

## 2004 Cycles Survey Results

Measurements of satisfaction with:  
 Library resources (electronic and paper)  
 Services provided by the libraries

### 1. Overall frequencies

These tables show the number of responses for each question out of the total sample pool, as well as the number who expressed each level of satisfaction for each question. In 1b and 1c, those listed as “missing” were people who filled out the survey but skipped the particular question. Those listed as missing in 1a did not complete the survey.

#### 1a: Statistics

		Library resources (electronic and paper)?	Services provided by the libraries?
N	Valid	874	808
	Missing	1035	1101

#### 1b: Library resources (electronic and paper)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	21	1.1	2.4	2.4
	Dissatisfied	59	3.1	6.8	9.2
	Satisfied	512	26.8	58.6	67.7
	Very Satisfied	282	14.8	32.3	100.0
	Total	874	45.8	100.0	
Missing	Missing	46	2.4		
	System	989	51.8		
	Total	1035	54.2		
Total		1909	100.0		

#### 1c: Services provided by the libraries?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	12	.6	1.5	1.5
	Dissatisfied	64	3.4	7.9	9.4
	Satisfied	501	26.2	62.0	71.4
	Very Satisfied	231	12.1	28.6	100.0
	Total	808	42.3	100.0	
Missing	Missing	112	5.9		
	System	989	51.8		
	Total	1101	57.7		

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Total	1909	100.0		
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2. Responses cross-tabulated with school/college of students' majors

This data reflects the first major listed for each student respondent. A minority of students also hold second majors, sometimes in a different school/college.

**3 Char School/College Identifier \* Library resources (electronic and paper)? Crosstabulation**

			Library resources (electronic and paper)?				Total
			Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
3 Char School/College Identifier	ENG	Count	3	1	34	17	55
		% within 3 Char School/College Identifier	5.5%	1.8%	61.8%	30.9%	100.0%
	HFA	Count	4	4	83	49	140
		% within 3 Char School/College Identifier	2.9%	2.9%	59.3%	35.0%	100.0%
	NRE	Count	1	6	27	21	55
		% within 3 Char School/College Identifier	1.8%	10.9%	49.1%	38.2%	100.0%
	NSM	Count	1	6	67	29	103
		% within 3 Char School/College Identifier	1.0%	5.8%	65.0%	28.2%	100.0%
	NUR	Count	0	1	13	5	19
		% within 3 Char School/College Identifier	.0%	5.3%	68.4%	26.3%	100.0%
OTH	Count	1	13	90	53	157	
	% within 3 Char School/College Identifier	.6%	8.3%	57.3%	33.8%	100.0%	
PUB	Count	1	3	13	8	25	
	% within 3 Char School/College Identifier	4.0%	12.0%	52.0%	32.0%	100.0%	
SBS	Count	9	18	114	60	201	
	% within 3 Char School/College Identifier	4.5%	9.0%	56.7%	29.9%	100.0%	
SOM	Count	1	7	71	40	119	
	% within 3 Char School/College Identifier	.8%	5.9%	59.7%	33.6%	100.0%	
Total	Count	21	59	512	282	874	
	% within 3 Char School/College Identifier	2.4%	6.8%	58.6%	32.3%	100.0%	

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**3 Char School/College Identifier \* Services provided by the libraries? Crosstabulation**

			Services provided by the libraries?				Total
			Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
3 Char School/College Identifier	ENG	Count	1	3	30	12	46
		% within 3 Char School/College Identifier	2.2%	6.5%	65.2%	26.1%	100.0%
	HFA	Count	3	9	74	42	128
		% within 3 Char School/College Identifier	2.3%	7.0%	57.8%	32.8%	100.0%
	NRE	Count	0	8	24	20	52
		% within 3 Char School/College Identifier	.0%	15.4%	46.2%	38.5%	100.0%
	NSM	Count	2	3	68	23	96
		% within 3 Char School/College Identifier	2.1%	3.1%	70.8%	24.0%	100.0%
	NUR	Count	0	0	13	5	18
		% within 3 Char School/College Identifier	.0%	.0%	72.2%	27.8%	100.0%
OTH	Count	0	12	95	43	150	
	% within 3 Char School/College Identifier	.0%	8.0%	63.3%	28.7%	100.0%	
PUB	Count	0	3	12	8	23	
	% within 3 Char School/College Identifier	.0%	13.0%	52.2%	34.8%	100.0%	
SBS	Count	6	20	113	43	182	
	% within 3 Char School/College Identifier	3.3%	11.0%	62.1%	23.6%	100.0%	
SOM	Count	0	6	72	35	113	
	% within 3 Char School/College Identifier	.0%	5.3%	63.7%	31.0%	100.0%	
Total	Count	12	64	501	231	808	
	% within 3 Char School/College Identifier	1.5%	7.9%	62.0%	28.6%	100.0%	

