

Institutional Research and Decision Support (IRDS)



IUPUI JagsSpeak – May 2017 University Library

Key Findings/Highlights

- Nearly half of all undergraduate respondents (49%) report studying/working alone at University Library at least weekly while the same is true for only a quarter (26%) of graduate students.
- Graduate students (35%) are much more likely than undergraduates (16%) to look at/check out collections at least monthly.
- If a respondent does not study/work at University Library weekly or more, they most often study alone at their home/apartment/residence hall while another building/space on campus is the most popular alternative for group work.
- The environment (81%) is the most common reason given for studying alone at University Library while location (74%) is most often cited for working in a group.
- Having comfortable seating added, more electrical outlets, and additional study rooms are the changes most frequently selected to greatly improve a student's experience studying both alone and in a group.
- Concerning students' perceptions of safety levels at University Library, 43% of respondents feel unsafe being around non-student users and 40% feel unsafe due to seeing signs about recent thefts. The majority report feeling "somewhat unsafe" rather than "very unsafe" and no safety item accounts for the majority of respondents feeling unsafe.

PURPOSE

To measure various indicators related to visits to, as well as utilization of resources provided by University Library. A sample of 5,000 students (3,500 undergraduate & 1,500 graduate) was invited to participate in the survey. It was live for two weeks with 2 reminders and a last chance email sent to invitees.

RESPONDENT CHARACTERISTICS AT A GLANCE

	Undergraduate			Graduate		
	All Respondents	All Invited	Campus	All Respondents	All Invited	Campus
Female	61.9%	54.4%	54.2%	59.2%	61.1%	59.7%
Male	38.1%	45.6%	45.8%	40.8%	38.9%	40.3%
American Indian/Alaska Native	0%	0.1%	0.1%	0%	0%	0.1%
Asian	5.1%	4.7%	4.5%	3.0%	3.7%	4.2%
Black/African American	10.1%	10.6%	10.7%	6.7%	7.7%	7.9%
International	6.0%	5.3%	4.8%	29.2%	19.3%	19.5%
Latino/a	6.3%	6.4%	6.9%	3.7%	3.1%	3.7%
Native Hawaiian / Pacific Islander	0%	0.1%	0.1%	0%	0%	0%
Multiracial	4.1%	4.0%	4.3%	2.2%	2.3%	2.1%
White	68.2%	68.3%	68.0%	54.3%	63.3%	61.9%
Unknown	0.2%	0.5%	0.6%	0.7%	0.6%	0.6%
N	415	3500		267	1500	
Response Rate	11.9%	--	--	17.8%	--	--

Both Invited and Campus columns do not include Law, Dentistry, Medicine, or Herron students

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RESPONDENT CHARACTERISTICS AT A GLANCE

	Undergraduate			Graduate		
	All Respondents	All Invited	Campus	All Respondents	All Invited	Campus
Business	9.1%	6.0%	6.7%	4.5%	9.5%	10.6%
Education	2.2%	3.3%	3.7%	7.1%	6.8%	6.0%
Engineering & Technology	13.7%	14.5%	14.7%	13.1%	10.6%	9.4%
Graduate School	-	-	-	4.9%	3.3%	5.4%
Informatics	2.2%	3.7%	3.6%	13.4%	11.6%	11.4%
Liberal Arts	14.2%	11.7%	10.9%	9.7%	5.2%	4.6%
Nursing	2.9%	4.8%	4.6%	4.1%	6.5%	6.7%
PETM	5.0%	4.8%	5.3%	1.1%	0.8%	0.7%
Philanthropy	0%	0.4%	0.3%	3.7%	2.2%	2.6%
Public Health	2.9%	1.7%	1.4%	6.7%	6.4%	6.2%
Science	16.1%	13.1%	13.3%	10.1%	8.4%	9.0%
SHRS	1.7%	2.5%	2.3%	4.1%	8.5%	7.0%
Social Work	1.2%	1.0%	1.2%	9.7%	14.5%	14.6%
SPEA	4.6%	4.3%	4.1%	7.8%	5.7%	5.7%
University College	24.3%	28.2%	27.9%	-	-	-
N	416	3500		268	1500	
Response Rate	11.9%	--	--	17.9%	--	--

