

Library Student Survey Implementation Process

Develop Survey Instrument

1. Review the previous LLR student survey which is posted on the Assessment wiki-page.
2. Revise questions (revisions can: more clearly assess the LLR SLOs; identify new services and resources the library plans to offer, etc).
3. Present new survey instrument to all LLR staff for feedback.
4. Revise survey instrument based on feedback.
5. 2011 Student survey was conducted using Survey Monkey.

Distribute Survey

1. A bold link to the online version of the survey should be made available on the library's homepage (Distance Education Librarian or Web Committee can make the link).
2. Paper copies of survey should be distributed at all campus libraries. An anonymous, secure box or something similar must be made available for students to return completed surveys.
3. Response rate is higher if student workers and/or librarians take shifts at the entrance or at the circulation desks to personally hand out surveys. If shifts are taken at the entrance, the best time is during the first 20 minutes of each hour in the mornings and the last 20 minutes of each hour in the evenings.
4. Vital to a high response rate is distributing the survey to all students via their CCSFMail accounts. Contact the Associate Dean of Student Activities to have an email generated to all students. Provide the text for the email including the subject line, body of the text and a contact email from the library so that respondents can email questions as necessary.
5. Leave survey up until at least 2000 students have responded.
6. Incentives can always be offered to get more participation. LLR has offered a \$50 gift card at Amazon in previous surveys.

Analyze Survey Results

1. Most survey software (e.g. Survey Monkey, Google Forms) generates charts with the data. Other manipulations can be possible as well. Depending on the software employed, cross tabulation is possible.
2. Being able to limit results to a specific campus library and run the report is useful to those working in that specific library. Other cross-tabulations worth noting may be noncredit students, evening and weekend students, and distance education only students.
3. The most tedious part of analyzing the results comes from the open answered questions. Make sure someone in the work group is proficient using excel. If no one has experience find someone in the library to help set up the spreadsheets. It is also possible to cut and paste the data into the previous year's spreadsheet and use it as a shell to calculate the new data.
4. Compare the results of the open ended questions with the chart data and see where the strengths and areas that need improvement lie for the library.
5. Make recommendations for improvements based on student needs.
6. Fill out the Assessment Analysis Form and post on Assessment wiki-page entitling the document 20xx LLR Student Survey Assessment Analysis.
7. Present findings to Staff.