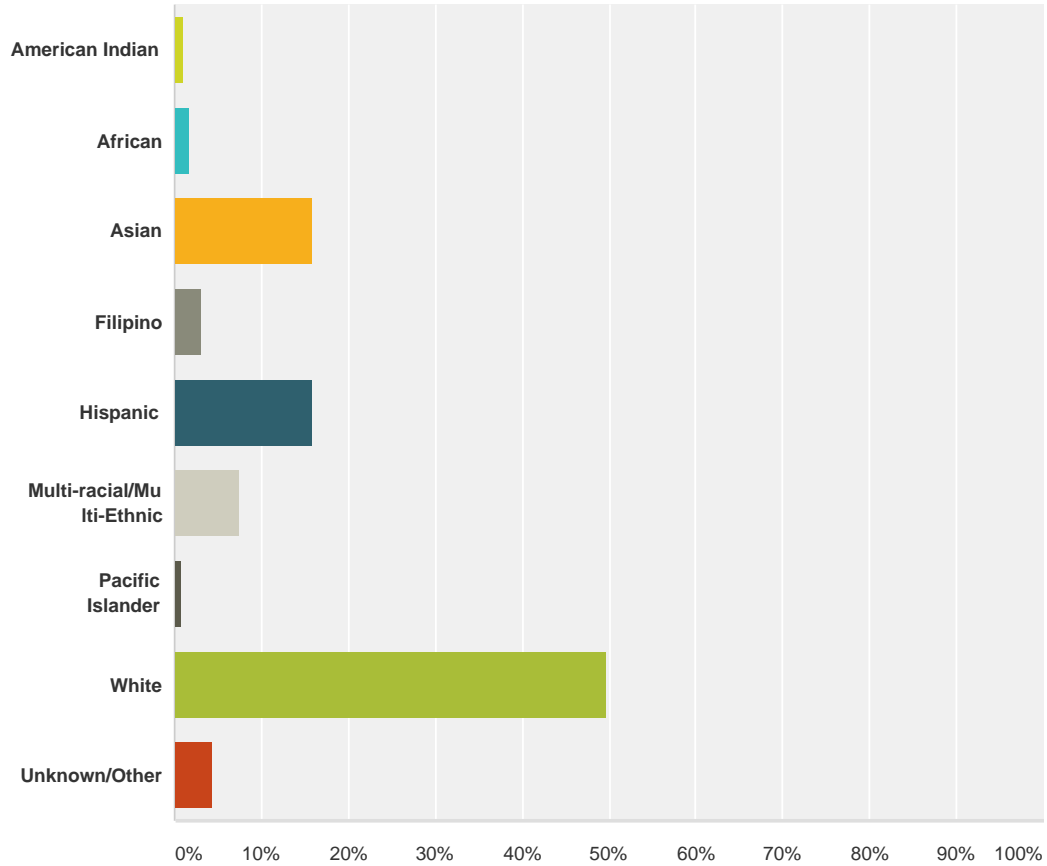


	26.33%	262
	35.58%	354
	11.66%	116
	4.12%	41
	4.32%	43
	8.1 %D	

**Q3 What is your ethnic/racial background?
(Please remember that this question is
voluntary.)**

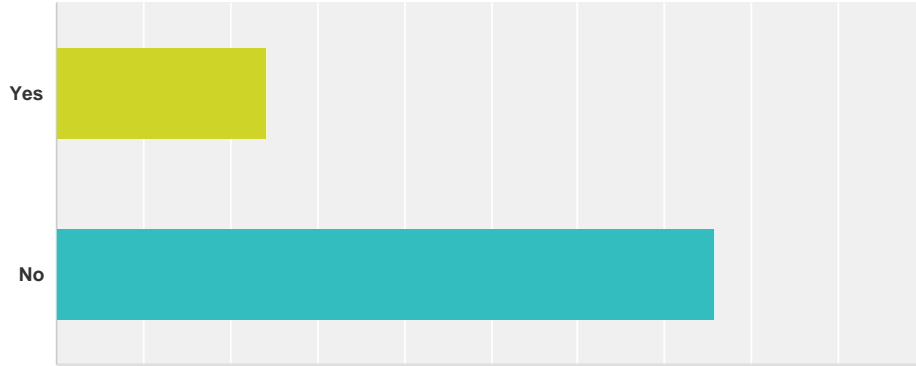
Answered: 977 Skipped: 23



Answer Choices	Responses	Count
American Indian	1.02%	10
African	1.74%	17
Asian	15.76%	154
Filipino	3.07%	30
Hispanic	15.86%	155
Multi-racial/Multi-Ethnic	7.47%	73
Pacific Islander	0.92%	9
White	49.74%	486
Unknown/Other	4.40%	43
Total		977

Q4 Are you the first in your family (grandparents, parents, and siblings) to go to college? (Please remember that this question is voluntary.)

Answered: 978 Skipped: 22



	24.23%	237
	75.77%	741
Total		978

Q5 I prefer to have most of my courses take place:

Answered: 982 Skipped: 18

	67.82%	666
	7.43%	73
