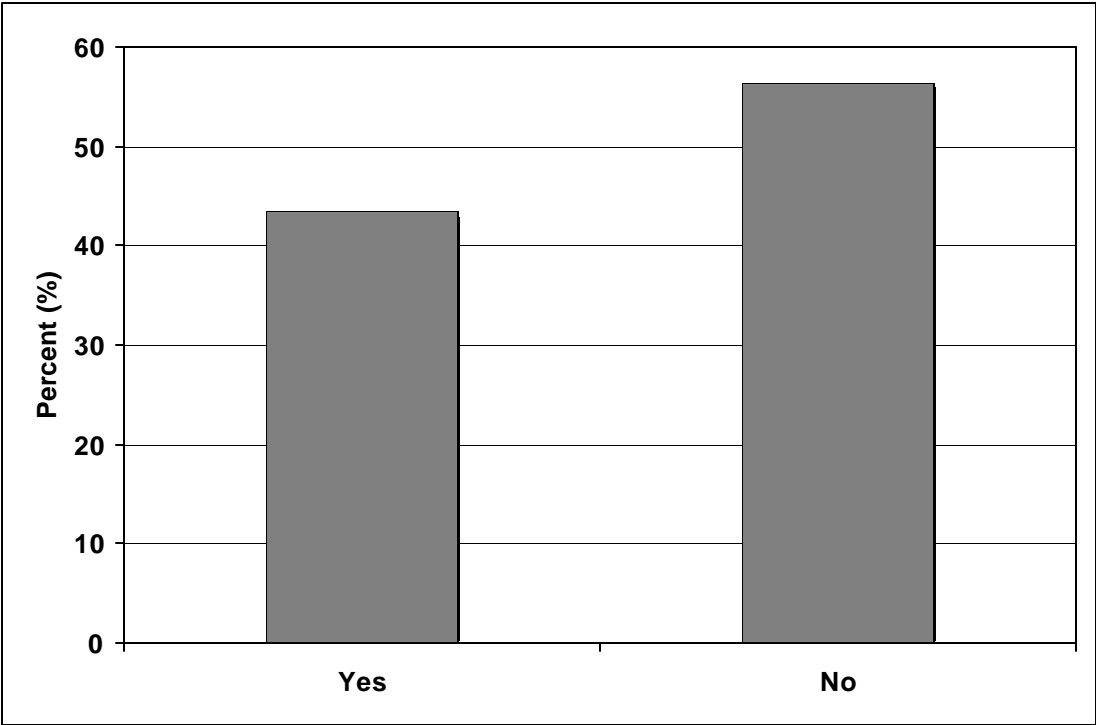
Q21. Since you may obtain your grade report via the telephone and the web, would it be acceptable if we no longer mailed a grade report?

|       | <b>Frequency</b> | <b>Percent</b> |
|-------|------------------|----------------|
| Yes   | 287              | 71.8           |
| No    | 113              | 28.3           |
| Total | 400              | 100            |



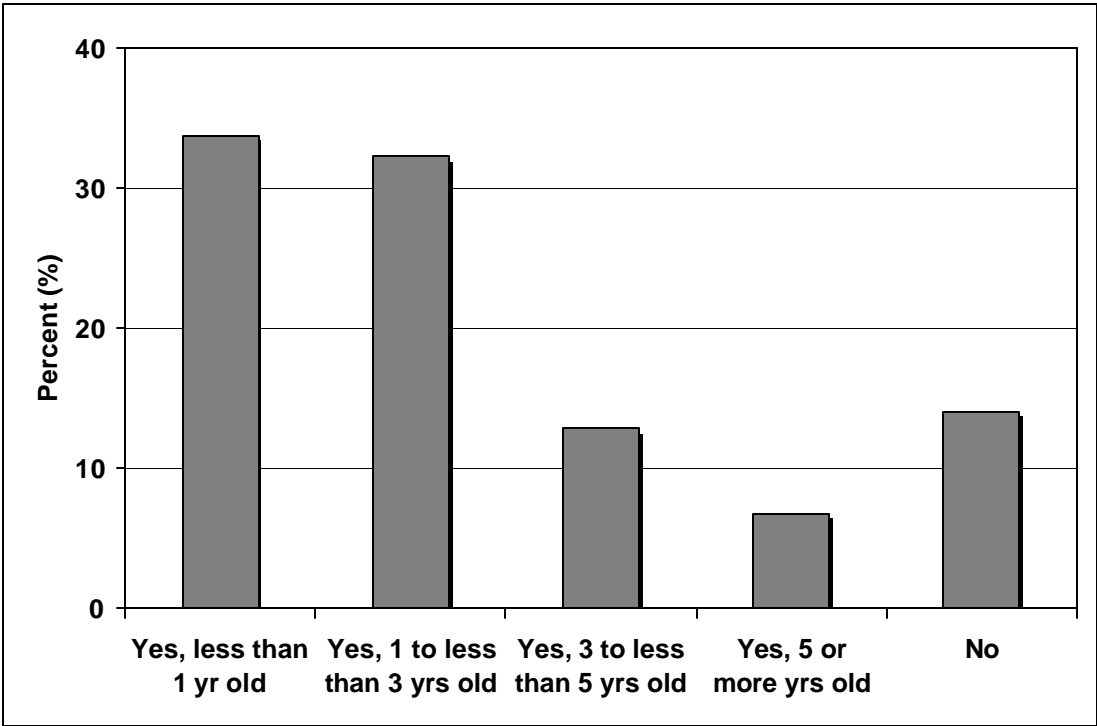
Q22. If technology existed to allow you to register for classes yourself via the telephone, would you utilize this service?

|       | <b>Frequency</b> | <b>Percent</b> |
|-------|------------------|----------------|
| Yes   | 174              | 43.5           |
| No    | 226              | 56.5           |
| Total | 400              | 100            |



Q23. Do you have a computer for your personal use available during the school year?

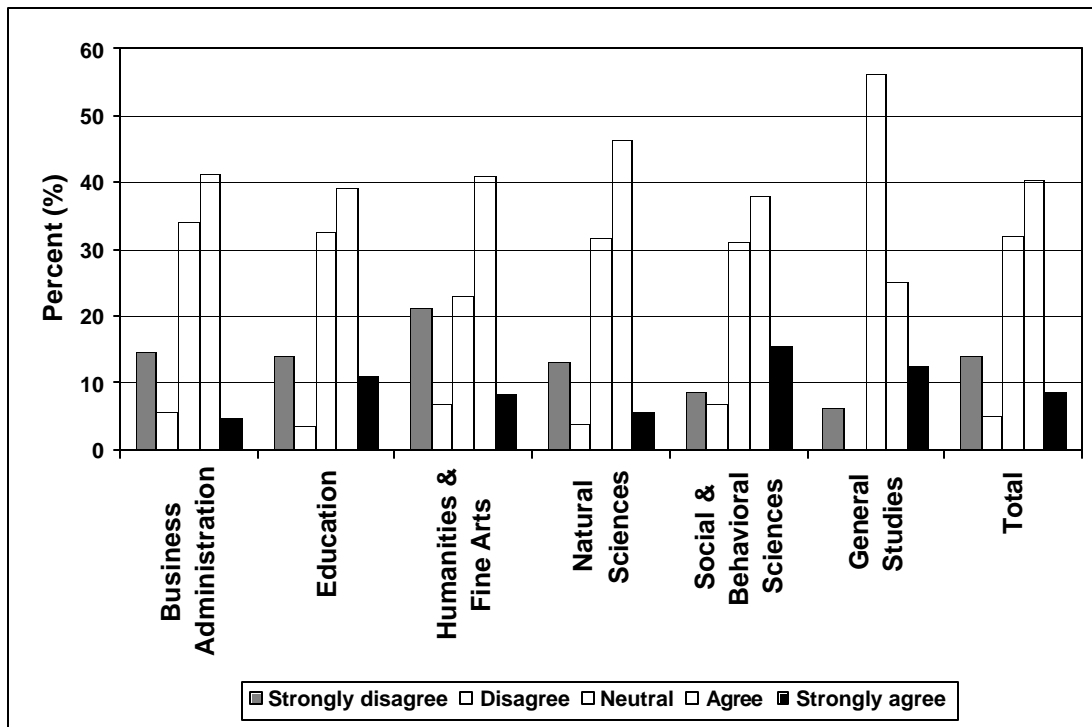
|                             | Frequency | Percent |
|-----------------------------|-----------|---------|
| Yes, less than 1 year old   | 1490      | 33.8    |
| Yes, 1 to less than 3 years | 1422      | 32.3    |
| Yes, 3 to less than 5 years | 570       | 12.9    |
| Yes, five or more years     | 298       | 6.8     |
| No                          | 623       | 14.1    |
| Total                       | 4403      | 100     |



## Summary of Responses by College

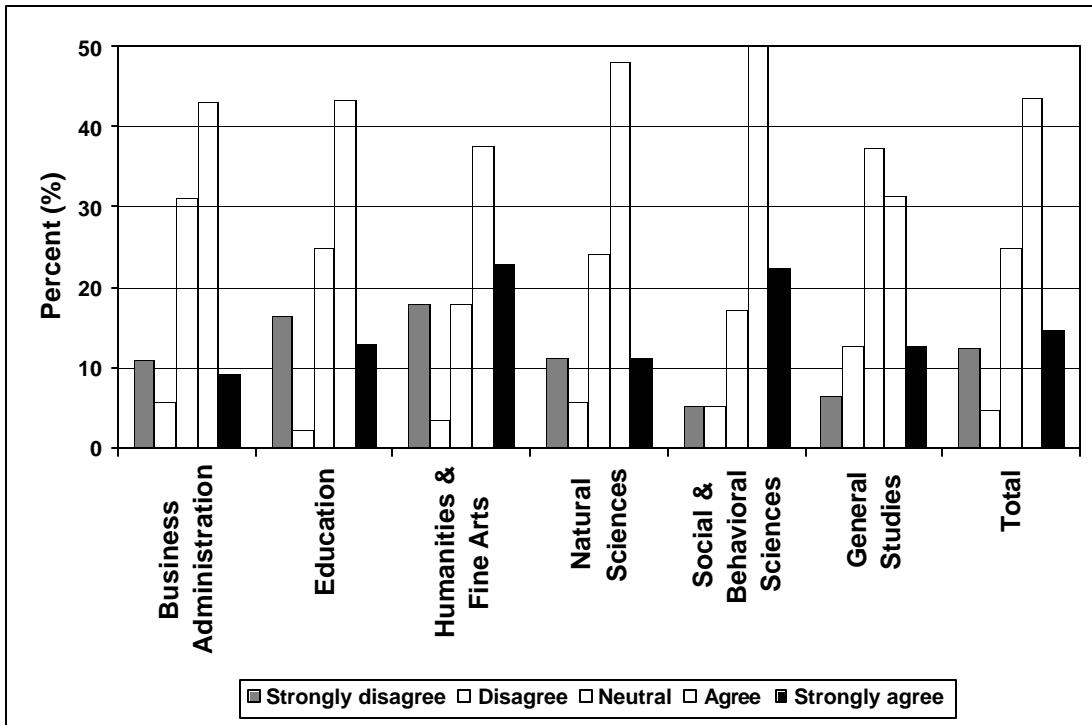
Q1. The library usually has the scholarly journals (periodicals) I need for my studies.

|                              | Strongly Disagree |             | Disagree  |            | Neutral    |             | Agree      |             | Strongly Agree |            | Total      |            |
|------------------------------|-------------------|-------------|-----------|------------|------------|-------------|------------|-------------|----------------|------------|------------|------------|
|                              | N                 | %           | N         | %          | N          | %           | N          | %           | N              | %          | N          | %          |
| Business Administration      | 16                | 14.7        | 6         | 5.5        | 37         | 33.9        | 45         | 41.3        | 5              | 4.6        | 109        | 100        |
| Education                    | 13                | 14.1        | 3         | 3.3        | 30         | 32.6        | 36         | 39.1        | 10             | 10.9       | 92         | 100        |
| Humanities & Fine Arts       | 13                | 21.3        | 4         | 6.6        | 14         | 23.0        | 25         | 41.0        | 5              | 8.2        | 61         | 100        |
| Natural Sciences             | 7                 | 13.0        | 2         | 3.7        | 17         | 31.5        | 25         | 46.3        | 3              | 5.6        | 54         | 100        |
| Social & Behavioral Sciences | 5                 | 8.6         | 4         | 6.9        | 18         | 31.0        | 22         | 37.9        | 9              | 15.5       | 58         | 100        |
| General Studies              | 1                 | 6.3         | 0         | 0          | 9          | 56.3        | 4          | 25.0        | 2              | 12.5       | 16         | 100        |
| <b>Total</b>                 | <b>55</b>         | <b>14.1</b> | <b>19</b> | <b>4.9</b> | <b>125</b> | <b>32.1</b> | <b>157</b> | <b>40.3</b> | <b>34</b>      | <b>8.7</b> | <b>390</b> | <b>100</b> |



