

# LibQUAL+® Lite at UNT

American Library Association Annual Conference

Chicago, Illinois

July 13, 2009

# Overview of Survey Participation

	Normal Views 2008	Lite Views 2008	All Views 2008	2007	2009
Total Surveys:	1189	2827	4016		
View %:	30%	70%	100%		
Completed Surveys:	743	2086	2829		
% of Views Completed	62%	74%			
Valid Surveys:	668	1868	2536	2841	1986
% of Views Valid	56%	66%			
Median Survey Time: (min:sec)	5:00	3:39	3:52		
Avg. Survey Time: (min:sec)	13:50	7:31	9:11		

# Lessons Learned About Managing the Survey

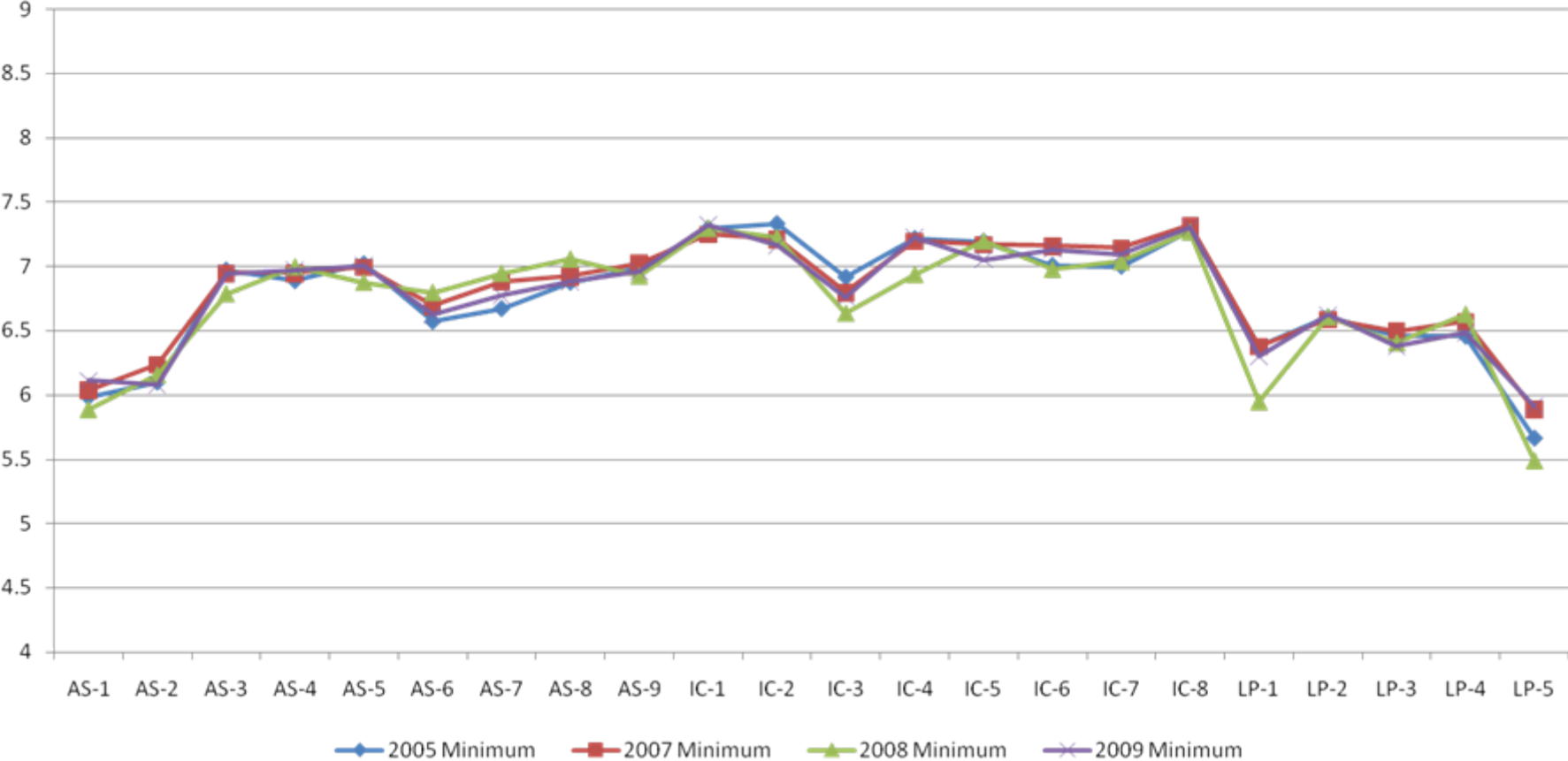
- What works at UNT:
  - Incentives that students are interested in
  - Frequent email reminders to take the survey
  - Showing participants that the survey drives library improvements
- For student surveys, timing may not matter:
  - 2005, 2007, and 2009 surveys administered in March
  - 2008 survey administered during the three weeks immediately prior to spring semester final exams