	13.95%	137
	0.81%	8
	9.98%	98
Total		982

**Q6 Have you been to a library orientation
(group instruction presented by a librarian)
with any of your classes at West Valley
College?**

Answered: 979 Skipped: 21

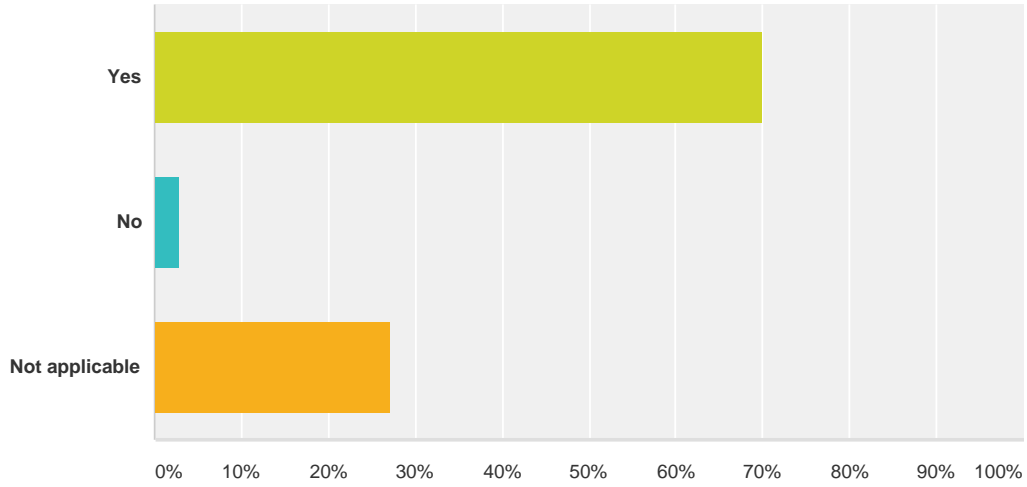
-----	40.45%	396
	59.55%	583
TPs		

Q8 If the information and instruction during a library orientation was not helpful, please state why.

Answered: 9 Skipped: 991

Q9 Are you satisfied with the following library resource: The assistance, service, or instruction that I have received from the library staff?

Answered: 960 Skipped: 40



Answer Choices	Responses	Count
Yes	70.00%	672
No	2.92%	28
Not applicable	27.08%	260
Total		960

Q11 Are you satisfied with the following library resource: Subscription databases (e.g, EbscoHost, CQ Researcher, Facts on File source:

