2018 Student Survey
or What We Know Now
<table>
<thead>
<tr>
<th>38,623</th>
<th>Students surveyed</th>
</tr>
</thead>
<tbody>
<tr>
<td>4,174</td>
<td>Student responses</td>
</tr>
<tr>
<td>10.8%</td>
<td>Amazing response rate!</td>
</tr>
</tbody>
</table>
1. We know students like us
88%

Students were very or somewhat satisfied with ACC Libraries customer service.
Student Use of Libraries - In Person

- 89% - at least once per semester
- 44% - at least once per week
- Less than 2% of students surveyed were unaware of ACC Libraries
2. We know students use technology
70% Of students surveyed use ACC Libraries for computers and printing
Q8 Do you use the ACC Library Services website to do research at home?

- Yes: 63.02% (2613)
- No: 23.03% (955)
- Unaware: 12.42% (515)
- No internet access: 1.52% (63)
81%  
Bring smartphones to the library

6%  
Do not have their own devices

48%  
Access the library website from a Smartphone
29%

Are NOT aware that they can check out iPads from ACC Libraries.
31% Would like ACC Libraries to offer WiFi hotspots to check out
3. We know libraries contribute to student success
Student Success and ACC Libraries

51% 📚
Reported that library resources and materials contributed to their success.

40% ❓
Reported that help from an ACC Librarian contributed to their success.

19% 🗣
Reported that instruction from an ACC Librarian contributed to their success.
4. What do we do with what we know?
<table>
<thead>
<tr>
<th>Promote ACC Libraries</th>
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</thead>
<tbody>
<tr>
<td><strong>To Students</strong></td>
</tr>
<tr>
<td>Posters, Bookmarks and Videos.</td>
</tr>
<tr>
<td>This data is important to students because it came from students.</td>
</tr>
<tr>
<td><strong>To Faculty and Administration</strong></td>
</tr>
<tr>
<td>Information sheets, Professional Development Presentations and Reports.</td>
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</table>
Inform Future Surveys

We established a baseline with the Spring 18 Survey.

Next year OIEA will send the biennial NSSE Survey to ACC Students. ACC Libraries is requesting the Information Literacy Module for this Survey.
Thanks to my team members

**Dean Todaro**
Taught me how to pronounce Lickert, among other contributions.

**Lola**
Assessment and Survey Monkey guru. Succeeded in limiting us to only one open answer question.

**Keri**
Marketing and Promotion guru. Helped us ask the right questions to get some data that we can show off.

**Marc**
Technology and Computer Center Guru. Helped us get the technology and computer center questions right.
THANKS!

Any questions?
You can find me at acarr@austincc.edu
CREDITS

Special thanks to all the people who made and released these awesome resources for free:

- Presentation template by SlidesCarnival
- Photographs by Unsplash
PRESENTATION DESIGN

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- **Titles**: Oswald
- **Body copy**: Tinos

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