

User Satisfaction Survey Report

Odum Library User Satisfaction Survey 2019

March 30, 2020 8:10 AM EDT

Q1.4 - What is your relationship to Valdosta State University?

#	Field	Choice Count
1	Undergraduate student	597
2	Graduate student	118
3	Faculty	101
4	Staff	78
5	Administration	6
6	Alumni	5
7	Other/no affiliation	11
		916

Showing rows 1 - 8 of 8

Other/no affiliation

Retired faculty

Staff/Graduate Student

Emeritus Faculty

I am both an Undergraduate and an Alumnus

Retired staff

Faculty and Grad student

Alumni & Staff

Retired faculty

Staff, Graduate student, and Undergrad alumni

student assistance

Professor Emeritus teaching adjunct one class online but with an office I use on campus

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is your relationship to Valdosta State University? - Selected Choice	1.00	7.00	1.73	1.22	1.48	916

Q1.5 - I participate in classes:

#	Field	Choice Count
1	On campus	408
2	Online	79
3	Both on campus and online	318
		805

Showing rows 1 - 4 of 4

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	I participate in classes:	1.00	3.00	1.89	0.94	0.89	805

Q1.6 - How often do you use the library's resources or services in the library?

#	Field	Choice Count
1	Never	67
2	Less Than Once a Month	109
3	Once a Month	86
4	2-3 Times a Month	152
5	Once a Week	104
6	2-3 Times a Week	249
7	Daily	135
		902

Showing rows 1 - 8 of 8

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How often do you use the library's resources or services in the library?	1.00	7.00	4.56	1.87	3.50	902

Q2.2 - Reference Services can help you with research, from articulating a topic, to selecting and searching a database, to locating useful information in articles and books on your topic. They can help you find your way around the library. They can also help with the printers, microfilm readers, and troubleshoot minor technology issues. Have you interacted with the Reference Services department in the past year?

#	Field	Choice Count
1	Yes	507
2	No	391
		898

Showing rows 1 - 3 of 3

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Reference Services can help you with research, from articulating a topic, to selecting and searching a database, to locating useful information in articles and books on your topic. They can help you find your way around the library. They can also help with the printers, microfilm readers, and troubleshoot minor technology issues. Have you interacted with the Reference Services department in the past year?	1.00	2.00	1.44	0.50	0.25	898

Q2.4 - Do you have any comments about your experiences with Reference Services?

Do you have any comments about your experiences with Reference Services?

I have had positive experiences when having technical issues with the printers as well as when I have needed help finding books.

N/A

None

It is very good, and the librarians are very knowledgeable!

They're always willing to help and very optimistic.

I do not, they do a decent job with the little interaction I have with the Reference Services.

very helpful and was able to find the research needed.

You guys are great!

They are great at there job and pointing me in the right direction, they could be more friendly though.

They were very kind and let me use the products I needed for my class

Great help, very competent

good

The reference services was one of the reasons I got an A on my 8 page paper. One of the librarians gave me lots of resources that helped me.

The staff was very helpful and provided excellent service.

I had a specific question. The response was very thorough and informative, as well as useful with practical steps to achieving the access I needed at the time.

Not at all, in fact I routinely use the live chat especially during hours I am not in school. They always answer immediately and I really really appreciated this feature benefit.

They are always helpful. and service with a smile

N/A

Reference librarians are the best. They know all the answers. At VSU, ours are superb.

Honestly very helpful!

They were willing to meet with me at closing time on a Friday. I was relieved.

Do you have any comments about your experiences with Reference Services?

No comment at all; they are very helpful with everything I have to ask

They always very helpful and provide the recommendations when researching for articles and journals.

The older lady is very nice and the young African American girl, but the light skin boy has a bad attitude it makes me feel like I can't ask for nothing and if I do I feel like I'm a bother to him. I honestly don't know what they do at that desk except be on the computer

Last year I introduced a couple of students from our department to the service. The staff aiding us was extremely helpful, easy to understand, and provided us with the information the students needed without overwhelming them.

The reference librarian are always very friendly and willing to help with any problems I have as best as they can.

The person that helped me was very helpful!

Reference Librarian went out of her way to help me find an obscure source.

They do a great job

n/c

Everyone is helpful and friendly. In all, my experiences with Reference Services result in great interactions from fellow colleagues.

Whenever I needed assistance at the Reference Desk, someone was always kind enough to direct me in the right direction. They're always polite and I have no complaints.

They know SO MUCH. I love these folks and their vast array of knowledge.

They have always been very helpful when I come along asking where to find a book

The customer service rep. was helpful and ready to guide me with what I needed (printer and computer services).

Very helpful

They always have everything I need when I go up to ask and they are all sweethearts!

no

very polite

very good!

Always willing to help and serve the needs of those who contact them.

N/A

Whenever I had questions about different aspects or resources provided by the library, my questions were answered to the best of their abilities and I appreciated that very much. It was extremely helpful to a young and confused freshman.

N/A

Do you have any comments about your experiences with Reference Services?

Great people! Very kind!

Keep up the great work.

N/A

She was very helpful and knowledgeable in her domain. She was very thorough.

N/A

They were super helpful when I just walked up to the desk the other day, and spent time helping me find the first couple of references for my research paper!

Try to keep computer area more quiet

More computers in private study rooms

Extremely positive and always helpful. Amazing service!

Michael Holt and several others have helped me every time I have requested help. I have always had great satisfaction with all library associates/employees.

Y'all are doing swell!

N/A

Excellent service

Everyone is friendly

The lady at the desk was helpful!

They were very helpful to me.

All good

Laura Wright did additional research as to aid me in my research needs.

Desk worker seemed very bothered and unwilling to help more than he had to.

The reference services desk has always been exceptionally helpful and knowledgeable. Really appreciate what they do!

They have been helpful and willing to assist me in all aid I needed and answered all my questions

Did a great job with customer service and also was very helpful when looking for a book i needed for a class.

They did good

Do you have any comments about your experiences with Reference Services?

They have been extremely helpful to me to understand how the library systems here are set up. Having gone to Clemson for my undergrad I have had to readjust to the new systems. Everyone has been very helpful and kind to me.

No, they have been very helpful.

They made sure I was not having any problems with the printer

I very much like the online component during an active search. Getting "real time" help is a great service.

No, they promptly answered my question and i was on my way.

When I asked for a highlighter and a sticky note, both of the staff present were quick to try to offer me assistance.

Very helpful. Would love to work in Odum when there are job openings.

good

They are very good

Always welcoming staff, ready to help, smiling. I appreciate that, thank you!

Keep up the good work! :)

They are great.

Always helpful

They are always helpful and nice

They are very helpful and knowledgeable.

They are incredibly helpful, whenever I have a question they are quick to answer it. If they do not know the answer, they do the best they can to help me.

the librarian was unkind.

The reference assistant was very helpful and courteous.

Friendly and knowledgeable.

The person was very nice, helpful and could explain what I needed to be doing.

They were very helpful when I asked questions.

They have always been a great help!

Excellent, friendly librarians, helpful

Do you have any comments about your experiences with Reference Services?

Just a big 'thank you' because you / they are great!

I'd just like to say that I'm thankful that there's always a member willing to help. The reference service does a great job with helping anyone that needs it

Very helpful, lots of information.

never had an issue

One of the ladies working there was very kind and willing to help me find the resources I needed. She went out of her way to make sure I had them to complete my work.

N/A.

Kind people willing to help. Never had any issues

The embedded librarian in online classrooms is very helpful when needed.

Mrs. Rogers was so helpful with my paper i appreciate her so much and hopefully will continue working without her until i graduate

It can go either way depending on who is helping , some workers are far more helpful than others. Although, it still beats trying on your own.

They've all been super helpful and kind.

They were very helpful and pointed me in the right direction!

They're very nice! I love their energy!

Very helpful!

Rude and nonchalant

amiable and informative

lady was sweet and helpful.

Very polite and helpful staff.

They are professional and polite.

Apart from their services they taught me how to look for books on the shelf as it can be quite confusing!

They were very helpful

You guys are cool

I used multiple reference librarians for honors research projects and all have them have presented me with thoughts and connects I struggled to make on my own

Do you have any comments about your experiences with Reference Services?

Very helpful!

No

The reference librarian I met with was very kind and personable. They were mostly able to help me with my questions (APA related), but there was one topic we didn't quite come to a solid answer on, but I do not think this was the fault of the librarian (weird class requirement/interpretation of APA). I began by asking a question in the help chat, then through that I made an appointment with the librarian and they were able to assist me!

Very helpful even when contacted over the chat or phone, they were very willing to help me understand and explain the issue.

n/a

They are very helpful and kind.

Really fast and efficient.

Every member that I have interacted with in the past 5-6 years I've been at Valdosta State for my two bachelor degrees have been nothing but helpful, knowledgeable and polite.

Very helpful and professional.

Cleaning stations for the computers

Not with them specially just about the library in general. I think there should be more study rooms added or at least make a rule that you can only have at least 2 people if your going to occupy a study room. Seeing one person in a study room is so frustrating. I'm sure that one person can find a quiet table in the library or a study room in their dorm.

They help when needed.

no

Mrs. Rogers is phenomenal!

They were all kind and qualified!!!

They are very nice and friendly. I helped me find what I was looking for, never had a bad experience with them.

Friendly and helpful!

The staff is knowledgeable and helpful. This helps so that I do not spend all my time looking for something. I never feel like I am a bother. Always met with smiles.

It will be great if they produce a summary or report on how our online students use their services.

Every time I need to go to the reference desk, the employees are ALWAYS exemplary. Everyone that has helped me at the Reference desk over the past 3 years have been super knowledgeable and helpful.

The staff was very kind to hold onto a book for me while I came to the library off-campus for an important essay I was working on!

Knowledgeable, friendly, patient, helpful!

Do you have any comments about your experiences with Reference Services?

They are very knowledgeable and polite. During my visit, I was in a hurry, but they work really fast. If they do not know how to help they'll send you to someone who can help

No

Very helpful and fast working.

Workers were very nice and always were willing to help me find stuff.

I'd like to hear confirmation of instructional sessions a little faster; I've had to wait several days for a confirmation email. The sessions themselves have been routinely excellent.

Yes, I found Catherine Bowers to be very helpful in identifying potential sources for use in my Area B, Law and Justice Around the World course. As a follow up she sent directions on how to navigate through the somewhat confusing portals to access periodicals electronically.

Librarians are incredibly helpful! They are willing to explain how to access resources to a class, which helps greatly in a senior level research course.

The Reference Services are quite helpful. In my opinion, the staff consists of some of the most underappreciated members of our university community. I appreciate greatly what they do for my research writing classes!

I always get a friendly greeting and respectful cooperation at Reference desks around the library. I think it is a big contribution to why I enjoy study here

No

I love the fact that the service desk help me define my research even when I could not think of the right words to say. Upon helping me narrow my topic the help desk was able to point out some relevant places to find sources and research and even e-mailed me bookmarks to aid in getting to the references as needed.

The reference librarians are prompt, friendly, and knowledgeable!! They are an invaluable resource!!!

Due to help from staff, I was able to narrow down my research and find what I was looking for with ease.

The people who work there are always very helpful and informational.

not really

They were extremely nice and were helpful.

Well informed in both library-acquired resources for research and in teaching techniques.

they are always nice and willing to help anyone all the time so it is very easy to approach and get help.

It was as a Graduate student. I used the online chat feature. I really liked it, and for the most part they answered all of my questions and helped me find all of the information I was looking for.

Usually very friendly and knowledgeable

Great and awesome feedback

Staff has been very helpful and i thank everyone for the work they help you with

Do you have any comments about your experiences with Reference Services?

The staff was very helpful and informative.

Everyone I have encountered at the reference section is always very friendly and helpful. I often go to the library to checkout books and I am the type of person who gets lost very easily. The people always are helpful in showing where to go and they never seem to be annoyed.

always willing to help and never a long wait

They are some seriously cool people!

Keep up the good work

You guys are doing a really good job and I appreciate your services!

They were very helpful and explained how to print from my laptop in a clear and concise way.

I appreciate how helpful the Reference Librarians are. It really helps that I know I can ask for help when I need it.

Crystal was amazing and went above and beyond to help me.

Keep up the good work!

always looking to help people with questions

very kind and knowledgeable staff when online services didn't suffice.

Always very nice!

As an online student, I found that my experience was just as helpful as coming into the library in person. I felt that my inquiry was answered professionally and with an understanding of my goals.

They are great, and are very helpful.

The librarians at the reference desk are very helpful and kind!

Very polite and quick to help with any problems or questions I had!

I used the online chat service and it was great.

Very friendly and helpful.

They were very helpful, they provide very good information. Whenever I need help with finding a book or even just printing they are there to provide for me.

Very friendly and helpful!

Friendly and helpful assistance.

They always greet me with a smile and are very eager to help me on any and everything I ask of them. I love Reference Services. When I write papers for classes, they help make the writing process easy.

Do you have any comments about your experiences with Reference Services?

Everybody were very helpful.

No comment

None, I just asked for a stapler and highlighter.

Staff was helpful and professional.

Mostly helpful

The are very kind and helpful

They were very helpful.

Very professional and knowledgeable Truly helpful folks!

No, just that they are always wonderful.

Not very approachable

Laura Wright, Michael Holt, and Danielle Costello have all been amazingly helpful whenever I have asked for assistance researching old newspaper articles, magazine articles, etc. They were able to find most of the research that was needed for a project and Michael also demonstrated how I can also research for archived articles using accessible programs such as the Interlibrary Loan website which was a huge help to be self-sufficient. Another female staff member, whose name I can't remember, taught me how to use the Microfilm machine on the 1st floor to look through old newspapers. Due to their diligent assistance, I was able to find most all the items my director needed for his project. The Reference staff are very pleasant and extremely helpful.

They have been a great help to my students who are learning how to research.

Michael Holt, Catherine Bowers, and Amy Chew are top notch when it comes to scheduling and presentation of research assistance for my students. I'm very pleased with the service they provide.

Very helpful! Patient with those of us that are clueless on library operations.

Ready and willing to help. Always friendly and personable. Not afraid to go the extra mile.

They have always been very knowledgeable and responsive when I have a question about the library.

I love how even if the reference desk doesn't have an exact answer they go out of their way to figure it out or figure it out with you and they are always kind no matter the question.

I think it is needed for first-time students, 1st gen students. They help people operate the printers and manage documents properly on the computers.

Q2.6 - Please rate your level of satisfaction with your experience(s) with Reference

Services.

#	Field	Choice Count
1	Very Satisfied	352
2	Satisfied	137
3	Neutral	13
4	Dissatisfied	3
5	Very Dissatisfied	1
		506

Showing rows 1 - 6 of 6

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please rate your level of satisfaction with your experience(s) with Reference Services.	1.00	5.00	1.35	0.58	0.34	506

Q3.3 - Have you interacted with our Circulation department in the past year?

#	Field	Choice Count
1	Yes	479
2	No	415
		894

Showing rows 1 - 3 of 3

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Have you interacted with our Circulation department in the past year?	1.00	2.00	1.46	0.50	0.25	894

Q3.5 - If you visited a circulation desk, which one did you visit?

#	Field	Choice Count
1	The first floor Circulation desk	399
2	The second floor Circulation desk	257
3	I did not visit a desk	16
		672

Showing rows 1 - 4 of 4

Field	Count
If you visited a circulation desk, which one did you visit?	477.00

Showing rows 1 - 1 of 1

Q3.7 - Please rate your level of satisfaction with your experience(s) with our Circulation

Department.

#	Field	Choice Count
1	Very Satisfied	310
2	Satisfied	133
3	Neutral	25
4	Dissatisfied	6
5	Very Dissatisfied	3
		477

Showing rows 1 - 6 of 6

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please rate your level of satisfaction with your experience(s) with our Circulation Department.	1.00	5.00	1.45	0.71	0.50	477

Q3.9 - Do you have any comments about your experience(s) with our Circulation

Department?

Do you have any comments about your experience(s) with our Circulation Depa...

I like how if you don't have your ID after 8, they can look you up.

No

They provided accurate directions to the room I needed to go.

The second floor circulation desk is always very helpful and friendly. The first floor desk, however, has been staffed with rude people who seem bothered and not in the mood to help.

I do not.

The one in front of the 24 hr cafe is my least favorite. The staff member that works there, usually a mid aged man losing hair isn't that friendly compared to other staff. It's to the point that I don't even want to ask for help

They are always willing to help, and greet me every time i walk pass.

Helpful, it was two males, they can improve on mannerisms.

very helpful (everything from passwords to assisting with making the complicated simple

Helpful

good

I have worked with the older caucasian lady downstairs with curly hair (she usually works mornings and I wish I could remember her name to give her credit where its due) many times and she was very helpful, informative, courteous, and patient with me.

N/A

I am always in the Internet cafe and always having issues with the printer, but the guy with the glasses was always willing to help me and I am almost certain he expects me to ask for help.

That white dude , the one in the picture is very rude and if he don't like his job he should quit not sit there and just deal with it.

always willing to help when trying to find a specific book/archive.

I understand they are there to help, but they sometimes have bad attitudes. You can tell there just there to collect a check especially the older Caucasian male with glasses and the older Caucasian lady who works at night. They don't smile or speak they just stay on the computer and there rude, they don't seem like they want to be there let alone answer questions to help me. And then when I ask a question they all say "I don't know"

The staff there were able to assist me on finding rooms and basic knowledge about the library and its resources there.

n/c

Do you have any comments about your experience(s) with our Circulation Depa...

When paying fines, it would be a lot nicer if cards were accepted, especially with how easy it is to use a phone attachment to accept cards

No complaints, those working the circulation desk have always been helpful, kind and willing to help out in anyway they can.

Kind people who know what they're doing.

The worker was very helpful when looking for apa manual, went to the back to look for it.

N/a

no

I'm still in awe over all the changes in the library!

They were helpful and very professional!

all good experiences

very good

I don't find that the folks who sit here have as much info as I would like. They don't seem to have the appropriately updated schedule of which of my classes have scheduled to use which room - which has lead to trouble in the past. They don't seem to understand ILL and when I have had difficulty finding holdings, they don't seem to have much recourse to offer me. And my students complain that they are sometimes not able to access course reserves with any sense of certainty or clarity. (Though a trip to the Reference Desk seems to fix all of these problems.) As a general rule, I have stopped approaching folks as this desk unless absolutely necessary.

N/A

They weren't very helpful. Didn't really have great customer service skills

Always willing to help.

They are very helpful when it comes to materials and library locations

I enjoyed how they didn't mind helping me out with my needs.

Again, I've never had an issue. I'm always in and out with my business and never not helped.

Sometimes one young man just tries to get rid of me, or at least that's how I feel.

Every time I stop by they have the answer I need.

The inter library loan system was explained thoroughly. Very professional.

I way greatly pleased with how helpful they were.

Very nice staff no matter who is on duty. They are always glad to help me even when i feel that i have been a bit of a bother to them.

Do you have any comments about your experience(s) with our Circulation Depa...

The person working at the desk always answers my questions, but I usually leave feeling like they think i wasted their time. Maybe I did? I try not to interact with them if I can help it because I'm actually not sure what they are supposed to be able to help me with.

Desk workers seemed very bothered and annoyed to help or answer simple inquiries.

I have used ILL services

Great customer service

Very good

While I have not had any particular questions for there department they have been very helpful and directing me to the correct department or calling that department to help me with a question. They have been very nice and patient with me and I very much appreciate it

The older men don't seem very friendly.

a fabulous customer service example: About 8 months ago I was looking for a popular book that just was never returned even though you're only supposed to check those out for a month. Each time when I returned my checked out books, I would ask the circulation representative has XYZ book been returned? This exchange went on for two months. One day when I asked the question, she (I can't remember her name) said "let's check the public library and see if they have it". After a few minutes she confirmed the other library not only had the book, but also, placed it on hold for me to pick up. I mean ABOVE and BEYOND the call of duty !!

good

n/a

Great resource.

Always quick with checking out book and very welcoming

They were wonderful! i use the bottom desk more for checking out games and quickly checking out books.

Very nice individuals, very helpful.

They had no idea where my book was and had to call multiple people to find it. It was ridiculous. Each desk blamed the other desk.

One of the gentlemen on the first floor at the desk did not know how to use the printer in the way that my friend and I needed. It was very frustrating because we had to figure it out ourselves.

Two of male circulation assistants I find them very unapproachable and they act like its a bother when I come to desk to check out or ask questions.

I go to the IT desk to put in work orders for my wifi but I never get my problem resolved otherwise pretty great service if you bring in your device.

Friendly and knowledgeable.

Have more graphing calculators for check out.

Nice and helpful when needed.

Very friendly and helpful

Do you have any comments about your experience(s) with our Circulation Depa...

they are awesome people

Just another big 'thank you'!

I forgot to turn off the projector in your Aud - so I called and the guy downstairs on Wed. Sept 18th was very nice and said he would do it for me.

N/A.

Helpful. Most do not seem like they want to be there though

Very helpful all around, I'd just like to say thank you!!

I did not know how to access the library after the doors are locked. The person at the circulation desk walked me through it and now I don't have to hope someone sees me standing there and let's me in.

The first floor could do better .They aren't always the nicest people.

not always willing to help

older man was nice he answered my question.

They are useful and nice.

Very helpful. The second floor circulation desk helped me set up my authenticator factor on my cellphone. The 1st floor circulation has helped me with checking out a book and helped in teaching me how to work the printer

Quick and speedy process

No

I asked for directions to a place in the library and they were very helpful.