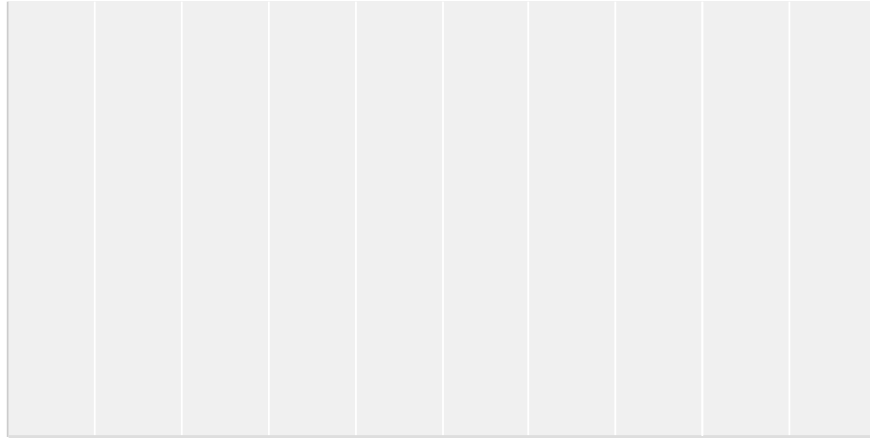
	63.13%	589
	4.82%	45
	32.05%	299

Q12 If you answered that you are not satisfied with the subscription databases (e.g, EbscoHost, CQ Researcher, Facts on File, Academic Search Complete, Films on Demand), please state why.

Answered: 35 Skipped: 965

Q13 Are you satisfied with the following library resource: Textbooks on reserve?

Answered: 936 Skipped: 64



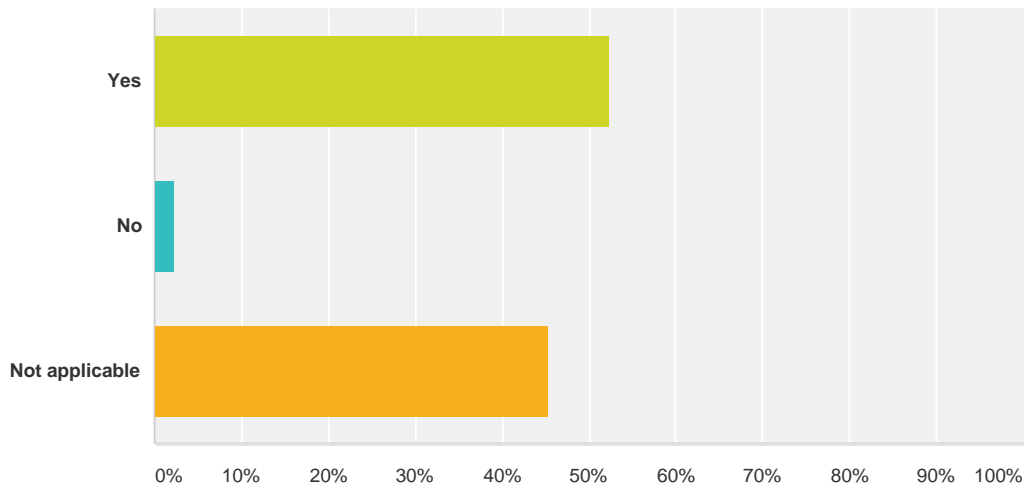
	56.84%	532
	4.06%	38
	39.10%	366
Total		936

Q14 If you answered that you are not satisfied with the textbooks on reserve, please state why.

Answered: 29 Skipped: 971

Q15 Are you satisfied with the following library resource: Books for Food Program?

Answered: 923 Skipped: 77



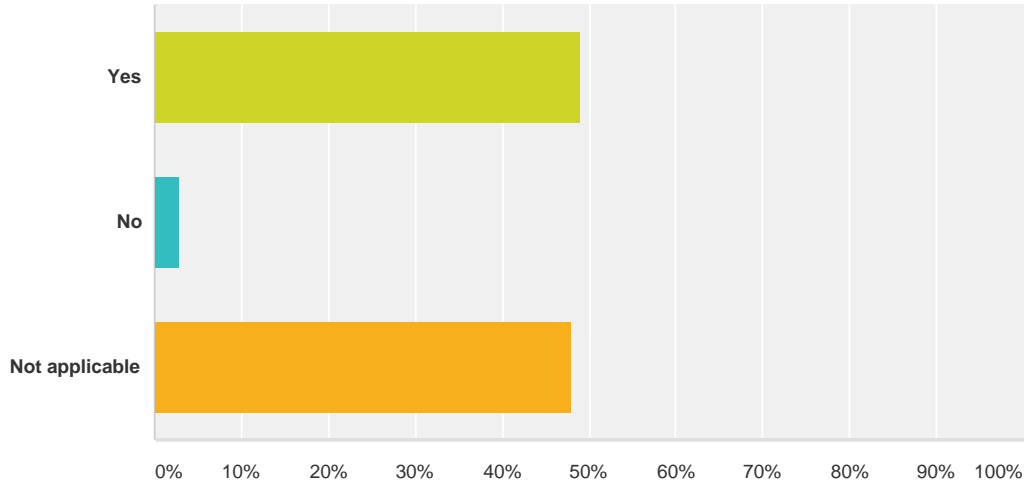
Answer Choices	Responses
Yes	52.33% 483
No	2.28% 21
Not applicable	45.40% 419
Total	923