- The two above tables display the demographic characteristics of all respondents, students that were invited to participate, and the overall campus percentages. As noted previously, invited and campus percentages do not include persons from the Schools of Law, Dentistry, Medicine, or Herron.
- Among undergraduates, there is a slight overrepresentation of female respondents and when looking at graduate students there is an overrepresentation of international respondents coupled with an underrepresentation of white participants. A conscious decision was made to not weight the data as the respondents should accurately reflect the most common library users.
- In regard to School, the respondents are extremely similar to the overall population. The only exceptions are a slight underrepresentation of Business and overrepresentation of Liberal Arts graduate students.

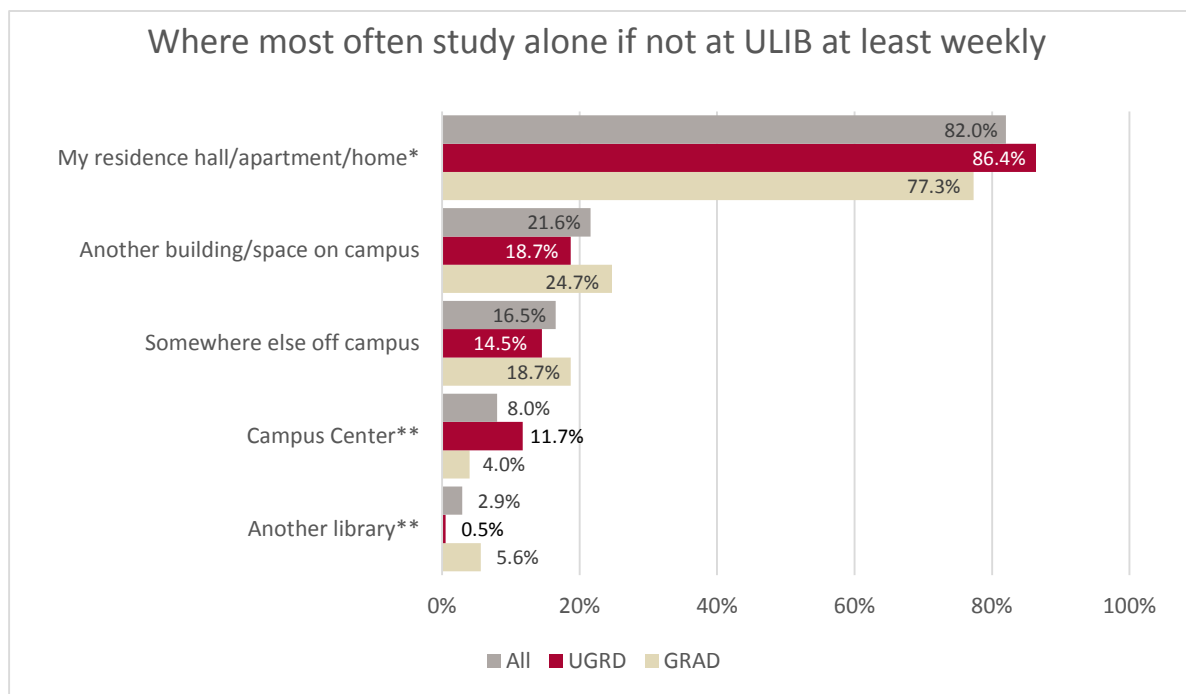
HOW OFTEN GO TO UNIVERSITY LIBRARY FOR...

	Undergraduate Students					Graduate Students				
	Never	Once or twice a semester	Monthly	Weekly	Nearly every day	Never	Once or twice a semester	Monthly	Weekly	Nearly every day
Study/work on assignments alone	14.3%	23.4%	13.8%	29.2%	19.3%	33.3%	25.1%	16.1%	15.0%	10.5%
Study/work on assignments in a group	22.0%	40.6%	17.1%	16.2%	4.1%	42.9%	28.9%	14.3%	13.5%	0.4%
Look at/check out collections	58.1%	26.2%	8.7%	5.6%	1.5%	39.1%	25.9%	20.7%	10.9%	3.4%
Use a computer/printer	17.3%	18.8%	18.5%	28.3%	17.1%	46.4%	21.1%	15.5%	13.2%	3.8%
Use University Writing or Math Assistance Centers	55.7%	23.5%	8.7%	8.7%	3.4%	82.6%	13.6%	2.3%	1.5%	0.0%