# The Story in the Data

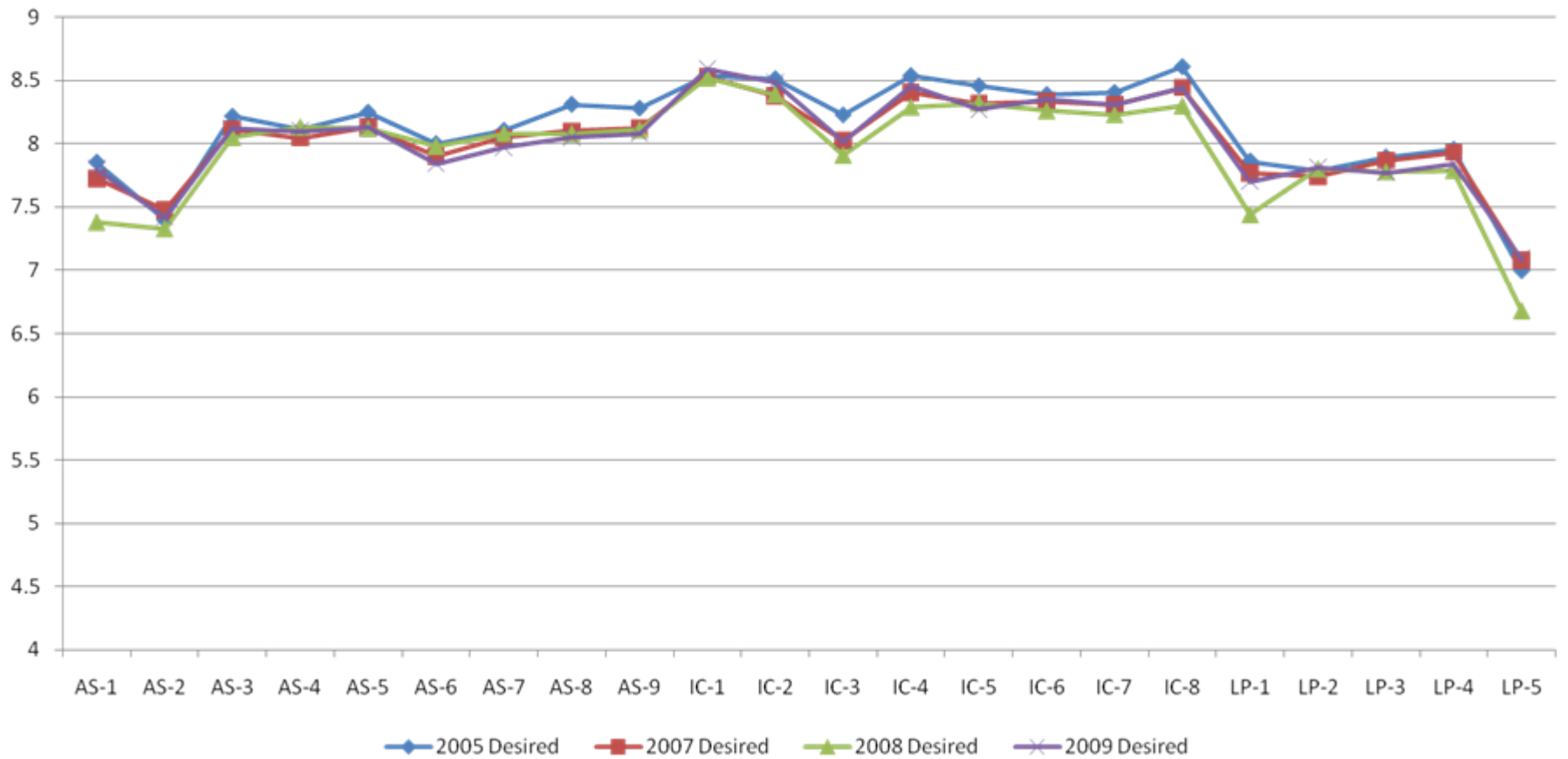
- Results of the pilot are very consistent with the results obtained in 2005, 2007, and 2009
- Surveys in 2005 and 2008 had significant differences from the 2007 and 2009 surveys:

Year	Population	Survey Used
2005	10% sample of students	Original survey
2007	All students	Original survey
2008	All students	30% original survey; 70% lite survey
2009	All students	Original survey

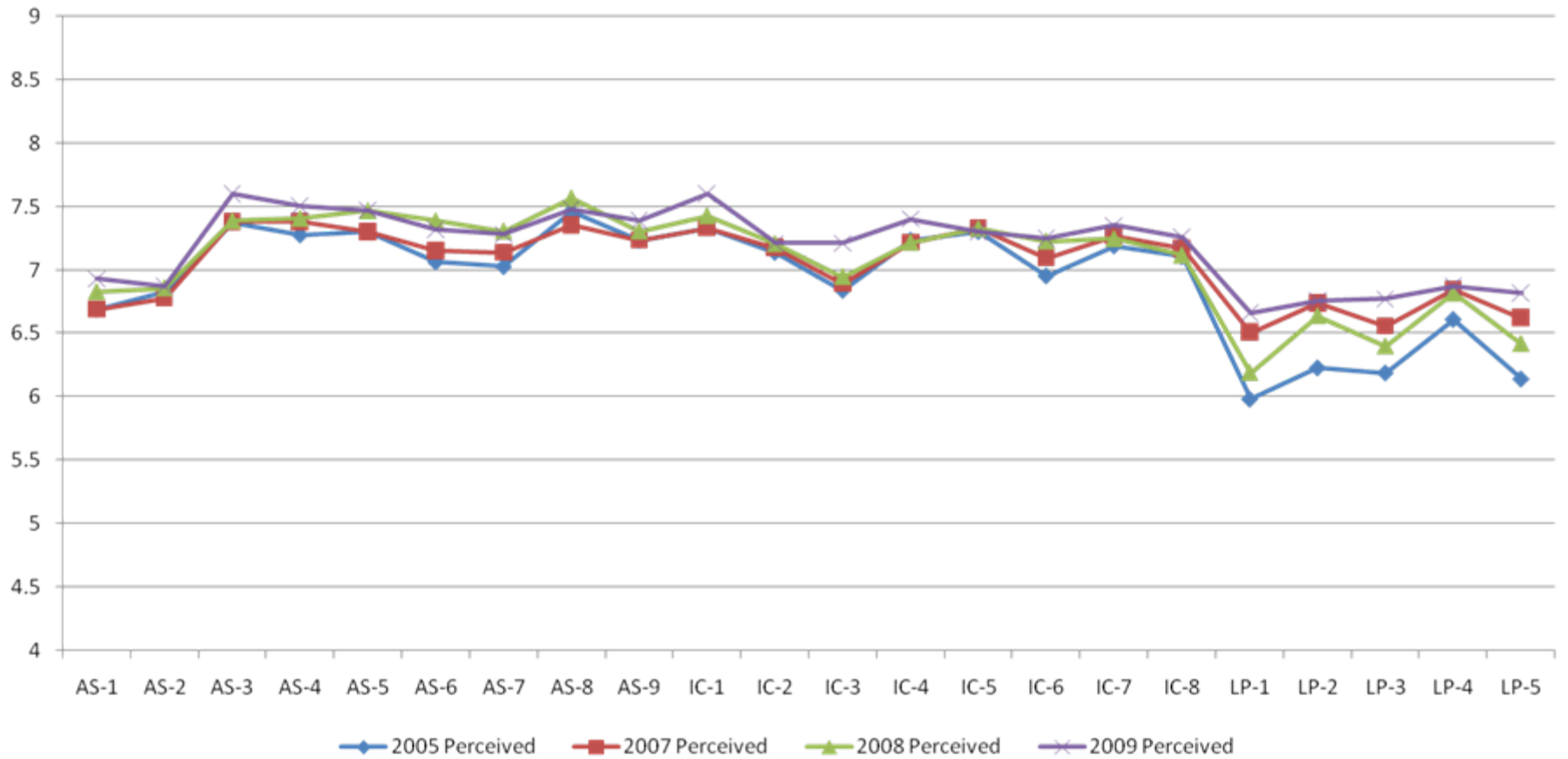
# LibQUAL+™ Minimum Acceptable Score - Standard Questions: Graduate Students