Q16 If you answered that you are not satisfied with the Books for Food program, please state why.

Answered: 13 Skipped: 987

Q17 Are you satisfied with the following library resources: printed book, DVD, magazine, and journal collections?

Answered: 923 Skipped: 77



Answer Choices	Responses	
Yes	49.08%	453
No	2.93%	27
Not applicable	48.00%	443
Total		923

Q21 Are you satisfied with the following library resource: Research guides (LibGuides)?

Answered: 906 8L

	43.27%	392
	1.21%	11
	55.52%	503

Q22 If you answered that you are not satisfied with the research guides (LibGuides), please state why.

Answered: 5 Skipped: 995

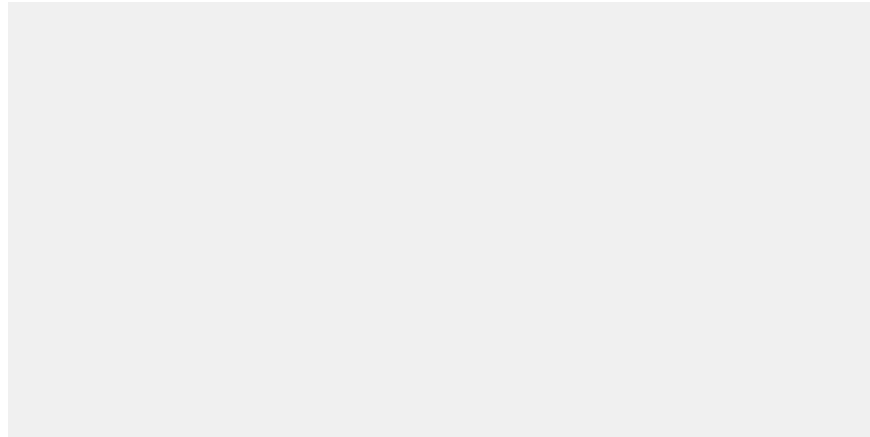
Q23 Are you satisfied with the following library resource: Printing and photocopying services?

Answered: 898 Skipped: 102

	58.35%	524
	9.91%	89
	31.74%	285
Total		

Q25 Are you satisfied with the following library resource: Wifi connection in the library?

Answered: 896 Skipped: 104



	70.42%	631
	9.71%	87
	19.87%	178
Total		896

Q27 Are you satisfied with the following library resource: Computer workstations?