They were very helpful and kind.

An employee was rude one day

I have always had a positive experience with the circulation department. They are always quick and efficient.

N/A

Nope not all just more study rooms

First floor- the guy that is normally there is rude Second floor- Everything is great!

no

They are all very helpful and represent the library well.

Do you have any comments about your experience(s) with our Circulation Depa...

They were great at their job!!

Super helpful and knowledgeable

They did everything in a timely manner and were pleasant to me.

Fabulous! I rely on them for help with electronic course reserves, and they are great!

The 2nd-floor circulation desk is so small now. They do not hold anything anymore. You have to go downstairs desk for a lot of things. It is just not very convenient. I do not like the idea of converting the library first floor to mostly student service.

No

I was looking for a staff member and I went the wrong way and a library staff member showed me where her office was located.

I saw the first-floor staff, but I didn't know he can help me to check out the books. Do they have a sign or any information about his role?

The only interactions I have really had with the Circulation department have been when I needed to ask for staples or a band-aid, etc. I've always only encountered pleasant employees, though.

When I entered the Library for the first time I was greeted with the best enthusiasm and awesome service was provided on how to navigate the Odum. I felt a sense of importance.

Knowledgeable, helpful, patient, kind!

None

N/A

Always friendly and helpful

I don't remember his name, I'm pretty sure he was a work study student, and he helped me locate three books directly on point with the subject, comparative justice systems. Unfortunately, all three books were somewhat dated.

They can be a bit slow at times, but they get the job done.

Team members are very helpful, courteous, and knowledgeable.

They are always very helpful and knowledgeable.

I went up to the desk to ask where I could print syllabuses for my class and she was helpful on the directions but her attitude wasn't that impressive.

The second-floor desk one time has not helped me with a tv problem I had in a study room, He caught an attitude and told me the IT guy isn't in and proceeded with his day.

I usually only need to know about specific locations within the library or need help with the printers. The workers are always helpful and solve the problems.

no

Do you have any comments about your experience(s) with our Circulation Depa...

First floor circulation desk worker seems to be annoyed when you speak with him.

No.

Their amazing staffs they are so nice.

Most of the staff working there, especially the student workers, are super friendly, but there are two staff members there that have provided me with subpar customer service and are not friendly nor are they helpful in any way. If I have a question or have to check out a book, it got to where I would wait and go at a different time when they weren't at the desk.

Always willing to help. Very respectful

Yes, the staff were very friendly and able to help me with any problems that I may have.

I have used the interlibrary loan service on multiple occasions.

I do not find them as friendly. Half of the time they do not address your presence.

Sometimes I will forget my stapler or something equally needful at the time and the guys at the circulation desk always help me out. Also, I lost a very important flash drive once and they helped me find it.

They did everything that I needed well.

always willing to help

I love their attitude & willingness to help people! They are very resourceful

Smile more!

The Circulation Department is extremely helpful every time I have gone to them.

n/a

always willing to open locked doors for study tables

Always very informative and kind!

The first floor desk helped me fix a printer that wasn't working

This was for an interlibrary loan

Both desk knows exactly how to help a student or anyone who needs it while they are in the library.

Very professional

Friendly and helpful!

Again, they always greet me with a smile. They always help me when I'm lost in the library and direct me to either the Academic Success Center or the IT Helpdesk when I have problems concerning either of them.

Do you have any comments about your experience(s) with our Circulation Depa...

Always helpful

I believe it was a student assistant who, one night, said he had no idea how to get the printer back working. Maybe some basic training in printer protocol could be useful.

No

they are very observant of the people that come in and out

Staff was extremely friendly and willing to help.

The Circulation Desk staff always has an answer to my questions.

Great customer service

No, just that they are always very nice and helpful.

Both have been very helpful, with opening doors to classrooms and helping with check out.

Staff is knowledgeable and ready to help me or has directed me to where I can find help.

Same as reference. Ready to help with a smile. Friendly and personable.

They have always been fast and efficient with requests and questions.

I believe regardless of which desk you visit the care to the student or staff member is the same.

One member of the Circulation Department, Joshua, worked with me and my business professor to help proctor a final exam in the Library without neglecting his existing role at Circulation. I wouldn't be graduating this year without help from the Circulation Department. Great team!!!

Q4.3 - Have you interacted with the New Media Center in the past year?

#	Field	Choice Count
1	Yes	434
2	No	457
		891

Showing rows 1 - 3 of 3

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Have you interacted with the New Media Center in the past year?	1.00	2.00	1.51	0.50	0.25	891

Q4.7 - Please rate your level of satisfaction with your experience(s) at the New Media Center.

#	Field	Choice Count
1	Very Satisfied	323
2	Satisfied	90
3	Neutral	18
4	Dissatisfied	3
5	Very Dissatisfied	0
		434

Showing rows 1 - 6 of 6

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please rate your level of satisfaction with your experience(s) at the New Media Center.	1.00	4.00	1.31	0.58	0.34	434

Q4.11 - Do you have any comments about your experience(s) visiting the New Media Center?

Do you have any comments about your experience(s) visiting the New Media Ce...

VHS conversion needs to be do it yourself. I don't want to have to send off a tape to the library and be charged for something I could do myself given the right cords and programs.

The fax machine didn't work.

Friendly, helpful

Jeremy is so helpful

Tad expensive

New media centers printers and computer and other resources are very useful

It would be nice to have a professor/department loan extension option for some devices.

They're really nice and helpful there

Sometimes the lack of computer can be a bit off-putting. The smaller ones don't work well at all and they run very slow.

The fact that it even exists is amazing, and all the people are super helpful

i get all of my camera equipment from here and they are always willing to show me how to use or do something.

They are AMAZING, so so so helpful.

OMG They helped with understanding how to successfully log on to the Annual Compliance website and helping with posters for my son. They are great

The new media center has very nice employees who are willing to help students

They know their stuff

good

I enjoy my time and help every time I step foot in the New Media Center.

I would like it to be open longer hours.

I only went through the introduction and visitor tour with one class for one semester that I dropped within the first week. I gave a neutral only because I have not actually utilized this resource and therefore I cannot give an accurate and legitimate review. I do really appreciate the fact that it gives the option to rent out all types of equipment especially computers. This gives many students some financial relief and opportunities who may be unable to afford the equipment needed to complete assignments otherwise.

Do you have any comments about your experience(s) visiting the New Media Ce...

N/A

Always so nice and are able to help 100% of the time!

First off, Kyle Culpepper is the boss. He is always a calm in the middle of whatever design storm I'm in. I use InDesign at times, and Kyle helps when I'm stuck. He knows where to find the answer if he isn't sure. The staff is great. They're polite and knowledgeable. We have so many instruments and equipment that can be rented or used, including a sound booth. The NMC is a central (localized) important place for help in the always-changing world of technology. I have also taken classes to NMC for instruction on senior seminar projects that required video editing. I couldn't live without them.

The should do a good check on the cameras when some one returns them because had a camera for the whole fall break and couldn't use it cause it wouldn't take pictures

There all very helpful and NICE ! externally friendly of all staff was like them the library would get more traffics and we would use more resources

All the staff I have interacted with have been a pleasure to work and very helpful with various tasks/jobs.

Very good

I took a class to NMC for an orientation for video editing. The staff there was very helpful and patient with my students.

n/c

I've visited the New Media Center once to complete an assignment. The only recommendation I would suggest is having someone there to help with the equipment.

I have laminated and used the cutting board while in there, worker was very helpful. I would recommend advertising this past of the building more.

Kyle is great!

They should have a better equipment check out extension period. I've been without a computer for the last couple of months and checking out an computer is necessary to do online work. But having to return is every two days is not a long enough time. Please look into extending the days for certain circumstances.

no

I must say, everyone (especially Kyle) is extremely helpful! I have our planetarium posters printed at the Media Center.

from helping students with presentations to 3D printing - always super helpful and super knowledgeable

Willing to go the extra mile to ensure needs are met.

I have enjoyed some of the workshops that have been presented.

Everyone in the New Media Center is always very helpful and PATIENT with my continuous questions.

Employees are always really nice.

N/A

Very kind, patient, and helpful

Do you have any comments about your experience(s) visiting the New Media Ce...

Always helpful

They helped me print laminated things and card stock certificates . He was very helpful and nice (he sat at the front)

No

They always have what I need😊

Very helpful when printer was messed up and they offered to help

They're all amazing and super helpful. I wish more people knew about the resources they provide.

N/A

Excellent service. Always looking for feedback

The lady that helped me was very kind when I needed some things to be laminated. She even offered to cut them to size for me, which I thought was very helpful.

There was one employee in particular who was very condescending. His physical dress was also a bit off putting. He had very greasy, slightly long dark hair and smelled a bit off.

They were incredibly helpful with everything and helped me set the equipment up and helped me make the best video i could.

I was excited by the concept of the NMC. However, when i tried to rent a multimedia room, the person before me went over their time limit and exceeded into my rental time and i was unable to utilize the room in which i rented.

Really cool :)

I have only been in the library a hand full of times and every time I walk in there I have to go to a different place. Every employee I have dealt with has been very helpful and friendly.

They always make sure that you get everything you need in order to finish your work.

They did a really great job of making a sign i needed, especially since it was short notice.

They did good

So friendly made me feel welcomed

The people in the front should always greet whoever comes through the door instead of ignoring them.

Have been using it for years. Very professionally run.

good

I like that we can check out a camera during a whole weekend, very convenient.

I appreciate it.

Do you have any comments about your experience(s) visiting the New Media Ce...

Messed up an order one time because of miscommunication, but other than that they are really helpful.

The media center faculty/staff are always helpful and courteous

helpful with my recording and video equipment

Have items such as cameras and laptop eligible for renewal even if it is just for an extra day.

Great people and very helpful.

I went to use the laminator and the employee was helpful, but took over 35 minutes to get to me.

great group of people

Charges for posters, etc require several approvals, would be great to streamline when work is charged to departments.

Again, just a big 'thank you'.

They quickly helped me resize and print my presentation poster for the undergraduate research symposium last semester. A very kind and knowledgeable staff!

Nothing but helpful people

The New Media Center staff are all very helpful and kind. Everyone usually has a smile on their face each time I visit.

Everyone is extremely helpful in this department. Other departments on campus should follow suite with NMC.

Keep up the good work

I like the new media center; however, I think that some of the equipment should be a little updated and that there should be an alternative check-in/check-out reservations. For example, if I wanted to film a project using one the camera's, then I would want to know ahead of time if it's available so that I could go ahead and reserve it or find another piece of equipment instead if it's not.

It was great!

Amazing and quick service. Got exactly what I needed and more to help with my project.

They are always great!!!

No

This is my favorite area in the library, and there is always someone there to assist me with the different technology they offer.

I have never seen anything like it!

I love them!

Upbeat and knowledgeable people. Always very satisfied by them.

Do you have any comments about your experience(s) visiting the New Media Ce...

AMAZING PEOPLE!

The director of the New Media Center is incredibly strict. Other staff are very polite and helpful.

They help even with things that aren't in their job description such as helping with microsoft word and subsidiary bodies on my laptop.

I love the new media center because it's very quiet and isolated and the staff working in there they are amazing

I was please with the knowledge of the staff and the pricing of services.

I received a tour of it and thought it was an amazing part of the library and all the staff was incredibly friendly. I however did not know it excited before the teacher took us to tour it

N/A

No

everyone is very friendly and willing to assist.

Can you guys make a guide to the new media center? It's really confusing to know what is offered. The only reason I know what this offers, is because of a class.

It was really cool to see all that VSU had to offer

I was required to attend a meeting in one of the New Media Center rooms and had never been in there before. The student at the desk was very helpful and directed me toward the meeting room. Very positive experience overall.

N/A

More study rooms or implement rules of 2 or more people can occupy a study room.

Kyle with the New Media Center is super helpful anytime someone has a question! I've worked with him on projects for a class and also just have asked him questions regarding what all the New Media Center contains.

Laptop rentals are very convenient and helpful

They were very helpful.

The staff were very eager to help me out

no

They are very efficient and friendly. Willing to go above and beyond to help.

Once a student worker was being very uncooperative to a dire situation I was in. I needed to check out a lap top around the time that finals were happening and papers were due, because my laptop had randomly crashed on me. I e-mailed the director of the NMC and he was beyond helpful and understanding of my situation. I am forever grateful for him and the NMC resources.

Do you have any comments about your experience(s) visiting the New Media Ce...

I work here!

Alejandro was amazing and helped me with my issue! Without him that situation would have been a nightmare!

People were quite engaging, and took time to show us the 3-d printer, even though our group was there for a meeting on another topic in one of the classrooms. They explained everything to us, just because some of us were interested and had questions.

Kyle and his team always provide the best service at VSU

They are always helpful and excited to help with directions and concerns

quick, efficient service. Great workshops

I love the classes that we can take to improve our computer skills. Kyle is the best. He never makes me feel like my questions are dumb. He knows that computer programs scare me.

they always go the extra mile to help everyone who comes in. They are very customer-service focused and try to accommodate whatever requests they get.

They are engaged. Good location.

Very knowledgeable staff. Very courteous also!

printed a poster for a presentation - \$15 for a student presentation was a bit much I think for the board, etc. I wonder if there could be a way to allocate money to academic use of the media center rather than for recreational use, which is important as well.

The New Media Center is so cool! I wish I had more time to use the resources provided there! The employees are very friendly and helpful!

The staff is very kind and engaged in conversation while I was checking out a microphone.

QUICK, on top of being knowledgeable, patient, helpful, kind!

The staff is super friendly and can help you brainstorm ideas on how to improve your projects. They helped me learn how to create my first podcast, and they also helped me fix an issue I had with color printing.

I rave about the NMC: lots of equipment; lots of support for students, very friendly and helpful staff. When I asked for class visits, Kyle responded within thirty minutes.

Just went there to check out a laptop, can't comment on the other services.

Staff is very helpful and courteous

They have always been extremely helpful and knowledgeable about their services and what inventory that they have. They are improving every day.

It was cool and I came out with new knowledge.

This is the best place on campus for Mass Media Students, besides the Mass Media building. My only complaint is that the operation hours are too short.

Friendly and professional

Do you have any comments about your experience(s) visiting the New Media Ce...

My Written in Communications class used the New Media Center and their equipment was far past my expectations. I was able to use the green screen for my video and the mac lab to edit my video!!

I am grateful for these resources, especially that they are free. I don't think most students know about the New Media Center

No.

The New Media Center Staff is great and helped my department get a poster made encouraging students to do well on their finals!

Experience has been good

Yes, the staff are very helpful and very willing to help with any issues that I may have. This my favorite place to go.

They were very helpful; I knew absolutely nothing about the New Media Center and what it offers. They were very understanding, patient, and kind with me.

Keep up the good work

They should charge less for VHS conversion or at least provide a cable for which to convert VHS tapes with their provided equipment.

Goodness, I have had to go to them to get some stuff printed off and they are EXTREMELY helpful. They helped me put it on card stock and get it laminated. They are saviors.

Very quick. Always top notch. Friendly.

These guys and gals are so knowledgeable and helpful

Wonderful staff and customer service! Always welcoming and kind.

Everyone who works in the New Media Center is great and always has positive energy and is ready to help.

They are always helpful when it comes to laminating and always offer to help cut but i wish they would take cards or flex

Various equipment available helps with projects and stuff outside of classrooms

Awesome people to be around especially with needing help on anything technological

They were really nice and as helpful as they could be

I love this department . I love that they close later than any other department on campus , therefore I can run to them for any technology.

The spaces they have for working need work but, they're always helping and always have a smile on their face when I walk in.

They helped me check out a laptop when mine broke.

Sometimes janitors and other people talk on the phone on the couches in there, which can be annoying when you're trying to concentrate.

Everybody were very helpful.

Do you have any comments about your experience(s) visiting the New Media Ce...

No

They were very helpful when I needed to rent out a laptop

Wonderful equipment and helpful people

Very organized, friendly staff and they explain the terms for renting equipment extremely well.

One of the best resources on the library, a gem for those that find it, as it is not well known across campus.

The NMC has incredibly fast project turn around time and always more than willing to help. I like all of the interesting technology they have (3d printing, greenscreen room).

Excellent and Knowledgeable professionals. Always ready to help

Just that they too are very kind and helpful.

very helpful when getting items for my summer camps

They are knowledgeable and have gone the extra mile to help me with technical problems with PowerPoint, PhotoShop and the use of Google Docs when working on a class project as a non-traditional student.

Excellent service!!!

have interacted with them twice in the past few weeks. Just had some questions which were answered with enthusiasm.

The New Media Center is fast with projects and equipment requests.

Q5.3 - Have you interacted with the VSU Archives and Special Collections in the past year?

#	Field	Choice Count
1	Yes	126
2	No	763
		889

Showing rows 1 - 3 of 3

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Have you interacted with the VSU Archives and Special Collections in the past year?	1.00	2.00	1.86	0.35	0.12	889

Q5.7 - Please rate your level of satisfaction with your experience(s) at the VSU Archives and Special Collections.

#	Field	Choice Count
1	Very Satisfied	82
2	Satisfied	33
3	Neutral	10
4	Dissatisfied	1
5	Very Dissatisfied	0
		126

Showing rows 1 - 6 of 6

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please rate your level of satisfaction with your experience(s) at the VSU Archives and Special Collections.	1.00	4.00	1.44	0.67	0.45	126

Q5.10 - Do you have any comments about your experience(s) with the VSU Archives and Special Collections?

Do you have any comments about your experience(s) with the VSU Archives and...

good

They always gives you the best recommendations to see the Archives and help you locate them.

I didn't even know this floor existed honestly, I never see it advertised anywhere.

n/c

no

very interesting

N/A

They are very interesting.

Deborah Davis was a jewel to work with!

Very organized and helpful. Appreciate the online access to the archives. Incorporate more online access

I had to use the archives for a history class, I was extremely impressed with the diversity of their historical collections.

good

Very useful for research

no comments

I went for extra credit for a class.

The interaction involved reviewing the online display and exhibit information. Very interesting to see some of the materials that are a part of Archives/Special Collections.

N/A

They had a lot more things then I expected. It was cool to see all of the historic items

Maybe change the kind of light bulbs in the lights so it's easier to stay awake and pay attention

Deborah Davis is vital to retention in my classes, because my students participate in her service learning for extra credit. She also does enhanced instruction for research (beyond regular bibliographic instruction) in 2 of my classes that have big projects. She does a whole presentation on the Babylonian tablets for a couple of my courses as well. Archives is a vital part of my courses and Deborah Davis is outstanding.

Do you have any comments about your experience(s) with the VSU Archives and...

None

I am a history major so I am familiar with the archives. Mrs. Davis does an exceptional job managing the archives.

The people handling this place were very friendly and they helped me complete my assignment.

keep being rad

Impressive collection.

helped me with research papers/ archives i needed for class

Guy is such a sweetheart and knows the answer to just about any question

The Archives desk is also very helpful. They're can find and explain about what you are looking for.

They're great

The lights in the room seem to be a soft white which makes the room come off as dull and makes students drowsy. Please invest in brighter lights to help keep us awaks

They're so welcoming and excited about their collections, so its enjoyable to visit

Knowledgeable staff helped me locate a title.

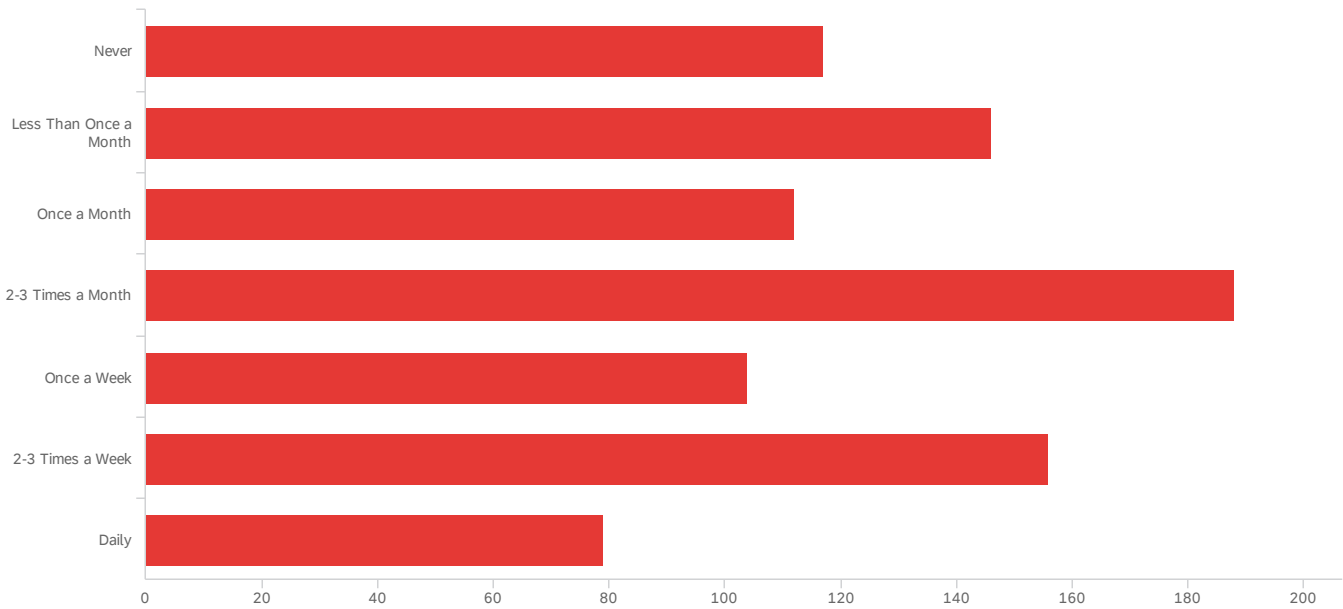
Class presentations are great and informative

A department in Odum that I think is under utilized. Students think they must have some type of "security clearance" to go in.