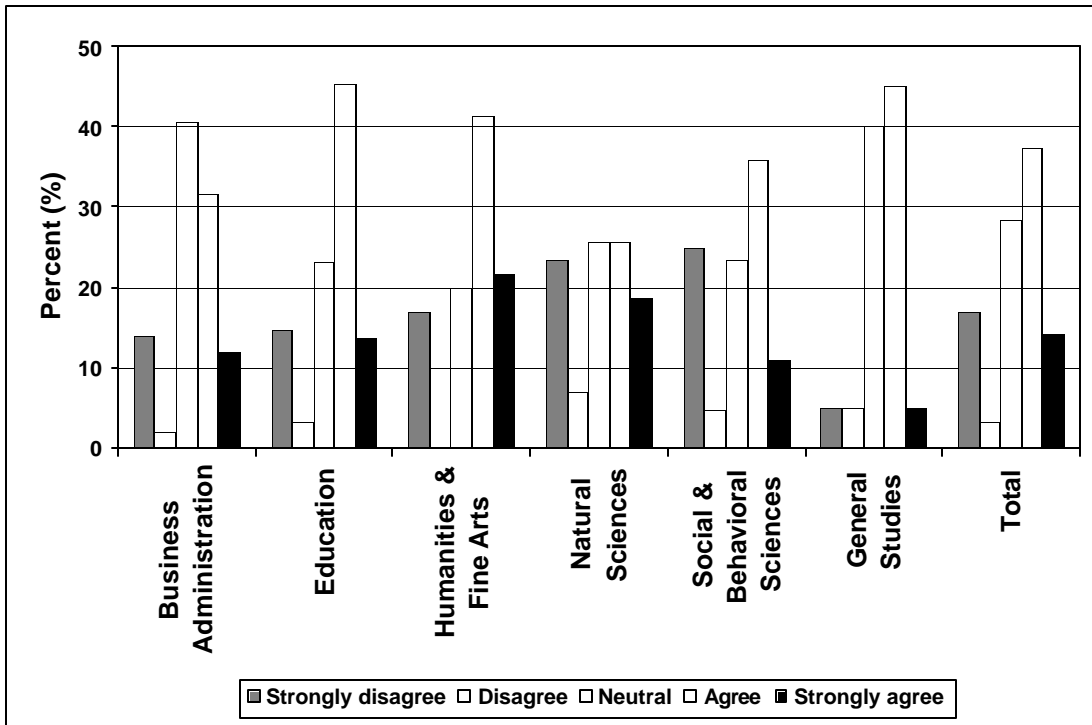
Q2. The Rod Library home page is a valuable resource for finding information on the Internet.

|                              | Strongly Disagree |      | Disagree |      | Neutral |      | Agree |      | Strongly Agree |      | Total |     |
|------------------------------|-------------------|------|----------|------|---------|------|-------|------|----------------|------|-------|-----|
|                              | N                 | %    | N        | %    | N       | %    | N     | %    | N              | %    | N     | %   |
| Business Administration      | 12                | 11.0 | 6        | 5.5  | 34      | 31.2 | 47    | 43.1 | 10             | 9.2  | 109   | 100 |
| Education                    | 15                | 16.3 | 2        | 2.2  | 23      | 25.0 | 40    | 43.5 | 12             | 13.0 | 92    | 100 |
| Humanities & Fine Arts       | 11                | 18.0 | 2        | 3.3  | 11      | 18.0 | 23    | 37.7 | 14             | 23.0 | 61    | 100 |
| Natural Sciences             | 6                 | 11.1 | 3        | 5.6  | 13      | 24.1 | 26    | 48.1 | 6              | 11.1 | 54    | 100 |
| Social & Behavioral Sciences | 3                 | 5.2  | 3        | 5.2  | 10      | 17.2 | 29    | 50.0 | 13             | 22.4 | 58    | 100 |
| General Studies              | 1                 | 6.3  | 2        | 12.5 | 6       | 37.5 | 5     | 31.3 | 2              | 12.5 | 16    | 100 |
| Total                        | 48                | 12.3 | 18       | 4.6  | 97      | 24.9 | 170   | 43.6 | 57             | 14.6 | 390   | 100 |



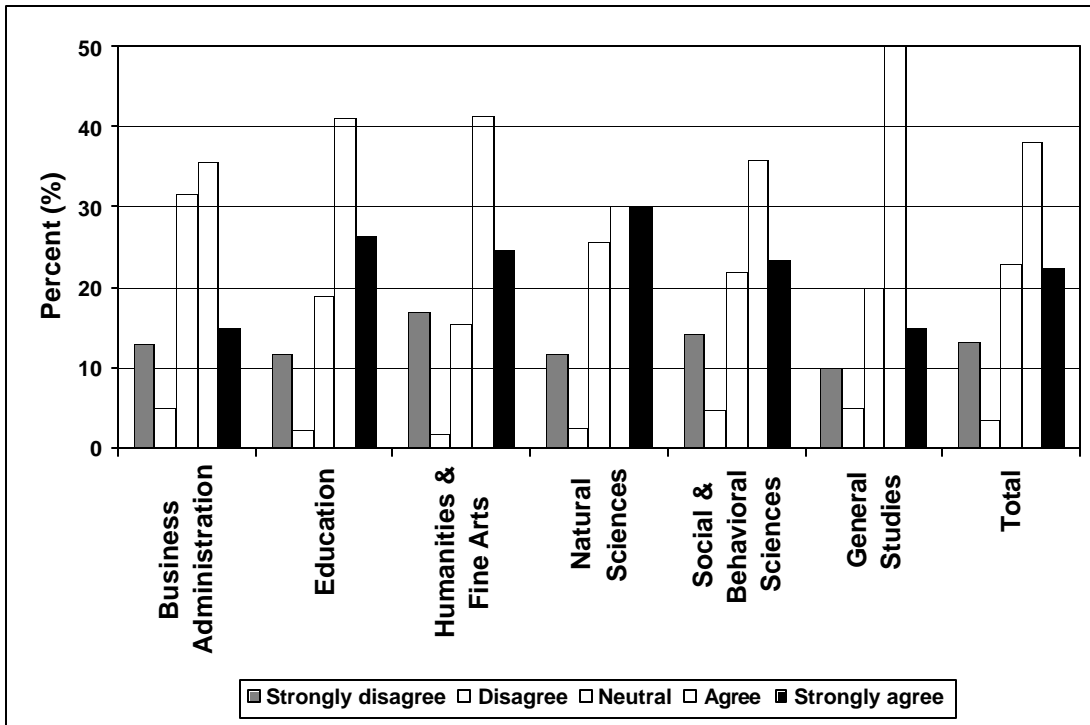
Q3. When I ask a librarian for assistance, I usually get a useful response.

|                              | Strongly Disagree |      | Disagree |     | Neutral |      | Agree |      | Strongly Agree |      | Total |     |
|------------------------------|-------------------|------|----------|-----|---------|------|-------|------|----------------|------|-------|-----|
|                              | N                 | %    | N        | %   | N       | %    | N     | %    | N              | %    | N     | %   |
| Business Administration      | 14                | 13.9 | 2        | 2.0 | 41      | 40.6 | 32    | 31.7 | 12             | 11.9 | 101   | 100 |
| Education                    | 14                | 14.7 | 3        | 3.2 | 22      | 23.2 | 43    | 45.3 | 13             | 13.7 | 95    | 100 |
| Humanities & Fine Arts       | 11                | 16.9 | 0        | 0   | 13      | 20.0 | 27    | 41.5 | 14             | 21.5 | 65    | 100 |
| Natural Sciences             | 10                | 23.3 | 3        | 7.0 | 11      | 25.6 | 11    | 25.6 | 8              | 18.6 | 43    | 100 |
| Social & Behavioral Sciences | 16                | 25.0 | 3        | 4.7 | 15      | 23.4 | 23    | 35.9 | 7              | 10.9 | 64    | 100 |
| General Studies              | 1                 | 5.0  | 1        | 5.0 | 8       | 40.0 | 9     | 45.0 | 1              | 5.0  | 20    | 100 |
| Total                        | 66                | 17.0 | 12       | 3.1 | 110     | 28.4 | 145   | 37.4 | 55             | 14.2 | 388   | 100 |



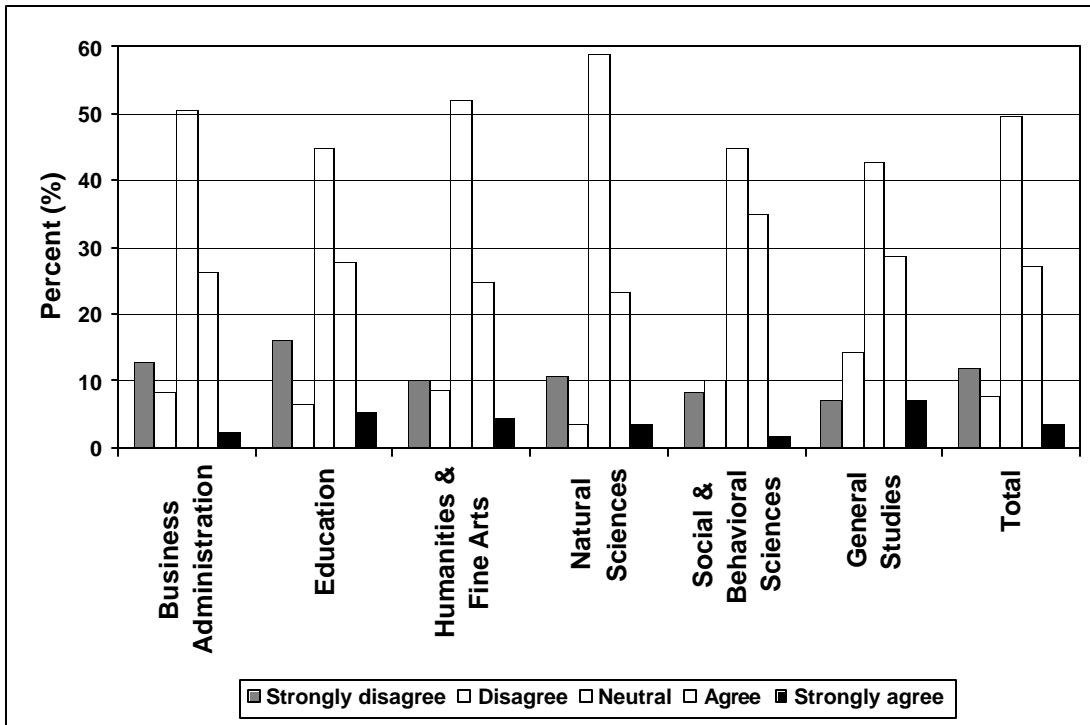
Q4. UNISTAR, Rod Library's online catalog, is a valuable resource for finding books and periodicals in the library.

|                              | Strongly Disagree |      | Disagree |     | Neutral |      | Agree |      | Strongly Agree |      | Total |     |
|------------------------------|-------------------|------|----------|-----|---------|------|-------|------|----------------|------|-------|-----|
|                              | N                 | %    | N        | %   | N       | %    | N     | %    | N              | %    | N     | %   |
| Business Administration      | 13                | 12.9 | 5        | 5.0 | 32      | 31.7 | 36    | 35.6 | 15             | 14.9 | 101   | 100 |
| Education                    | 11                | 11.6 | 2        | 2.1 | 18      | 18.9 | 39    | 41.1 | 25             | 26.3 | 95    | 100 |
| Humanities & Fine Arts       | 11                | 16.9 | 1        | 1.5 | 10      | 15.4 | 27    | 41.5 | 16             | 24.6 | 65    | 100 |
| Natural Sciences             | 5                 | 11.6 | 1        | 2.3 | 11      | 25.6 | 13    | 30.2 | 13             | 30.2 | 43    | 100 |
| Social & Behavioral Sciences | 9                 | 14.1 | 3        | 4.7 | 14      | 21.9 | 23    | 35.9 | 15             | 23.4 | 64    | 100 |
| General Studies              | 2                 | 10.0 | 1        | 5.0 | 4       | 20.0 | 10    | 50.0 | 3              | 15.0 | 20    | 100 |
| Total                        | 51                | 13.1 | 13       | 3.4 | 89      | 22.9 | 148   | 38.1 | 87             | 22.4 | 388   | 100 |



Q5. Rod Library instruction sessions (tours, classes, workshops) have been helpful to me in my academic work.