Answered: 891 Skipped: 109

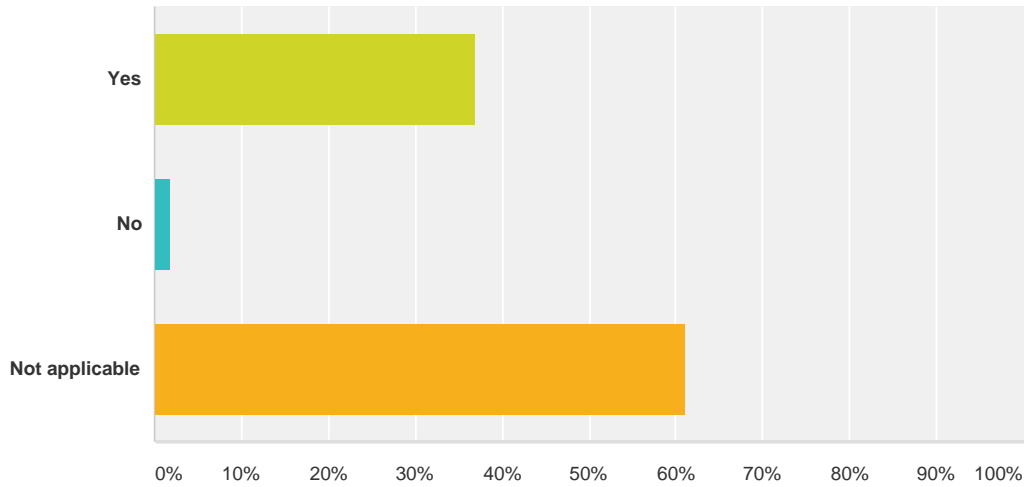
	65.88%	587
	5.72%	51
	28.40%	253
Total		891

Q28 If you answered that you are not satisfied with the library's computer workstations, please state why.

Answered: 45 Skipped: 955

Q29 Are you satisfied with the following library resource: Equipment for the disabled (accessible furniture, computers, software)?

Answered: 882 Skipped: 118



Answer Choices	Responses	
Yes	36.96%	326
No	1.93%	17
Not applicable	61.11%	539
Total		882

Q30 If you answered that you are not satisfied with the equipment for the disabled (accessible furniture, computers, software), please state why.

Answered: 13 Skipped: 987

Q32 If you stated that you are not satisfied with the directional signs in the library, please state why.

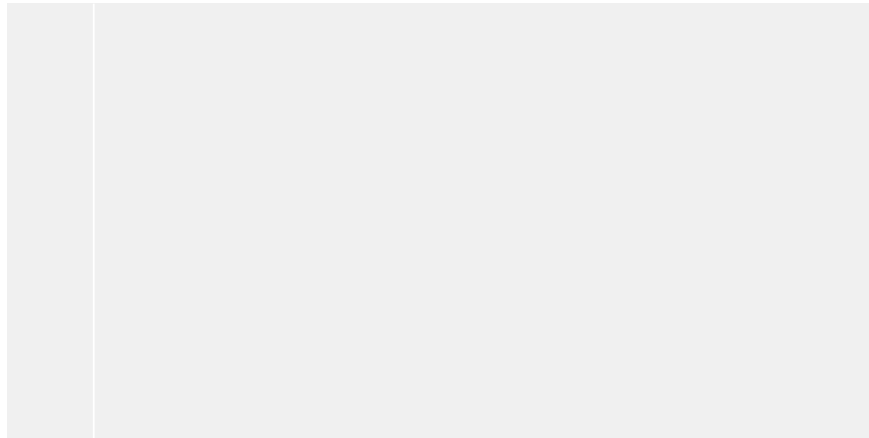
Answered: 47 Skipped: 953

Q33 Are you satisfied with the following library resourc

	44.53%	391
	25.85%	227
	29.61%	260

Q35 Are you satisfied with the following library resource: Group study rooms?

Answered: 870 Skipped: 130



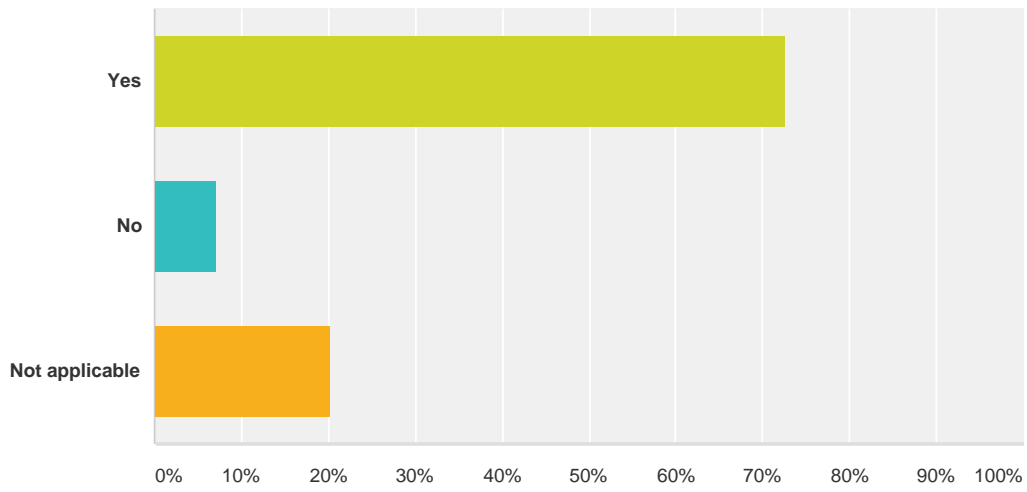
	56.90%	495
	5.63%	49
	37.47%	326
Total		870

