2014

Student Library and Technology Questionnaire

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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-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.]