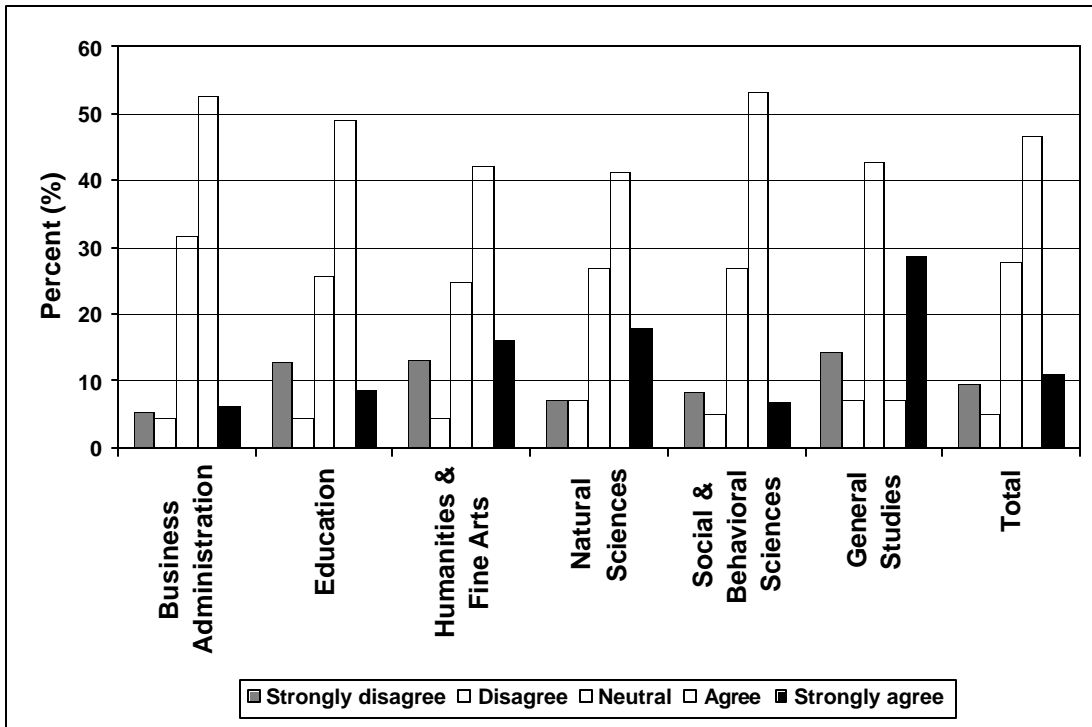
|                              | Strongly Disagree |      | Disagree |      | Neutral |      | Agree |      | Strongly Agree |     | Total |     |
|------------------------------|-------------------|------|----------|------|---------|------|-------|------|----------------|-----|-------|-----|
|                              | N                 | %    | N        | %    | N       | %    | N     | %    | N              | %   | N     | %   |
| Business Administration      | 12                | 12.6 | 8        | 8.4  | 48      | 50.5 | 25    | 26.3 | 2              | 2.1 | 95    | 100 |
| Education                    | 15                | 16.0 | 6        | 6.4  | 42      | 44.7 | 26    | 27.7 | 5              | 5.3 | 94    | 100 |
| Humanities & Fine Arts       | 7                 | 10.1 | 6        | 8.7  | 36      | 52.2 | 17    | 24.6 | 3              | 4.3 | 69    | 100 |
| Natural Sciences             | 6                 | 10.7 | 2        | 3.6  | 33      | 58.9 | 13    | 23.2 | 2              | 3.6 | 56    | 100 |
| Social & Behavioral Sciences | 5                 | 8.3  | 6        | 10.0 | 27      | 45.0 | 21    | 35.0 | 1              | 1.7 | 60    | 100 |
| General Studies              | 1                 | 7.1  | 2        | 14.3 | 6       | 42.9 | 4     | 28.6 | 1              | 7.1 | 14    | 100 |
| Total                        | 46                | 11.9 | 30       | 7.7  | 192     | 49.5 | 106   | 27.3 | 14             | 3.6 | 388   | 100 |





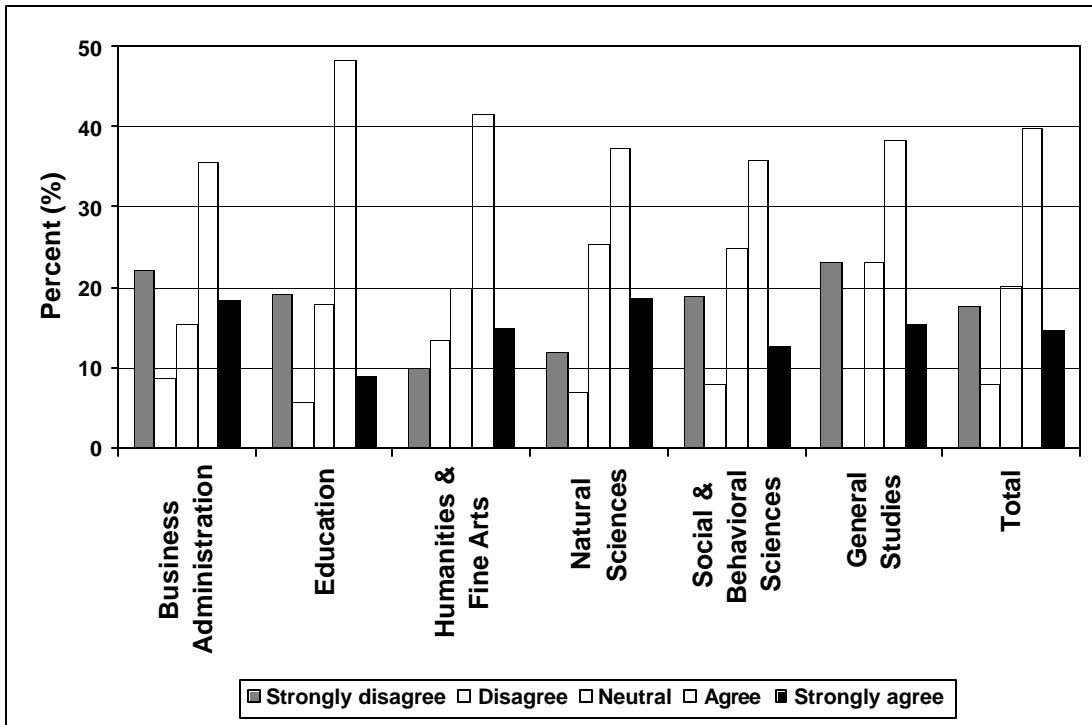
Q6. I am satisfied with the access to computerized databases available through Rod Library.

|                              | Strongly Disagree |      | Disagree |     | Neutral |      | Agree |      | Strongly Agree |      | Total |     |
|------------------------------|-------------------|------|----------|-----|---------|------|-------|------|----------------|------|-------|-----|
|                              | N                 | %    | N        | %   | N       | %    | N     | %    | N              | %    | N     | %   |
| Business Administration      | 5                 | 5.3  | 4        | 4.2 | 30      | 31.6 | 50    | 52.6 | 6              | 6.3  | 95    | 100 |
| Education                    | 12                | 12.8 | 4        | 4.3 | 24      | 25.5 | 46    | 48.9 | 8              | 8.5  | 94    | 100 |
| Humanities & Fine Arts       | 9                 | 13.0 | 3        | 4.3 | 17      | 24.6 | 29    | 42.0 | 11             | 15.9 | 69    | 100 |
| Natural Sciences             | 4                 | 7.1  | 4        | 7.1 | 15      | 26.8 | 23    | 41.1 | 10             | 17.9 | 56    | 100 |
| Social & Behavioral Sciences | 5                 | 8.3  | 3        | 5.0 | 16      | 26.7 | 32    | 53.3 | 4              | 6.7  | 60    | 100 |
| General Studies              | 2                 | 14.3 | 1        | 7.1 | 6       | 42.9 | 1     | 7.1  | 4              | 28.6 | 14    | 100 |
| Total                        | 37                | 9.5  | 19       | 4.9 | 108     | 27.8 | 181   | 46.6 | 43             | 11.1 | 388   | 100 |



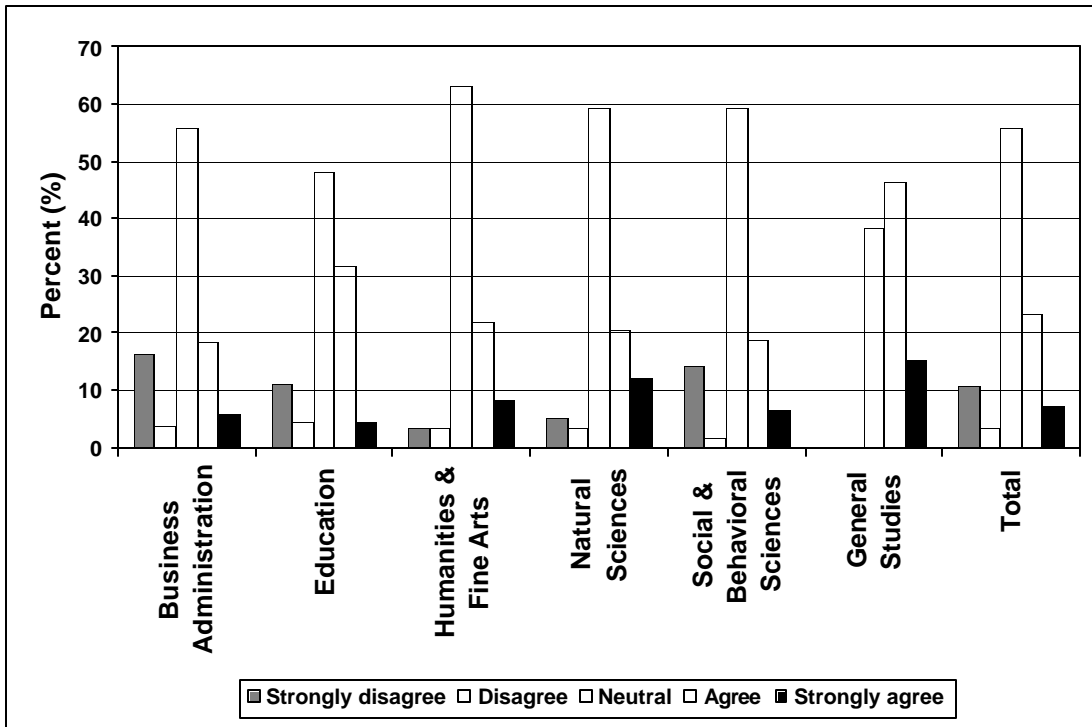
Q7. I can easily access library resources from outside the library via the university network.

|                              | Strongly Disagree |      | Disagree |      | Neutral |      | Agree |      | Strongly Agree |      | Total |     |
|------------------------------|-------------------|------|----------|------|---------|------|-------|------|----------------|------|-------|-----|
|                              | N                 | %    | N        | %    | N       | %    | N     | %    | N              | %    | N     | %   |
| Business Administration      | 23                | 22.1 | 9        | 8.7  | 16      | 15.4 | 37    | 35.6 | 19             | 18.3 | 104   | 100 |
| Education                    | 17                | 19.1 | 5        | 5.6  | 16      | 18.0 | 43    | 48.3 | 8              | 9.0  | 89    | 100 |
| Humanities & Fine Arts       | 6                 | 10.0 | 8        | 13.3 | 12      | 20.0 | 25    | 41.7 | 9              | 15.0 | 60    | 100 |
| Natural Sciences             | 7                 | 11.9 | 4        | 6.8  | 15      | 25.4 | 22    | 37.3 | 11             | 18.6 | 59    | 100 |
| Social & Behavioral Sciences | 12                | 18.8 | 5        | 7.8  | 16      | 25.0 | 23    | 35.9 | 8              | 12.5 | 64    | 100 |
| General Studies              | 3                 | 23.1 | 0        | 0    | 3       | 23.1 | 5     | 38.5 | 2              | 15.4 | 13    | 100 |
| Total                        | 68                | 17.5 | 31       | 8.0  | 78      | 20.1 | 155   | 39.8 | 57             | 14.7 | 389   | 100 |