Archives always serves my needs when I go up there.

I love the archives and I am so grateful to have it here as a history student it is a valuable resource that I can use to further my research and education

Q60 - How often do you use the library's resources or services online?

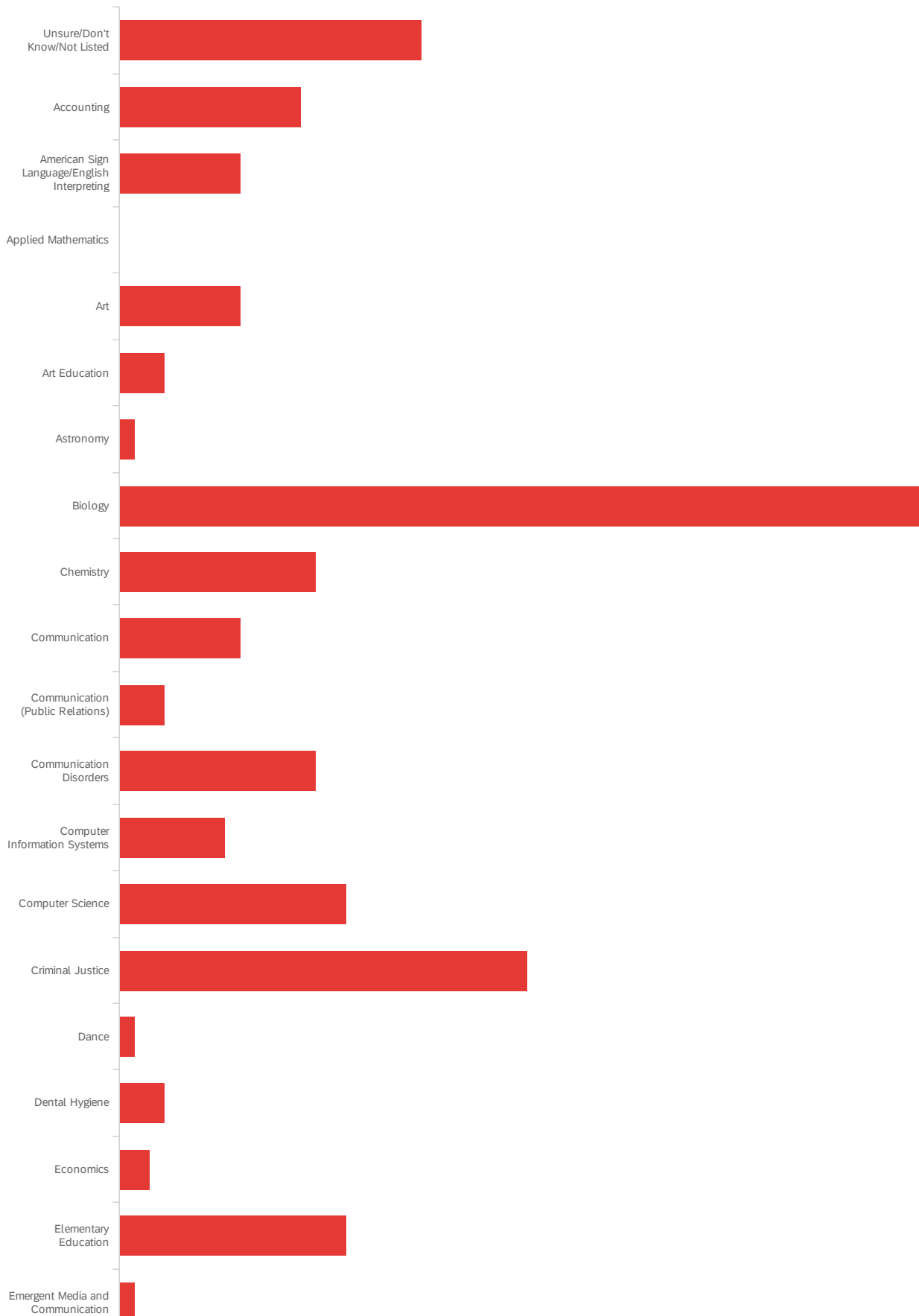


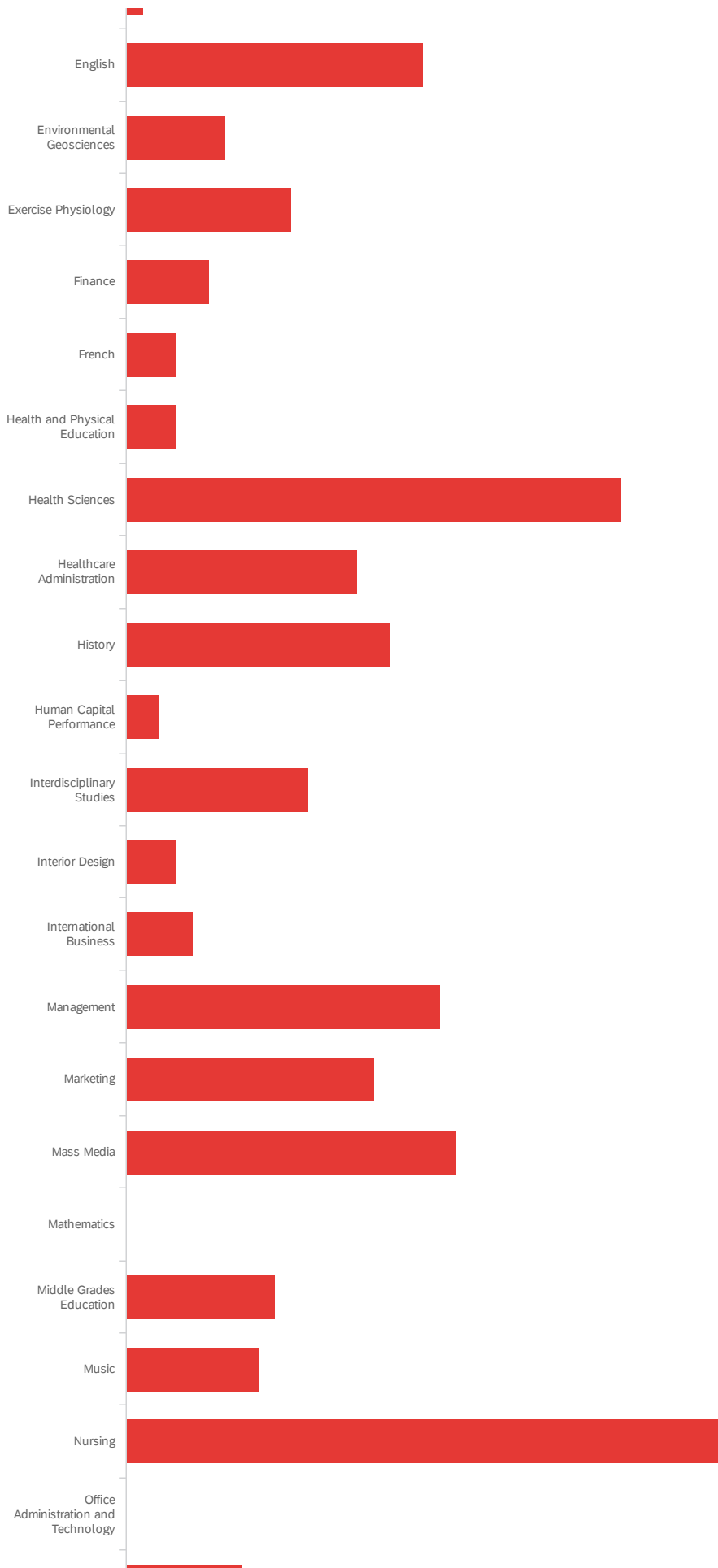
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How often do you use the library's resources or services online?	1.00	7.00	3.89	1.88	3.52	902

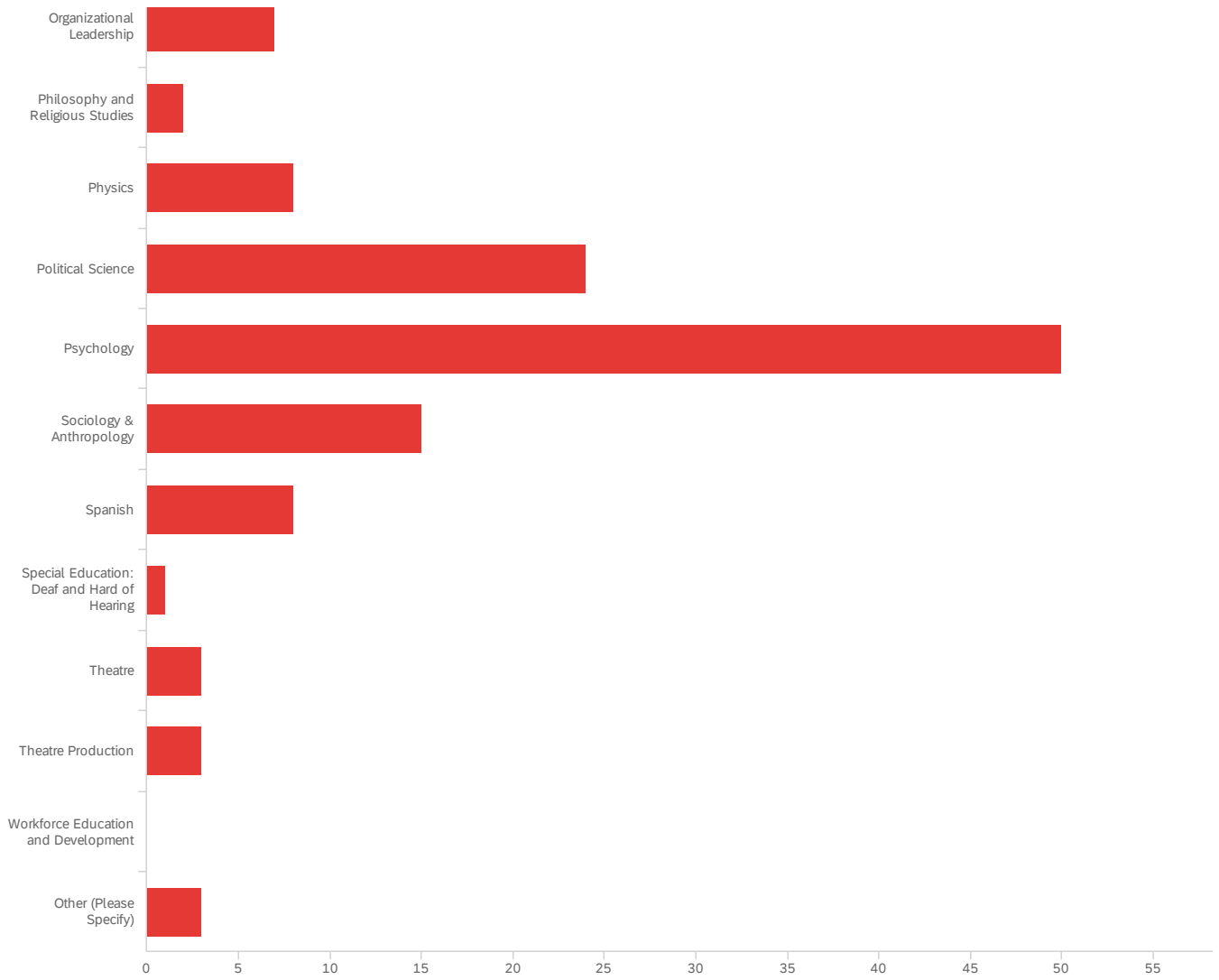
#	Field	Choice Count
1	Never	12.97% 117
2	Less Than Once a Month	16.19% 146
3	Once a Month	12.42% 112
4	2-3 Times a Month	20.84% 188
5	Once a Week	11.53% 104
6	2-3 Times a Week	17.29% 156
7	Daily	8.76% 79
		902

Showing rows 1 - 8 of 8

Q43 - What is your degree program?







#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is your degree program? - Selected Choice	1.00	53.00	26.47	15.04	226.23	569

#	Field	Choice Count
1	Unsure/Don't Know/Not Listed	3.51% 20
2	Accounting	2.11% 12
3	American Sign Language/English Interpreting	1.41% 8
4	Applied Mathematics	0.00% 0
5	Art	1.41% 8
6	Art Education	0.53% 3

#	Field	Choice Count
7	Astronomy	0.18% 1
8	Biology	9.31% 53
9	Chemistry	2.28% 13
10	Communication	1.41% 8
11	Communication (Public Relations)	0.53% 3
12	Communication Disorders	2.28% 13
13	Computer Information Systems	1.23% 7
14	Computer Science	2.64% 15
15	Criminal Justice	4.75% 27
16	Dance	0.18% 1
17	Dental Hygiene	0.53% 3
18	Economics	0.35% 2
19	Elementary Education	2.64% 15
20	Emergent Media and Communication	0.18% 1
21	English	3.16% 18
22	Environmental Geosciences	1.05% 6
23	Exercise Physiology	1.76% 10
24	Finance	0.88% 5
25	French	0.53% 3
26	Health and Physical Education	0.53% 3
27	Health Sciences	5.27% 30
28	Healthcare Administration	2.46% 14
29	History	2.81% 16
30	Human Capital Performance	0.35% 2
31	Interdisciplinary Studies	1.93% 11
32	Interior Design	0.53% 3
33	International Business	0.70% 4

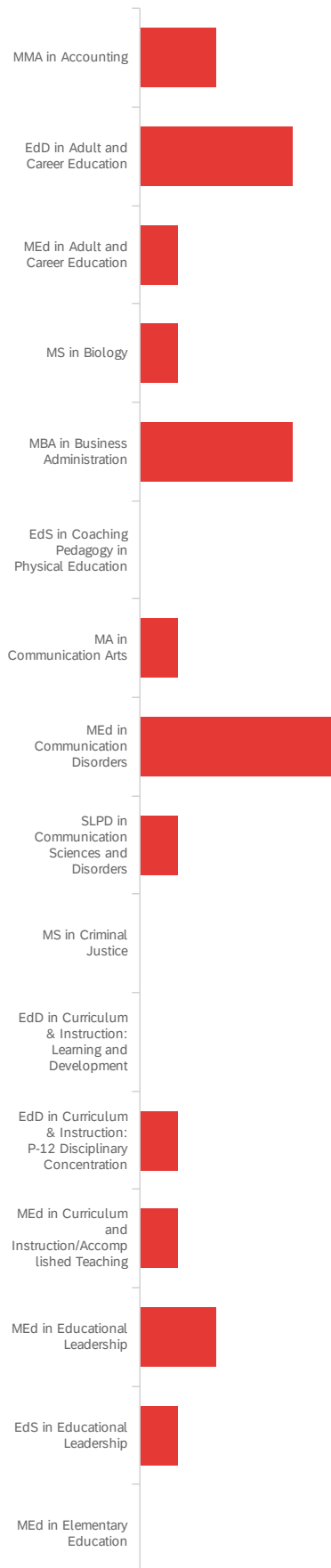
#	Field	Choice	Count
34	Management	3.34%	19
35	Marketing	2.64%	15
36	Mass Media	3.51%	20
37	Mathematics	0.00%	0
38	Middle Grades Education	1.58%	9
39	Music	1.41%	8
40	Nursing	6.33%	36
41	Office Administration and Technology	0.00%	0
42	Organizational Leadership	1.23%	7
43	Philosophy and Religious Studies	0.35%	2
44	Physics	1.41%	8
45	Political Science	4.22%	24
46	Psychology	8.79%	50
47	Sociology & Anthropology	2.64%	15
48	Spanish	1.41%	8
49	Special Education: Deaf and Hard of Hearing	0.18%	1
50	Theatre	0.53%	3
51	Theatre Production	0.53%	3
52	Workforce Education and Development	0.00%	0
53	Other (Please Specify)	0.53%	3
			569

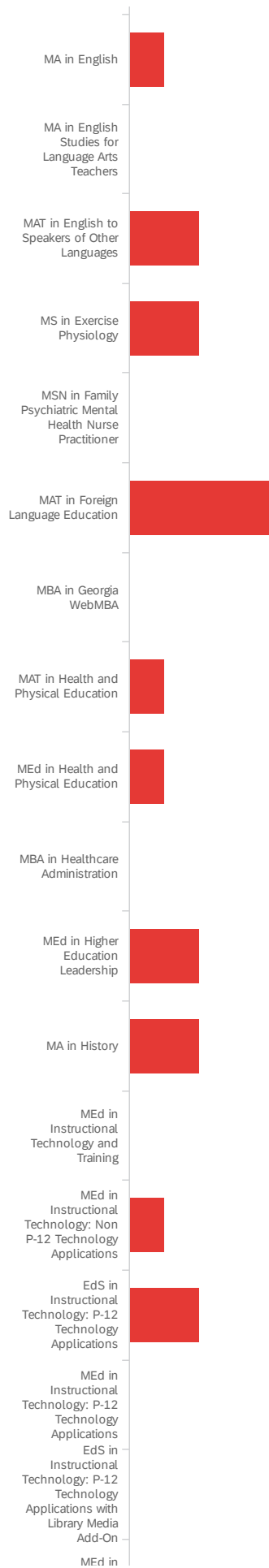
Showing rows 1 - 54 of 54

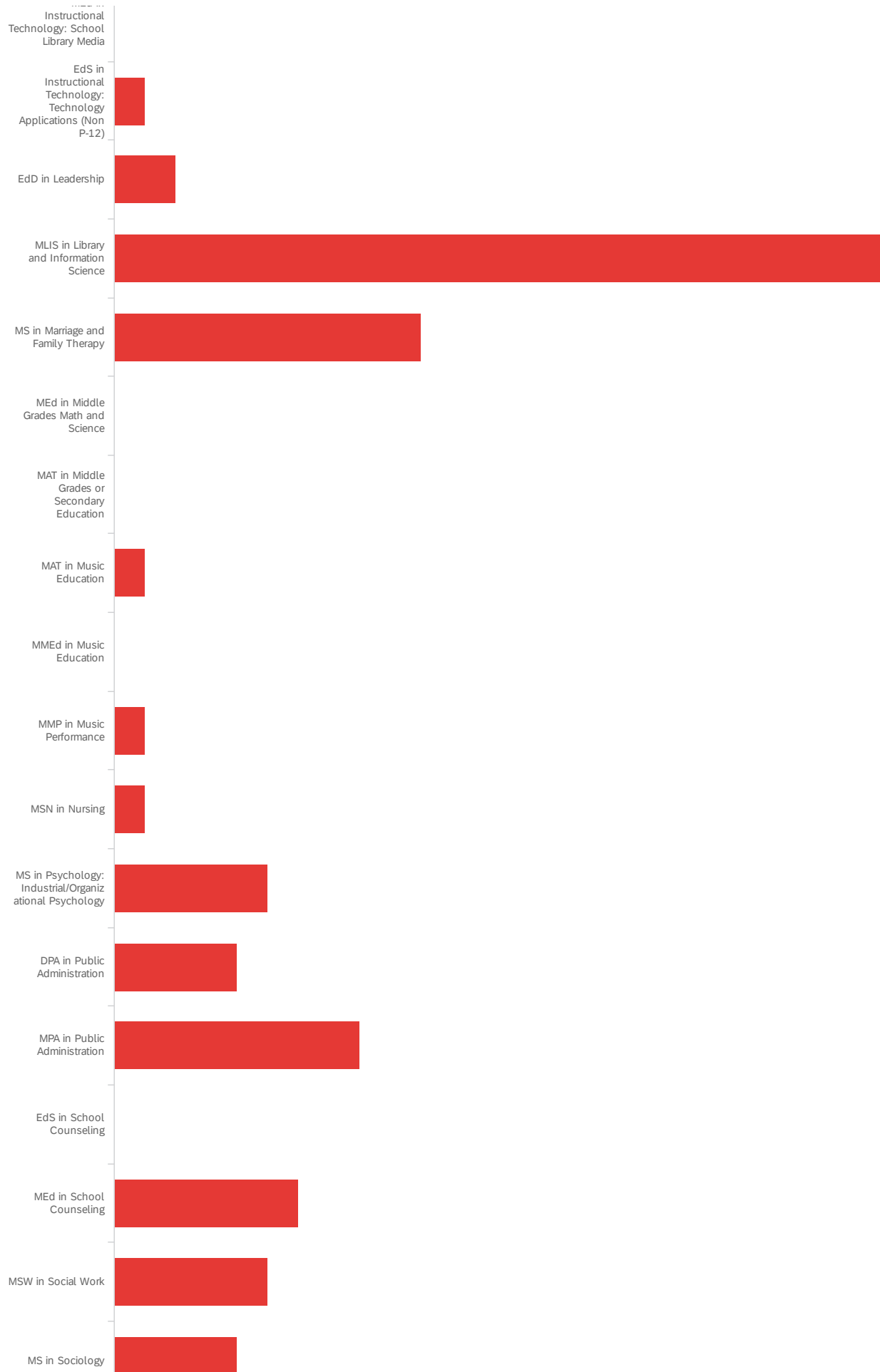
Q43_53_TEXT - Other (Please Specify)

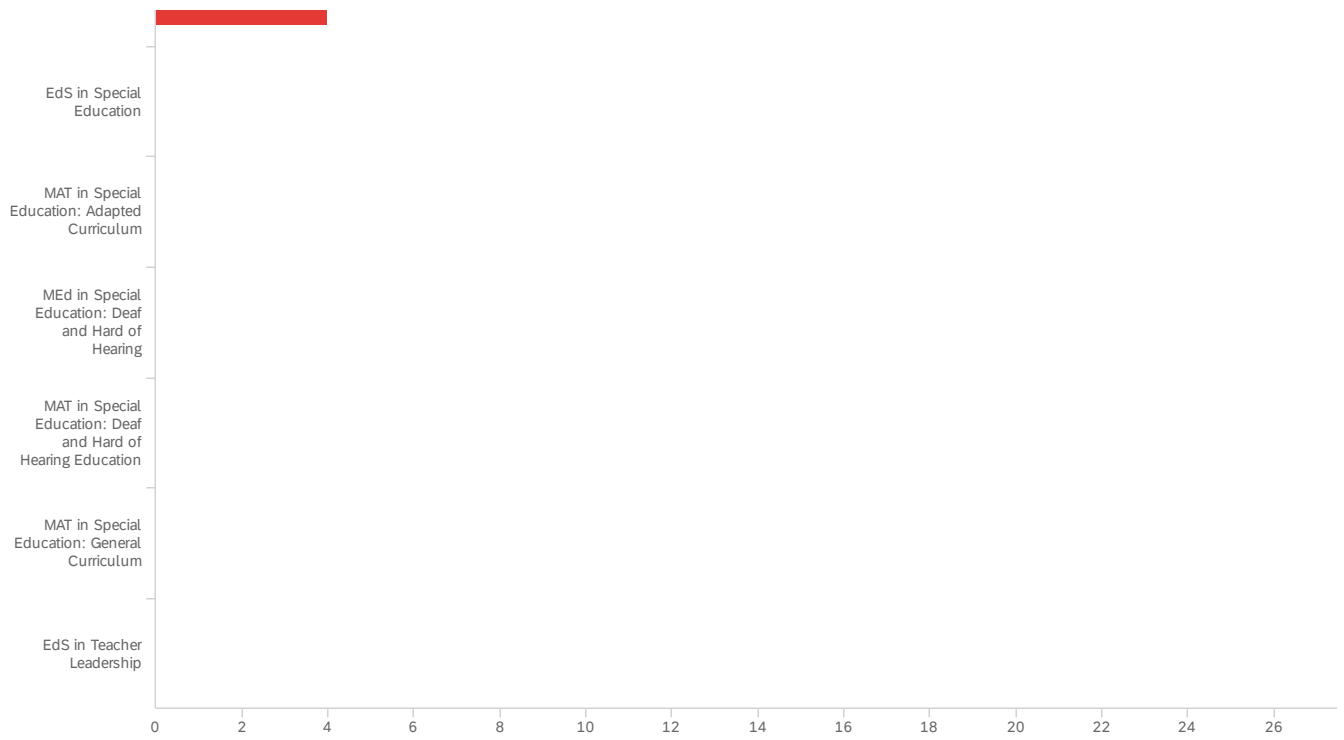
Other (Please Specify)

Q46 - What is your degree program?