* p < .05, ** p < .01, *** p < .001

- Undergraduate respondents (49%) are significantly more likely to physically go to the library to study/work on assignments alone weekly or more compared to graduate student participants (26%)***.
- More than three-quarters of undergraduate participants (78%) study/work on assignments in a group at least once or twice a semester compared to 57% of graduate students***.
- Graduate students (35%) are significantly more likely than undergraduates (16%) to look at/check out collections from the library at least monthly***.
- Undergraduates (45%) are more likely than graduate student participants (17%) to use a University library computer/printer at least weekly***.
- Among graduate student respondents, males are significantly more likely than females to report studying/working on assignments alone (37% vs 18%)** and using a computer/printer (24% vs 12%)** at least weekly.
- Looking at all participants, both non-white (49%) and international (53%) students are more likely than their white peers (33%) to study alone at University Library at least weekly***.
- Specifically, among graduate students, international respondents (55%) are more likely to report studying/working on assignments in a group at University Library at least monthly, compared to both white (16%) and non-white participants (19%)***.
- Concentrating on undergraduate respondents, non-white students (19%) are more likely than white (12%) and international (10%) participants to go to University Writing and Math Centers at least weekly***. However, when looking at going to a Center at least once or twice a semester, international participants (84%) are much more likely to go compared to white (35%) and non-white respondents (59%)***.
- Undergraduate respondents in the School of Science are significantly more likely to study/work on assignments at University Library both alone (62% vs 46%)** and in a group (34% vs 18%)** at least weekly compared to undergraduates in other Schools.
- Other undergraduate School differences include Liberal Arts respondents who are more likely to look at/check out collections at least monthly (34% vs 13%)** as well as School of Business who study in a group at least weekly at significantly higher rates (45% vs 18%)***.

- Among all respondents, those from the School of Social work (10%)** and Informatics (25%)* are less likely to study/work alone at least weekly compared to other respondents (41%).
- Roughly 11% of all participants report never going to the library for any of the above activities.
 - Graduate respondents (18%) are significantly more likely than undergraduates (6%) to report never having gone to University Library***.
 - Among those who report never physically gone to the library, 49% report they access library resources through the website at least monthly and 76% do so at least once or twice a semester.
 - Informatics students are more likely than other respondents to have never physically visited University Library (32% vs 9%) while 100% of Business participants report having physically gone to the library.