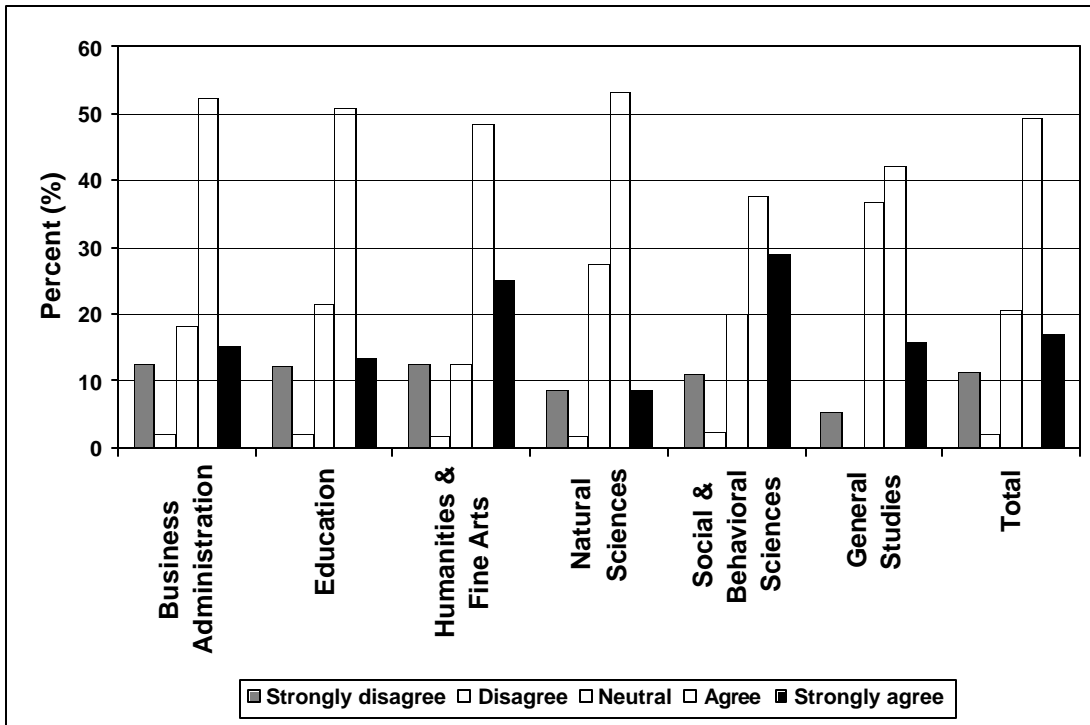
Q8. Rod Library's inter-library loan service usually permits me to obtain materials from other libraries within two weeks of my placing a request.

|                              | Strongly Disagree |      | Disagree |     | Neutral |      | Agree |      | Strongly Agree |      | Total |     |
|------------------------------|-------------------|------|----------|-----|---------|------|-------|------|----------------|------|-------|-----|
|                              | N                 | %    | N        | %   | N       | %    | N     | %    | N              | %    | N     | %   |
| Business Administration      | 17                | 16.3 | 4        | 3.8 | 58      | 55.8 | 19    | 18.3 | 6              | 5.8  | 104   | 100 |
| Education                    | 10                | 11.2 | 4        | 4.5 | 43      | 48.3 | 28    | 31.5 | 4              | 4.5  | 89    | 100 |
| Humanities & Fine Arts       | 2                 | 3.3  | 2        | 3.3 | 38      | 63.3 | 13    | 21.7 | 5              | 8.3  | 60    | 100 |
| Natural Sciences             | 3                 | 5.1  | 2        | 3.4 | 35      | 59.3 | 12    | 20.3 | 7              | 11.9 | 59    | 100 |
| Social & Behavioral Sciences | 9                 | 14.1 | 1        | 1.6 | 38      | 59.4 | 12    | 18.8 | 4              | 6.3  | 64    | 100 |
| General Studies              | 0                 | 0    | 0        | 0   | 5       | 38.5 | 6     | 46.2 | 2              | 15.4 | 13    | 100 |
| Total                        | 41                | 10.5 | 13       | 3.3 | 217     | 55.8 | 90    | 23.1 | 28             | 7.2  | 389   | 100 |



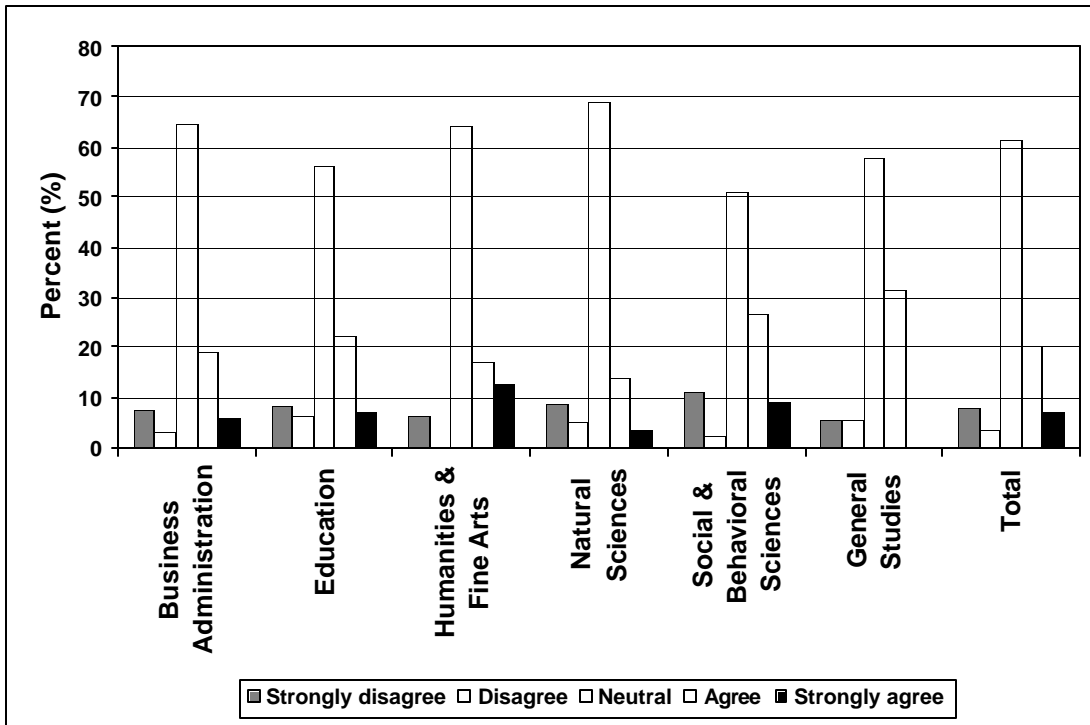
Q9. Rob Library faculty and staff are generally courteous and helpful to me.

|                              | Strongly Disagree |      | Disagree |     | Neutral |      | Agree |      | Strongly Agree |      | Total |     |
|------------------------------|-------------------|------|----------|-----|---------|------|-------|------|----------------|------|-------|-----|
|                              | N                 | %    | N        | %   | N       | %    | N     | %    | N              | %    | N     | %   |
| Business Administration      | 13                | 12.4 | 2        | 1.9 | 19      | 18.1 | 55    | 52.4 | 16             | 15.2 | 105   | 100 |
| Education                    | 12                | 12.2 | 2        | 2.0 | 21      | 21.4 | 50    | 51.0 | 13             | 13.3 | 98    | 100 |
| Humanities & Fine Arts       | 8                 | 12.5 | 1        | 1.6 | 8       | 12.5 | 31    | 48.4 | 16             | 25.0 | 64    | 100 |
| Natural Sciences             | 5                 | 8.6  | 1        | 1.7 | 16      | 27.6 | 31    | 53.4 | 5              | 8.6  | 58    | 100 |
| Social & Behavioral Sciences | 5                 | 11.1 | 1        | 2.2 | 9       | 20.0 | 17    | 37.8 | 13             | 28.9 | 45    | 100 |
| General Studies              | 1                 | 5.3  | 0        | 0   | 7       | 36.8 | 8     | 42.1 | 3              | 15.8 | 19    | 100 |
| Total                        | 44                | 11.3 | 7        | 1.8 | 80      | 20.6 | 192   | 49.4 | 66             | 17.0 | 389   | 100 |



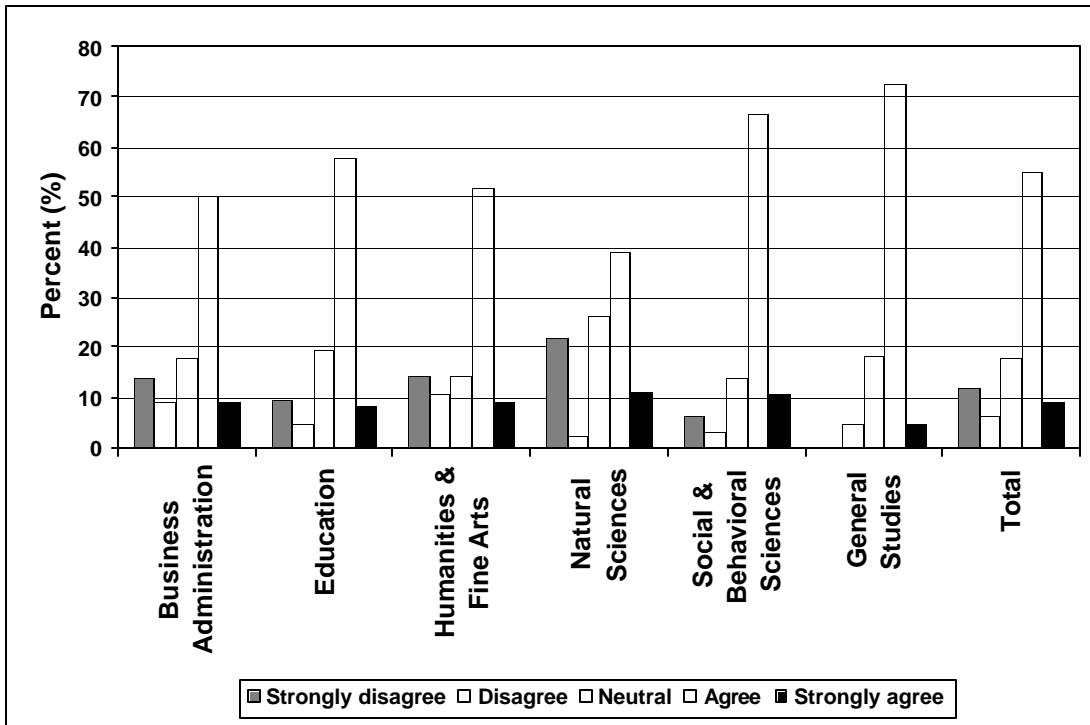
Q10. I have found the government documents in the Rod Library helpful.

|                              | Strongly Disagree |      | Disagree |     | Neutral |      | Agree |      | Strongly Agree |      | Total |     |
|------------------------------|-------------------|------|----------|-----|---------|------|-------|------|----------------|------|-------|-----|
|                              | N                 | %    | N        | %   | N       | %    | N     | %    | N              | %    | N     | %   |
| Business Administration      | 8                 | 7.6  | 3        | 2.9 | 68      | 64.8 | 20    | 19.0 | 6              | 5.7  | 105   | 100 |
| Education                    | 8                 | 8.2  | 6        | 6.1 | 55      | 56.1 | 22    | 22.4 | 7              | 7.1  | 98    | 100 |
| Humanities & Fine Arts       | 4                 | 6.3  | 0        | 0   | 41      | 64.1 | 11    | 17.2 | 8              | 12.5 | 64    | 100 |
| Natural Sciences             | 5                 | 8.6  | 3        | 5.2 | 40      | 69.0 | 8     | 13.8 | 2              | 3.4  | 58    | 100 |
| Social & Behavioral Sciences | 5                 | 11.1 | 1        | 2.2 | 23      | 51.1 | 12    | 26.7 | 4              | 8.9  | 45    | 100 |
| General Studies              | 1                 | 5.3  | 1        | 5.3 | 11      | 57.9 | 6     | 31.6 | 0              | 0    | 19    | 100 |
| Total                        | 31                | 8.0  | 14       | 3.6 | 238     | 61.2 | 79    | 20.3 | 27             | 6.9  | 389   | 100 |