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3. Responses cross-tabulated with students entering as freshmen or transferring from another school

**Admitted As \* Library resources (electronic and paper)? Crosstabulation**

		Library resources (electronic and paper)?				Total
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Admitted As	Count	1	3	2	0	6
	% within Admitted As	16.7%	50.0%	33.3%	.0%	100%
FROSH	Count	17	45	421	238	721
	% within Admitted As	2.4%	6.2%	58.4%	33.0%	100%
PROV	Count	0	0	1	0	1
	% within Admitted As	.0%	.0%	100.0%	.0%	100%
TRANSFER	Count	3	11	88	44	146
	% within Admitted As	2.1%	7.5%	60.3%	30.1%	100%
Total	Count	21	59	512	282	874
	% within Admitted As	2.4%	6.8%	58.6%	32.3%	100%

**Admitted As \* Services provided by the libraries? Crosstabulation**

		Services provided by the libraries?				Total
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Admitted As	Count	0	3	3	0	6
	% within Admitted As	.0%	50.0%	50.0%	.0%	100%
FROSH	Count	11	48	419	196	674
	% within Admitted As	1.6%	7.1%	62.2%	29.1%	100%
PROV	Count	0	0	1	0	1
	% within Admitted As	.0%	.0%	100.0%	.0%	100%
TRANSFER	Count	1	13	78	35	127
	% within Admitted As	.8%	10.2%	61.4%	27.6%	100%
Total	Count	12	64	501	231	808
	% within Admitted As	1.5%	7.9%	62.0%	28.6%	100%

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4. Responses cross-tabulated with year of student (e.g. Sophomore)

**Year \* Library resources (electronic and paper)? Crosstabulation**

			Library resources (electronic and paper)?				Total
			Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Year	First Year	Count	4	14	134	75	227
		% within Year	1.8%	6.2%	59.0%	33.0%	100%
	Sophomore	Count	4	11	114	67	196
		% within Year	2.0%	5.6%	58.2%	34.2%	100%
	Junior	Count	6	18	118	69	211
		% within Year	2.8%	8.5%	55.9%	32.7%	100%
	Senior	Count	7	16	146	71	240
		% within Year	2.9%	6.7%	60.8%	29.6%	100%
Total		Count	21	59	512	282	874
		% within Year	2.4%	6.8%	58.6%	32.3%	100%

**Year \* Services provided by the libraries? Crosstabulation**

			Services provided by the libraries?				Total
			Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Year	First Year	Count	2	13	138	63	216
		% within Year	.9%	6.0%	63.9%	29.2%	100%
	Sophomore	Count	3	14	107	52	176
		% within Year	1.7%	8.0%	60.8%	29.5%	100%
	Junior	Count	3	20	113	55	191
		% within Year	1.6%	10.5%	59.2%	28.8%	100%
	Senior	Count	4	17	143	61	225
		% within Year	1.8%	7.6%	63.6%	27.1%	100%
Total		Count	12	64	501	231	808
		% within Year	1.5%	7.9%	62.0%	28.6%	100%

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5. Results cross-tabulated with whether student owns a computer/type of computer owned

Do you rent or own a personal computer? \* Library resources (electronic and paper)? Crosstabulation

