2014

Student Library and Technology Questionnaire

Jean Amaral
CUNY Borough of Manhattan Community College

Community College Student and Faculty Information Needs and Information Seeking Student Questionnaire Protocol

A 20-minute anonymous online questionnaire will be distributed to a randomized sample of QCC students via email. The questionnaire will address students' engagement with technology and the library.

Consent Information

You are invited to complete this questionnaire as part of a research project (Community College Student and Faculty Information Needs and Information Seeking) conducted by Jean Amaral, Assistant Professor at Queensborough Community College. The research project is designed to shed light on how QCC students and faculty use technology and libraries in meeting their information needs.

Your responses are entirely voluntary, and you may refuse to complete any part or all of the questionnaire. This questionnaire is anonymous; there is no way to connect your responses with you.

Your honest, thorough responses will contribute to a better understanding of student needs and lead to recommendations for library services and resources to better serve students.

The survey is about 30 questions long and should take you 20-30 minutes to complete. You will be asked for basic contact information at the end **only** if you want to enter an optional $100 MTA or Amazon gift card drawing. You may enter the drawing only **once**.

By **completing and submitting the survey**, you affirm that:
- you are **at least 18 years old**,
- a **currently-enrolled** QCC student,
- and that **you give your consent** for the Principal Investigator, Jean Amaral, to use your answers in her research.

If you have any questions about this research before or after you complete the questionnaire, please contact Jean Amaral, jamaral@qcc.cuny.edu, 718.281.5795. If you have any concerns or questions about your rights as a participant in this research, please contact Dr. Paul Marchese, Associate Dean for Academic and Institutional Research, QCC IRB HRPP Coordinator, 718.631.6690, pmarchese@qcc.cuny.edu.

1. Which of the following best describes your reason/goal for attending community college?
   Self-improvement/personal enjoyment
   To change careers
   To complete a certificate program
   To obtain an Associate's degree
   To obtain or update job-related (vocational) skills
   To transfer to a 4-year college or university
   Other (please specify)

2. Which discipline/department does your major area of study fall under?
   I don't have a major area of study
   Art & Design
   Biological Sciences & Geology
   Business
   Chemistry
   Engineering Technology
   English
   Foreign Languages & Literature
   Health, Physical Education, & Dance
   History
   Liberal Arts
   Math & Computer Science
   Music
   Nursing
   Physics
   Social Sciences (Criminal Justice, Education, Psychology, Sociology, etc.)
   Speech Communication & Theatre Arts

3. Have you ever attended a class, workshop, or presentation led by a QCC librarian?
   Yes
   No
   Not sure

4. Do you own the following items, and, if so, how old is the most recent purchase?
Don't own, but plan to
Don't own, but plan to in the next two years
Less than 1 year old
1-2 years old
3-4 years old
More than 5 years old
        Laptop or notebook computer
        Desktop computer
        Tablet computer (e.g., iPad, etc.)
        e-book reader (Kindle, Nook, etc.)
        smartphone (web-enable iPhone, blackberry, etc.)
        cell phone (non-web enabled)
        handheld web browser (iPod Touch, etc.)
        printer
        portable media player (iPod, etc.)
        gaming console (PS3, etc.)
        handheld gaming device (Nintendo DS, etc.)
        digital camera (non-cell phone)

5. For each of these web tools and social sites, select the best option.
Haven't heard of it
Never used it
Used to use it
Using it less lately
Use it about as much
Using it more lately
Use it all the time
        Facebook
        Flickr
        foursquare
        linkedin
        myspace
        twitter
        yelp
        youtube
        tumblr
        pinterest
        Google +
        Instagram

6. For each web tool and social site, would you "friend," "follow," or "add" the QCC Library?
I don't use this
No
Maybe
Yes
I already have
     Facebook
     Flickr
     foursquare
     linkedin
     myspace
     twitter
     yelp
     youtube
     tumblr
     pinterest
     Google +
     Instagram

7. Do you currently own a web-enabled mobile phone, smartphone, or handheld device such as an iPad?
Yes
No

If yes to 7 → 8. Do you do class assignments and other coursework on your web-enabled mobile phone, smartphone, or handheld device?
Yes
No

If yes to 7 → 9. What types of assignments do you do and what apps do you use when doing the work?

10. If you had (or if you have) a mobile device (smartphone, tablet, etc.) that supported the following library services, how likely would you be to use them?