* p < .05, ** p < .01, *** p < .001

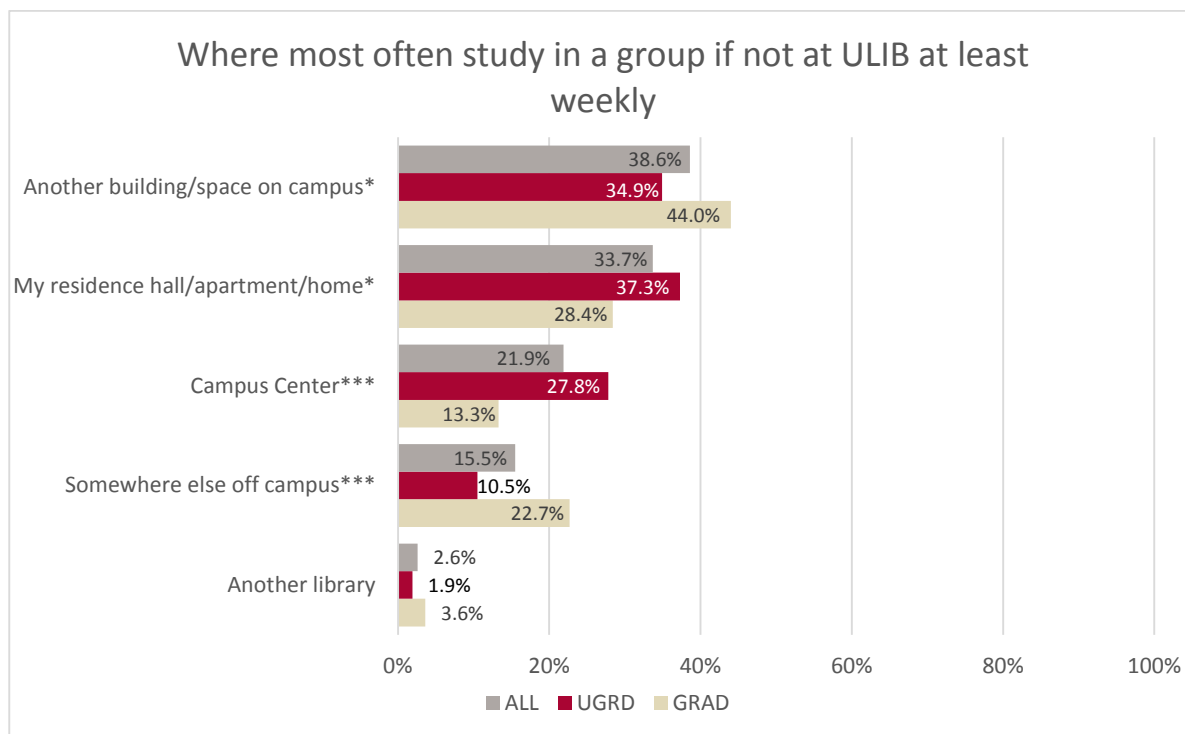
- If a participant does not study/work on assignments alone at least weekly at University Library, the most common place to do so for all respondents is at their residence hall, apartment, or home (82%).
 - Although it is the most common for both, undergraduates (86%) are more likely to list their home/apartment/residence hall compared to graduate student respondents (77%)*.
- While overall, the locations are not common, differences are found between undergraduate and graduate students in regards to working alone at the campus center where undergraduate students are more likely to do so (12% vs 4%)** as well as another library on campus which is more common among graduate students (6% vs 1%)*.
- Even though it is not statistically significant, it is worth noting that international students (6%) are less likely than both white (17%) and non-white (21%) respondents to work alone off campus.
- A participant was asked to specify the particular building/space on campus and where off campus they most often study alone. A coffee shop is by far the most common answer for a building off campus while for on campus, many times the building on campus correlates with the major of the participant.

REASONS STUDY ALONE AT...

Alone	Location	Environment (quietness/ etc.)	Amenities available (food/ beverages/etc.)	Technology available	On site resources	Library Staff	Something Else
University Library (n=268)	58.6%	81.3%	15.3%	54.9%	21.6%	7.5%	8.2%
My residence hall/apartment/home (n=315)	85.1%	64.4%	69.8%	44.8%	16.8%	-	-
Another building/space on campus (n=89)	79.8%	65.2%	24.7%	67.4%	16.9%	-	-
Somewhere else off campus (n=68)	80.9%	64.7%	57.4%	32.4%	10.3%	-	-
Campus Center (n=33)	69.7%	27.3%	54.5%	30.3%	3.0%	-	-
Another library (n=12)	58.3%	50.0%	16.7%	50.0%	25.0%	-	-

* p < .05, ** p < .01, *** p < .001

- The environment is the most often cited reason for working alone at University Library with roughly 4 out of every 5 respondents indicating such.
- While important to both, female students (88%) are more likely than their male peers (74%) to list environment as a reason to study alone at University Library**.
- On site resources are more likely for graduate students (35%) to be a reason to study at University Library alone compared to undergrads (17%)**.
- Location has the highest percentage of people rating it as the reason for mostly studying/working alone at a respondent's residence hall/apartment/home (85%), another building/space on campus (80%), and somewhere else off campus (81%).
- Undergraduates are more likely than graduate students to identify amenities as reason to study alone at home (76% vs 63%)* as well as somewhere else off campus (71% vs 46%)*.