			Library resources (electronic and paper)?				Total
			Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Do you rent or own a personal computer?	Yes, a Windows-based computer	Count % within Do you rent or own a personal computer?	19 2.5%	53 7.0%	447 58.8%	241 31.7%	760 100%
	Yes, a Macintosh	Count % within Do you rent or own a personal computer?	0 .0%	2 4.7%	30 69.8%	11 25.6%	43 100%
	Yes, a Unix/Linux-based computer	Count % within Do you rent or own a personal computer?	0 .0%	0 .0%	7 63.6%	4 36.4%	11 100%
	Yes, another type of computer	Count % within Do you rent or own a personal computer?	0 .0%	1 11.1%	6 66.7%	2 22.2%	9 100%
	No, did not rent or own a computer	Count % within Do you rent or own a personal computer?	1 4.8%	2 9.5%	10 47.6%	8 38.1%	21 100%
Total	Count % within Do you rent or own a personal computer?	20 2.4%	58 6.9%	500 59.2%	266 31.5%	844 100%	

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**Do you rent or own a personal computer? \* Services provided by the libraries? Crosstabulation**

			Services provided by the libraries?				Total
			Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Do you rent or own a personal computer?	Yes, a Windows-based computer	Count % within Do you rent or own a personal computer?	9 1.3%	56 7.9%	443 62.5%	201 28.3%	709 100.0%
	Yes, a Macintosh	Count % within Do you rent or own a personal computer?	1 2.9%	2 5.7%	22 62.9%	10 28.6%	35 100.0%
	Yes, a Unix/Linux-based computer	Count % within Do you rent or own a personal computer?	0 .0%	0 .0%	7 63.6%	4 36.4%	11 100.0%
	Yes, another type of computer	Count % within Do you rent or own a personal computer?	0 .0%	1 14.3%	6 85.7%	0 .0%	7 100.0%
	No, did not rent or own a computer	Count % within Do you rent or own a personal computer?	1 5.3%	2 10.5%	10 52.6%	6 31.6%	19 100.0%
Total		Count % within Do you rent or own a personal computer?	11 1.4%	61 7.8%	488 62.5%	221 28.3%	781 100.0%

**6. Results cross-tabulated with number of papers/reports with different page ranges that students have been required to write over the past term**

**Number of papers or reports of 20 pages or more \* Library resources (electronic and paper)? Crosstabulation**

			Library resources (electronic and paper)?				Total
			Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Number of papers or reports of 20 pages or more	None	Count % within Number of papers or reports of 20 pages or more	17 2.8%	37 6.1%	370 60.7%	186 30.5%	610 100.0%
	Between 1 and 4	Count % within Number of papers or reports of 20 pages or more	3 1.8%	18 10.6%	92 54.1%	57 33.5%	170 100.0%
	Between 5 and 10	Count % within Number of papers or reports of 20 pages or more	0 .0%	0 .0%	5 71.4%	2 28.6%	7 100.0%
	Between 11 and 20	Count % within Number of papers or reports of 20 pages or more	0 .0%	0 .0%	8 100.0%	0 .0%	8 100.0%
	More than 20	Count % within Number of papers or reports of 20 pages or more	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
Total		Count % within Number of papers or reports of 20 pages or more	20 2.5%	55 6.9%	476 59.7%	246 30.9%	797 100.0%

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Number of papers or reports of 20 pages or more \* Services provided by the libraries? Crosstabulation

			Services provided by the libraries?				Total
			Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Number of papers or reports of 20 pages or more	None	Count % within Number of papers or reports of 20 pages or more	11 1.9%	37 6.5%	365 64.5%	153 27.0%	566 100.0%
	Between 1 and 4	Count % within Number of papers or reports of 20 pages or more	0 .0%	18 11.4%	91 57.6%	49 31.0%	158 100.0%
	Between 5 and 10	Count % within Number of papers or reports of 20 pages or more	0 .0%	0 .0%	5 71.4%	2 28.6%	7 100.0%
	Between 11 and 20	Count % within Number of papers or reports of 20 pages or more	0 .0%	0 .0%	6 100.0%	0 .0%	6 100.0%
	More than 20	Count % within Number of papers or reports of 20 pages or more	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
Total		Count % within Number of papers or reports of 20 pages or more	11 1.5%	55 7.4%	468 63.3%	205 27.7%	739 100.0%

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**Number of papers or reports between 5 and 19 pages \* Library resources (electronic and paper)? Crosstabulation**