#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is your degree program?	1.00	51.00	31.90	15.28	233.43	115

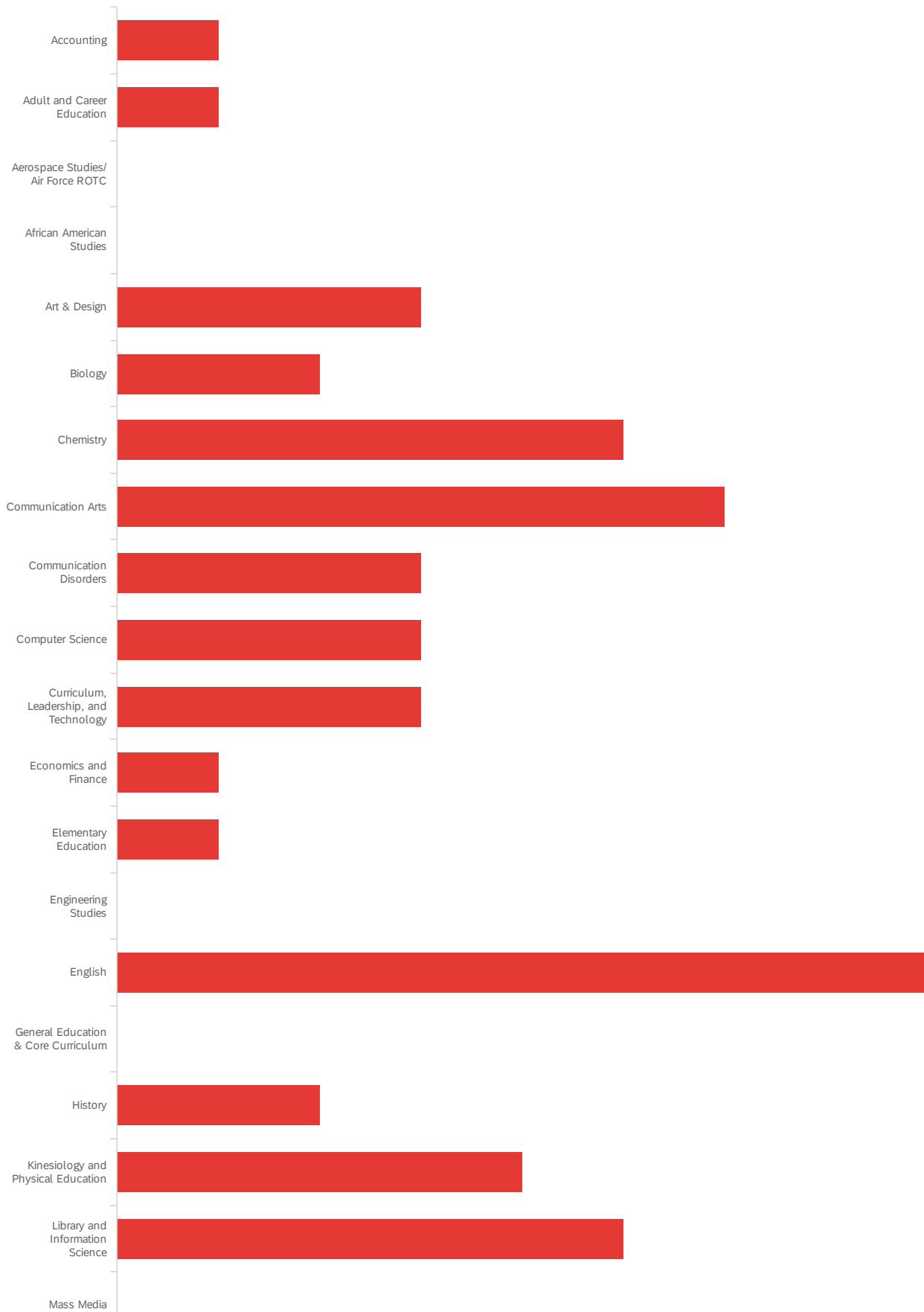
#	Field	Choice Count
1	MMA in Accounting	1.74% 2
2	EdD in Adult and Career Education	3.48% 4
3	MEd in Adult and Career Education	0.87% 1
4	MS in Biology	0.87% 1
5	MBA in Business Administration	3.48% 4
6	EdS in Coaching Pedagogy in Physical Education	0.00% 0
7	MA in Communication Arts	0.87% 1
8	MEd in Communication Disorders	4.35% 5
9	SLPD in Communication Sciences and Disorders	0.87% 1
10	MS in Criminal Justice	0.00% 0
11	EdD in Curriculum & Instruction: Learning and Development	0.00% 0

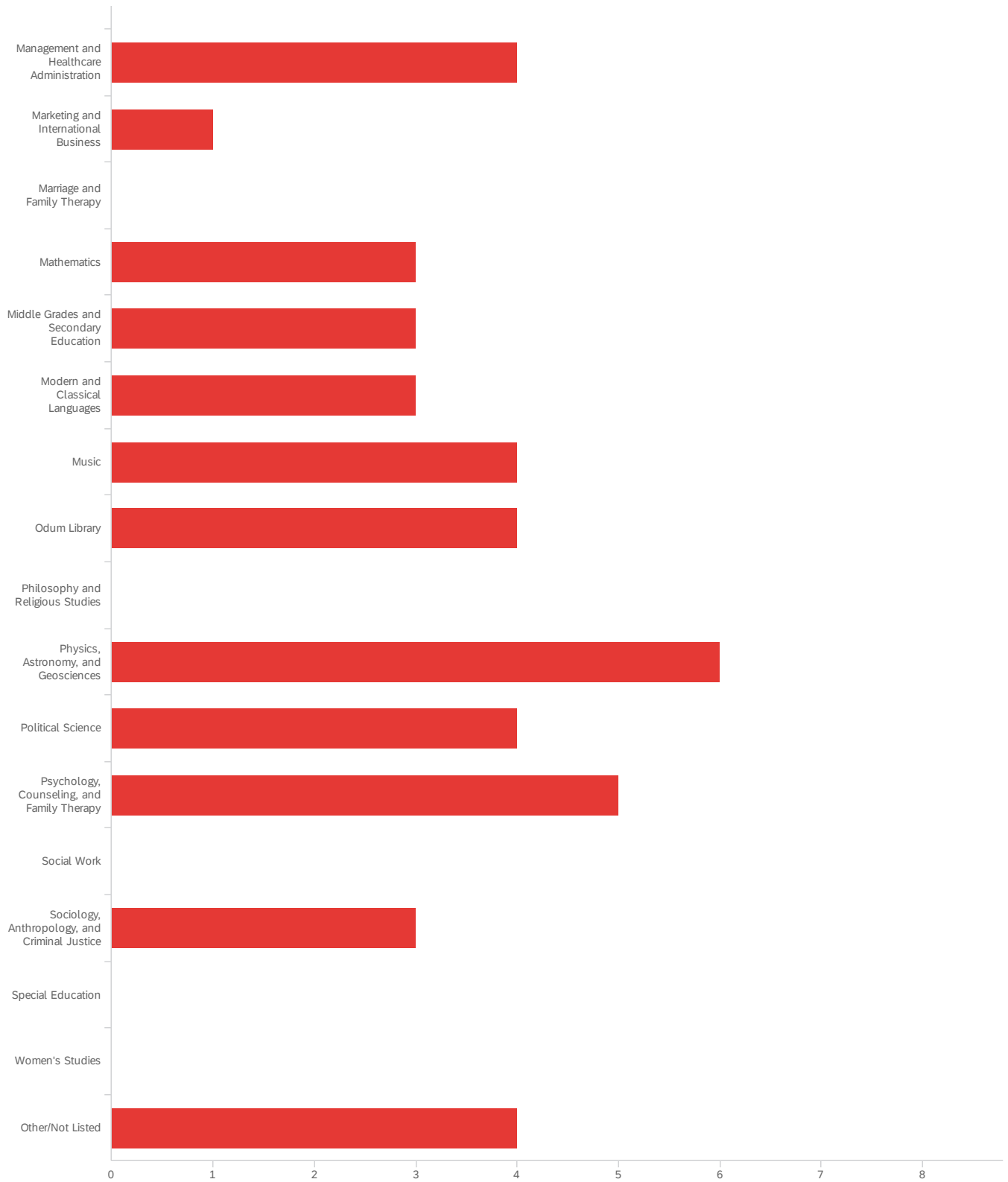
#	Field	Choice Count
12	EdD in Curriculum & Instruction: P-12 Disciplinary Concentration	0.87% 1
13	MEd in Curriculum and Instruction/Accomplished Teaching	0.87% 1
14	MEd in Educational Leadership	1.74% 2
15	EdS in Educational Leadership	0.87% 1
16	MEd in Elementary Education	0.00% 0
17	MA in English	0.87% 1
18	MA in English Studies for Language Arts Teachers	0.00% 0
19	MAT in English to Speakers of Other Languages	1.74% 2
20	MS in Exercise Physiology	1.74% 2
21	MSN in Family Psychiatric Mental Health Nurse Practitioner	0.00% 0
22	MAT in Foreign Language Education	3.48% 4
23	MBA in Georgia WebMBA	0.00% 0
24	MAT in Health and Physical Education	0.87% 1
25	MEd in Health and Physical Education	0.87% 1
26	MBA in Healthcare Administration	0.00% 0
27	MEd in Higher Education Leadership	1.74% 2
28	MA in History	1.74% 2
29	MEd in Instructional Technology and Training	0.00% 0
30	MEd in Instructional Technology: Non P-12 Technology Applications	0.87% 1
31	EdS in Instructional Technology: P-12 Technology Applications	1.74% 2
32	MEd in Instructional Technology: P-12 Technology Applications	0.00% 0
33	EdS in Instructional Technology: P-12 Technology Applications with Library Media Add-On	0.00% 0
34	MEd in Instructional Technology: School Library Media	0.00% 0
35	EdS in Instructional Technology: Technology Applications (Non P-12)	0.87% 1
36	EdD in Leadership	1.74% 2
37	MLIS in Library and Information Science	21.74% 25
38	MS in Marriage and Family Therapy	8.70% 10
39	MEd in Middle Grades Math and Science	0.00% 0
40	MAT in Middle Grades or Secondary Education	0.00% 0

#	Field	Choice Count
41	MAT in Music Education	0.87% 1
42	MMEd in Music Education	0.00% 0
43	MMP in Music Performance	0.87% 1
44	MSN in Nursing	0.87% 1
45	MS in Psychology: Industrial/Organizational Psychology	4.35% 5
46	DPA in Public Administration	3.48% 4
47	MPA in Public Administration	6.96% 8
48	EdS in School Counseling	0.00% 0
49	MEd in School Counseling	5.22% 6
50	MSW in Social Work	4.35% 5
51	MS in Sociology	3.48% 4
52	EdS in Special Education	0.00% 0
53	MAT in Special Education: Adapted Curriculum	0.00% 0
54	MEd in Special Education: Deaf and Hard of Hearing	0.00% 0
55	MAT in Special Education: Deaf and Hard of Hearing Education	0.00% 0
56	MAT in Special Education: General Curriculum	0.00% 0
57	EdS in Teacher Leadership	0.00% 0
		115

Showing rows 1 - 58 of 58

Q44 - What department do you work for?





#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What department do you work for?	1.00	37.00	19.72	9.86	97.29	92

#	Field	Choice Count
1	Accounting	1.09% 1
2	Adult and Career Education	1.09% 1
3	Aerospace Studies/ Air Force ROTC	0.00% 0
4	African American Studies	0.00% 0
5	Art & Design	3.26% 3
6	Biology	2.17% 2
7	Chemistry	5.43% 5
8	Communication Arts	6.52% 6
9	Communication Disorders	3.26% 3
10	Computer Science	3.26% 3
11	Curriculum, Leadership, and Technology	3.26% 3
12	Economics and Finance	1.09% 1
13	Elementary Education	1.09% 1
14	Engineering Studies	0.00% 0
15	English	8.70% 8
16	General Education & Core Curriculum	0.00% 0
17	History	2.17% 2
18	Kinesiology and Physical Education	4.35% 4
19	Library and Information Science	5.43% 5
20	Mass Media	0.00% 0
21	Management and Healthcare Administration	4.35% 4
22	Marketing and International Business	1.09% 1
23	Marriage and Family Therapy	0.00% 0
24	Mathematics	3.26% 3
25	Middle Grades and Secondary Education	3.26% 3
26	Modern and Classical Languages	3.26% 3
27	Music	4.35% 4
28	Odum Library	4.35% 4

#	Field	Choice Count
29	Philosophy and Religious Studies	0.00% 0
30	Physics, Astronomy, and Geosciences	6.52% 6
31	Political Science	4.35% 4
32	Psychology, Counseling, and Family Therapy	5.43% 5
33	Social Work	0.00% 0
34	Sociology, Anthropology, and Criminal Justice	3.26% 3
35	Special Education	0.00% 0
36	Women's Studies	0.00% 0
37	Other/Not Listed	4.35% 4
		92

Showing rows 1 - 38 of 38

Q45 - What college or division do you work for?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What college or division do you work for?	1.00	10.00	6.44	2.47	6.08	71

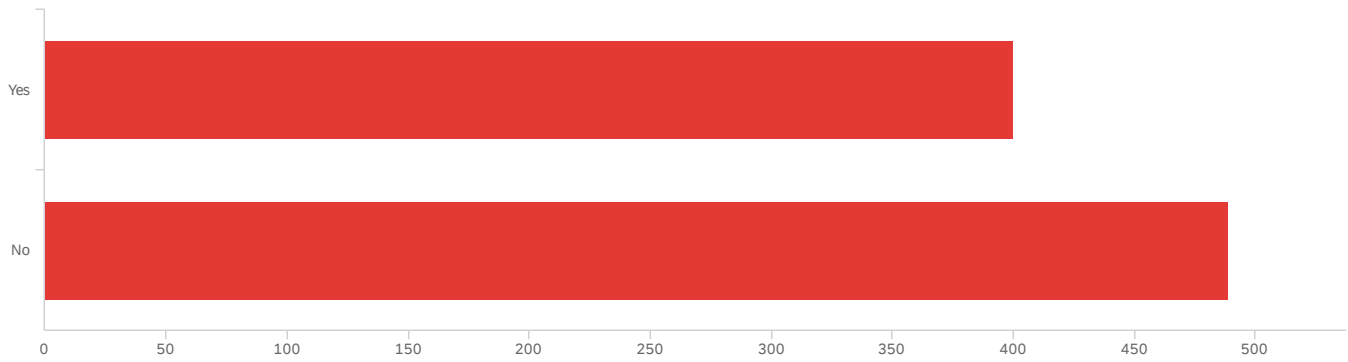
#	Field	Choice Count
1	Langdale College of Business	1.41% 1

#	Field	Choice Count
2	Dewar College of Education and Human Services	8.45% 6
3	College of Humanities and Social Sciences	7.04% 5
4	College of Science and Mathematics	5.63% 4
5	Odum Library	14.08% 10
6	Academic Affairs (Not otherwise affiliated with a college or the library)	7.04% 5
7	Student Affairs	14.08% 10
8	Student Success	15.49% 11
9	Finance and Administration	21.13% 15
10	Information Technology	5.63% 4
11	President's Office	0.00% 0

71

Showing rows 1 - 12 of 12

Q84 - Have you interacted with the Academic Support Center in the past year?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Have you interacted with the Academic Support Center in the past year?	1.00	2.00	1.55	0.50	0.25	889

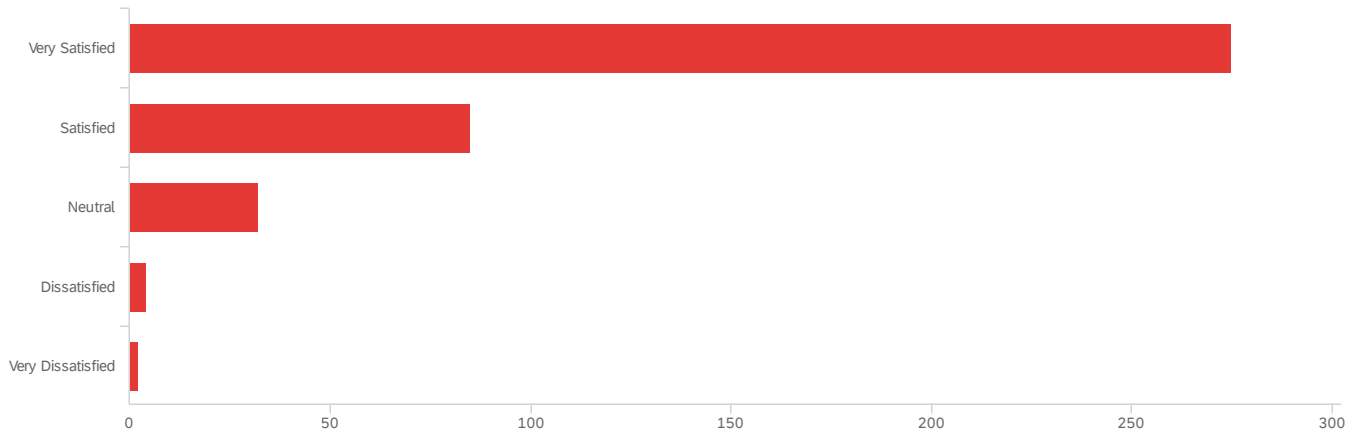
#	Field	Choice Count
1	Yes	44.99% 400
2	No	55.01% 489

889

Showing rows 1 - 3 of 3

Q85 - Please rate your level of satisfaction with your experience(s) at the Academic

Support Center.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please rate your level of satisfaction with your experience(s) at the Academic Support Center.	1.00	5.00	1.42	0.73	0.53	398

#	Field	Choice Count
1	Very Satisfied	69.10% 275
2	Satisfied	21.36% 85
3	Neutral	8.04% 32
4	Dissatisfied	1.01% 4
5	Very Dissatisfied	0.50% 2
		398

Showing rows 1 - 6 of 6

Q86 - Do you have any comments about your experience(s) with the Academic Support Center

Do you have any comments about your experience(s) with the Academic Support...

They had tutoring for the easier Psychology classes, such as basic PSYC 1101. However, they did not have tutoring for the harder classes that I actually needed help with, like PSYC 3500 or PSYC 3600.