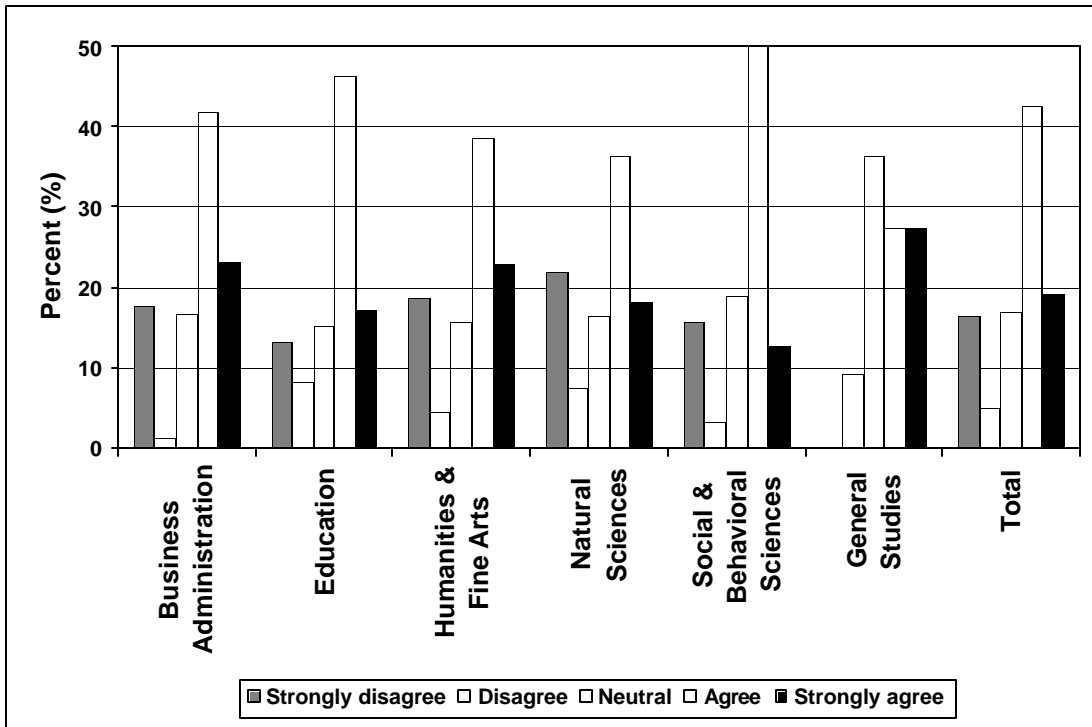
Q11. The network and computer resources at UNI are adequate.

|                              | Strongly Disagree |      | Disagree |      | Neutral |      | Agree |      | Strongly Agree |      | Total |     |
|------------------------------|-------------------|------|----------|------|---------|------|-------|------|----------------|------|-------|-----|
|                              | N                 | %    | N        | %    | N       | %    | N     | %    | N              | %    | N     | %   |
| Business Administration      | 14                | 14.0 | 9        | 9.0  | 18      | 18.0 | 50    | 50.0 | 9              | 9.0  | 100   | 100 |
| Education                    | 8                 | 9.6  | 4        | 4.8  | 16      | 19.3 | 48    | 57.8 | 7              | 8.4  | 83    | 100 |
| Humanities & Fine Arts       | 11                | 14.3 | 8        | 10.4 | 11      | 14.3 | 40    | 51.9 | 7              | 9.1  | 77    | 100 |
| Natural Sciences             | 10                | 21.7 | 1        | 2.2  | 12      | 26.1 | 18    | 39.1 | 5              | 10.9 | 46    | 100 |
| Social & Behavioral Sciences | 4                 | 6.1  | 2        | 3.0  | 9       | 13.6 | 44    | 66.7 | 7              | 10.6 | 66    | 100 |
| General Studies              | 0                 | 0    | 1        | 4.5  | 4       | 18.2 | 16    | 72.7 | 1              | 4.5  | 22    | 100 |
| Total                        | 47                | 11.9 | 25       | 6.3  | 70      | 17.8 | 216   | 54.8 | 36             | 9.1  | 394   | 100 |



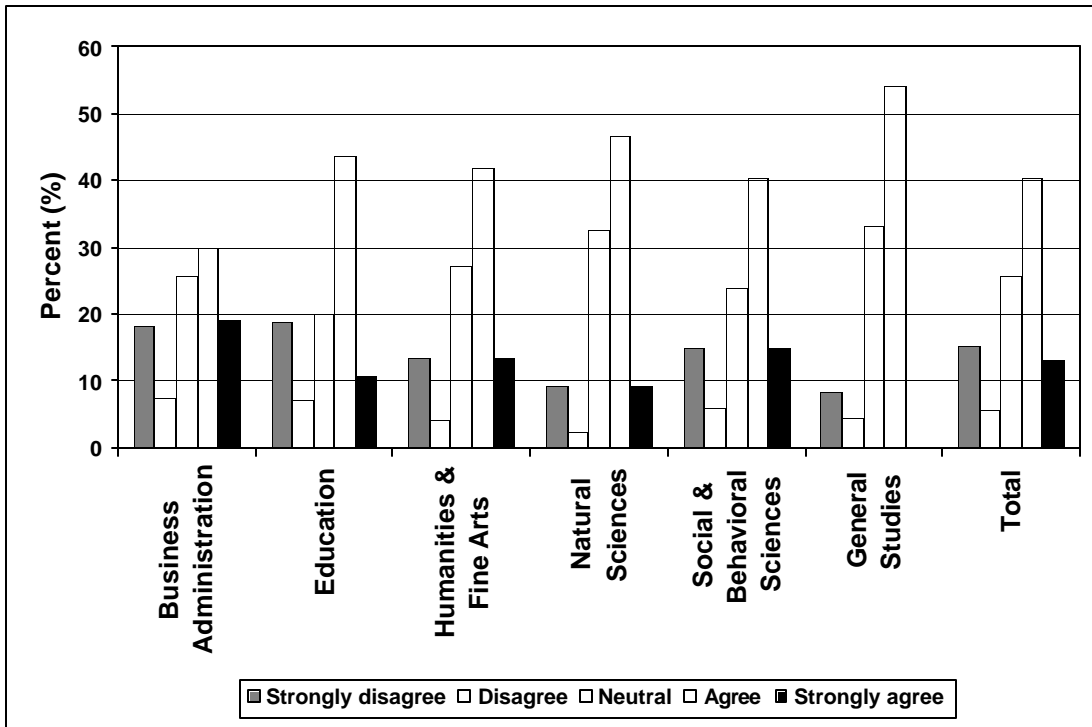
Q12. The UNI computer network is generally accessible between 8 am and 5 pm from ON campus.

|                              | Strongly Disagree |      | Disagree |     | Neutral |      | Agree |      | Strongly Agree |      | Total |     |
|------------------------------|-------------------|------|----------|-----|---------|------|-------|------|----------------|------|-------|-----|
|                              | N                 | %    | N        | %   | N       | %    | N     | %    | N              | %    | N     | %   |
| Business Administration      | 16                | 17.6 | 1        | 1.1 | 15      | 16.5 | 38    | 41.8 | 21             | 23.1 | 91    | 100 |
| Education                    | 13                | 13.1 | 8        | 8.1 | 15      | 15.2 | 46    | 46.5 | 17             | 17.2 | 99    | 100 |
| Humanities & Fine Arts       | 13                | 18.6 | 3        | 4.3 | 11      | 15.7 | 27    | 38.6 | 16             | 22.9 | 70    | 100 |
| Natural Sciences             | 12                | 21.8 | 4        | 7.3 | 9       | 16.4 | 20    | 36.4 | 10             | 18.2 | 55    | 100 |
| Social & Behavioral Sciences | 10                | 15.6 | 2        | 3.1 | 12      | 18.8 | 32    | 50.0 | 8              | 12.5 | 64    | 100 |
| General Studies              | 0                 | 0    | 1        | 9.1 | 4       | 36.4 | 3     | 27.3 | 3              | 27.3 | 11    | 100 |
| Total                        | 64                | 16.4 | 19       | 4.9 | 66      | 16.9 | 166   | 42.6 | 75             | 19.2 | 390   | 100 |



Q13. The UNI computer network is generally accessible between 8 am and 5 pm from OFF campus.

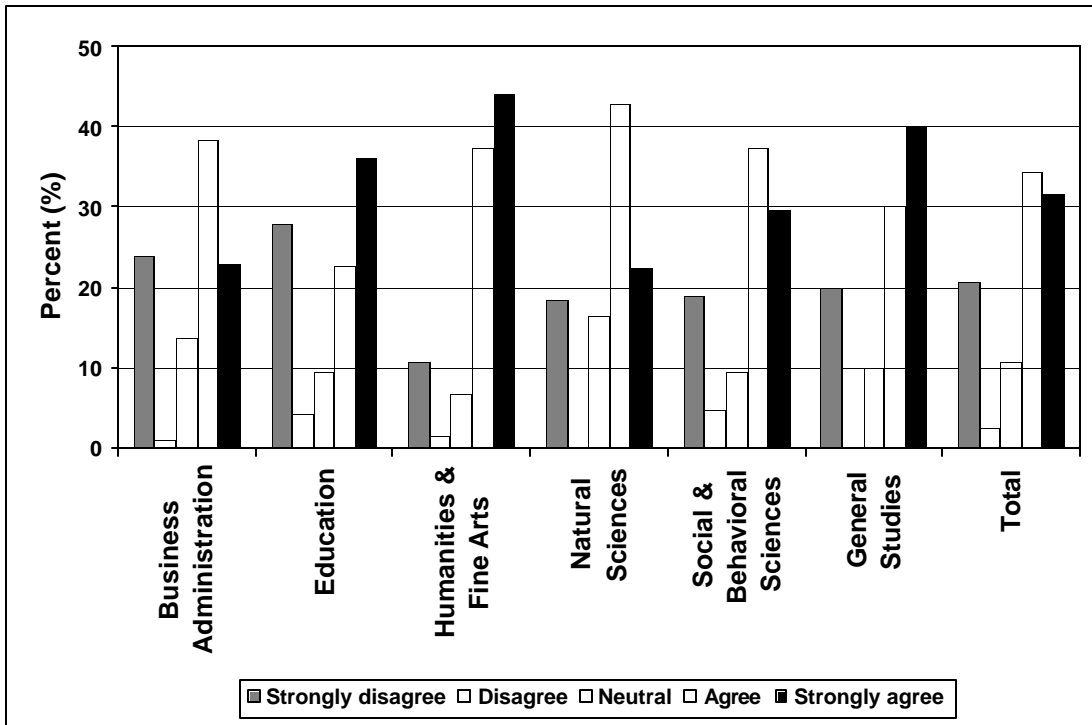
|                              | Strongly Disagree |      | Disagree |     | Neutral |      | Agree |      | Strongly Agree |      | Total |     |
|------------------------------|-------------------|------|----------|-----|---------|------|-------|------|----------------|------|-------|-----|
|                              | N                 | %    | N        | %   | N       | %    | N     | %    | N              | %    | N     | %   |
| Business Administration      | 17                | 18.1 | 7        | 7.4 | 24      | 25.5 | 28    | 29.8 | 18             | 19.1 | 94    | 100 |
| Education                    | 16                | 18.8 | 6        | 7.1 | 17      | 20.0 | 37    | 43.5 | 9              | 10.6 | 85    | 100 |
| Humanities & Fine Arts       | 10                | 13.5 | 3        | 4.1 | 20      | 27.0 | 31    | 41.9 | 10             | 13.5 | 74    | 100 |
| Natural Sciences             | 4                 | 9.3  | 1        | 2.3 | 14      | 32.6 | 20    | 46.5 | 4              | 9.3  | 43    | 100 |
| Social & Behavioral Sciences | 10                | 14.9 | 4        | 6.0 | 16      | 23.9 | 27    | 40.3 | 10             | 14.9 | 67    | 100 |
| General Studies              | 2                 | 8.3  | 1        | 4.2 | 8       | 33.3 | 13    | 54.2 | 0              | 0    | 24    | 100 |
| Total                        | 59                | 15.2 | 22       | 5.7 | 99      | 25.6 | 156   | 40.3 | 51             | 13.2 | 387   | 100 |





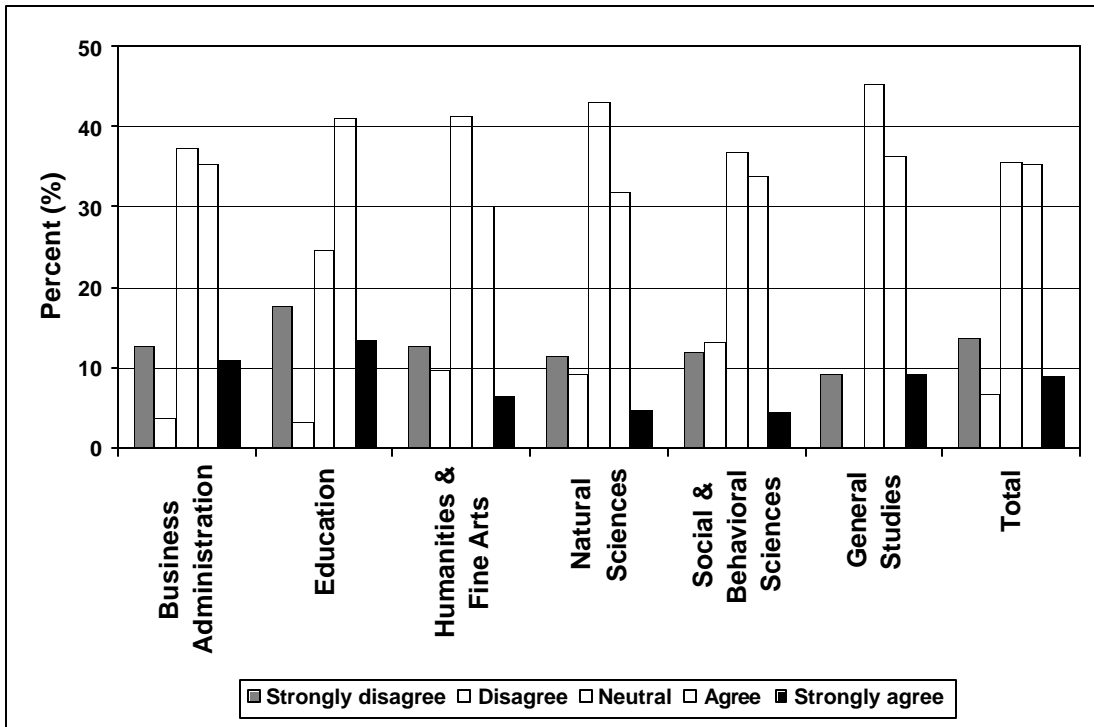
Q14. Computers have been a significant part of my coursework at UNI.