			Library resources (electronic and paper)?				Total
			Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Number of papers or reports between 5 and 19 pages	None	Count % within Number of papers or reports between 5 and 19 pages	3 3.9%	6 7.9%	46 60.5%	21 27.6%	76 100%
	Between 1 and 4	Count % within Number of papers or reports between 5 and 19 pages	8 2.0%	25 6.2%	247 61.6%	121 30.2%	401 100%
	Between 5 and 10	Count % within Number of papers or reports between 5 and 19 pages	7 2.7%	20 7.7%	152 58.5%	81 31.2%	260 100%
	Between 11 and 20	Count % within Number of papers or reports between 5 and 19 pages	2 3.0%	5 7.5%	36 53.7%	24 35.8%	67 100%
	More than 20	Count % within Number of papers or reports between 5 and 19 pages	0 .0%	1 7.1%	7 50.0%	6 42.9%	14 100%
	Missing	Count % within Number of papers or reports between 5 and 19 pages	0 .0%	0 .0%	2 33.3%	4 66.7%	6 100%
	Total	Count % within Number of papers or reports between 5 and 19 pages	20 2.4%	57 6.9%	490 59.5%	257 31.2%	824 100%

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Number of papers or reports between 5 and 19 pages \* Services provided by the libraries? Crosstabulation

			Services provided by the libraries?				Total
			Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Number of papers or reports between 5 and 19 pages	None	Count % within Number of papers or reports between 5 and 19 pages	1 1.4%	3 4.3%	46 65.7%	20 28.6%	70 100%
	Between 1 and 4	Count % within Number of papers or reports between 5 and 19 pages	5 1.3%	30 8.1%	235 63.2%	102 27.4%	372 100%
	Between 5 and 10	Count % within Number of papers or reports between 5 and 19 pages	4 1.7%	19 7.9%	151 62.9%	66 27.5%	240 100%
	Between 11 and 20	Count % within Number of papers or reports between 5 and 19 pages	1 1.6%	7 11.3%	37 59.7%	17 27.4%	62 100%
	More than 20	Count % within Number of papers or reports between 5 and 19 pages	0 .0%	0 .0%	9 64.3%	5 35.7%	14 100%
	Missing	Count % within Number of papers or reports between 5 and 19 pages	0 .0%	0 .0%	3 60.0%	2 40.0%	5 100%
	Total	Count % within Number of papers or reports between 5 and 19 pages	11 1.4%	59 7.7%	481 63.0%	212 27.8%	763 100%

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**Number of papers or reports of fewer than 5 pages \* Library resources (electronic and paper)? Crosstabulation**

			Library resources (electronic and paper)?				Total
			Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Number of papers or reports of fewer than 5 pages	None	Count % within Number of papers or reports of fewer than 5 pages	1 3.4%	3 10.3%	18 62.1%	7 24.1%	29 100.0%
	Between 1 and 4	Count % within Number of papers or reports of fewer than 5 pages	3 1.5%	13 6.3%	139 67.5%	51 24.8%	206 100.0%
	Between 5 and 10	Count % within Number of papers or reports of fewer than 5 pages	7 2.8%	15 5.9%	145 57.1%	87 34.3%	254 100.0%
	Between 11 and 20	Count % within Number of papers or reports of fewer than 5 pages	4 2.0%	13 6.3%	121 59.0%	67 32.7%	205 100.0%
	More than 20	Count % within Number of papers or reports of fewer than 5 pages	5 4.2%	13 10.9%	57 47.9%	44 37.0%	119 100.0%
	Missing	Count % within Number of papers or reports of fewer than 5 pages	0 .0%	0 .0%	3 42.9%	4 57.1%	7 100.0%
	Total	Count % within Number of papers or reports of fewer than 5 pages	20 2.4%	57 7.0%	483 58.9%	260 31.7%	820 100.0%

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**Number of papers or reports of fewer than 5 pages \* Services provided by the libraries? Crosstabulation**