Q36 If you answered that you are not satisfied with the library's group study rooms, please state why.

Answered: 44 Skipped: 956

Q37 Are you satisfied with the following library resource: Quiet study space?

Answered: 872 Skipped: 128



Answer Choices	Responses
Yes	72.71% 634
No	7.11% 62
Not applicable	20.18% 176
Total	872

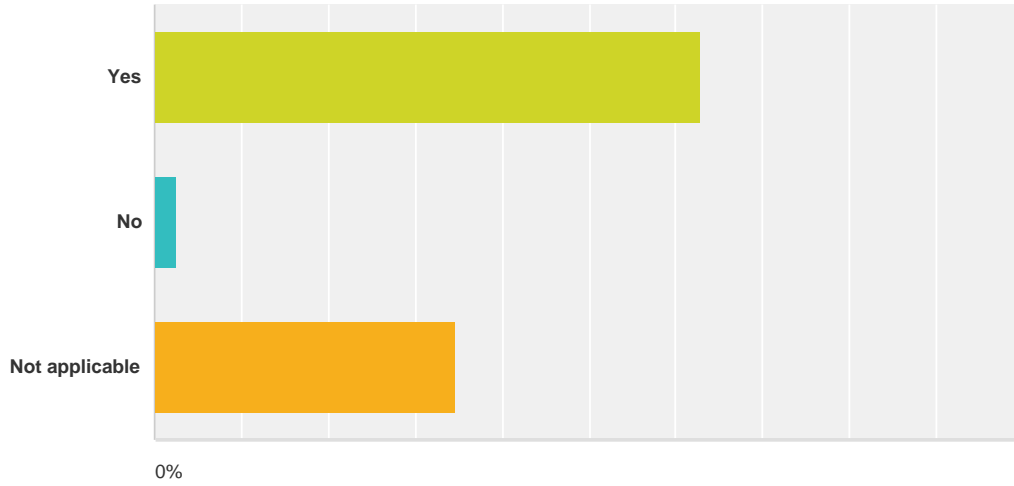
Q39 Are you satisfied with the following library resource: Navigability of the library's web page?

Answered: 869 Skipped: 131

	64.10%	557
	4.14%	36
	31.76%	276
Total		869

Q41 Are you satisfied with the following library resource: Off-campus access to the library's electronic resources?