Helpful staff, very knowledgeable

Even tho their student their teaching skills are professional and helped me alot

The new layout has a new feel, though the closeness tens to a little personal for individual study as well as the noise level. Still nice to have it in the library.

I love the new design and how interactive it is. I also love the fact that highlighters markers and such are included in the space as well.

good

The Spanish tutors were a load of help.

no

They were a great help with getting me scheduled with a tutor

The tutors are wonderful. It's great that we have a way for our best students to work on campus in order to help other students. It's organized and efficient. The tutors get training that can help them with jobs. It's an invaluable part of the library.

I am so happy that I have this to utilize because I struggle with Spanish and being able to have a free tutor is amazing.

Hard to get students to go to them.

Help with alot of my core classes but I kinda wish they had more help for students with Art classes.

They always find a tutor to help review my written papers.

I understand it's new but nobody knows what they do or how to utilize the service.

Great place to understand the new equipment and resources that are available for students for studies, club meetings, or just hanging out.

The staff and tutors are very friendly and very helpful.

You guys really need check every water fountine in the library. It rotted It could be cause stomache

They are excellent

n/c

Do you have any comments about your experience(s) with the Academic Support...

The tutor that helped me was patient and gave me their hours and info to contact them for future references.

no

Terence is great!

very helpful

for athletes ive worked with

Worked well with all students who were referred there for services.

They don't seem to offer my students any help when they go to seek help with writing or assignments. Unless they already have a tutor in place for one of the (larger) classes, they don't seem to be willing/able to help. Walk in assistance on writing in general (especially on assignments) would be a huge help for our students.

I worked with them at an event but they were not very active in the program.

N/A

Very helpful

Very helpful people!

Ekaterinburg is a fantastic tutor for Russian

No

N/A

They peer tutors are really helpful.

None, the updated center is excellent

Helped me pass a test!

Mallory works so hard and does such a great job. She is very passionate and never seems to be in a bad mood.

They were some very kind people up front!

The new look is great and useful for students.

Great staff.

N/A

ASC staff are always willing to collaborate on programming and services that will enhance our students' learning.

Do you have any comments about your experience(s) with the Academic Support...

The tutoring services were very helpful. After learning how to make an appointment, the process was easy. Helped me pass a class!

All good

The ASC helped me pass my test and classes and has changed the way i view certain subject's and has helped me become a better student in all way's.

As I currently serve as a Graduate Assistant within this department I refrain from skewing the data in this section.

i did not get to interact much but i hope to change that in the near future

The Academic Support Center was very helpful to me and my studies, and the people at the front desk was very helpful and kind.

I reached out to the ASC as I was needing tutors for an advisee who was enrolled in a computer applications course. ASC were able to assist my student with a tutor in Excel. Terrific!

I am a tutor for English 1102 and I have a problem getting students to come to the Academic Support Center for tutoring.

The enviornment of the ASC is ridiculous. It is extremely loud and seems like another Student Union. I don't know if people forgot what libraries were supposed to be like, but this is NOT IT. People come here and act like it is a club or a meeting place to hang out and talk. No one in charge has done anything to make this situation better and it is disgraceful. I thought VSU was better than this. I pay way too much money to attend this school for it to be like this. DO BETTER VSU.

good

A like the atmosphere there as there are a lot of my friends and international students. Thats probable the best part of library.

VERY VERY USEFUL.

This is a great tool to use.

I enjoy how easy it is to sign up for academic support. The tutors are very helpful and easy to talk to.

Brittany is always courteous and helpful.

Would like to see better chem tutors in the future. I would also like to see in person tutors for psych and genetics.

Helpful with tutoring and scheduling.

Excellent staff, great workshops for our students. More tutors are needed, with flexible hours.

Just 'thank you!

The ASC is great. When it comes to tutoring, they are understanding and patient which is what's needed to make a good tutor

I have an SI and I am doing research with them about that program.

They are also very helpful, although some people more than others. I did have one guy help me out because my one card wouldn't work with the printer so he used his. So kind.

Do you have any comments about your experience(s) with the Academic Support...

The new look really helps people to feel more welcome within the library. Personally I don't go anywhere else because the style of that area feels bland and unwelcoming.

It's a great space. Students really enjoy it.

Great staff. Helpful. Personally, I wish that the noise of students who like to "hang out" there would be controlled.

I'd recommend they expand their test prep materials for tests like the GACE specifically in the media specialist GACE prep.

Extremely helpful and can always find a last minute appointment

They gave me a schedule helper.

People their are very nice but am highly upset with the lack of tutors because I have gone and was told there were no tutors to help me. HIGHLY DISSAPIONTED that students are going to looking for help and are unable to receive any help. Really feels like y'all do not care as much as you should.

Need more tutors

No Concerns

I appreciate how they quickly try to assist you. Maybe don't talk as much to your coworkers , when a student is approaching you.

An awesome team. I love that they moved & integrated space to facilitate an open learning environment

I love how they have both tutoring in the library and other places on campus. The appointment website is also extremely easy to navigate

Great staff, friendly environment.

n/a

Put more outlets in areas without outlets. I cannot stress this enough.

They were very helpful and kind

I go there basically every day. It is a very awesome program.

It really helped me study for my math final second semester of last year.

Great tutors

Brian Phinazee is great

Great Team and always willing to help

Nobody was there

I wish that my students would use this valuable resource more!!!!!! I have an embedded SI this term in my freshman class, so that might help get students here. Everybody is genuinely helpful and caring about students.

Do you have any comments about your experience(s) with the Academic Support...

No.

Impressive space.

The ASC is always very helpful with directions on who to go to for help and what resources they provide. Also, if they don't provide what you are looking for, most of the time they can point you in the right direction!

Very useful in meeting my tutor!

Great tutoring service was provided!!!

Mrs. Pringle has helped me with creating a routine for my classes and homework assignments.

I am totally biased. I love our tutors. We are trying to improve the flow of information and communication between front desk staff and tutors.

I love spending time here to study and plan.

Supplemental instructor's study groups help a lot!

I'm working with embedded tutors in my classes (face to face and online). Both are excellent. High praise for the director's flexibility and creativity meeting multiple needs in my department.

Terenese, Chere, and the entire ASC team are wonderful to work with. They have done amazing things in terms of working with the various departments across campus to help provide the best tutoring services.

Never enough tutors.

No

I needed help with formatting questions on a paper that I had and they helped me greatly! So efficient, especially as a distance student in Colorado!

no

It's unprofessional and off-putting when the ASC workers are eating at the computer at their desk

Very helpful

Very helpful!

I enjoyed using the equipment in this area but, for a library it is not very quiet.

They have organized excellent tutoring opportunities for my students.

God bless the tutors

Dr. P & Terrence are the raddest people on campus. I really appreciate all they know and share with others

have people who know what they are doing

Do you have any comments about your experience(s) with the Academic Support...

I work here at the Academic Support Center, and I have to say I have enjoyed it and it really has some wonderful individuals that also work here. They are patient and understanding.

The only change I would suggest for the Academic Support Center would be to reserve the private study rooms for tutor session, because whenever I went for my tutoring appointment, it was done in the middle of the library which made it hard to focus.

This was much needed. I'm hearing good things from my students.

Wish there were more rooms open for studying, some are only for the tutor programs and that takes away from those who study alone

We love the ASC! I am a tutor

Workshops increase knowledge in their respective areas. Tutoring helped progress in calculus.

I routinely ask for assistance in reviewing papers for my courses

I actually work here , I love my job and love to help people out .

Close to the end of semesters, particularly the finals week, students complain about their lack of available writing tutors or a late notice of tutoring sections cancelled without a chance for a makeup. Also, the service quality varies from tutor to tutor.

Very great tool

Helped me with a paper, I learned valuable skills

I study daily in the academic support center. I love how it is normally kept quiet & peaceful, however, people get loud in here & I wish it was kept quieter.

No. They too are helpful.

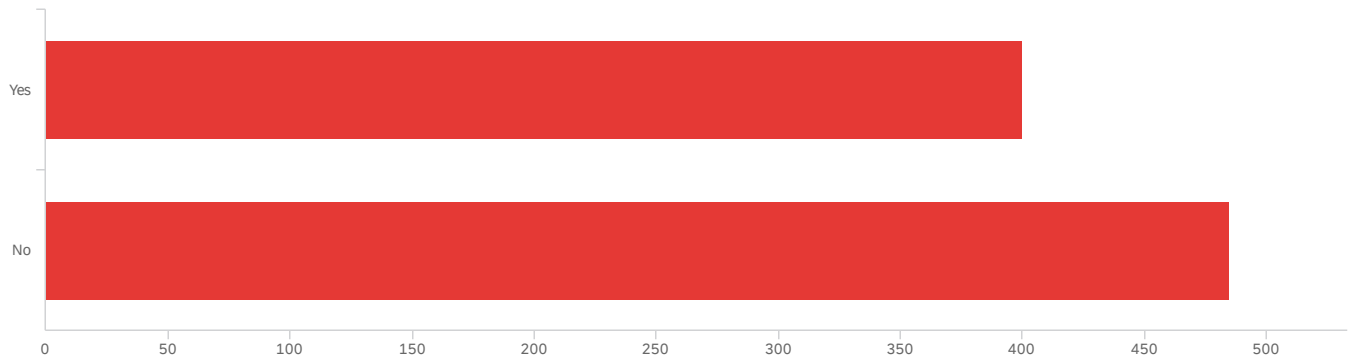
I had a great experience working with a writing tutor when formulating a outline for my problem-based case study and my final capstone assignment. Tutor was knowledgeable and furthered my understanding of outlining.

As a student organization Adviser, I require my students to utilize this amazing service as part of the the organization's academic plan.

Twice in the past 3 months. More then willing to help even if one's questions defy logic.

The staff are so willing to work with both students and faculty!! Super attitudes and on top of things. They are especially good at looking for ways to improve their service and to engage students.

Q89 - Have you interacted with the Information Technology Help Desk in the past year?



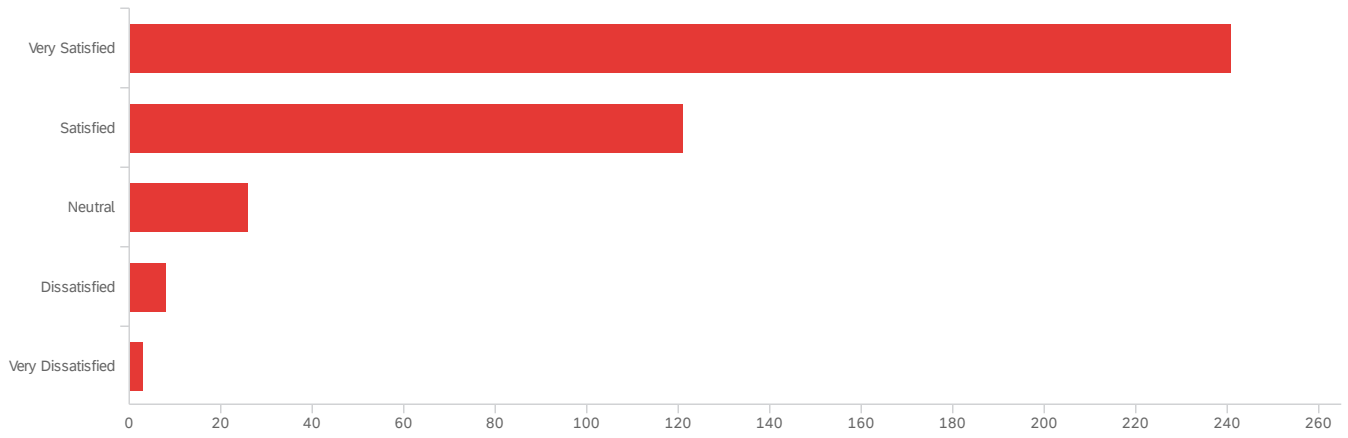
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Have you interacted with the Information Technology Help Desk in the past year?	1.00	2.00	1.55	0.50	0.25	885

#	Field	Choice Count
1	Yes	45.20% 400
2	No	54.80% 485

885

Showing rows 1 - 3 of 3

Q90 - Please rate your level of satisfaction with your experience(s) at the Information Technology Help Desk.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please rate your level of satisfaction with your experience(s) at the Information Technology Help Desk.	1.00	5.00	1.52	0.77	0.59	399

#	Field	Choice Count
1	Very Satisfied	60.40% 241
2	Satisfied	30.33% 121
3	Neutral	6.52% 26
4	Dissatisfied	2.01% 8
5	Very Dissatisfied	0.75% 3
		399

Showing rows 1 - 6 of 6

Q91 - Do you have any comments about your experience(s) with the Information Technology Help Desk?

Do you have any comments about your experience(s) with the Information Tech...

They are great

I know more about computers than these guys do. They've never been helpful in my experience

They are fast responded and trying to help most of times

By telephone but was satisfied with the instructional help I was given. I did not have to wait for a tech person to visit my office to resolve the problem.

Yes, Try to have specific room instruction/diagrams of device connections (what goes where) and functionality (what is it/do). As a GA who contacts IT or has regular interaction it would help to expedite my needs in facilitating room correction or getting it working again.

I had problems with my laptop and they assisted me right away and even showed me what I needed to do if I had that problem again

Amazing, shout out to Jimmy.

helped reset my passwords and ensured I understood before I left building

Gave clear directions

good

I had trouble with my email, one drive, code admittance entry key, and they were very informational on everything. I also have a hearing disability but I am unregistered because I am fortunate enough to have hearing aids for both ears and they showed me equipment and rooms that I could utilize for my benefit to offset my disabilities. They were very kind and professional without being dismissive.

N/A

I call the HELP desk all the time. Whoever answers always figures out how to handle my technology problems. Love the Help Desk gurus.

I have seen them sleeping (instead of working) it looks bad. Just saying...

They are all rude, nobody is friendly or professional and they act like you are a problem. There definitely should be a dress code or training in professionalism or actual people who know about technology not just random student workers. If they would just simply come from behind the computers and smile or look like they want to work or help students it would be so much better

Friendly staff - always willing to help or find/submit a work ticket for someone that can troubleshoot the job.

Sometimes, when I ask for help, the IT helpdesk employees say "I don't know" even to simple questions, such as the B&W printer email. I've also had issues with their solutions not working for me, such as unresolved wifi connectivity issues.

The help you get is quite variable depending on the experience of the employee.

Amazing

Do you have any comments about your experience(s) with the Information Tech...

n/c

No

I haven't had the best interaction with IT. My WiFi was not working on north campus and there was no one in the office on that part of campus and when someone finally showed up they could not help me and kind of pushed me away. However, I did call the IT department and spoke with a woman named Addison and she was very helpful and helped me fix the issue I was having without having to come to main campus.

Really helpful and fixed my laptop problem!

Any computer problems they always know what to do!!

no

Very professional and friendly!

contact them about computer issues, from virus's to upgrades - always helpful and they always solve the problem

This is a great service!

n/a

N/A

N/A

All the workers were too busy on their phones and personal conversations

Helped me fix my Mac because it was not connecting to wifi or scrolling properly

Very positive

They very patient and helpful!

Sometimes they're just in their own world, but maybe it's because they're bored.

All good

The people at the IT desk are extremely knowledgeable about everything and helped me set up my computer and fix whatever was wrong.

I always seem to run into issues with tech. They help when you need it most

Helped me download some software on my laptop.

They have been extremely responsive and understanding of my questions and issues. Particularly being patient with me when learning how to use the printer system here at VSU.

Do you have any comments about your experience(s) with the Information Tech...

Always helpful. I have a concern, though. I work every saturday and sunday, for 2-3 hours. Occassionally, I am locked out of my desktop machine. During the normal work week, this is no problem, I call helpdesk and they unlock it for me. However, when it happens on the weekend, I've called and never reach anyone, say about 11am on a Saturday. It happened last Saturday about that time, I held on the line for about 10 minutes and someone eventually came on the line and unlocked me. I wish there were some procedure for getting unlocked during off hours.

I love the Odum chat option!

They helped me download Word onto my Mac...thanks!

Wonderful people who work there.

They were very helpful and prompt

The staff in this area are always helpful and approachable.

I sometimes put in work orders but they're rarely responded to.

fixing classroom and studio computers/projectors in a timely manner.

Just a giant 'thank you!' I would ask that they consider making faculty help a very high priority, as faculty work often impacts many students.

I was look for another staff member office.

They are pretty good. Sometimes the younger employees can't help because they don't know enough yet.

They could not help me with my problem but the man who helped me was very nice.

Always helpful

Helped out a lot with downloading word on my new laptop

The students were great in helping me with my technology issues.

Very polite and helpful.

The students working at this desk are well trained and do a great job.

They seem to be helpful for minor technology issues.

Help set up 2-Factor Authentication on my cellphone. Very helpful and patient.

I always end up with weird tech issues, but they're always able to help and are kind in the process.

very helpful

n/a

no

Do you have any comments about your experience(s) with the Information Tech...

Great, smart, and hardworking individuals based on my experiences. The smallest of problem I encounter with my laptop or campus computers (because I am not really good with technology), they are there to help!!

They answered my question effectively and immediately

They helped me when I needed to know where I could print my paper at. Very nice

They told me to make an appointment online

Friendly and helpful on the phone and in person!

The helpdesk can be great and not so good, depending on what staff or student you get at the time. I miss when Ben was the supervisor there.

No

helpful. Need more mac-savvy tech people.

Problems solved in a timely and friendly way.

None

I have attempted to go to the IT desk to ask questions, but there has always been an empty desk so I ask someone else who I can find.

N/A

I think IT is much improved. When I report incidents, they usually respond quickly and helpfully. I still see gaps in service and forethought. As an example, computers in the classroom where I'm teaching aren't networked with the classroom's printer. As another example, the monitor outside our department (which advertises our classes and students, etc.) isn't functioning because of a software upgrade we weren't prepared for.

One, IT was VERY helpful in setting up my computer when I moved to a "new" office in Nevins Hall. I apologize for not remembering the name. Two, IT was VERY helpful in cleaning and updating my VSU Laptop. I dropped it off at the desk in Odum and it was ready within just a couple of days. Great Service.

They can get a bit loud and inappropriate when they talk amongst themselves, though this has improved. They have successfully completed every issue that I've sent them.

Very patient people and helpful

Mostly very helpful. The turnaround time has greatly improved over prior years.

Everyone is so helpful and patient and when a problem is noted; they are on it and they solve the issue.

No

I needed help with how to find the Galileo password and with the two factor authentication, and they helped me greatly!

Continue to be helpful and working with students that may be suffering from stress. Personal relation may not be part of the job but it does not go without notice and is appreciated.

Always able to solve issues quickly.

Do you have any comments about your experience(s) with the Information Tech...

As a GA over the past year, I had to call the Help Desk for students who were experiencing online issues. The Help Desk was always very helpful and friendly.

Very Helpful and supportive

The tutor that help me was friendly.

They have always been extremely helpful and courteous.

never a long wait and help me fix issues with my laptop

Bless them for helping with all of our technological problems. This year I got a new computer for school, and they helped me find out how to set it up and everything.

N/A

They are great with solving problems! Thank you so much IT!

has helped with computer malfunctions/ software updates

N/A

Again, more study rooms need to be available for anyone not just study programs

Whenever I call they are always very helpful and find a quick solution to my problem (because I am a grandma on the internet)

Answered every question I had quickly and effectively - each time!

I love the chat option!

The issue that I had was not an IT issue but they were able to point me in the correct direction.

N/A

Overall, the services are in a timely manner and professional.

They can answer just about anything about technical issues when I need them. They don't always have the answers but, when they don't, they ask someone who can.

Spoke to them over the phone. The particular person I spoke to seemed a bit... condescending. He acted like I should already know how to fix my problem. Maybe he was just having a bad day?

The IT Help Desk is always willing to lend a hand in a cheerful way; however, some student technicians seem to have an uneven level of training/knowledge.

They are always very helpful.

They have been very helpful with computer and scanner issues. Very professional and skilled.

Do you have any comments about your experience(s) with the Information Tech...

Fast, friendly and knowledgeable service.

I think IT gets tired of me calling. personally, if I was answering the phone I would laugh my head off considering some of the questions I ask. However, they are super understanding and professional.

Workers seem uninterested in being there. They look completely unapproachable as they slouch and "hide" behind the desk and all wear headphones constantly. Have even seen one sleeping.

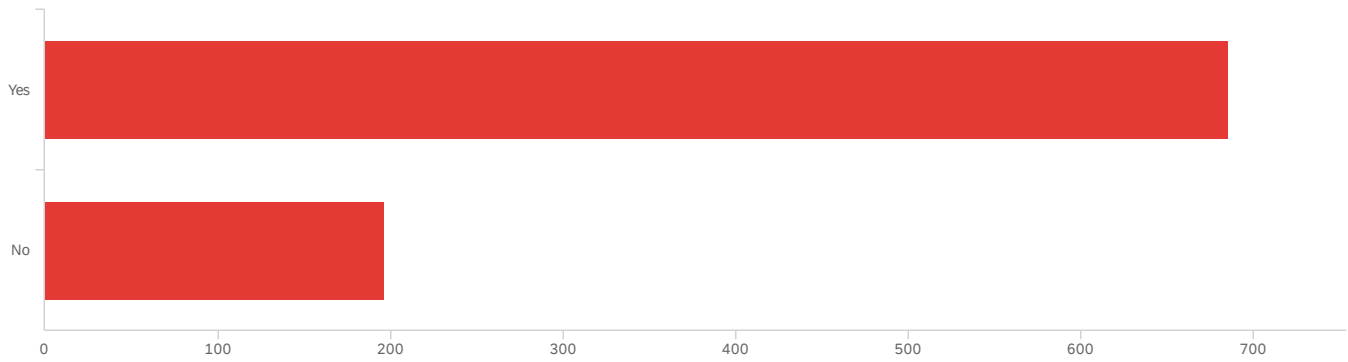
Many times -- they don't know the answer -- to what I believe ought to be simple questions for IT folks ---- like "how do make an exam on-line in which students do not get their score after hitting the submit button?" "Where is the lock down browser on off switch?"