|                              | Strongly Disagree |      | Disagree |     | Neutral |      | Agree |      | Strongly Agree |      | Total |     |
|------------------------------|-------------------|------|----------|-----|---------|------|-------|------|----------------|------|-------|-----|
|                              | N                 | %    | N        | %   | N       | %    | N     | %    | N              | %    | N     | %   |
| Business Administration      | 23                | 24.0 | 1        | 1.0 | 13      | 13.5 | 37    | 38.5 | 22             | 22.9 | 96    | 100 |
| Education                    | 27                | 27.8 | 4        | 4.1 | 9       | 9.3  | 22    | 22.7 | 35             | 36.1 | 97    | 100 |
| Humanities & Fine Arts       | 8                 | 10.7 | 1        | 1.3 | 5       | 6.7  | 28    | 37.3 | 33             | 44.0 | 75    | 100 |
| Natural Sciences             | 9                 | 18.4 | 0        | 0   | 8       | 16.3 | 21    | 42.9 | 11             | 22.4 | 49    | 100 |
| Social & Behavioral Sciences | 12                | 18.8 | 3        | 4.7 | 6       | 9.4  | 24    | 37.5 | 19             | 29.7 | 64    | 100 |
| General Studies              | 2                 | 20.0 | 0        | 0   | 1       | 10.0 | 3     | 30.0 | 4              | 40.0 | 10    | 100 |
| Total                        | 81                | 20.7 | 9        | 2.3 | 42      | 10.7 | 135   | 34.5 | 124            | 31.7 | 391   | 100 |



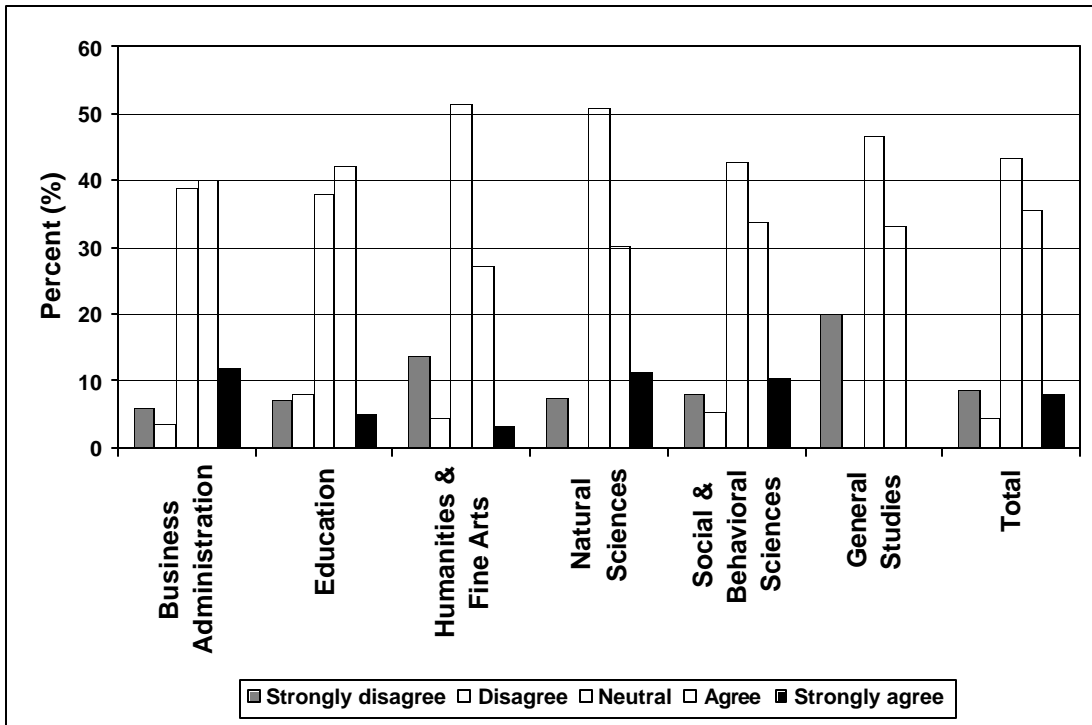
Q15. The UNI computer network is generally accessible after 5 pm from off campus.

|                              | Strongly Disagree |      | Disagree |      | Neutral |      | Agree |      | Strongly Agree |      | Total |     |
|------------------------------|-------------------|------|----------|------|---------|------|-------|------|----------------|------|-------|-----|
|                              | N                 | %    | N        | %    | N       | %    | N     | %    | N              | %    | N     | %   |
| Business Administration      | 14                | 12.7 | 4        | 3.6  | 41      | 37.3 | 39    | 35.5 | 12             | 10.9 | 110   | 100 |
| Education                    | 17                | 17.5 | 3        | 3.1  | 24      | 24.7 | 40    | 41.2 | 13             | 13.4 | 97    | 100 |
| Humanities & Fine Arts       | 8                 | 12.7 | 6        | 9.5  | 26      | 41.3 | 19    | 30.2 | 4              | 6.3  | 63    | 100 |
| Natural Sciences             | 5                 | 11.4 | 4        | 9.1  | 19      | 43.2 | 14    | 31.8 | 2              | 4.5  | 44    | 100 |
| Social & Behavioral Sciences | 8                 | 11.8 | 9        | 13.2 | 25      | 36.8 | 23    | 33.8 | 3              | 4.4  | 68    | 100 |
| General Studies              | 1                 | 9.1  | 0        | 0    | 5       | 45.5 | 4     | 36.4 | 1              | 9.1  | 11    | 100 |
| Total                        | 53                | 13.5 | 26       | 6.6  | 140     | 35.6 | 139   | 35.4 | 35             | 8.9  | 393   | 100 |



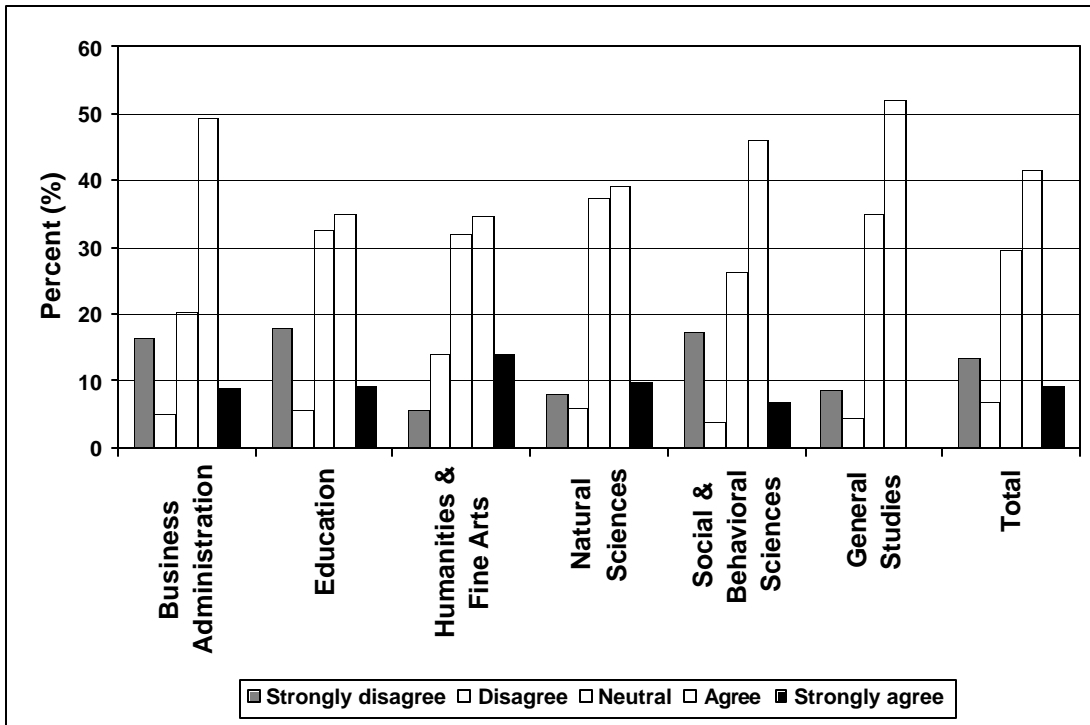
Q16. The VMS VAX email software on the UNI COBRA and VIPER computers has generally met my educational needs.

|                              | Strongly Disagree |      | Disagree |     | Neutral |      | Agree |      | Strongly Agree |      | Total |     |
|------------------------------|-------------------|------|----------|-----|---------|------|-------|------|----------------|------|-------|-----|
|                              | N                 | %    | N        | %   | N       | %    | N     | %    | N              | %    | N     | %   |
| Business Administration      | 5                 | 5.9  | 3        | 3.5 | 33      | 38.8 | 34    | 40.0 | 10             | 11.8 | 85    | 100 |
| Education                    | 7                 | 7.0  | 8        | 8.0 | 38      | 38.0 | 42    | 42.0 | 5              | 5.0  | 100   | 100 |
| Humanities & Fine Arts       | 9                 | 13.6 | 3        | 4.5 | 34      | 51.5 | 18    | 27.3 | 2              | 3.0  | 66    | 100 |
| Natural Sciences             | 4                 | 7.5  | 0        | 0   | 27      | 50.9 | 16    | 30.2 | 6              | 11.3 | 53    | 100 |
| Social & Behavioral Sciences | 6                 | 7.8  | 4        | 5.2 | 33      | 42.9 | 26    | 33.8 | 8              | 10.4 | 77    | 100 |
| General Studies              | 3                 | 20.0 | 0        | 0   | 7       | 46.7 | 5     | 33.3 | 0              | 0    | 15    | 100 |
| Total                        | 34                | 8.6  | 18       | 4.5 | 172     | 43.4 | 141   | 35.6 | 31             | 7.8  | 396   | 100 |



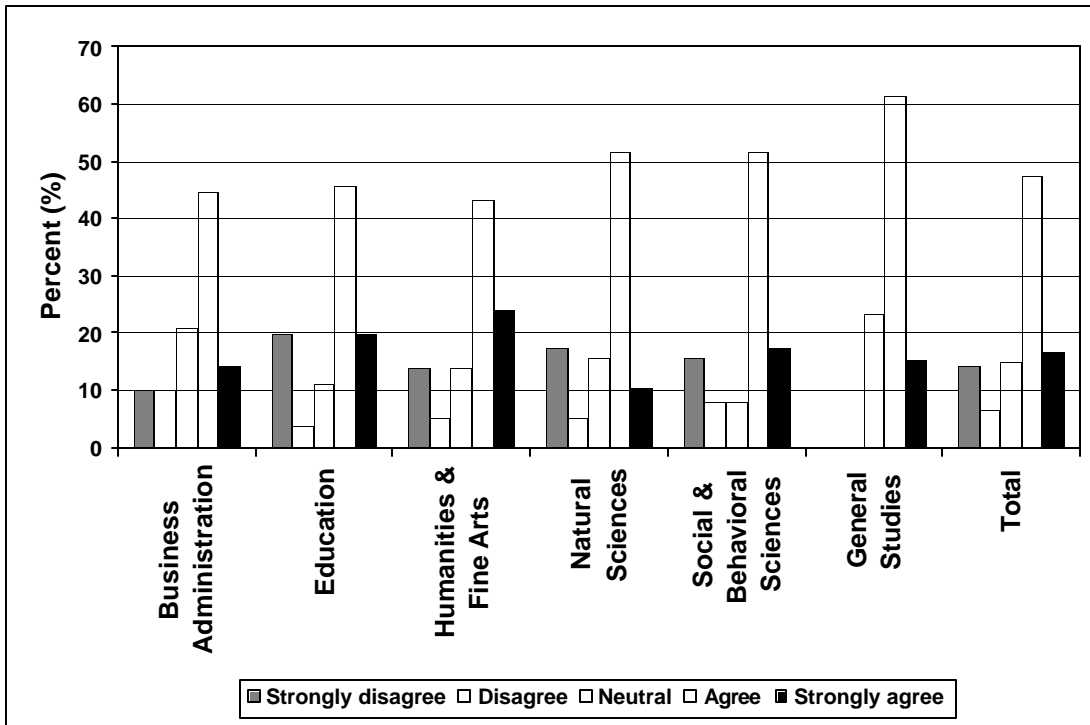
Q17. The training I have received on the use of UNI computers has generally met my educational needs.