* p < .05, ** p < .01, *** p < .001

- Unlike working alone, the most commonplace for working in a group if someone does not go to University Library at least weekly is another building/space on campus (39%) followed closely by a residence hall/apartment/home (34%).
- Graduate students are more likely to report than undergrads most often studying/working in a group at another building/space on campus (44% vs 35%)* and somewhere off campus (24% vs 11%)***. However, undergraduates are significantly more likely to work in a group at a residence hall/apartment/home (37% vs 27%)* and the campus center (28% vs 13%)***.
- Among undergraduate students, respondents in Liberal Arts are more likely than other participants to study in a group in the campus center (40% vs 25%)* while those from the School of Engineering & Technology are significantly less likely to study in a group at the campus center if they are not doing so at least weekly at University Library (13% vs 30%)*.
- A participant was asked to specify the particular building/space on campus and where off campus they most often study group. Similar to studying/working alone, coffee shop is by far the most common answer for a building off campus.
- Another common response for “somewhere else off campus” for studying in a group is online through a video conferencing platform such as Zoom.
- Also similar to studying/working alone, the on campus building/space a respondent identifies most often corresponds to their School.

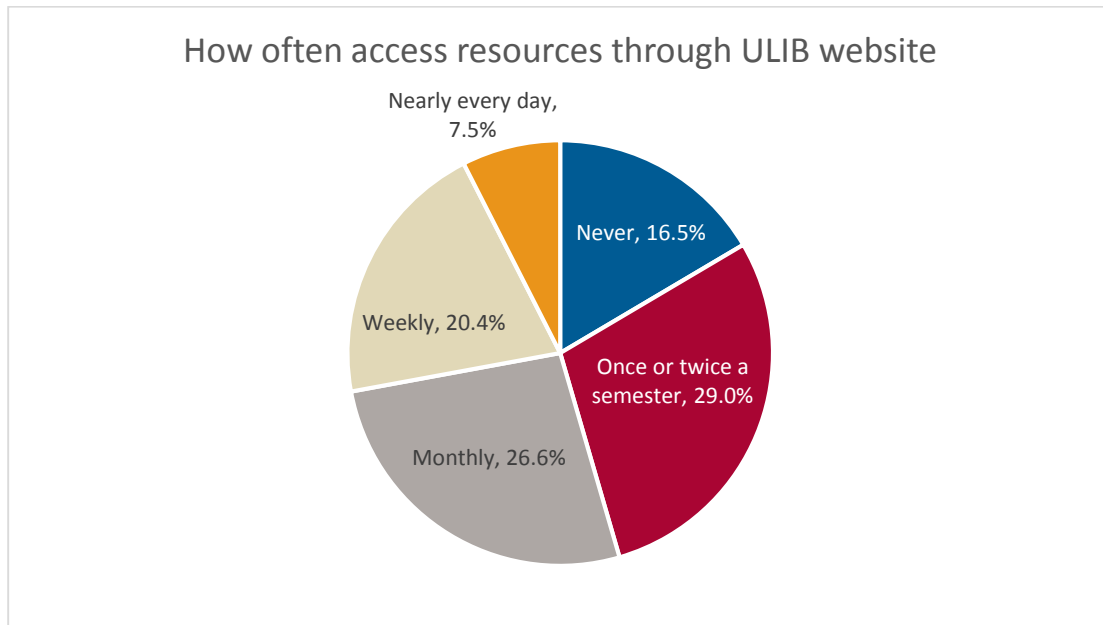
REASONS STUDY IN A GROUP AT...

Group	Location	Environment (quietness/ etc.)	Amenities available (food/beverages/etc.)	Technology available	On site resources	Library Staff	Something Else
University Library (n=120)	74.2%	56.7%	13.3%	58.3%	19.2%	5.0%	18.3%
Another building/space on campus (n=211)	82.5%	52.1%	14.7%	41.2%	10.0%	-	-
My residence hall/apartment/home (n=181)	84.0%	51.9%	54.7%	37.0%	15.5%	-	-
Campus Center (n=119)	87.4%	21.8%	50.4%	26.1%	7.6%	-	-
Somewhere else off campus (n=92)	76.1%	42.4%	46.7%	20.7%	3.3%	-	-
Another library (n=14)	57.1%	57.1%	7.1%	50.0%	28.6%	-	-