They are very knowledgeable and have been helpful.

IT is helpful, but is often slow to respond and they don't always have people at the desk when you need them.

They are literally lifesavers.

Q61 - Have you used Odum Library for studying or to hang out in the past year?



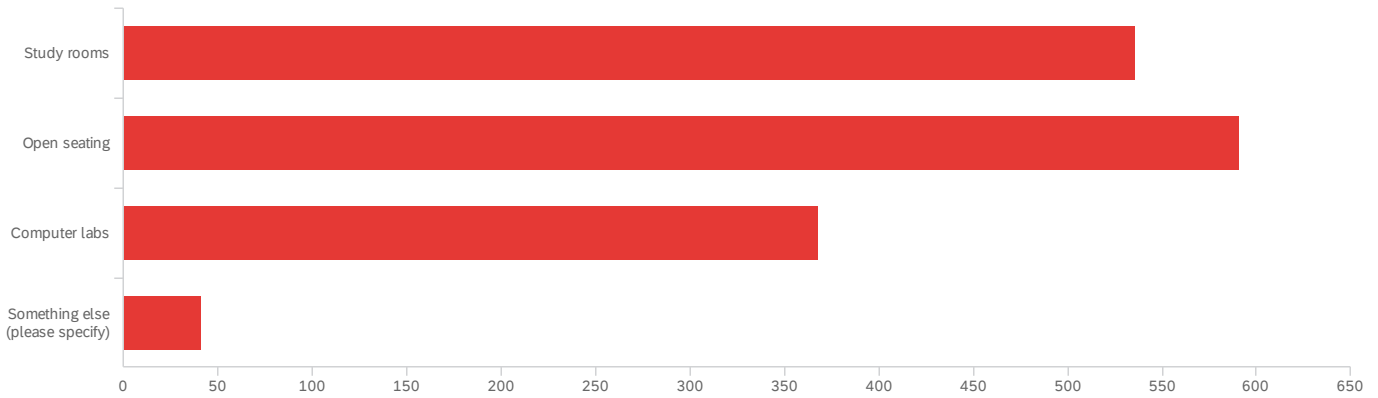
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Have you used Odum Library for studying or to hang out in the past year?	1.00	2.00	1.22	0.42	0.17	883

#	Field	Choice Count
1	Yes	77.69% 686
2	No	22.31% 197

883

Showing rows 1 - 3 of 3

Q62 - Which of the following did you use in the library within the past year? (Select all that apply)



#	Field	Choice Count
1	Study rooms	34.90% 536
2	Open seating	38.48% 591
3	Computer labs	23.96% 368
4	Something else (please specify)	2.67% 41
		1536

Showing rows 1 - 5 of 5

Q62_4_TEXT - Something else (please specify)

- Something else (please specify)

- computer not in computer lab

- Elearning computer lab for online teaching

- the coffee area

- The third floor to the left in the front far corner where cubicles are located has been my life!!!

- Internet Cafe

- Meeting

- Open computers (second floor)

- Personal space

Something else (please specify)

Asc

The computers next to the printer on the first floor

Isolated desk areas

Quiet Zones

Classroom for a MESA meeting

The second floor layout with open seating is my favorite. You can choose a new option of seating and it feels more like home and not so much a library.

Meeting rooms

conference rooms

Cafe

and the couches

Usually in the private desks along side of walls.

Meeting rooms/classrooms.

Academic advising in the summer (orientation)

Couch seats

Meeting room

The individual cubby desks

Committee meetings (College of the Humanities and Social Sciences) one of the conference rooms on the upper floor. A perfect facility for our needs.

ACS

The Internet Cafe to print my syllabus and do some schoolwork.

The cubicle

Internet Cafe

Cubbies

Study Carrels

Internet Cafe

Something else (please specify)

outdoor areas

Private study cubicles

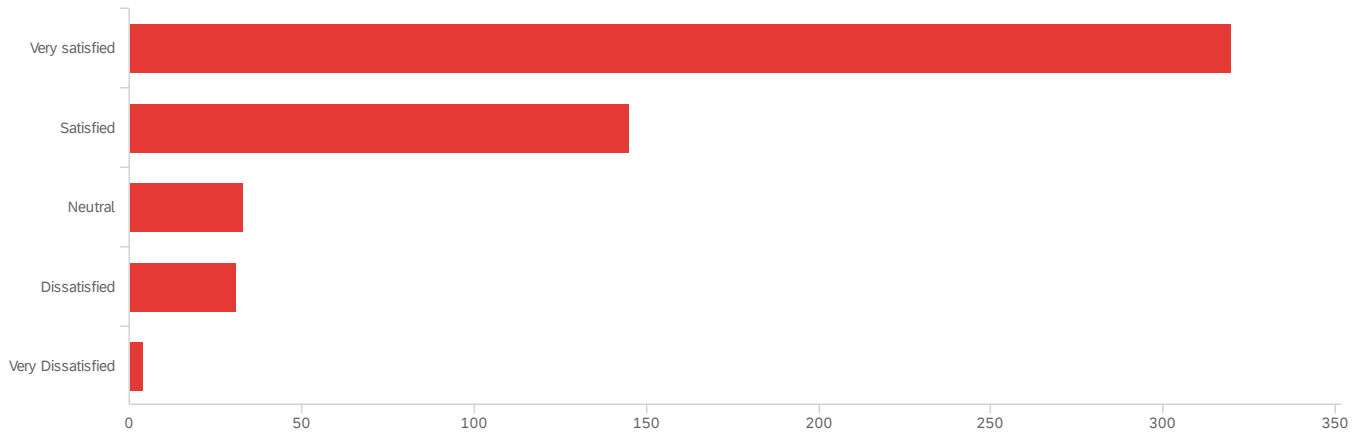
ASC space

Couches too

Open computer room / space on 2nd floor

Reserve classrooms

Q63 - Please rate your level of satisfaction with your experience(s) with using the library's study rooms.

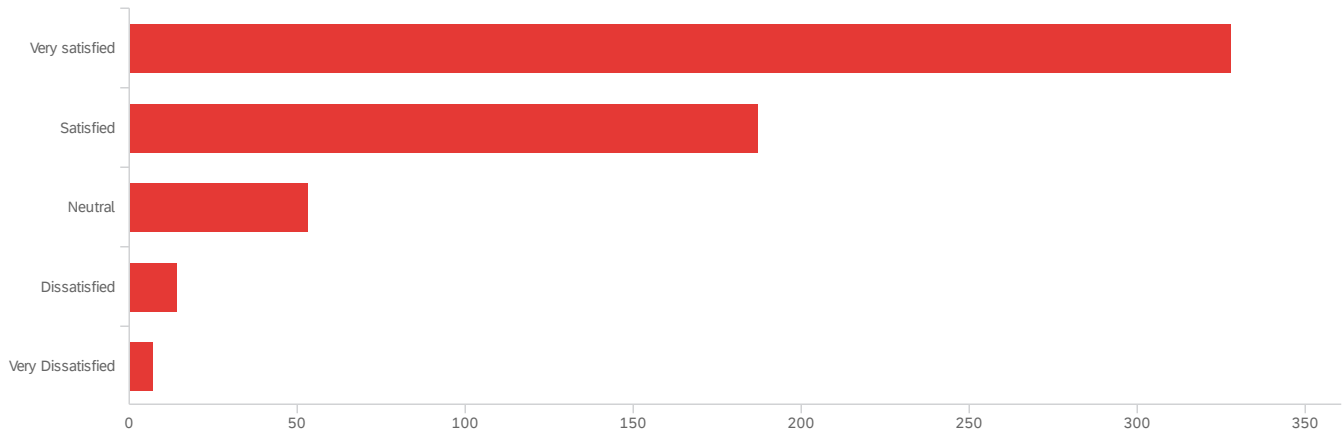


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please rate your level of satisfaction with your experience(s) with using the library's study rooms.	1.00	5.00	1.60	0.90	0.80	533

#	Field	Choice Count
1	Very satisfied	60.04% 320
2	Satisfied	27.20% 145
3	Neutral	6.19% 33
4	Dissatisfied	5.82% 31
5	Very Dissatisfied	0.75% 4
		533

Showing rows 1 - 6 of 6

Q73 - Please rate your level of satisfaction with your experience(s) with using the library's open seating.

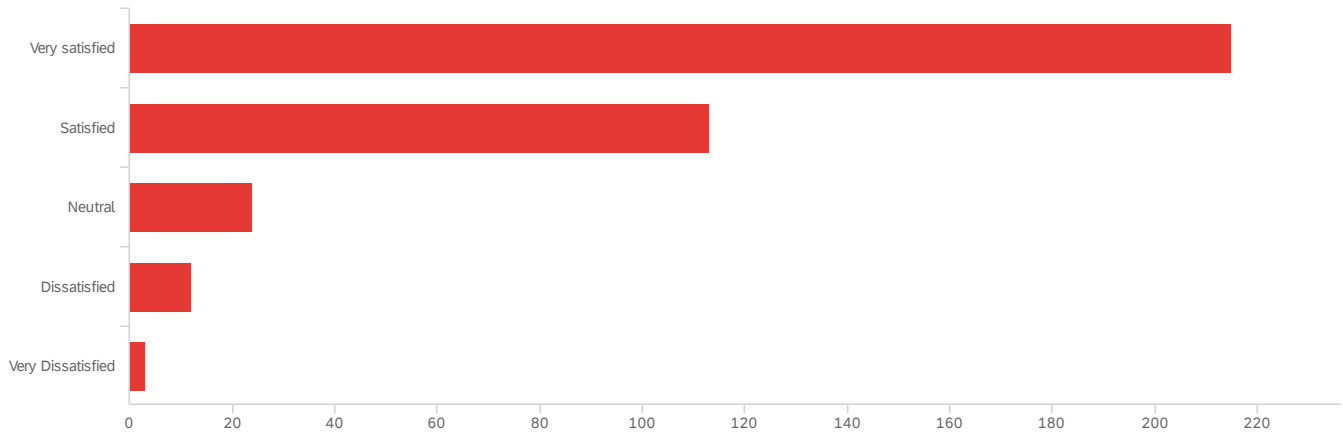


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please rate your level of satisfaction with your experience(s) with using the library's open seating.	1.00	5.00	1.62	0.84	0.70	589

#	Field	Choice Count
1	Very satisfied	55.69% 328
2	Satisfied	31.75% 187
3	Neutral	9.00% 53
4	Dissatisfied	2.38% 14
5	Very Dissatisfied	1.19% 7
		589

Showing rows 1 - 6 of 6

Q74 - Please rate your level of satisfaction with your experience(s) with using the library's computer labs.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please rate your level of satisfaction with your experience(s) with using the library's computer labs.	1.00	5.00	1.57	0.82	0.67	367

#	Field	Choice Count
1	Very satisfied	58.58% 215
2	Satisfied	30.79% 113
3	Neutral	6.54% 24
4	Dissatisfied	3.27% 12
5	Very Dissatisfied	0.82% 3
		367

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Q64 - Do you have any comments about your experience(s) using the library's physical spaces?

Do you have any comments about your experience(s) using the library's physi...

I wish there was a spray in the rooms for the odor and someone cleaned them regularly

Needs to be specific spaces for cell phone usage.

The computers should be wiped down more often in order to limit the amount of germs. I bring my own wipes to do that.

I've attempted to use the library on 3 different occasions this semester and each time I've actually had to get up and leave due to the level of noise from other students/people in the library. There is an ongoing problem with people openly talking on cellphones in what one would expect to be quiet places. I can understand some general hushed conversations but I actually had to change locations two times today to try to get somewhere that I could think and do my work without hearing every detail of the other people's conversations. I moved the first time from the computer lab because someone was loudly carrying on a conversation at a computer. I moved to the open seating but a few minutes later someone came to one of the tables and carried on a phone conversation there as well. It was extremely distracting. I don't expect extreme quiet but some courtesy would be nice. You need to have the staff confronting this issue. If someone is going to tutor, it should be done in one of the closed rooms only. The library is no longer a suitable place to study but has become a hang out for socializing and airing one's private conversations publicly and loudly...I am extremely disappointed that my tuition covers this but I can't benefit from the use of it...

This might already exist, but an open seating area where people are supposed to be quiet would be nice

I really enjoy the atmosphere that the library has and I enjoy studying there.

There are too few study rooms for how many students there are. The study rooms are not well kept and often have bugs in trash, spills on tables, etc. It's extremely frustrating that they keep choosing to renovate the library during the fall and spring semesters rather than in the summer. And renovations should be done of more space at one time.

There's always lots of space to study and quiet zone always are in good condition to study. Also the the furnitures little old but it if comfortable.

Sometimes the noise gets loud even though people know it is a library.

Tends to get contagious during flu season. wet wipes would be nice (so would surgical masks). Other than the germs its spacious and has plenty of nooks and crannies to study.

Better lighting in the older study rooms would be nice

I feel study rooms are more effective than the outside seating.

The chairs are not comfortable in the open seating, I have terrible back pain and the wood seats worsen it. I wish that the rest of the library was updated as well. With the second floor being partially updated it's kinda like a switch and bait.. you thought it was nice and updated and comfy but think again (insert evil laugh).

great facility.

I wish there was a limit on how long people can use study rooms for as many times I walk past full study rooms with people just taking a nap in there

good

Do you have any comments about your experience(s) using the library's physi...

A lot of students do not understand that a quiet zone means you have to be quiet.... It can be frustrating when people start answering calls and talking on speaker!!

The third floor seating cubicles to the left have been my life. They have charging port hookups for phones and computers which is a necessity and all of them should have this feature. I would not have done as well without the Library. I own my own home and have a family (2 young kids) so having the library has been my saving grace in doing my absolute best for school and is the reason I have excelled here at VSU. The Library is truly my home away from home. However, I do have two complaints: 1) The cleanliness is one of the worst I have ever seen. I have been religiously going to the library daily at all hours and days of the week, from early mornings to very late at night. Rarely, is the desk tops/tables/chairs have ever been wiped down/cleaned/or sanitized. I always do my civil duty and throw away remaining trash/cups/paper/etc. from mine and nearby desks. I bring with me disinfectant wipes to wipe down my own cubicle area now because of the amount of food stains/crumbs/ layer of black smudge or dirt that sits on top, but it is not my job to clean up the area before I have utilized the space. If it was a certain time stamp that this happened I would understand but I am utilizing the library at least 5 days of the week for 3-10 hours periods and I never see staff of any kind cleaning any parts of the areas on the floor except to empty out trashcans (which they do daily). The reclining chairs always have crumbs/stains/or filth on them and are starting to turn black in many areas. This is super gross and such a shame because they would be super comfortable to enjoy! 2) All the cubicles do not have the outlet feature which has been an issue during peak library times. Also, open tables and chairs should have an outlet feature or a floor outlet next to every table that way no matter what students all have an equal opportunity to find a place that is not only comfortable but provides every possible benefit for optimal school performance.

Everything was nice and clean and friendly

N/A

Comfy chairs need to be replaced or re-upholstered.

Good to study in just not as clean

Some of the study rooms need a bit of an updating, mostly new paint of something so the room is a bit brighter.

The study rooms are extremely out dated, the AC thing hasn't worked since 2013 when I came here if it ever did. All the furniture and carpets are begging to be updated maby that would help with the smell placing technology in the study rooms would help. The open floor plan is nice but the little Small cubbies that have been there for a while need to be renovated or changed to something else, it's nice but outdated, the furniture needs to be updated as well. The open lab on the third floor need HELP it is externally dirty when i go up there and the computers are out dated. There is never anyone working in there even though it says someone is suppose to be. It's filthy and you can tell it is forgot about constantly.

The open seating can get noisy - maybe have a silent room only space that's still open? Otherwise, no complaints! Great spaces for the students.

Study rooms smell bad some days

There have been a few times where people are very loud in the areas or neighboring study rooms. Also, sometimes the spaces are fairly dirty and disorganized.

Some people bring their chicle and eating and using key board and mouse with thier greasy hands and talking a lot but no one stop them. Some time i can study because pf them that why i transfer to uga

The new study rooms are very nice but they are always full. A lot of them only have one person in them which is very frustrating. There should be a rule about there needing to be more than one person. A lot of people in the study rooms can be obnoxiously loud which is a downside to that part of the library.

I go hide in a corner sometimes to get out of my office and get my grading done without distraction. I can't sit near the education section, though, because the puppets are very distracting. :)

I thought some private rooms need acoustic solution

No

Do you have any comments about your experience(s) using the library's physi...

I really wish there were more study rooms, they fill up quickly!

Regarding the study rooms, I would like for them to be cleaner. Sometimes there is a weird smell especially the frequently used ones on the third floor facing the stairs. With open seating, sometimes people can get rowdy and loud. It would be nice for those working that walk around to tell certain groups to quiet down despite another person complaining about it.

If possible, could we please do quiet hours or have them re-enforced because it gets really noisy at night and it actually gets so loud to the point where people want to leave because they can't focus

The cleaning staff are generally very loud when it comes to open sitting. I have seen employees talking in their phones (loudly), throw trash over the rails to down stairs, and when they are clocking out for the day they all tend to wait at the stair case and talk. The talking would be fine, however it is loud and seems to be distracting while trying to study or write papers.

There is never enough study rooms it seems like the library keeps converting study rooms to offices

I do like the study rooms but I would like to see more individual, private rooms. I don't know how possibly that could be, but it would be extremely helpful if there were private study rooms.

no

The TV hookup did not function in the ASC study area

N/a

no

the AC is not working in the private computer labs it's really hot inside

Other people can be loud

People in Computer labs are making noises

n/a

N/A

More rooms

There are a lot of quiet places for my liking. I see myself getting a good amount of work done every time I visit the library. The computers are fast and easily accessible as well!

They are great

Would love if the study rooms were sign in based to keep individual studies from taking a whole room for themselves

Sometimes the "quiet lab" isn't too quiet which gets annoying but other than that there is plenty of little nooks and crannies to find in the library for a nice quiet spot

No

Do you have any comments about your experience(s) using the library's physi...

Better comfortable seats are preferable

Quite and cool for isolation

Study rooms are extremely dirty

People by themselves use study rooms to watch tv and it annoys my study group when we need a room

Comfy and safe.

I would make more study rooms. More that are like for one person. Some people cannot sit out in the library's open seating because of distractions, but then I feel bad taking up a whole study room for myself. Maybe even sign up for a floor of study rooms where you can sign up to get it for a certain time.

N/A

More study rooms

Study rooms could be much cleaner. Some of them smell

I wish there were more study rooms or more one person cubicles in a quiet space

I think more study rooms would be a great addition to Odum.

Sometimes the study rooms are dirty

All good

The physical spaces are very wide and roomy, so I have no complaints about how big the area is.

Outdated and often dirty. Needs updating and new cleaning staff

Study rooms are very populr and often unavailable. All computers in the library have Adobe Creative suite and as an art student without a computer on my own im very grateful.

More study rooms please - also please clean/fix furniture

Absolutely essential for success. Proud VSU gives us these resources

I really do like the new study rooms and the computer labs. It sometimes get to loud in the open spaces so that's my on negative.

Room smell like really bad.

Not all of the cubbies have power to them which can be a pain to look for one that does. But other than that the physical space is nice

to clean the study rooms a little better, there were times i would go into the study room and the trash had not been changed

The chairs in the computer rooms are filthy. When I study near the internet cafe in the early morning the custodial workers talk very loud on their phones to the pint where I cannot focus. I can hear chatter from the people next door to my study room

Do you have any comments about your experience(s) using the library's physi...

There needs to be more study rooms, or at least a time limit for how long you can be in one study room. Some people hole themselves up in there and aren't even doing anything, when other people have to stay in the open-seating where they would be able to concentrate less.

The library's physical spaces have been used as a joke by many students here on campus. People come to the library to socialize and to basically have parties. There should be someone in charge of the library or some type of police officer here that can manage the noise levels in the library, because this is unacceptable. I never have been to a noisier library in my entire life. I hope you all read this and take it seriously AND into consideration because I am not the only student who feels this way. You all will be receiving many more complaints throughout the semester until something gets done about it. DO BETTER VALDOSTA STATE UNIVERSITY. Make this the place people want to come and succeed, because when I come into the library I see laziness and students playing around. This is NOT HIGH SCHOOL OR MIDDLE SCHOOL. WE ARE ADULTS AND SHOULD ACT LIKE ADULTS. PERIOD!!!!!!!!!!!!!!!!!!!!!!!!!!!! I PAY TOO MUCH MONEY FOR THIS!!!!!!!!!!!!

The only issue I have is when one person uses a study room and they are just in there eating and watching netflix or when a big group of people use a study room and they are extremely loud.

good

Some of the rooms smell

I sometimes get distracted in these areas because its too noisy especially in computer labs. And those computers are my only option to study. And I dont like if someone brings the whole meal to eat there like I see chick-fil-a lots of times, I understand if someone snacks sometimes as they spend quite a lot time in library.