|                              | Strongly Disagree |      | Disagree |      | Neutral |      | Agree |      | Strongly Agree |      | Total |     |
|------------------------------|-------------------|------|----------|------|---------|------|-------|------|----------------|------|-------|-----|
|                              | N                 | %    | N        | %    | N       | %    | N     | %    | N              | %    | N     | %   |
| Business Administration      | 13                | 16.5 | 4        | 5.1  | 16      | 20.3 | 39    | 49.4 | 7              | 8.9  | 79    | 100 |
| Education                    | 16                | 18.0 | 5        | 5.6  | 29      | 32.6 | 31    | 34.8 | 8              | 9.0  | 89    | 100 |
| Humanities & Fine Arts       | 4                 | 5.6  | 10       | 13.9 | 23      | 31.9 | 25    | 34.7 | 10             | 13.9 | 72    | 100 |
| Natural Sciences             | 4                 | 7.8  | 3        | 5.9  | 19      | 37.3 | 20    | 39.2 | 5              | 9.8  | 51    | 100 |
| Social & Behavioral Sciences | 13                | 17.1 | 3        | 3.9  | 20      | 26.3 | 35    | 46.1 | 5              | 6.6  | 76    | 100 |
| General Studies              | 2                 | 8.7  | 1        | 4.3  | 8       | 34.8 | 12    | 52.2 | 0              | 0    | 23    | 100 |
| Total                        | 52                | 13.3 | 26       | 6.7  | 115     | 29.5 | 162   | 41.5 | 35             | 9.0  | 390   | 100 |



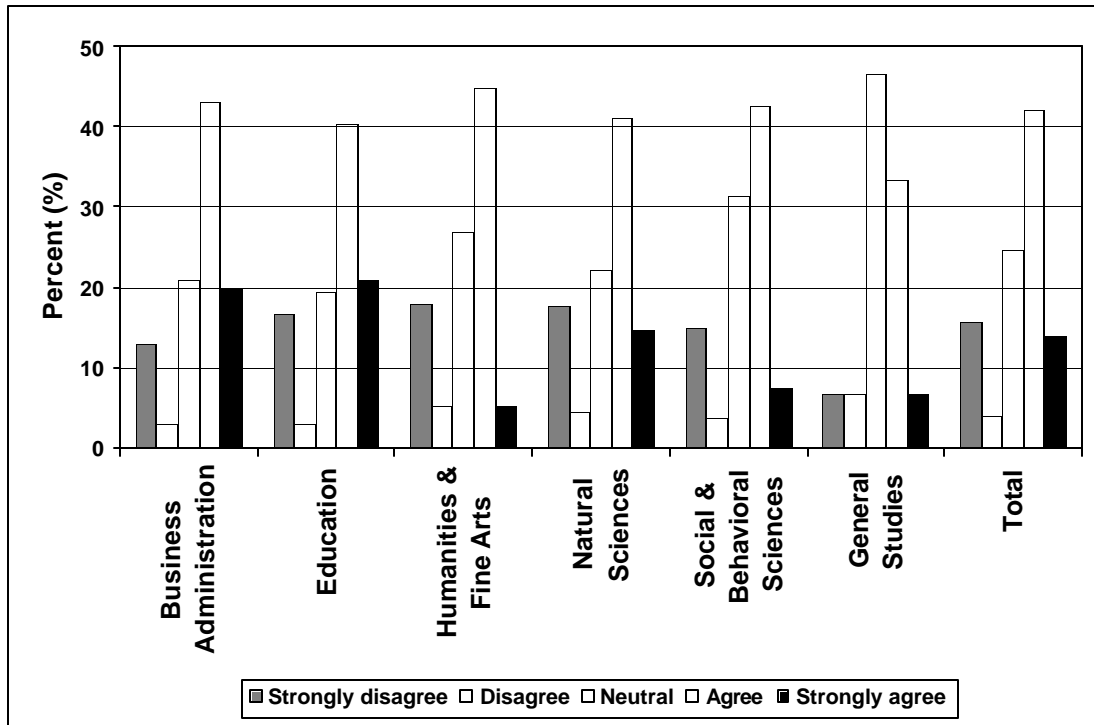
Q18. The performance of the UNI World Wide Web (www) connection has been adequate in meeting my educational needs.

|                              | Strongly Disagree |      | Disagree |      | Neutral |      | Agree |      | Strongly Agree |      | Total |     |
|------------------------------|-------------------|------|----------|------|---------|------|-------|------|----------------|------|-------|-----|
|                              | N                 | %    | N        | %    | N       | %    | N     | %    | N              | %    | N     | %   |
| Business Administration      | 12                | 10.1 | 12       | 10.1 | 25      | 21.0 | 53    | 44.5 | 17             | 14.3 | 119   | 100 |
| Education                    | 16                | 19.8 | 3        | 3.7  | 9       | 11.1 | 37    | 45.7 | 16             | 19.8 | 81    | 100 |
| Humanities & Fine Arts       | 8                 | 13.8 | 3        | 5.2  | 8       | 13.8 | 25    | 43.1 | 14             | 24.1 | 58    | 100 |
| Natural Sciences             | 10                | 17.2 | 3        | 5.2  | 9       | 15.5 | 30    | 51.7 | 6              | 10.3 | 58    | 100 |
| Social & Behavioral Sciences | 10                | 15.6 | 5        | 7.8  | 5       | 7.8  | 33    | 51.6 | 11             | 17.2 | 64    | 100 |
| General Studies              | 0                 | 0    | 0        | 0    | 3       | 23.1 | 8     | 61.5 | 2              | 15.4 | 13    | 100 |
| Total                        | 56                | 14.2 | 26       | 6.6  | 59      | 15.0 | 186   | 47.3 | 66             | 16.8 | 393   | 100 |



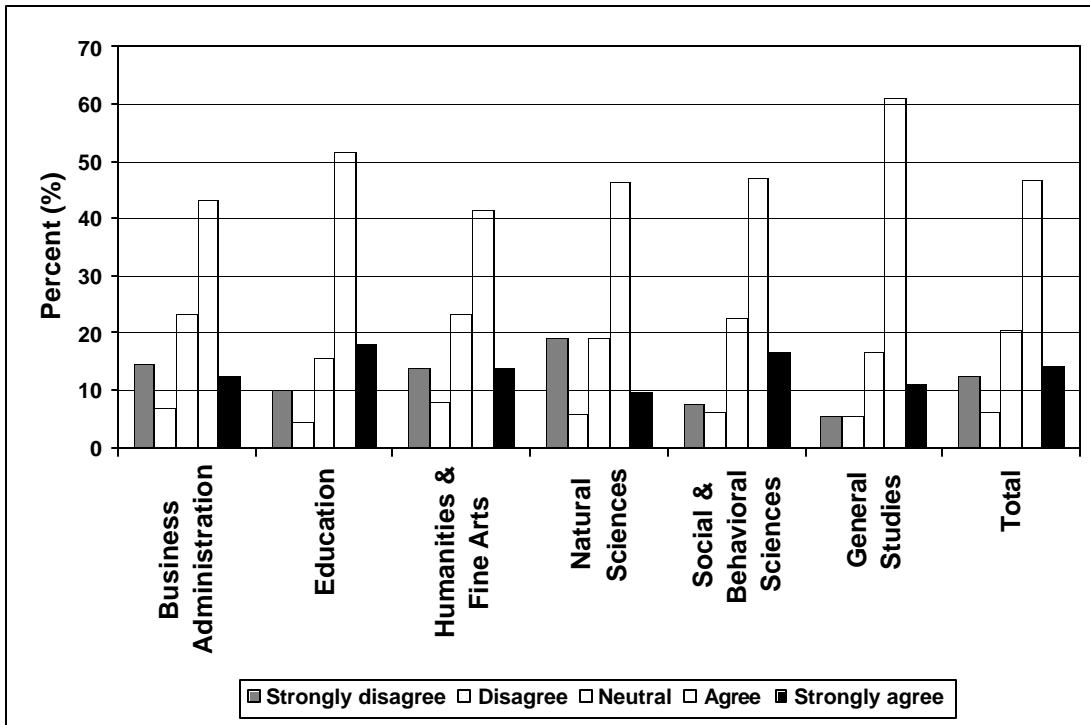
Q19. I feel I have been exposed to the computer tools necessary for me to use and learn about computing in my chosen profession or field following graduation.

|                              | Strongly Disagree |      | Disagree |     | Neutral |      | Agree |      | Strongly Agree |      | Total |     |
|------------------------------|-------------------|------|----------|-----|---------|------|-------|------|----------------|------|-------|-----|
|                              | N                 | %    | N        | %   | N       | %    | N     | %    | N              | %    | N     | %   |
| Business Administration      | 13                | 13.0 | 3        | 3.0 | 21      | 21.0 | 43    | 43.0 | 20             | 20.0 | 100   | 100 |
| Education                    | 12                | 16.7 | 2        | 2.8 | 14      | 19.4 | 29    | 40.3 | 15             | 20.8 | 72    | 100 |
| Humanities & Fine Arts       | 14                | 17.9 | 4        | 5.1 | 21      | 26.9 | 35    | 44.9 | 4              | 5.1  | 78    | 100 |
| Natural Sciences             | 12                | 17.6 | 3        | 4.4 | 15      | 22.1 | 28    | 41.2 | 10             | 14.7 | 68    | 100 |
| Social & Behavioral Sciences | 8                 | 14.8 | 2        | 3.7 | 17      | 31.5 | 23    | 42.6 | 4              | 7.4  | 54    | 100 |
| General Studies              | 1                 | 6.7  | 1        | 6.7 | 7       | 46.7 | 5     | 33.3 | 1              | 6.7  | 15    | 100 |
| Total                        | 60                | 15.5 | 15       | 3.9 | 95      | 24.5 | 163   | 42.1 | 54             | 14.0 | 387   | 100 |



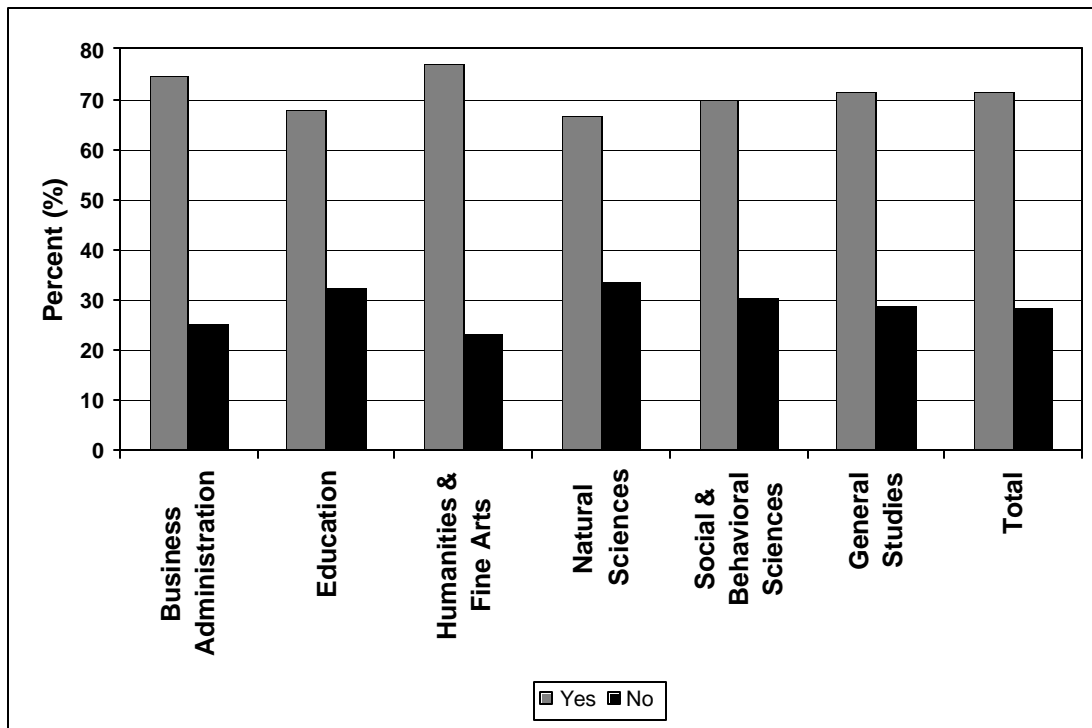
Q20. University email has generally met my needs.

