

2014

Student Library and Technology Questionnaire

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CUNY Borough of Manhattan Community College

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Recommended Citation

Amaral, Jean, "Student Library and Technology Questionnaire" (2014). *CUNY Academic Works*.
https://academicworks.cuny.edu/bm_pubs/64

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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.

This research is funded by a PSC-CUNY grant from the Research Foundation of CUNY, and has been reviewed and approved through the QCC/CUNY IRB.



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-enabled 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.]