			Services provided by the libraries?				Total
			Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Number of papers or reports of fewer than 5 pages	None	Count % within Number of papers or reports of fewer than 5 pages	1 4.0%	4 16.0%	14 56.0%	6 24.0%	25 100.0%
	Between 1 and 4	Count % within Number of papers or reports of fewer than 5 pages	3 1.6%	16 8.4%	126 66.0%	46 24.1%	191 100.0%
	Between 5 and 10	Count % within Number of papers or reports of fewer than 5 pages	4 1.7%	13 5.4%	151 63.2%	71 29.7%	239 100.0%
	Between 11 and 20	Count % within Number of papers or reports of fewer than 5 pages	1 .5%	16 8.4%	115 60.2%	59 30.9%	191 100.0%
	More than 20	Count % within Number of papers or reports of fewer than 5 pages	2 1.9%	11 10.2%	63 58.3%	32 29.6%	108 100.0%
	Missing	Count % within Number of papers or reports of fewer than 5 pages	0 .0%	0 .0%	4 66.7%	2 33.3%	6 100.0%
<b>Total</b>		Count % within Number of papers or reports of fewer than 5 pages	11 1.4%	60 7.9%	473 62.2%	216 28.4%	760 100.0%

7. Results cross-tabulated with writing clearly and effectively

**Writing clearly and effectively \* Library resources (electronic and paper)? Crosstabulation**

Count

		Library resources (electronic and paper)?				Total
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Writing clearly and effectively	Very Little	5	6	51	28	90
	Some	7	23	208	79	317
	Quite a Bit	6	24	190	110	330
	Very Much	3	5	58	62	128
<b>Total</b>		21	58	507	279	865

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**Writing clearly and effectively \* Services provided by the libraries? Crosstabulation**

Count

		Services provided by the libraries?				Total
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Writing clearly and effectively	Very Little	6	7	43	24	80
	Some	1	28	205	65	299
	Quite a Bit	2	23	192	85	302
	Very Much	3	6	54	54	117
Total		12	64	494	228	798

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8. Results cross-tabulated with having opportunities to interact with people of backgrounds different than mine

**I have opportunities to interact with people of backgrounds different than mine \* Library resources (electronic and paper)? Crosstabulation**

Count

		Library resources (electronic and paper)?				Total
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
I have opportunities to interact with people of backgrounds different than mine	Strongly Disagree	0	1	9	3	13
	Disagree	1	7	26	12	46
	Neutral	5	12	83	27	127
	Agree	11	29	283	138	461
	Strongly Agree	3	9	97	85	194
Total		20	58	498	265	841

**I have opportunities to interact with people of backgrounds different than mine \* Services provided by the libraries? Crosstabulation**

Count

		Services provided by the libraries?				Total
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
I have opportunities to interact with people of backgrounds different than mine	Strongly Disagree	0	0	9	4	13
	Disagree	0	7	23	8	38
	Neutral	2	12	80	26	120
	Agree	7	27	275	117	426
	Strongly Agree	2	15	99	65	181
Total		11	61	486	220	778

9. Results cross-tabulated with race/ethnicity

**Race/Ethnicity \* I have opportunities to interact with people of backgrounds different than mine  
Crosstabulation**

Count

	I have opportunities to interact with people of backgrounds different than mine					Total
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Disagree	
Race/Ethnicity	0	0	1	1	2	4
Asian	2	5	10	52	10	79
Black	1	1	6	12	5	25
Cape Verde	0	0	0	0	1	1
Hispanic	0	3	2	17	7	29
N/A	1	3	13	42	17	76
White	10	36	107	362	160	675
Total	14	48	139	486	202	889

**Race/Ethnicity \* Library resources (electronic and paper)? Crosstabulation**

Count

	Library resources (electronic and paper)?				Total
	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Race/Ethnicity	0	0	1	3	4
Asian	7	8	44	20	79
Black	1	3	17	5	26
Cape Verde	0	0	1	0	1
Hispanic	0	2	19	8	29
N/A	2	4	43	28	77
White	11	42	387	218	658
Total	21	59	512	282	874

**Race/Ethnicity \* Services provided by the libraries? Crosstabulation**

Count		Services provided by the libraries?				Total
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Race/Ethnicity		0	0	1	3	4
	Asian	3	7	51	12	73
	Black	1	2	17	3	23
	Cape Verde	0	0	1	0	1
	Hispanic	0	2	20	5	27
	N/A	0	6	42	25	73
	White	8	47	369	183	607
Total		12	64	501	231	808

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