|                              | Strongly Disagree |      | Disagree |     | Neutral |      | Agree |      | Strongly Agree |      | Total |     |
|------------------------------|-------------------|------|----------|-----|---------|------|-------|------|----------------|------|-------|-----|
|                              | N                 | %    | N        | %   | N       | %    | N     | %    | N              | %    | N     | %   |
| Business Administration      | 15                | 14.4 | 7        | 6.7 | 24      | 23.1 | 45    | 43.3 | 13             | 12.5 | 104   | 100 |
| Education                    | 9                 | 10.1 | 4        | 4.5 | 14      | 15.7 | 46    | 51.7 | 16             | 18.0 | 89    | 100 |
| Humanities & Fine Arts       | 9                 | 13.8 | 5        | 7.7 | 15      | 23.1 | 27    | 41.5 | 9              | 13.8 | 65    | 100 |
| Natural Sciences             | 10                | 19.2 | 3        | 5.8 | 10      | 19.2 | 24    | 46.2 | 5              | 9.6  | 52    | 100 |
| Social & Behavioral Sciences | 5                 | 7.6  | 4        | 6.1 | 15      | 22.7 | 31    | 47.0 | 11             | 16.7 | 66    | 100 |
| General Studies              | 1                 | 5.6  | 1        | 5.6 | 3       | 16.7 | 11    | 61.1 | 2              | 11.1 | 18    | 100 |
| Total                        | 49                | 12.4 | 24       | 6.1 | 81      | 20.6 | 184   | 46.7 | 56             | 14.2 | 394   | 100 |



Q21. 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?

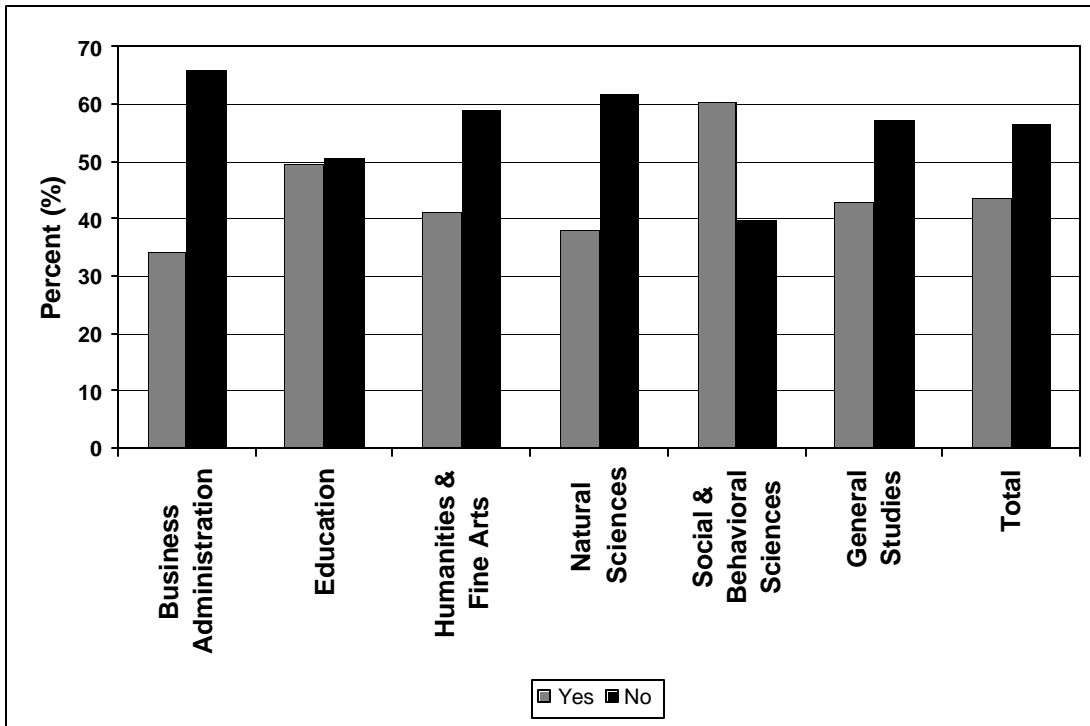
|                              | Yes |      | No  |      | Total |     |
|------------------------------|-----|------|-----|------|-------|-----|
|                              | N   | %    | N   | %    | N     | %   |
| Business Administration      | 68  | 74.7 | 23  | 25.3 | 91    | 100 |
| Education                    | 59  | 67.8 | 28  | 32.2 | 87    | 100 |
| Humanities & Fine Arts       | 64  | 77.1 | 19  | 22.9 | 83    | 100 |
| Natural Sciences             | 42  | 66.7 | 21  | 33.3 | 63    | 100 |
| Social & Behavioral Sciences | 37  | 69.8 | 16  | 30.2 | 53    | 100 |
| General Studies              | 10  | 71.4 | 4   | 28.6 | 14    | 100 |
| Total                        | 280 | 71.6 | 111 | 28.4 | 391   | 100 |





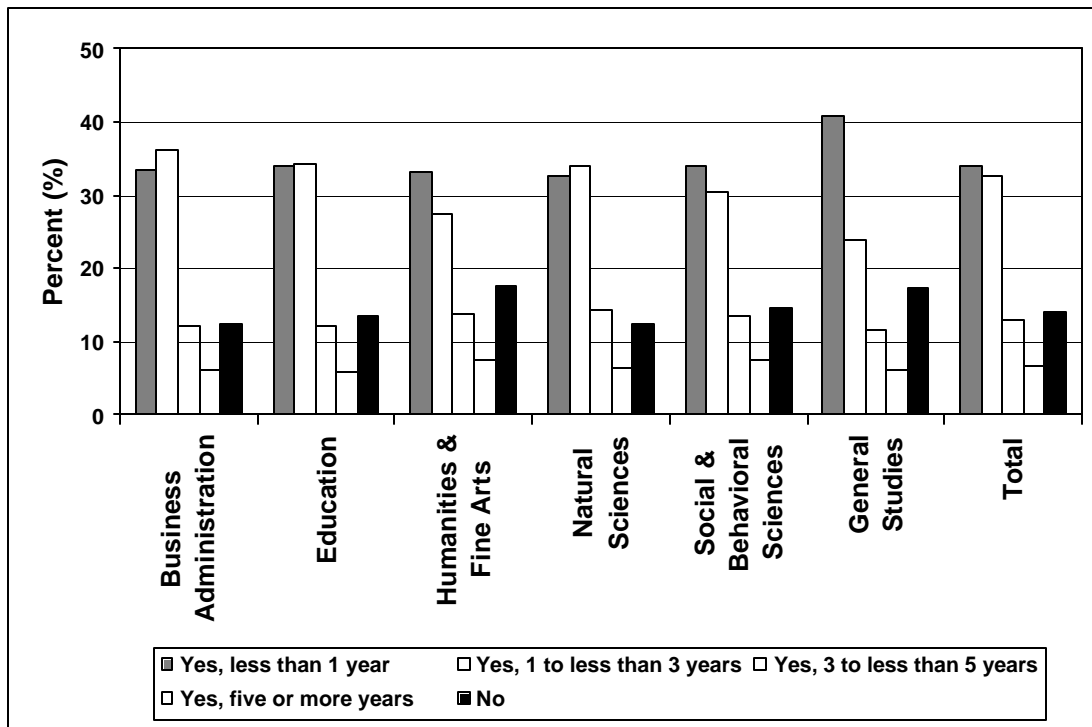
Q22. If technology existed to allow you to register for classes yourself via the telephone, would you utilize this service?

|                              | Yes |      | No  |      | Total |     |
|------------------------------|-----|------|-----|------|-------|-----|
|                              | N   | %    | N   | %    | N     | %   |
| Business Administration      | 31  | 34.1 | 60  | 65.9 | 91    | 100 |
| Education                    | 43  | 49.4 | 44  | 50.6 | 87    | 100 |
| Humanities & Fine Arts       | 34  | 41.0 | 49  | 59.0 | 83    | 100 |
| Natural Sciences             | 24  | 38.1 | 39  | 61.9 | 63    | 100 |
| Social & Behavioral Sciences | 32  | 60.4 | 21  | 39.6 | 53    | 100 |
| General Studies              | 6   | 42.9 | 8   | 57.1 | 14    | 100 |
| Total                        | 170 | 43.5 | 221 | 56.5 | 391   | 100 |



Q23. Do you have a computer for your personal use available during the school year?

|                              | Less than 1 year old |      | 1 to less than 3 years old |      | 3 to less than 5 years old |      | 5 or more years old |     | No  |      | Total |     |
|------------------------------|----------------------|------|----------------------------|------|----------------------------|------|---------------------|-----|-----|------|-------|-----|
|                              | N                    | %    | N                          | %    | N                          | %    | N                   | %   | N   | %    | N     | %   |
| Business Administration      | 357                  | 33.4 | 387                        | 36.2 | 128                        | 12.0 | 65                  | 6.1 | 131 | 12.3 | 1068  | 100 |
| Education                    | 337                  | 34.1 | 340                        | 34.4 | 119                        | 12.0 | 58                  | 5.9 | 134 | 13.6 | 988   | 100 |
| Humanities & Fine Arts       | 258                  | 33.3 | 214                        | 27.6 | 107                        | 13.8 | 59                  | 7.6 | 136 | 17.6 | 774   | 100 |
| Natural Sciences             | 185                  | 32.6 | 193                        | 34.0 | 82                         | 14.4 | 37                  | 6.5 | 71  | 12.5 | 568   | 100 |
| Social & Behavioral Sciences | 249                  | 34.1 | 222                        | 30.4 | 99                         | 13.6 | 54                  | 7.4 | 106 | 14.5 | 730   | 100 |
| General Studies              | 73                   | 40.8 | 43                         | 24.0 | 21                         | 11.7 | 11                  | 6.1 | 31  | 17.3 | 179   | 100 |
| Total                        | 1459                 | 33.9 | 1399                       | 32.5 | 556                        | 12.9 | 284                 | 6.6 | 609 | 14.1 | 4307  | 100 |



**Appendix A:**  
**The UNI Computer and Library Satisfaction Survey**

**Q1** The library usually has the scholarly journals (periodicals) I need for my studies.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly agree

**Q2** The Rod Library home page is a valuable resource for finding information on the Internet.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly agree

**Q3** When I ask a librarian for assistance, I usually get a useful response.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly agree

**Q4** UNISTAR, Rod Library's online catalog, is a valuable resource for finding books and periodicals in the library.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly agree

**Q5** Rod Library instruction sessions (tours, classes, workshops) have been helpful to me in my academic work.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly agree

**Q6** I am satisfied with the access to computerized databases available through Rod Library.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly agree

**Q7** I can easily access library resources from outside the library via the university network.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly agree

**Q8** Rod Library's inter-library loan service usually permits me to obtain materials from other libraries within two weeks of my placing a request.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly agree

**Q9** Rod Library faculty and staff are generally courteous and helpful to me.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly agree

**Q10** I have found the government documents in the Rod Library helpful.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly agree

**Q11** The network and computer resources at UNI are adequate.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly agree

**Q12** The UNI computer network is generally accessible between 8 am and 5 pm from ON campus.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly agree

**Q13** The UNI computer network is generally accessible between 8 am and 5 pm from OFF campus.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly agree

**Q14** Computers have been a significant part of my coursework at UNI.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly agree

**Q15** The UNI computer network is generally accessible after 5 pm from off campus.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly agree

**Q16** The VMS VAX email software on the UNI COBRA and VIPER computers has generally met my educational needs.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly agree

**Q17** The training I have received on the use of UNI computers has generally met my educational needs.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly agree

**Q18** The performance of the UNI World Wide Web (www) connection has been adequate in meeting my educational needs.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly agree

**Q19** I feel I have been exposed to the computer tools necessary for me to use and learn about computing in my chosen profession or field following graduation.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly agree

**Q20** University email has generally met my needs.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly agree

**Q21** 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?

- 1 Yes
- 2 No

**Q22** If technology existed to allow you to register for classes yourself via the telephone, would you utilize this service?

- 1 Yes
- 2 No

**Q23** Do you have a computer for your personal use available during the school year?

- 1 Yes, less than one year old
- 2 Yes, one to less than three years old
- 3 Yes, three to less than five years old
- 4 Yes, five or more years old
- 5 No