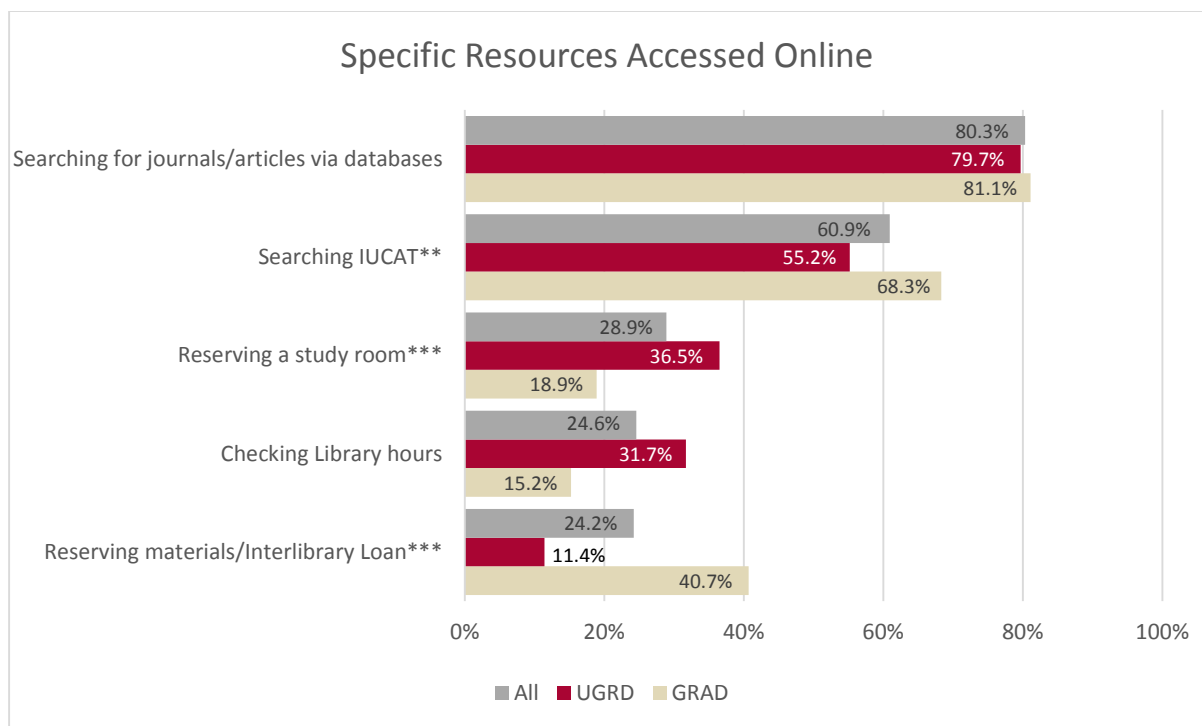
* p < .05, ** p < .01, *** p < .001

- Studying/working in a group at University Library has location as the most often cited reason for doing so as opposed to environment which was the most cited reason for working alone.
- Location is also the most often cited reason for studying in a group at other sites on and off campus.
- Undergraduates (88%) are more likely to list location as a reason for studying in a group at a residence hall/apartment/home compared to graduate students (75%)*.
- Undergraduate are more likely than graduate students to study/work in a group at University Library because of environment (63% vs 42%)* and technology available (64% vs 44%)*.
- Graduate students (31%) are more likely to study/work in a group at University Library because of on-site resources compared to undergraduates (14%)*.
- Similar to working alone at University Library, female respondents (65%) are more likely than males (42%) to list environment as a reason to work in a group at the library*.
- Undergraduate respondents from Business (35%) are significantly less likely to list environment as a reason why they study/work on assignments in a group at University Library compared to undergraduates from other Schools on campus (70%)**.
- By far the most common “something else” response given by respondents for another reason to study in a group at University Library is that large study rooms are available which have “enough space for everyone to gather.”

ONLINE RESOURCES



- Graduate students (49%) are much more likely than undergraduates (15%) to visit the University Library website at least weekly***.