Love it! Can't wait for the renovation ;)

The study rooms are always packed and I completely get why but for the people who aren't using them for studying shouldn't be aloud to be in there a lot of people who are being so loud next to other study rooms because for one it's not fair and two its distracting.

Odum library should have certain areas of each floor with designated levels of conversation. It is difficult for students to focus when visitors are using the library as a cafeteria.

It's like the hunger games looking for study rooms lol

The library provides many great places to study.

I utilize the study rooms and open seating more than I use the computer labs but my biggest issue is the condition that study rooms and open seating is kept in. I think the workers that work there need to make sure these areas are sanitized and clean. There are a lot of different interactions and people coming in and out of the library also a lot of germs. I would feel more comfortable if the area was cleaner. Even if there were sanitary wipes in the open I could use to clean off the table would be better. I also think we should stress that it is a library where people study, not a hang out spot where people can be loud and watch tv that us what the dorm lounges are for.

more study rooms would be nice

I wish that in the future the study rooms were monitored, there's many times where there are people in their just chatting or listening to music and not doing school work. It frustrating when trying to work and hearing others through the wall just bring playful and not using the study room the correct way

The open seating does not include enough couches!!! also the study rooms are always full, i wish there was a better way to find out if a study room is being used without stalking through the halls staring into each room, it feels weird! i wouldnt mind checking out a room at a desk and entering some sort of information. This would also help in logging how often something is used!

Sometimes I wish it wasn't so noisy on the 2nd floor computer section

We need more study rooms and a way for students to not take over study rooms and hog them all day to watch Netflix or hulu

Do you have any comments about your experience(s) using the library's physi...

I always have good experiences with the library's physical spaces, there is almost always an empty seat and it is a comfortable setting.

Always too loud to be able to concentrate without headphones in.

The study rooms are convenient, but sometimes when the library is full of students, faculty, and staff the noise level is distracting even with closed doors. When I used the computer lab during a weekend hours, the computers were hard to boot up and needed updates. The computer lab assistant or person responsible for this area should keep the area clean and the computers turned on and if possible log them on.

The study rooms need to be cleaned more frequently including vacuuming the floors and cleaning the tables and chairs. With the open Library seating the tables, chairs and under the tables and chairs needs to be cleaned. The computer lab computers (especially the computer lab on the second floor near the entrance computers are extremely slow and only some computers can print on the printers in that room. Also, since a lot of different people has access to the computers the library should offer disinfectant wipes to everyone.

can get loud in the open sections

Sometimes it's hard to concentrate in the open study areas due to people talking and being loud. Also the computer lab computers are often super slow to log on.

Often crowded

No, but they are very nice.

No

I think it is a great place and I always am glad to have a reason to go there.

It is very difficult to find available study rooms

The football players are extremely loud while I try to use the computers.

Other student can be loud

Sometimes it can get loud in the computer labs. If I really want to focus on an assignment, I go to the quiet labs. The study rooms get filled up pretty quick as well. The study rooms on the first floor should have never been removed

Love that the increased the amount. The all glass walls are a little weird because now everyone watches you as they walk by, but the remodel is nice

I really like all the changes the school has done with Odum library. Also with the improvements of technology in some of the study rooms.

No, they are great as is.

I personally really enjoy the second level, but it gets too loud in there sometimes so I have to go to the 3rd or 1st floor. I do not really enjoy those floors because the style of them is bland and very unwelcoming. Really dark and dreary...I would love those floors to be more light and open and welcoming.

Sometimes in the study rooms, sounds bleed through the walls, and it can sometimes get distracting. I haven't been in the new study rooms since it's completion, but that is something I noticed from previously being in there.

Personally, It is frustrating to go to find a study room for group study and find one person on their phone in a large room. Personally, I do not have any suggestions on how to fix this, but it is the only problem that I really face with the library. Otherwise, everything is great! I love the new, updated study rooms. I also like that the glass of the study rooms on the second floor have been changed to the "textured" look. It really helps with focusing.

Do you have any comments about your experience(s) using the library's physi...

Very clean and quiet. Great place to read and catch up on work

There are not enough study rooms. Or the problem is that people go in them to just hang out which takes away a space for groups to go study

The library's study rooms are really cold

Sometimes the study rooms are really dirty and not well-kept.

They are not always clean but are decent and quite

I wish there were a quick and easy system to view which study rooms are available rather than having to go to each floor searching for an empty room.

All the study rooms seem to always be full. It's hard to find one open most of the time

I wish there were more study rooms. I also wish there was a way to see which study rooms are empty.

I personally prefer study rooms for the privacy and being able to stay attentive in my tasks although there aren't that many rooms especially when most people aren't in groups but take up an entire room with multiple tables, computer labs are nice and easily accessible and it also makes it easier for me , being that I don't have to bring my lab top all the way over if I don't want to. Lastly, the open areas are nice but sometimes not as productive as the others.

I love that you have a choice of open tables or the "personal space" desks located throughout the library. Sometimes I need that extra focus that the personal desks offer, but if I have a group we have an option for that holds all of us.

There should be more of the big booths like on the second floor!

There is so much more space.

I haven't used the new study rooms on the main floor. I used the older ones last fall. But they look nice. Also I didn't know we had an archives section so I have to check it out. And only suggestion again is I would put in place an online reservation for study rooms with time limits like we had at Kennesaw State. Every time I do pass by the new study rooms they are usually occupied.

The upholstered chairs are not very comfortable. I trudge upstairs for the couches next to the African statues.

Library temperature is too tooo toooo cold Please reduce little bit

Please add more study rooms for individual people, or create a time limit for study rooms. It is very hard to find available rooms during the day.

When sound proof on rooms is not working it it very distracting

Open seating areas are far too loud for a library.

Needs cleaning and dusting.

Sometimes study rooms are a little dirty

They could be nearer, nicer, and cleaner but overall there just okay.

Older rooms are dirty and hot.

Do you have any comments about your experience(s) using the library's physi...

super gross conditions in the study rooms

More study rooms would be beneficial in the library.

Too noisy

It's kind of cramped and hot, I wish the study rooms had more windows or ways to look outside.

second floor in the new area is the loudest section, so I can never enjoy studying there because it's too loud

I personally do not like studying in the library because the entire building is always cold and my phone service goes out. Those are just personal issues though.

everything was great!

Computers sometimes run slow; there should be two color printers one on the first floor and one near the open computer lab on the second floor.

They should be equipped with clorox or disinfectant wipes to clean tables.

The ascetics of Odin could be more lively throughout all the library and not just limited to the Academic Support Center.

I would recommend that the study rooms be allowed to be reserved due to the simple fact that sometimes I study in large groups and we can never find an empty study room. Often times they are occupied by a single person who uses the rooms for hours. Also maybe implementing some sort of time restraint on them therefore everyone can get a chance to use one.

Sometimes the study rooms can be left messy or students in nearby rooms can be heard through the walls.

It's always really hard to actually find a room. A lot of them are taken so I normally just have to use the honors one

There is not enough study rooms to get some peace and quiet. The open spaces are typically very loud and cause studying to be very hard. The library is one of the worst spots on campus to study because it is so loud from others in the library.

Great experience Good investment of privacy/personal space

No

Have more study rooms

No

People always come in with food and make a lot of noise as well as dirty up the computers and the surrounding area without consequence. Someone's headphones are always too loud that I am forced to listen to my own music just to stop the distraction lowering my quality studying time. It's ridiculous.

The study rooms were not clean

Make more soundproof study rooms, as well as comfier chairs on the bottom floor, open seating

I wish we had more study rooms because at times it's hard to find an empty study room.

Do you have any comments about your experience(s) using the library's physi...

There is never any noise enforcement. People will be playing loud rap music in study rooms and walk around open seating FaceTiming. Some people actually come there to work and find it very distracting. I really wish the staff would enforce quiet zones better.

N/A

I wish the rooms were a little more soundproof, however I did enjoy the amount of seating available within the library

More study rooms. OR Do something about students who just sit in there and dont study

I am very pleased with the setup of the library. I like that the library has put in more study rooms and if possible I think they should continue to do that, so that the library becomes even more viable for studying alone or in groups. I like the open seating concepts too

I'm enjoying the new updates to the study rooms. They are more modern and better suited for big groups. Over the summer, there was issues with A/C in some of the rooms. It felt like the heat was on. Overall, very satisfied with the study rooms, open areas for studying, and the supplies available to students to use in the study rooms.

Some of the desks have inappropriate things written on them and can be a little dirty.

MORE STUDY ROOMS OR IMPLEMENT RULES OF 2 or more people can study in a room. Seeing only one person in a study room that's built for 12 is very frustrating. I'm sure that one person can find a quiet table in the library or use a study room in their dorm.

- more comfortable seating would be nice - on multiple occasions, the AC has been out in various computer labs

Sometimes it is a little frustrating using a study room because some groups will come into one next door or close by, and they're super loud. But whenever I've managed to get into a room at a not so busy time of day or week, I've enjoyed it.

The computer lab on the second floor has extremely slow computers which made it harder to help students fix their schedules during orientation this summer. Some of the computers didn't even work at all.

You should add swipe stations outside the study rooms to limit students to being in the same room for three hours or something. Students go in there and will just watch movies or other activities preventing other students the opportunity to be there. This especially occurs during final season and students will sit in the same room for over 24 hours by also sleeping in them

Sometimes people use the library for social time, and it can often get loud when people are trying to study.

Sometimes the study rooms smell bad! I believe this is caused by students leaving food in the trash cans inside the rooms. Maybe the trash cans should be put only on the outside of the rooms to avoid smelling.

There need to be time slots for study rooms, because some people camp out in there and watch Netflix and do not STUDY

When I wanted a study room I would find many of them taken with people watching Netflix or playing around in them. Or they were really loud and I cannot concentrate on studying. Even if I told them to quiet down. Same thing with open seating. Loud people there is just hangout, with I have no problem unless you are very loud or seating dead center in a open seating area. The new study rooms are great, they can get hot easily but the technology update made it so I can be more interactive with my studies. It's a hit or miss with study rooms overall.

Only comment would be that the upper levels of seating and study rooms be open 24/7.

More study rooms are needed

Do you have any comments about your experience(s) using the library's physi...

Every time I use the library to study, there are always loud people. I was in a study room a few days ago and I could hear someone blaring their scream-o music right next door. Other students down the hall could hear it. He also had the door locked when we went to go ask them to turn it down. People in the labs or open seating will be on calls, sometimes FaceTime without any headphones or they'll be talking/laughing extremely loud with their friends while students are trying to concentrate. I constantly have to bring headphones to the library even though it is distracting for me to listen to music while trying to read in a different language. I have not seen the staff tell them to quiet down. Students will also be in the study rooms to just watch movies/music videos while they're being very loud. Yet I can't find a study room to actually study/read/do homework. I am very frustrated with the library setting to the point where I have to find another place to study every day.

No

Moving forward in the right direction of comfortable and inviting spaces.

I was able to access information needed on the computers. The computers and desk space were very dusty, appearing to not have been used in months. Upkeep in these areas need improvement.

computers need to be updated

They could use a good cleaning and not all machines were working.

I spend a lot of time in the study rooms- when they aren't full. It's aggravating when I'm trying to find a quiet place to study and have room to lay my books out, but I can't because there are groups of other college kids watching movies or socializing in the rooms. Also, lately, when I am in the study rooms, about half the time a group of other students will be in a room around mine and be super loud. I know there are designated quiet areas in the library, and I think the study rooms have white noise machines to try to provide a good environment for studying, but the designated quiet areas are in open spaces and not always quiet. I also don't feel safe leaving my bag and supplies in open seating areas to, say, use the bathroom or go to the vending machine. I do however, feel safe leaving my stuff in a study room. The open seating is okay. I enjoy all of the outlets, and I understand that there may be times when it gets loud from socialization. I know there's not really anything y'all can do about it, but, in my experience over the past 3 years, the study rooms are becoming more of a social meeting room rather than for actual students who need a place to study because they have no where else to go. For example, they have horrible, loud, obnoxious roommates (like me), or just need a place where they can actually focus.

Very quiet and peaceful. Easy to study in

Since the ASC moved in last semester, this fall is the first time we've experienced a noise level issue in the open seating. Also, the folks in the offices next to the new study rooms in the Learning Commons can clearly hear students in those rooms, and they sometimes get quite loud. We'd like some of the noise canceling machines for those offices.

The AC does not always work in the study rooms which makes it hard for me to study in a few of those rooms.

None

The areas to study are fantastic and I use them regularly. No complaints.

More study rooms would be great, they fill up fast

I don't use the newly created spaces, however, I understand they are very popular with the students, Good Job. Congrats to Dr. Bobbie Ticknor for coordinating with the library to develop the Virtual Reality classroom. This is great for our program in Soci/Anth/Crju and has the potential to benefit a host of other disciplines at VSU. Great Job Bobbie!

Though I think a few more study rooms would be helpful, I find the ones located on the third floor to be a great place to do homework and read.

As a group, we were unbothered. However, there was quite a bit of noise pollution but not to the extent where we were troubled. In the cubicle, I usually go there alone. And I am completely unbothered, so that place is my favorite to study/relax.

Some of them are old and gross

Do you have any comments about your experience(s) using the library's physi...

I wish that the study rooms had more tv projectors to allow us to present our work with our peers.

Once in a while, logging into a computer will take up to 3-5 minutes, but it's rather rare. Other than that, no complaints.

We could use more tables with built-in power outlets in the open spaces.

I do wish there was more study rooms and I wish they was open later.

These spaces are filthy. Desks and tables never look clean. Computers take at least 10 minutes to even boot up (except the open lab on the 2nd floor). The chairs in the lab or for open seating often have stains or other buildup.

When you CAN get a study room they are sometimes dirty. Circulation desk has some cleaning supplies though to help that. I like them still though. I would suggest implementing a system like I experienced at Kennesaw State where you reserved study rooms online through the library website. You put in your student number and reserve a particular room for a specified amount of time you were able to choose. No more than two hours or three I think. That way it isn't always a first come first serve basis and more than a few students have a chance to use them around their schedules. It also asked how many students would be in the room because I think that affected the time as well.

I mostly study on the third floor. It could use some cleaning and dusting. Otherwise, I have no complaints.

Helpful and getting a lot of work done

Study rooms are pretty dirty

I believe study rooms should be specifically for groups (2 or more people). Almost everytime i go to use the study rooms, they are all occupied. 75% of the occupied rooms are ONLY one individual. These rooms will make it entirely easier to keep the actual open floor plan of the library quite when working in groups. However, if these rooms are consistently occupied by those who do not actually need a workplace for such reasons, they should not be allowed to take it. There are plenty of other areas besides the study rooms that allow for the same privacy and quite space for just an individual. This is harder to do when working in groups, and i firmly believe either there needs to be a new rule put in place or more study rooms. If a rule is put in place, it should be consistently enforced.

I wish there were more study rooms or spaces, but I do understand.

It was very loud in these areas and the noise made getting work done so problematic that I had to go to North Campus and use their computer labs. Even the quiet labs had noisy students in them in Odum.

Can change the chalk boards with white boards

I really appreciated Mrs. Amy Chew for emailing me the search engines that I needed the last semester that helped me with my reports.

I use the libraries study rooms often to study for my upcoming exams or when I have a big project due like a presentation or speech. They are very useful but I do wish that there where more study rooms available. I have to commute to classes and between classes it is nice to be alone in the quite to study. Also, I use the computer labs to do most of my printing throughout the semester.

we could use more large study rooms

I like how clean the areas are most of the time. The first floor smells a little funny, but it may just be the weather

study rooms should be dedicated to more than 2 students...not one person

Study rooms are sometimes a bit busy

Do you have any comments about your experience(s) using the library's physi...

People talk in quiet areas and I would appreciate it if we could reduce that so I could focus more on studying rather than trying to move and find somewhere quieter

my preference for computer usage in the library vs the open computer area. i also like to use the top reference floor to study vs a crowded area.

Study rooms were not clean. Other students left there food, papers, etc

Bless the library for those study rooms. I have spent so many nights in there studying. It is awesome to have some where to come and study that is peaceful.

I love to use the study rooms to study for my classes and exams. The only complaint that I have is that I wish there were more of them, or that more of them could be like the ones on the second floor. If the study rooms are not available though, the open floor seating works just fine too.

n/a

Students need to stop destroying these rooms.

It always very clean and it has more supplies for us to use such as staplers, hole punchers, etc. Although, all of my classes are on North Campus, and I don't live on campus; I have to travel all the way to main campus to access all resources and supplies that I need.

good learning environments

I wished that there was more study rooms. I also wished that employees (janitors) and students would be quiet in open study areas.

Need more study rooms and quiet rules, the computer labs are very loud and no one is there to enforce the rules. I can't even use the computer labs bc of this

I really wish regulations would be put on the study rooms. Students who are abusing the rooms for entertainment when groups need a private study space is pretty annoying. It is also annoying to see a student group occupying a space to watch Netflix or a sports game. The new upgrades are wonderful, but I feel as if they are highly abused.

I love the library!

The cables in the center of the study rooms don't work most of the time and i wish we could get the tv to link to our computers so we could use it as a monitor

Study rooms should be stocked with materials to help.

It tends to get very loud in the library sometimes and it is a bit distracting when you're trying to concentrate and work.

Some of lights are not working in a few study rooms causing less rooms to be available.

There are never enough study rooms, which is to be expected, but study rooms that had windows to see outside and have that natural lighting I think would help a lot, and would be really nice

It is clear that efforts are made to keep the open areas clean. However, there are some instances in which leftover items (including papers, food crumbs, trash, etc.) make spaces unusable. In addition, there were some instances in which the charging stations were not working on the desks. Lastly, the computer labs are an appreciated resources. However, when computers are in need of upgrade it can take more than 10 minutes for computers to boot up and in some instances the computers can still be churning 30 minutes later. This takes away from the time one has to complete the work for which they were accessing the computers.

Do you have any comments about your experience(s) using the library's physi...

They are a very good way to study without distractions.

Most of the study rooms get really hot after being in there for more than a hour, and it gets really uncomfortable while trying to study.

Individual study rooms where one person could go would be really nice.

I love it

I think the only thing I would change is the chairs and amount of actual rooms. I love the rooms with the red chairs because I can just get comfy and do my school work as if i was at home but the other rooms with the desk chairs aren't my favorite. I personally can't do work sitting straight up for a long time because it hurts my back. The only thing I would change about the open seating it the size of the tables. Other than that I have been loving the study rooms!

The only complaint that I could have would be that it would be nice to have more study rooms, but I doubt anything could be done about that any time soon so over all everything is great. Things are clean, for the most part people are quiet and respectful and there are various types of seating so that I don't always have to sit in a wooden chair

I love the spaces, but there should be more spaces to study. The library's physical spaces are great, but they do get crowded and there's sometimes too many people looking for rooms or open seating because there aren't enough quiet spaces around the library.

Study rooms can get dirty sometimes.

Yes we need more study rooms!

I wish that loud people, specifically people on phones, would be notified more frequently that they shouldn't be. Also, I REALLY wish there was some sort of booking system for even just a few study rooms. Because most of the time, they are filled with people watching movies or talking on the phone or eating lunch, which leaves no place for people who actually need a quiet space to do work.

I wish the seats were more comfortable. I stay in the library studying for hours and my butt hurts after awhile.

I really like the library's physical spaces. I think it would be really awesome if eventually, the library could be updated like the academic support center area has been updated.

Need more study rooms or to put a time limit. Some people are just sitting in the rooms doing nothing.

Great for studying.

It's difficult to find quiet, open area study spaces.

Wish there were more study rooms

good place to just get away and study atmosphere requires you to focus and actually do work which I like

The study rooms are often dirty and are beat up. New furniture and paint would do wonders.

Study rooms could be cleaner, even though I understand that students play a big role in keeping the study rooms cleaned. The computer lab area can loud sometimes when friends seat close together. Tables at the open seating áreas need to be better wiped.

The walls are very thin so you can hear the people next to you if they are loud.

Do you have any comments about your experience(s) using the library's physi...

I wish there was more

The rooms were easy to reserve.

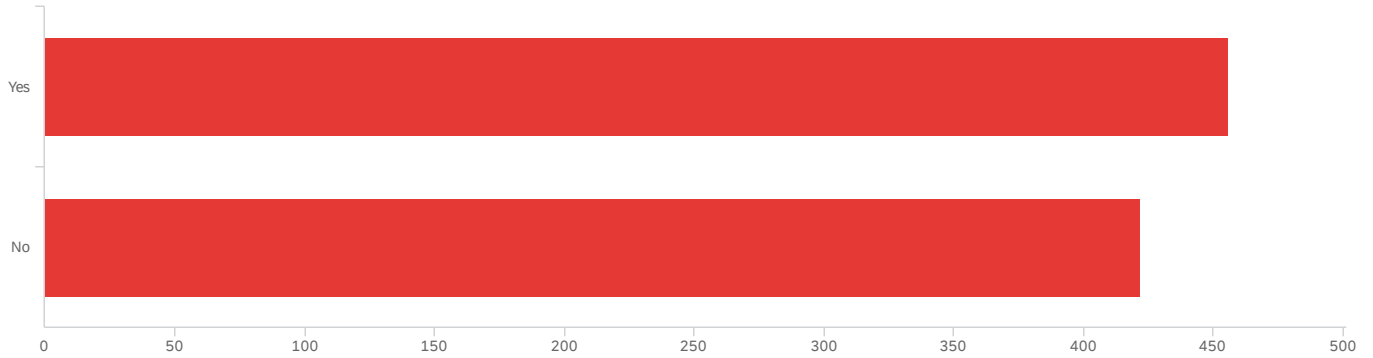
Everything is constantly dirty and trash is always smelly or overflowing.