Very unlikely
Unlikely
Fairly likely
Very likely
Not sure

      Find library hours, locations, or phone numbers
      Ask a librarian for help or advice via chat
      Ask a librarian for help or advice via text message
      Use library research guides
      Watch library video tutorials
      Search for e-books in the catalog
      Search for articles in library databases
      Search for books in the catalog
      Send a call number from the catalog
      Check your library account
      Renew books

11. For each of the following statements, choose the best answer.

Strongly agree
Disagree
Neutral
Agree
Strongly agree

      My instructors tend to have reasonable expectations of my technology-related skills and abilities.
      I am aware of the services the QCC Library offers.
      The technology skills I am learning at QCC will benefit me in my future career.
      The QCC Library supports my community college experience.
      I am able to afford the technology I need to succeed as a student.
      The QCC Library has materials that are useful to me in my classes.
      Technology helps me collaborate with other students.
      I appreciate having access to library e-books.
      Technology enhances my learning experience.

12. When classes are in session, about how often do you. . .
Didn't know I could
Never
Very rarely
Rarely
Occasionally
Frequently
Very frequently
      Visit the QCC Library in person?
      Visit the QCC Library website?
      Use the QCC Library website to research for an assignment?
      Use library databases (EBSCO, Proquest, Gale, etc.)
      Use library e-books
      Talk with a librarian via IM or chat?
      Talk with a librarian on the phone?
      Talk with a librarian in person?
      Email a librarian?
      Text message a librarian?
      Email, IM, or call your instructors?
      Search for items in the library catalog?
      Check library hours or contact information online?
      Access your classes in Blackboard

13. When classes are in session, about how often do you use the QCC Library to . . .
Didn't know I could
Never
Very rarely
Rarely
Occasionally
Frequently
Very frequently
      Use library computers for schoolwork
      Use your laptop in the library for schoolwork
      Use library computers or your laptop for personal business (banking, shopping, etc.)
      Do research for an assignment
      Work on non-research coursework
      Check out books
      Check out course reserves or textbooks
      Study alone
      Study with a class group
      Study with friends
      Socialize
      Watch videos/DVDs

14. When you are in the Library, how often do you engage in the following?
Never
Very rarely
Rarely
Occasionally
Frequently
Very Frequently
> Use Library computers
> Use your laptop
> Use your tablet device (iPad, etc.)
> Do research for an assignment
> Search for items in the Library's online catalog
> Use the library website to search for articles
> Ask a librarian for help
> Check out books
> Use a group study room
> Study alone
> Study with friends
> Socialize
> Sleep

15. When you use a **computer** in the library how often do you do the following?
Never
Very rarely
Rarely
Occasionally
Frequently
Very Frequently
> Ask a Librarian a question or ask for help
> Search for books
> Search for articles
> Use Blackboard
> Use software not available on your own computer
> Use graphics software (photoshop, etc.)
> Use presentation software (PowerPoint, etc.)
> Use wordprocessing software (Microsoft Word, etc.)
> Use the Library website
> Check email
> Play video games
> Watch online videos
> Check Facebook or other social networking sites

16. If you were to get help from a librarian, how would you most likely do this?
IM
Phone
Email
Schedule an appointment
Stop by the Library
Other (please specify)

17. In general what kinds of help do you think Librarians can provide to students?

18. Have you asked a QCC Librarian for help when working on a class assignment?
Yes
No

If yes → 19. What kind of help did you need?

20. How often do you use the **QCC Library website** when you need to do research or find information for a class assignment?
Never
Seldom
Sometimes
Usually
Always

21. How often do you use the library website to do the following
Never
once a year
once a semester
monthly
weekly
several times a week
daily
several times a day
       Ask a librarian for help
       Use subject/research guides
       Watch video tutorials
       Search for e-books
       Search for print books
       Search for articles
       Search for journals

22. How often do you use the QCC Library website in an average week?
Never
1-4 times
5-9 times
10-14 times
More than 15 times

23. How often did you use the QCC Library website last week?
Never
1-4 times
5-9 times
10-14 times
More than 15 times

24. When you use the QCC Library website, do you tend to (check one):
Know exactly where things are
Figure things out by browsing
Use the search box on the site
Get confused and ask for help
Get confused and give up
I don't use the Library website

25. What do you APPRECIATE about the QCC Library?

26. What would you CHANGE about the QCC Library?

27. Which of the following best describes your enrollment status? Check all that apply.
Part-time
Full-time
Day
Evening
Weekend
Distance learning (online classes)

28. Approximately how many credits have you completed?
0-6
7-12
13-24
25-36
More than 36

29. What is your age?
18-20
20-24
25-29
30-34
35-39
40-49
50+

30. What is your gender?
Female
Male
Transgender
Prefer not to say

31. What best represents your ethnicity?
American Indian or Native Alaskan
Asian or Pacific Islander
Black
Hispanic
White
Multi-ethnic
Prefer not to say

32. Do you have any other comments or suggestions?

If you'd like to be entered into the prize drawing, click the link below. You may only enter the drawing once. [Link will open form where students will enter name and email address.]