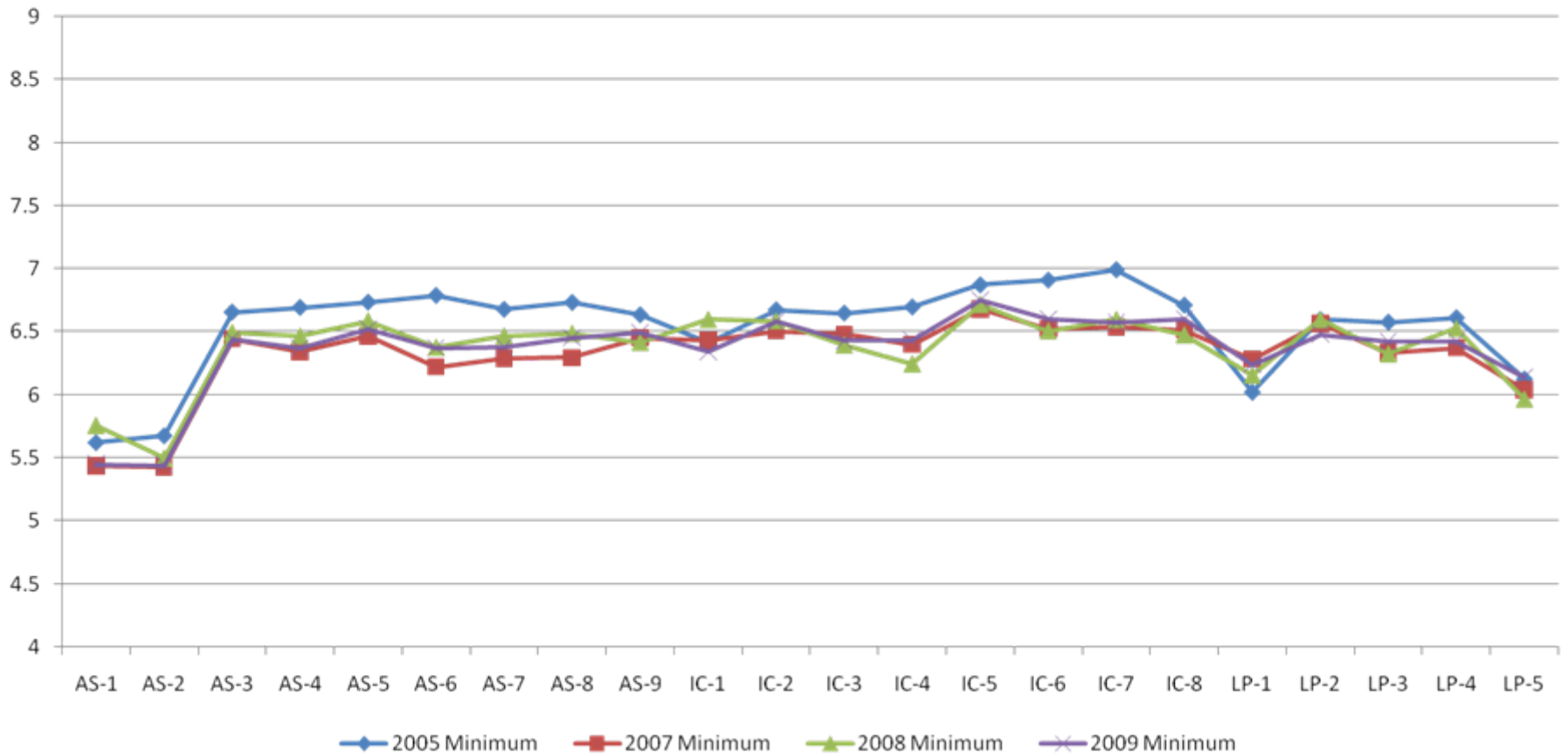
## LibQUAL+™ Desired Score - Standard Questions: Graduate Students



