

# CSUSM Customer Satisfaction Survey

2015/16

## Overall Results

Results for campus department and services.  
The feedback received helps departments take action and make improvements.

1,197  
Survey Responses



67.1%  
Students

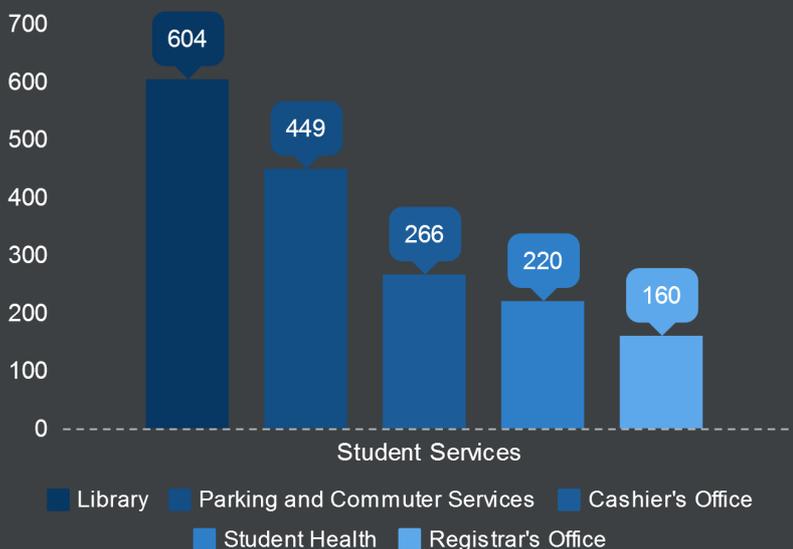


25.2%  
Staff



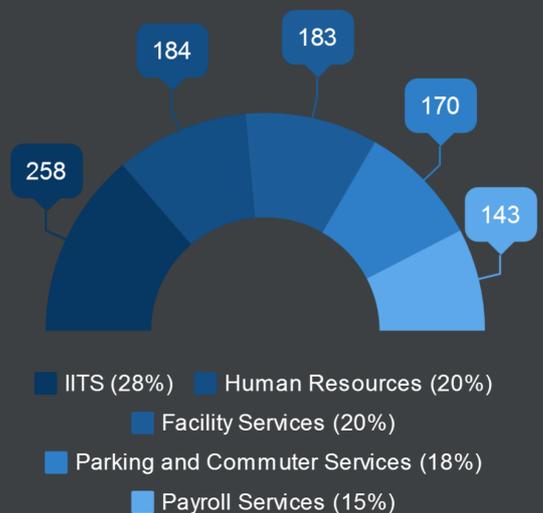
7.7%  
Faculty

Top 5 surveys for Students



\*Top 5 areas out of 10

Top 5 Surveys for Faculty & Staff



\*Top 5 areas out of 9

# University Library

719

Responses

96.8%

Feel that the Library has a positive impact on success at CSUSM

## Overall Satisfaction

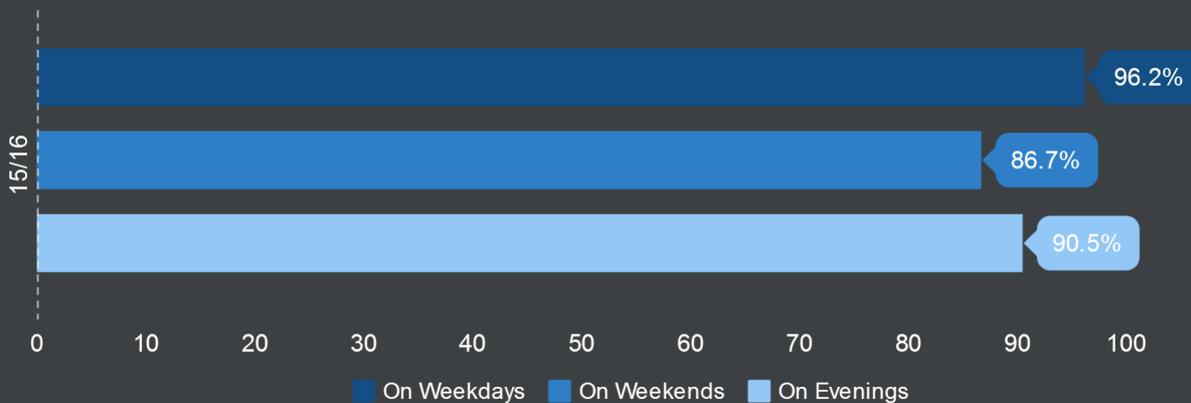
98.2%

Quality of customer service

96.0%

Library's support of your learning, research and/or teaching needs

## Library Access



## Library Materials

Satisfaction with the service received

Library materials

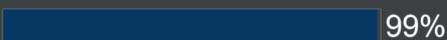


Off-campus books or articles