* p < .05, ** p < .01, *** p < .001

- Four out of five of all students that go to the Library website utilize it for the purpose of searching for journals/articles via databases.
- Graduate students are significantly more likely to use the online resources of IUCAT (68% vs 55%)** and reserving materials/interlibrary loan (41% vs 11%)***.
- Undergraduate students (37%) are more likely than graduate students (19%) to use the Library website to reserve a study room***.

AFFECT STUDYING/WORKING ALONE AT UNIVERSITY LIBRARY

	Greatly diminish	Somewhat diminish	Have no effect	Somewhat improve	Greatly improve
Coffee shop added	0.8%	1.9%	33.0%	30.1%	34.2%
Additional food vendors	1.4%	1.4%	32.3%	33.7%	31.3%
Additional study rooms	0.2%	0.4%	27.1%	27.7%	44.6%
Comfortable seating added	0.4%	0.2%	15.5%	28.0%	55.9%
More electrical outlets available	0.6%	0.6%	24.1%	27.8%	46.9%
Better noise control	0.2%	0.6%	32.2%	28.9%	38.1%
Better lighting	0.4%	1.0%	40.4%	31.8%	26.5%
Peer tutors available	0.4%	0.6%	51.0%	26.0%	22.1%
Space added for meditation/naps	1.6%	2.3%	25.2%	25.6%	45.2%
Designated areas for students with card swipe access	1.6%	3.9%	33.6%	27.4%	33.6%
Additional books/resources for my major	0.4%	0.2%	39.7%	28.4%	31.3%

* p < .05, ** p < .01, *** p < .001

- Having more comfortable seating has the most positive response with more than half of all students (56%) reporting it will greatly improve their experience studying alone at University Library.
 - This is more popular with undergraduate student respondents with 60% saying it will greatly improve their experience compared to 48% among graduate students*.
- Undergraduate participants are more likely than graduate students to believe that additional study rooms (49% vs 36%) and more electrical outlets (51% vs 38%) will greatly improve their experience.
- Non-white (72%) as well as international participants (74%) are significantly more likely to report that additional books/resources for their major would at least somewhat improve their experience compared to white respondents (52%)***.
- Overall, respondents are most ambivalent toward having peer tutors available with slightly more than half reporting it would have no effect on their University Library experience.
 - Undergraduate participants (54%) are significantly more likely to report it will at least somewhat improve their experience compared to graduate students (36%)**.
- All respondents were asked if there was anything else that improve their experience studying alone at University Library. (159 comments)
 - Many respondents reiterate the most popular choices that would improve experiences including more comfortable seating and additional study rooms or private study areas.
 - The most common improvement not previously listed is to **extend the library hours** (14 comments) as people make the point that they “usually tend to do homework late at night” or that “leaving the library at midnight and trying to find another place to camp out is a pain when I’m up until 2-3.”
 - Another common suggestion from participants is to have **more quiet study space** as well as **more enforcement of the current quiet rules** (13 comments). One participant remarks that the current quiet study spaces “can be crowded at times and nowhere to sit.” Another respondent wishes that “patrolling librarians would shush obnoxiously loud individuals and groups as well as say something to people watching/listening to something without headphones.
 - A final topic brought up by a number of respondents is that the library is **too cold** (11 comments). One person wants, “better temperature control-its always FREEZING!” While another states, “We have to stay there with our coat on us. Some of my friends became sick.”

AFFECT STUDYING/WORKING IN A GROUP AT UNIVERSITY LIBRARY

	Greatly diminish	Somewhat diminish	Have no effect	Somewhat improve	Greatly improve
Coffee shop added	0.7%	1.2%	31.8%	27.2%	39.2%
Additional food vendors	0.7%	1.4%	32.2%	32.4%	33.3%
Additional study rooms	0.2%	0.2%	16.1%	29.0%	54.5%
Comfortable seating added	0.2%	0.2%	16.2%	28.8%	54.5%
More electrical outlets available	0.2%	0%	18.9%	28.3%	52.6%
Better noise control	0.5%	0.2%	37.7%	26.4%	35.2%
Better lighting	0%	0.2%	44.3%	27.0%	28.4%
Peer tutors available	0%	0.5%	55.8%	24.0%	19.8%
Space added for meditation/naps	1.4%	3.2%	48.3%	18.9%	28.3%
Designated areas for students with card swipe access	1.2%	2.8%	39.7%	24.7%	31.6%
Additional books/resources for my major	0.5%	0%	41.5%	28.8%	29.3%