## LibQUAL+™ Perceived Score - Standard Questions: Graduate Students

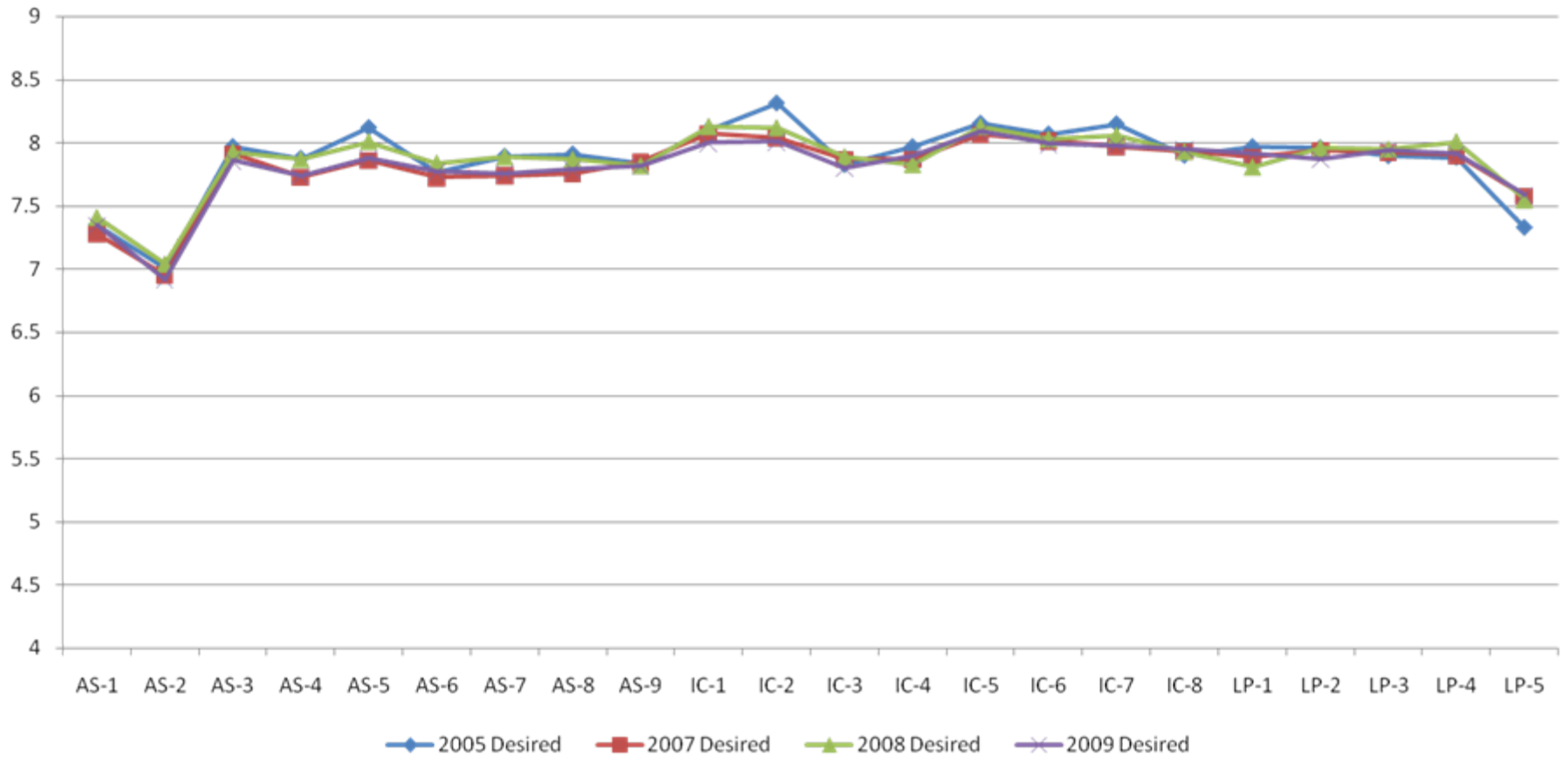


## LibQUAL+™ Minimum Acceptable Score - Standard Questions: Undergraduates

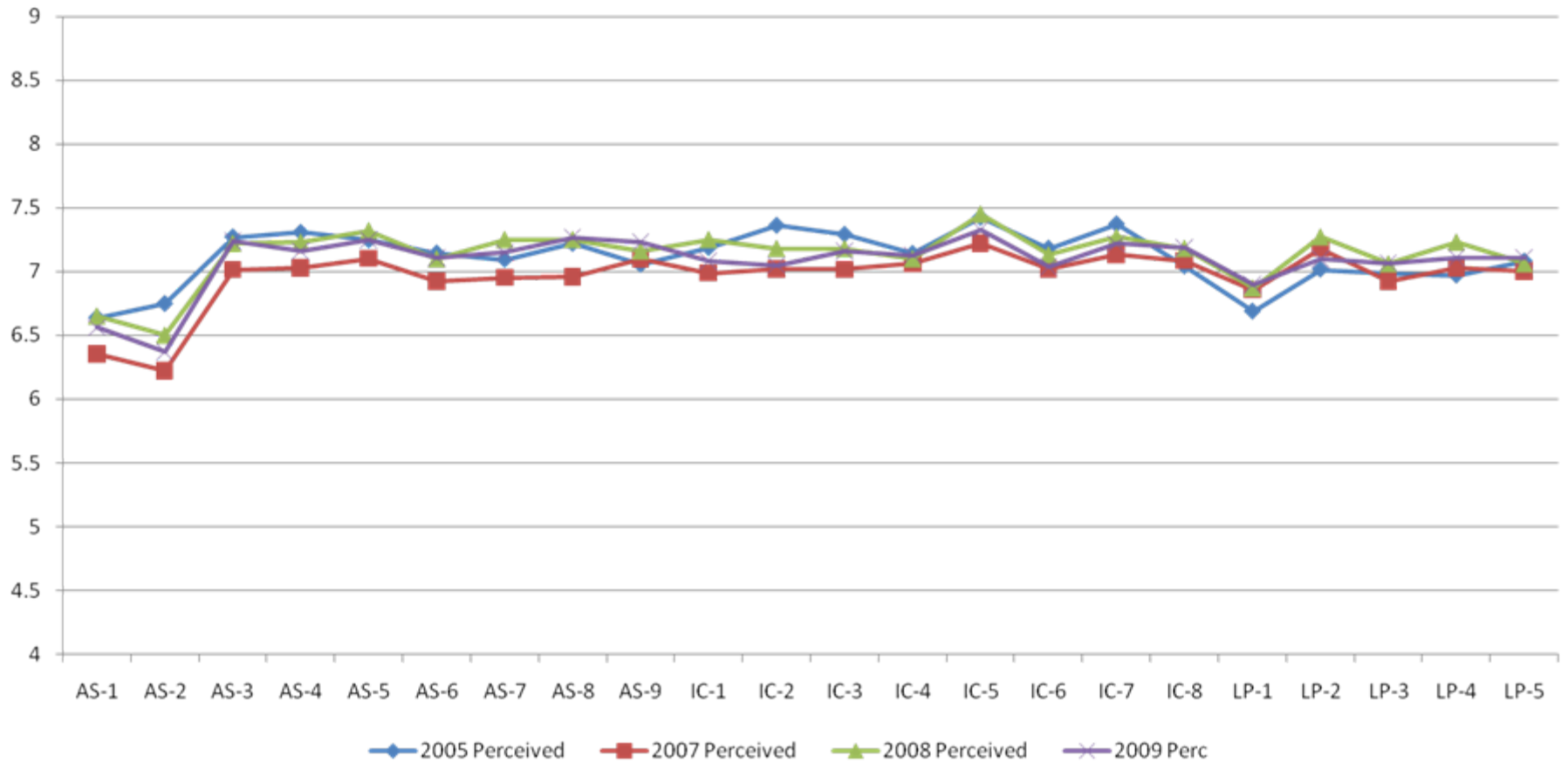




## LibQUAL+™ Desired Score - Standard Questions: Undergraduates



## LibQUAL+™ Perceived Score - Standard Questions: Undergraduates



# Graduate Student Data

Grad	AS-1	AS-2	AS-3	AS-4	AS-5	AS-6	AS-7	AS-8	AS-9	IC-1	IC-2	IC-3	IC-4	IC-5	IC-6	IC-7	IC-8	LP-1	LP-2	LP-3	LP-4	LP-5
2005 Min	5.98	6.10	6.97	6.89	7.02	6.57	6.67	6.88	6.99	7.30	7.33	6.92	7.22	7.19	7.01	7.00	7.27	6.38	6.60	6.46	6.46	5.66
2007 Min	6.04	6.24	6.95	6.95	6.99	6.69	6.88	6.92	7.02	7.25	7.21	6.80	7.20	7.17	7.16	7.14	7.32	6.38	6.59	6.50	6.57	5.89