Answered: 866 Skipped: 134



	62.82%	544
	2.42%	21
	34.76%	301
Total		866

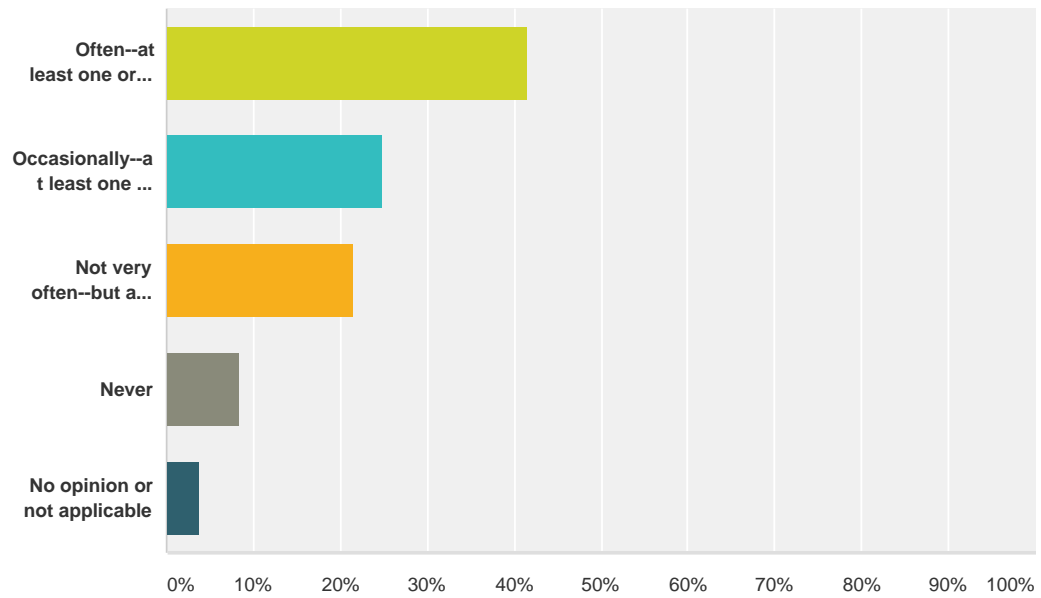
	70.21%	608
	11.89%	103
	17 7 o o	1

Q44 If you stated that you are not satisfied with the library's hours of operation, please state why.

Answered: 96 Skipped: 904

Q45 How often do you visit the library in person?

Answered: 868 Skipped: 132



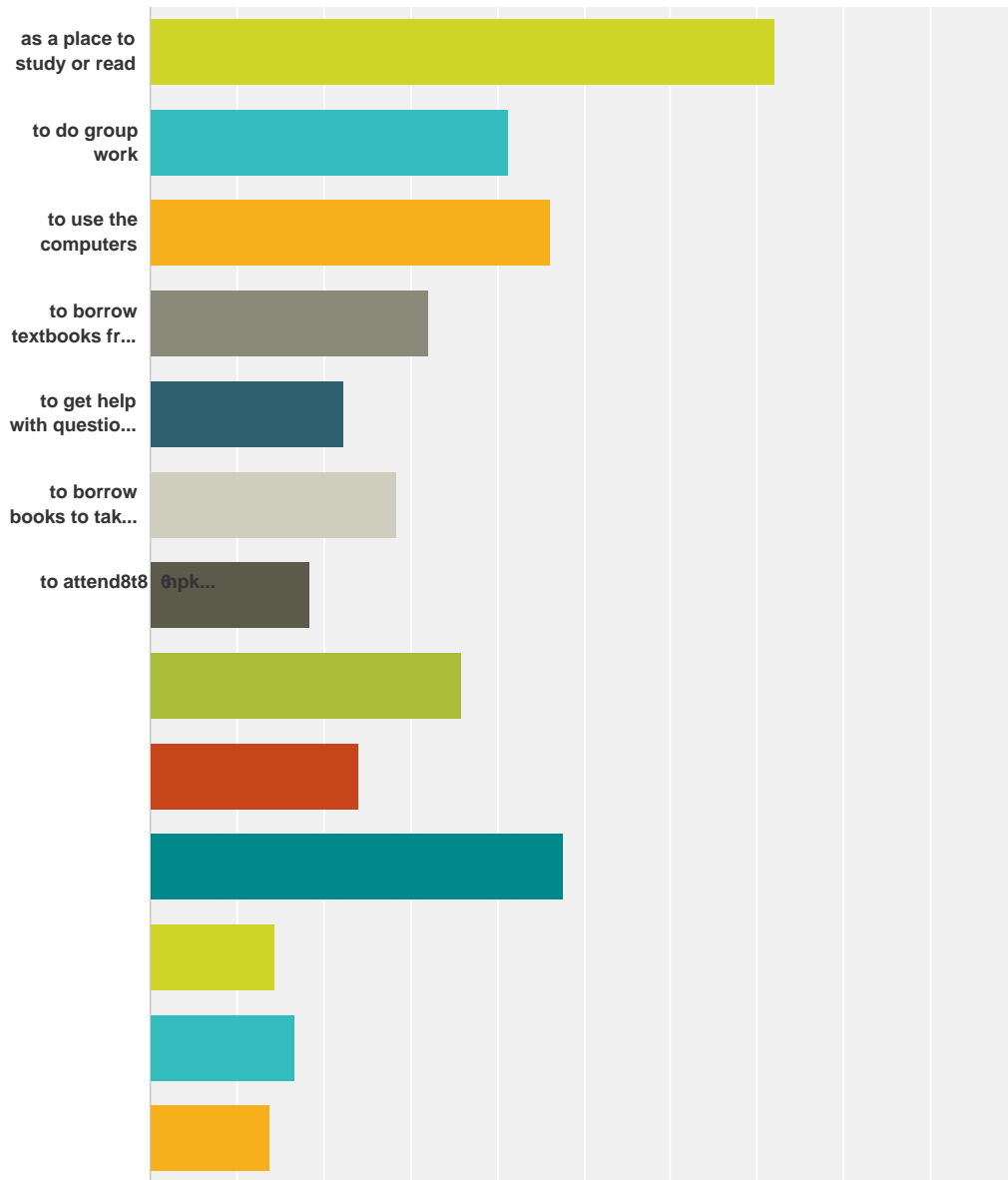
Answer Choices	Responses
Often--at least one or more visits per week	41.47% 360
Occasionally--at least one or more visits per month	24.77% 215
Not very often--but at least once in the past	21.54% 187
Never	8.41% 73
No opinion or not applicable	3.80% 33
Total	868