* p < .05, ** p < .01, *** p < .001

- Similar to what would improve studying/working alone at the library, more than half of participants (55%) believe that more comfortable seating would greatly improve their experience studying/working in a group.
- Unlike studying alone, having additional study rooms (55%) would greatly improve the experience of more than half participants working in a group at the library.
- Again similar to studying/working alone, undergraduate student participants (50%) are more likely than their graduate peers (30%) to believe that having peer tutors available will at least somewhat improve their experience**.
- Specifically, among undergraduate respondents, non-white students (40%) are significantly more likely than their white peers (16%) to believe that having peer tutors available would greatly improve their experience working in a group at the Library**.
- All respondents were asked if there was anything else that improve their experience studying in a group at University Library. (78 comments)
 - By far the most common response to another aspect improving studying in a group is having **more designated group study areas** (22 comments). This is distinct from simply reiterating having additional study rooms as many respondents specify note, “the lack of large tables and space for groups of more than 3-4” as well as wanting “places with a better working environment for collaboration.”
 - Related to the current study rooms, many participants wish to see an improvement in the **room reservation process** (7 comments). Participants remark that “it’s too difficult to reserve a room by making accounts and going through all of that” and that the “reservation system is remarkably primitive, glitch, and anything but user friendly.” One participants asks that the library “inform students on how to reserve a study room.”
 - Finally, some students simply would like **more whiteboards** (6 comments) in rooms to assist in facilitating studying/working in a group.

SAFETY

	Feel very unsafe	Feel somewhat unsafe	Have no effect	Feel somewhat safe	Feel very safe
Seeing a sign about recent thefts	5.2%	35.0%	37.9%	16.5%	5.3%
Being around many other people	0.6%	7.6%	47.3%	29.2%	15.2%
Being around few/no other people	1.5%	17.3%	52.2%	19.4%	9.7%
Being around non-student library users	7.9%	34.7%	48.0%	5.3%	4.1%
Seeing library staff nearby	0%	0.3%	27.8%	43.8%	28.1%
Seeing uniformed security officers nearby	2.8%	8.7%	22.5%	30.7%	35.3%
Being in the library during day	0%	0.5%	26.9%	30.3%	42.3%
Being in the library after dark	5.7%	29.1%	33.7%	21.1%	10.4%
Studying/working with a group	0.2%	0.2%	31.4%	31.4%	36.8%
Studying/working alone	0.6%	11.5%	42.8%	30.0%	15.1%

- The situations that result in the highest percentage of participants reporting they would feel either somewhat or very unsafe include being in the library after dark (35%), seeing a sign about recent thefts (40%) and being around non-student library users (43%). A higher percentage of participants feel “somewhat unsafe” rather than “very unsafe”.
- Seeing library staff nearby has a slightly larger positive effect of making people feel at least somewhat safe (72%) compared to seeing uniformed security officers nearby (66%). Having library staff nearby also has virtually no one reporting it would make them feel unsafe while 12% report feeling somewhat or very unsafe having uniformed security nearby.
- Female respondents are significantly more likely than their male peers to feel somewhat or very unsafe on the following situations.
 - Seeing signs about recent thefts (46% vs 31%)**
 - Being in the library after dark (47% vs 16%)***
- Female participants are also more likely to report feeling somewhat or very safe for the following.
 - Being in the library during the day (80% vs 61%)***
- Looking specifically at undergraduate female respondents, the following situations have a significant difference for feeling unsafe when compared to males but have no such difference among graduate student women.
 - Being around few/no other people (23% vs 8%)***
 - Being around non-student library users (52% vs 39%)*
- Undergraduate females are also more likely to report that they would feel at least somewhat safe seeing library staff nearby (82%) compared to undergraduate men (57%)***.
- No significant differences are found on any safety items when looking at race/ethnicity or School.

* p < .05, ** p < .01, *** p < .001