2008 Min	5.89	6.16	6.79	7.00	6.88	6.80	6.95	7.06	6.93	7.30	7.23	6.64	6.94	7.20	6.98	7.04	7.27	5.95	6.61	6.41	6.63	5.49
2009 Min	6.11	6.08	6.94	6.97	7.00	6.62	6.77	6.88	6.96	7.32	7.16	6.76	7.22	7.05	7.13	7.09	7.30	6.30	6.62	6.38	6.48	5.91

Grad	AS-1	AS-2	AS-3	AS-4	AS-5	AS-6	AS-7	AS-8	AS-9	IC-1	IC-2	IC-3	IC-4	IC-5	IC-6	IC-7	IC-8	LP-1	LP-2	LP-3	LP-4	LP-5
2005 Des	7.85	7.40	8.22	8.11	8.25	8.00	8.11	8.31	8.28	8.54	8.51	8.23	8.54	8.46	8.39	8.41	8.61	7.86	7.79	7.89	7.96	6.99
2007 Des	7.72	7.47	8.11	8.04	8.13	7.90	8.05	8.10	8.12	8.53	8.38	8.02	8.41	8.32	8.34	8.31	8.44	7.77	7.74	7.87	7.93	7.07
2008 Des	7.38	7.33	8.05	8.13	8.12	7.98	8.08	8.08	8.11	8.52	8.39	7.91	8.29	8.32	8.26	8.23	8.30	7.44	7.80	7.78	7.79	6.68