Q46 If you answered that you infrequently visit or never visit the library, why?

Answered: 219 Skipped: 781

Q47 Check all that apply. I use the library:

Answered: 852 Skipped: 148



	72.07%	614
	41.43%	353
	46.13%	393
	32.16%	274
	22.30%	190
	28.40%	242

West Valley College Library's 2016 Student Satisfaction Survey

to attend a library orientation with my class	18.43%	157
to go to DRIP Coffee	35.92%	306
to socialize	23.94%	204
to print or photocopy	47.65%	406
to sleep	14.44%	123
from off-campus	16.78%	143
I do not use the library.	13.73%	117
Total Respondents: 852		

Q48 If you answered that you do not use the library and its resources, please tell us why.

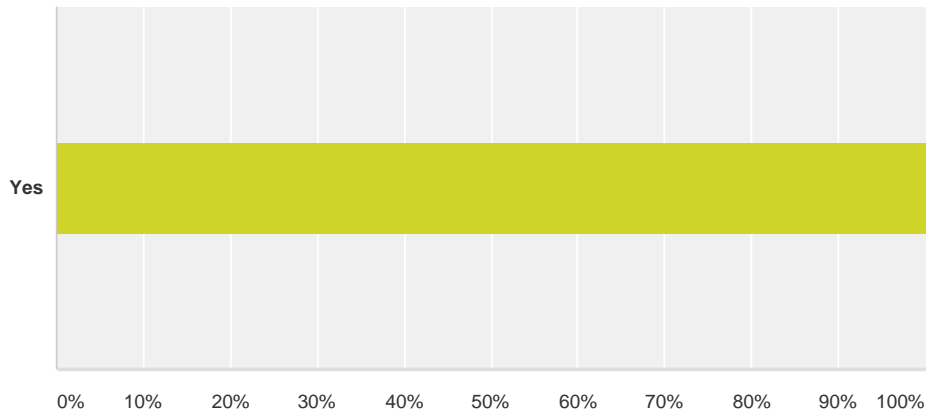
Answered: 90 Skipped: 910

**Q49 Do you have any suggestions,
additional comments, or questions for us?**

Answered: 264 Skipped: 736

Q50 Do you wish to be entered in the drawing for the Kindle HD 8?

Answered: 698 Skipped: 302



Answer Choices	Responses
Yes	100.00% 698
Total Respondents: 698	