Could be cleaner at times, but overall very nice.

I like that regardless of the area of the library you are in you can find a quiet corner to relax and study

Wished open seating was more modern and comfortable like the remodeled area of the ASC.

Q67 - Have you checked out a book, used a library database, or received materials from other libraries at Odum Library in the past year?

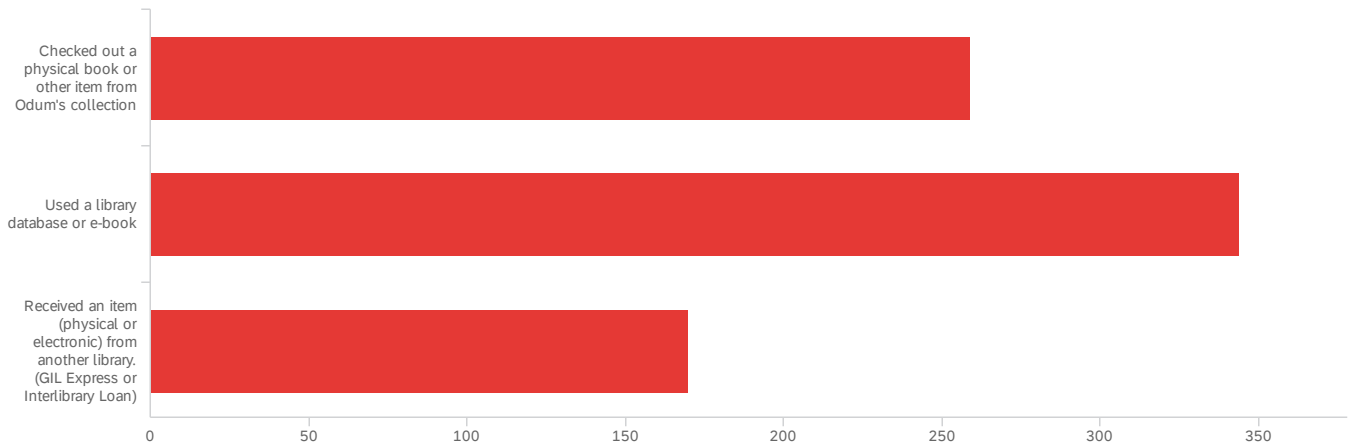


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Have you checked out a book, used a library database, or received materials from other libraries at Odum Library in the past year?	1.00	2.00	1.48	0.50	0.25	878

#	Field	Choice	Count
1	Yes	51.94%	456
2	No	48.06%	422
			878

Showing rows 1 - 3 of 3

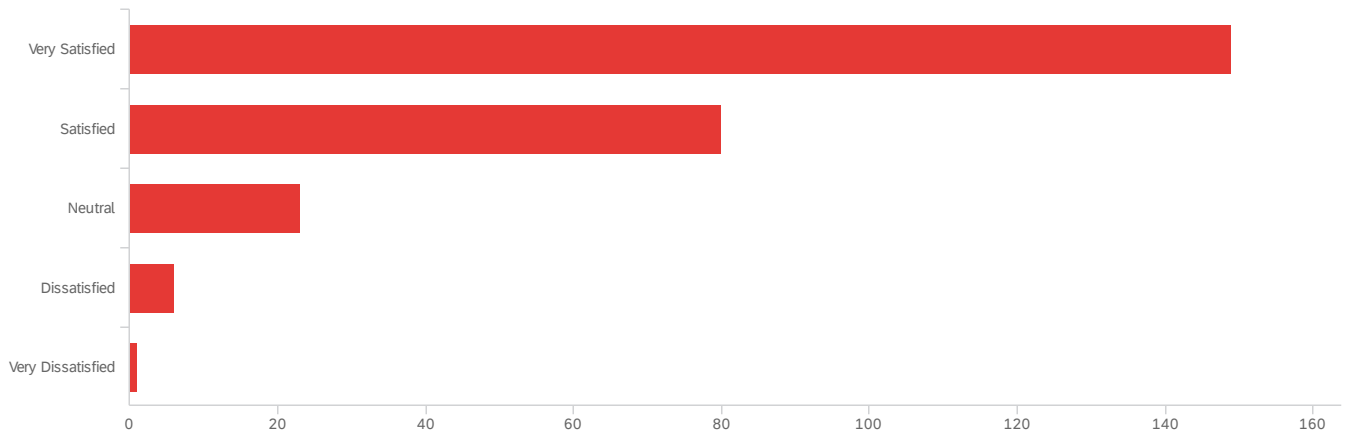
Q68 - Which of the following have you used in the past year? (Select all that apply)



#	Field	Choice Count
1	Checked out a physical book or other item from Odum's collection	33.51% 259
2	Used a library database or e-book	44.50% 344
3	Received an item (physical or electronic) from another library. (GIL Express or Interlibrary Loan)	21.99% 170
		773

Showing rows 1 - 4 of 4

Q69 - Please rate your satisfaction with Odum Library's print collections.

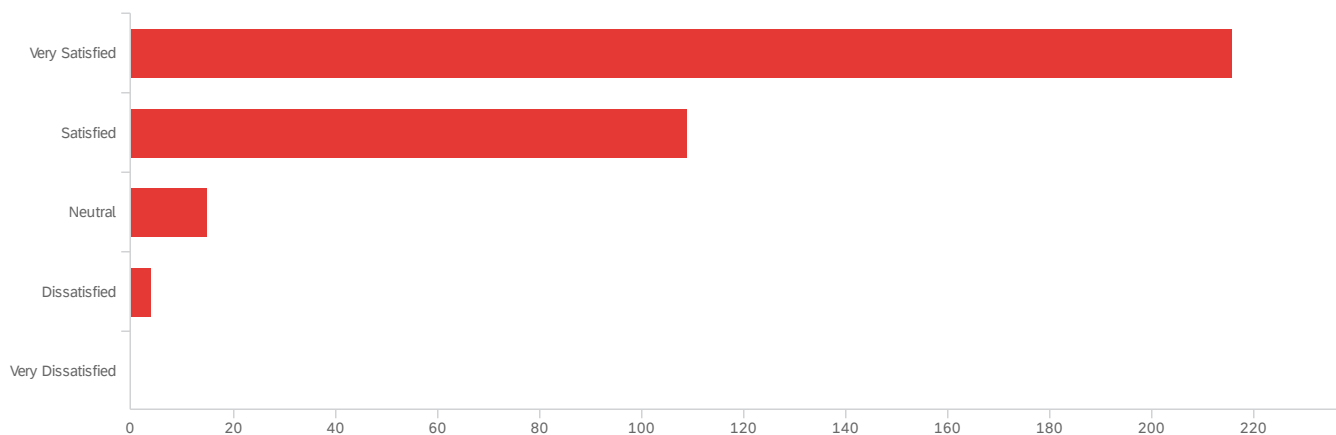


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please rate your satisfaction with Odum Library's print collections.	1.00	5.00	1.57	0.78	0.61	259

#	Field	Choice Count
1	Very Satisfied	57.53% 149
2	Satisfied	30.89% 80
3	Neutral	8.88% 23
4	Dissatisfied	2.32% 6
5	Very Dissatisfied	0.39% 1
		259

Showing rows 1 - 6 of 6

Q70 - Please rate your satisfaction with Odum Library's electronic collections (databases and e-books)

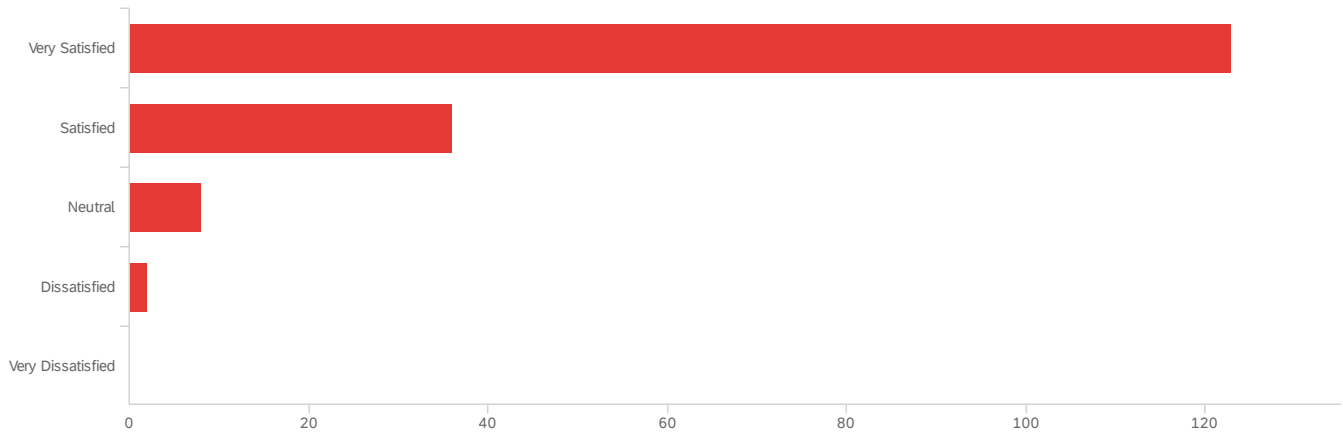


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please rate your satisfaction with Odum Library's electronic collections (databases and e-books)	1.00	4.00	1.44	0.64	0.40	344

#	Field	Choice Count
1	Very Satisfied	62.79% 216
2	Satisfied	31.69% 109
3	Neutral	4.36% 15
4	Dissatisfied	1.16% 4
5	Very Dissatisfied	0.00% 0
		344

Showing rows 1 - 6 of 6

Q71 - Please rate your satisfaction with Odum Library's resource sharing services (GIL Express and Interlibrary Loan).



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please rate your satisfaction with Odum Library's resource sharing services (GIL Express and Interlibrary Loan).	1.00	4.00	1.34	0.63	0.39	169

#	Field	Choice Count
1	Very Satisfied	72.78% 123
2	Satisfied	21.30% 36
3	Neutral	4.73% 8
4	Dissatisfied	1.18% 2
5	Very Dissatisfied	0.00% 0
		169

Showing rows 1 - 6 of 6

Q48 - Do you have any comments about your experience(s) with Odum Library's print or electronic collections?

Do you have any comments about your experience(s) with Odum Library's print...

Inter-library loan was able to get all of the materials I asked for very quickly.

N/A

I wish there were more than one copy of popular books! Students have the ability to have books checked out for a long time and I wish there was another way for me to get the books.

Iliad is a great program, getting to it is somewhat difficult though. Most times its easier to go to Iliad through the GIL vsu get button. Other than that the library' collection tends to be limited. The E books though is nice. GIL is great though the program needs to be restarted if inactive for more than ten minutes which can be bothersome if your reading an article.

There need to be more modern fiction books. Sometimes, I just like to check out a book to read for fun and I can never find any good ones. There aren't that many, unless I'm looking in the wrong places

Some of print items are out-of-date, need to acquire more recent publications in some academic areas

good

lots of online references have no links to the active documents needed

I'm an online student, and I was very grateful for a book that was mailed to my home in California that I really needed. I also really enjoy the electronic resources you provide, which my make my online classes much more successful in completing. My only constructive criticism is that I have needed an article scanned from your print journals not available online. However, there is no way of knowing how to navigate to make the requests.

A lot of the material in the database for Criminal Justice did not come with a PDF form and this made assignments more difficult than needed.

I wish we had more corners where certain books could be highlighted and checked out. For instance, a "how to be successful in x" display or "best 18th c novels" display, so that some books would catch the passer's eye. I don't go all over the library, so there may already be a display like this that I've missed.

Don't change a thing.

Have what I need.

I constantly read articles for my papers and I always check out the electronic collections. Very easy to search for the e-books.

The ACS publications page has been very useful for obtaining articles for classes and just to read for fun on my own time.

I am always able to find what I need for projects and assignments.

Do you have any comments about your experience(s) with Odum Library's print...

It is increasingly questionable why we still have a library, other than as a "hangout" for students. Both print journals and books are being sent to the landfill by the dumpster load. There is a 12-month (or longer) embargo on access to electronic journals. My access to the most recent issues of journals in my field was MUCH BETTER 20 years ago, when I could go to the current periodicals reading room and read them as soon as they came out. Now, I have to luck out and find them on a personal website, or access them through a UGA colleague who has access to ISI Web of Science (why doesn't VSU, by the way?). Even articles that are well beyond the embargo age are often not available through Odum/Galileo in full text. "Find It" is far less useful than Google.

n/c

No

The electronic collection is a little difficult to find (especially for new students, I'm sure), but is well worth the search!

I have been able to find books and articles online that I have needed throughout this semester and in undergrad. However, I don't think many people know how to properly use this content.

no

I feel sad about the removal of old books and bound journals. I understand the need, and all libraries deal with space limitations. But it still saddens me.

Tabs or online docs time out too quickly. Very annoying when doing research and looking at many docs.

they work so its great

very efficient - can easily find obscure articles and journals

I find accessing e-books difficult - particularly when off campus. And I find journal articles I want in a search, it is hard to tell from searches what digital holdings we actually have. Then when I try to access them, the process seems to vary far more often than I would like.

N/A

A bit confusing, but overall convenient

Would like to see access made available to the New York Review of Books, and the political theory journal Telos. Both of these have articles that I would use in my research.

It would be great to have even more immediate access to online articles, but I understand this costs money.

N/A

Online experience could be simplified. Seems very complicated

All good but can be confusing

the check out and renew process is so simple and easy. i always enjoy a good book from Odum.

Use it daily for DPA coursework. Essential to make it though the courses. Thankful it exists

No

Do you have any comments about your experience(s) with Odum Library's print...

I wish there was an expedient way to get to GIL-find with having to remember the several navigation steps to get there. Or some way to customize a personal library page so you can establish only the links you use.

Helpful for English 1102

When the book wasn't available the option to order it was presented to me from the staff

I use the electronic database frequently.

please receive more book on costume history with lots of pictures and more plays.

The print and electronic collections are okay. I would like to see new DVDs on the shelves or mayable the DVDs shelved in its own location.

Especially check out the DVD's.

No, just that I really, really appreciate especially the ILL. I do wish the MLA Bibliography were somehow more visible and not 'buried', requiring several steps to find / see / access.

ILL is awesome!!!

Was very surprise with the collection the school had

This database has helped a lot as references for my papers in class.

A couple different logins needed to get into the databases. The 2 Factor Authentication each login also seems a little extreme from a data security perspective.

Every person I have ever had the pleasure of working with in Odum Library has always been very nice and supportive! Great folks:)

I appreciate being able to obtain different resources throughout GIL Express. I do not like that when working on research it oftentimes times out while working (This is especially true with Anywhere access). I then have to try and recreate my steps to find the articles I needed.

Try finding ways of making more study spaces without throwing books in the trash. I'm sure there are book donating programs or something that would benefit from the books.

I haven't had any physical books from the library but the ebooks have been easy to access and locate

I found some excellent book sources for my papers!

No

Have had fantastic success with ILLiad! Wish we had more databases to access.

No

The wide range of possibilities is beyond helpful

n/a

Do you have any comments about your experience(s) with Odum Library's print...

There was a wide selection of books from every genre which was very useful.

Other than my one negative experience with the slow computers, all my experiences at Odum for the last 9 years have been excellent. I am also a doctoral student, and Odum Library has been very helpful in helping me find articles and search key words.

Please get more recent print books on the growing field of data science/data analytics. More books on R, Python, and the new competitor, Julia.

The books that I had were always in nice condition. No major tears or rips in them. And I never had a issue in turning in a book in.

Excellent for a school our size.

Outstanding resources and the system is very user friendly and efficient.

I got most stuff requested from inter-library loan. Only one time, they returned my book to a wrong source library and I had to notify them after I got the email saying the item was overdue.

It's gross, disgusting, and anti-intellectual that the university's administration (President and VPSS) have gutted Odum Library's print journal collection. They say we will not experience interruption in access to academic journals, but I have already. I must access journals elsewhere after their disposal of scholarly resources. I know Dean Bernstein tried to fight the disposal, but when the President and VPSS want something they get it. It is the most anti-intellectual thing a university can do.

Usually can find what I need.

It was very easy to complete this on line.

Please update our print collections (books) or provide more e-books.

Inter library loan is the best because it's fast!

None

Colleagues and students repeatedly report quick receipt of items ordered via ILL.

I checked out books on comparative justice systems, and as stated earlier, all three were somewhat dated. I've used the Interlibrary loan services several times over the years and was always satisfied. Thanks,

I have really enjoyed the AVON titles and watching the videos. So many different subjects- I hope that the library will invest in this wonderful resource!

Very quick responses

They are always so easy to work with.

All written and online materials are well organized in the library and the library's database.

It took me some getting used to, but I was able to learn how Anywhere Access works, Galileo passwords that change every semester, and the discovery layer of the library. I'm prepared for success now and I probably use the databases several times a week at this point!

The collection and search ability help in the research and quick access to those materials not available was appreciated also.

Do you have any comments about your experience(s) with Odum Library's print...

I have one chief complaint that I would like to see addressed for online library services: Access to GALILEO via the Odum Library is a pain that has waaaaay too many steps: 1. VSU main page to Links 2. Links to Odum Library 3. Scroll down and to the right side of the page for Anywhere Access THEN...Log in there and go to the next steps: 4. GALILEO button 5. Advanced Search (because that's really the only way to get relevant results - the general search function is not helpful at all - that's out of your control, but the steps prior to that aren't) 6. Then to save something from there, Log In AGAIN to EBSCO Host. 7.??? Somewhere in all this mix, we have to stop to do the two-factor authentication process. Ask to log in there, reply to text. If you don't do that within 45 seconds or so, it gets testy and you have to do that again, too. Regardless, at some point, you're still going to have to do that again because the system will log you out after a time-out. It's seriously, seriously just way too much to try to get to library resources. ...and if all of this isn't annoying enough... EBSCO Host logs us out after about 10-15 minutes of inactivity, so we have to start the whole process over again because it won't let us simply refresh to log in again. (Again, I realize out of your control but that much more frustration when taken into consideration with the first few steps.) It was so confusing and step-ridden that I finally typed up the steps needed on a memo sticky note that I keep visible on my home screen because I was so frustrated with figuring out how to get back to where I needed to be lol I mean, I know where to go and what to do now, but this is after frustrating trial and error over the course of my program. Is there not a way to put it more clearly on the VSU home screen: "Online library resources HERE" with one button that takes us to the library sign-in? If it could bypass the 2FA thing, that would be great, too, but somehow I doubt that's possible. With all that said.....a HUGE thank you for protecting our information, sign-ins, ID, etc. It means a lot to me that you do put so much thought in that, and work as best you can with the resources you have. I certainly don't want some scummy cyber cheater or criminal accessing my work, my information, my...everything. So the additional layers are nice because it would take one hell of a determined scumbag to be able to get past all that. If they could be combined with a more direct path to the online library resources, that would be wonderful!

A periodic online webinar on electronic acquisitions (new and renewed) would be especially helpful to faculty and graduate students. As an example, there seems to be many new e-book titles available through e-book collections. How are decisions made for adding these titles?

No

The collections are a little challenging to navigate.

You ladies and gentlemen did an amazing job helping me with my thesis research and with getting my materials in on time. If I get published I plan on adding a thank you for Odum's staff.

As an online student, I appreciate how navigatable and thorough the online resources are. Thank you!

I really appreciate the vastness of the libraries collection. As a biology major it is very nice to be able to look at specimens available in the library. Also, I am studying four semester of Russian language and I was very pleased to see that there are many books about Russian literature available for checkout.

Excellent resources.

They are both easy to access. Books are relatively easy to find (if you know what you're looking for). I really appreciate how easy it is to check out/in books

More TV news archive access

I am always using Galileo. This resource saves my life when it comes to my program. This is the first place I come to when I start researching.

The printed book was a little difficult to find in the library, but other than that, no complaints.

When doing research it is difficult that when you open an online source, it times out quickly. Can the time out period be way longer?

Thank you for giving us \$17 to print.

The interlibrary loan service is very helpful and efficient. I can't imagine how I could complete my previous research studies with this service.

Always find what I'm looking for when I need it.

They had three books that I had been searching for for a while.

Do you have any comments about your experience(s) with Odum Library's print...

Sometimes the find it @ VSU links from the initial federated search are a little buggy and do not bring me to the specific article for which I am searching. So I have to go into the other database/journal and search again for the item.

No

Easy to use and extremely helpful mainly when students need a book that is expensive.

Easy to use, great selection of databases for researching.

The ILL is fabulous! Very fast, responsive, etc.!

Thank you Michael Holt for showing me this program and teaching me how to navigate it. I was able to find many items that my director requested.

Gil Express book came quickly and auto renewed, which was helpful.

5 star!

I find it very slow. I attempt to search for something online and it sits and thinks for a minute.

There aren't enough books, I think. I worked in several other higher ed. institutions, the print collection here is not sufficient for faculty. It's hard to find widely used books in the field. Most of the ones that are available in the library are very old editions. I could find the electronic version of some of the books. I don't like to read an electronic book, so I want to download the book to print out and take notes, but it doesn't allow me to download the pdf of the full text, I believe it's limited to 60 pages. Because of these issues, I often have to purchase my own copy.

Could pay more attention to completing series in the collection. I will often find series with books 2 and 3 (as an example) leaving me to request the rest of the series.

End of Report