2009 Des	7.80	7.42	8.12	8.10	8.13	7.84	7.97	8.05	8.08	8.59	8.48	8.02	8.46	8.27	8.35	8.31	8.44	7.70	7.81	7.77	7.84	7.09

Grad	AS-1	AS-2	AS-3	AS-4	AS-5	AS-6	AS-7	AS-8	AS-9	IC-1	IC-2	IC-3	IC-4	IC-5	IC-6	IC-7	IC-8	LP-1	LP-2	LP-3	LP-4	LP-5
2005 Perc	6.69	6.83	7.37	7.28	7.30	7.06	7.02	7.46	7.23	7.33	7.14	6.84	7.23	7.30	6.95	7.19	7.10	5.98	6.23	6.19	6.61	6.14
2007 Perc	6.69	6.78	7.38	7.39	7.30	7.15	7.14	7.35	7.24	7.33	7.18	6.89	7.22	7.33	7.09	7.27	7.17	6.51	6.74	6.56	6.85	6.62
2008 Perc	6.83	6.86	7.39	7.41	7.47	7.39	7.31	7.57	7.31	7.43	7.21	6.95	7.22	7.33	7.23	7.25	7.12	6.19	6.64	6.40	6.82	6.42
2009 Perc	6.93	6.87	7.60	7.50	7.47	7.32	7.28	7.48	7.39	7.60	7.21	7.21	7.40	7.30	7.25	7.35	7.26	6.66	6.76	6.77	6.87	6.82

# Undergraduate Data

UG	AS-1	AS-2	AS-3	AS-4	AS-5	AS-6	AS-7	AS-8	AS-9	IC-1	IC-2	IC-3	IC-4	IC-5	IC-6	IC-7	IC-8	LP-1	LP-2	LP-3	LP-4	LP-5
2005 Min	5.62	5.67	6.65	6.69	6.73	6.79	6.68	6.73	6.63	6.42	6.67	6.65	6.70	6.87	6.91	6.99	6.71	6.02	6.59	6.57	6.61	6.12
2007 Min	5.44	5.42	6.44	6.34	6.47	6.22	6.29	6.29	6.45	6.43	6.50	6.48	6.40	6.68	6.52	6.54	6.51	6.28	6.56	6.33	6.37	6.04
2008 Min	5.76	5.50	6.50	6.47	6.59	6.38	6.47	6.49	6.42	6.60	6.59	6.40	6.25	6.72	6.51	6.60	6.48	6.16	6.60	6.33	6.53	5.97
2009 Min	5.45	5.44	6.44	6.37	6.52	6.37	6.38	6.45	6.49	6.34	6.58	6.43	6.43	6.75	6.60	6.57	6.60	6.24	6.48	6.42	6.42	6.14

UG	AS-1	AS-2	AS-3	AS-4	AS-5	AS-6	AS-7	AS-8	AS-9	IC-1	IC-2	IC-3	IC-4	IC-5	IC-6	IC-7	IC-8	LP-1	LP-2	LP-3	LP-4	LP-5
2005 Des	7.35	7.01	7.97	7.88	8.12	7.77	7.90	7.91	7.84	8.11	8.32	7.83	7.97	8.16	8.07	8.15	7.90	7.97	7.96	7.90	7.89	7.33
2007 Des	7.28	6.95	7.91	7.73	7.86	7.73	7.74	7.76	7.85	8.07	8.04	7.87	7.87	8.06	8.02	7.97	7.93	7.89	7.94	7.92	7.90	7.58
2008 Des	7.41	7.04	7.93	7.87	8.01	7.84	7.89	7.87	7.82	8.13	8.12	7.89	7.83	8.13	8.03	8.06	7.93	7.81	7.96	7.95	8.01	7.55
2009 Des	7.35	6.92	7.86	7.74	7.88	7.77	7.76	7.79	7.82	8.00	8.01	7.80	7.90	8.09	7.99	7.98	7.95	7.91	7.87	7.94	7.91	7.59

UG	AS-1	AS-2	AS-3	AS-4	AS-5	AS-6	AS-7	AS-8	AS-9	IC-1	IC-2	IC-3	IC-4	IC-5	IC-6	IC-7	IC-8	LP-1	LP-2	LP-3	LP-4	LP-5
2005 Perc	6.64	6.75	7.27	7.31	7.25	7.15	7.10	7.22	7.06	7.19	7.36	7.29	7.14	7.43	7.18	7.38	7.04	6.69	7.02	6.99	6.97	7.08
2007 Perc	6.35	6.22	7.02	7.03	7.10	6.92	6.95	6.96	7.10	6.99	7.02	7.02	7.06	7.22	7.02	7.14	7.08	6.86	7.18	6.92	7.03	7.00
2008 Perc	6.65	6.50	7.22	7.23	7.32	7.10	7.25	7.25	7.16	7.25	7.18	7.18	7.10	7.45	7.13	7.27	7.18	6.87	7.27	7.06	7.23	7.06
2009 Perc	6.56	6.37	7.24	7.16	7.25	7.11	7.15	7.27	7.23	7.08	7.05	7.16	7.13	7.33	7.04	7.22	7.19	6.90	7.10	7.07	7.11	7.11

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