Satisfaction with Employees

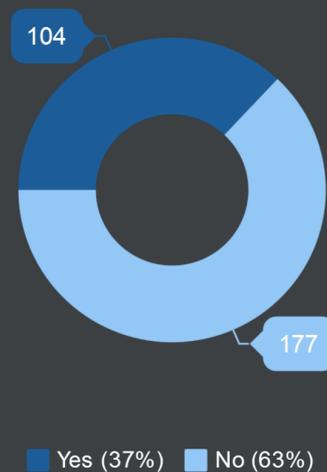
Courteous



Knowledgeable

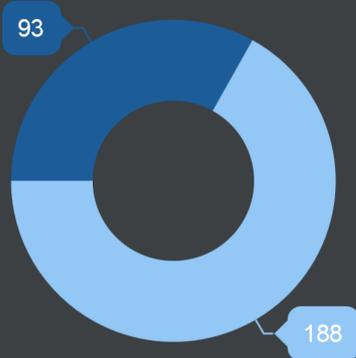


Have you used books or articles from off-campus?



# Library Reserves

Have you used Course Reserves?



■ Yes (33%) ■ No (67%)

## Overall Satisfaction

100%

Timely posting of your materials

100%

Employee knowledge about Course Reserves

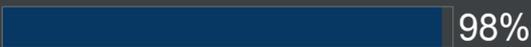
100%

Service received when using Course Reserves

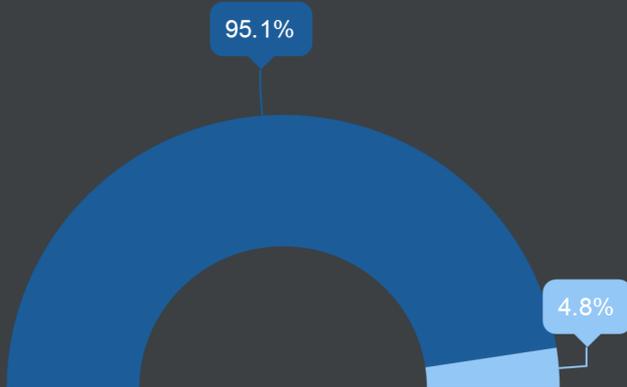
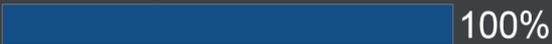
# Media Library

Satisfaction with Media Library Employees

Courteous

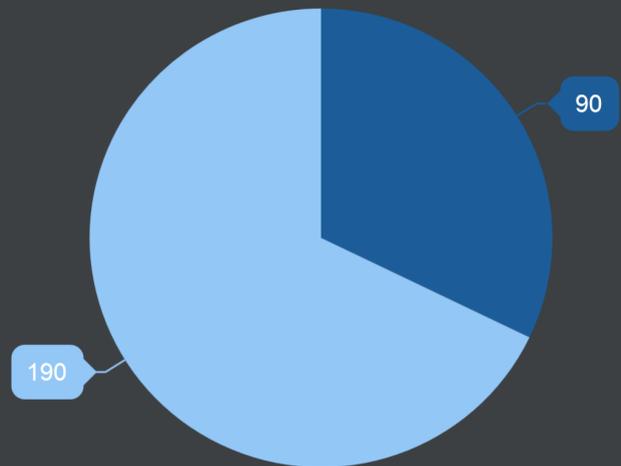


Knowledgeable



■ Satisfied (95%) ■ Dissatisfied (5%)

Satisfaction with the service received during your experiences with the Media Library

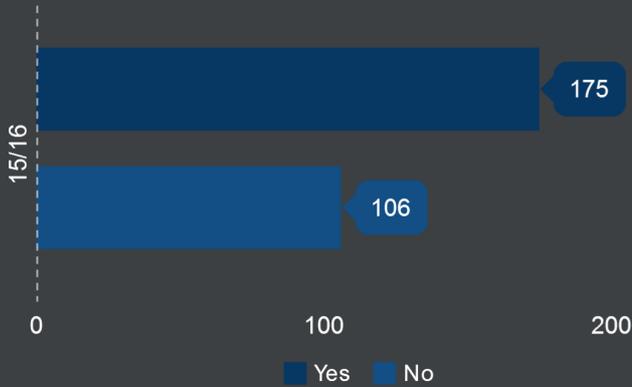


Have you used the Media Library?

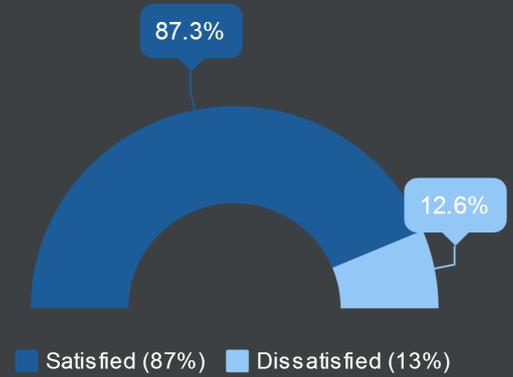
■ Yes (32%) ■ No (68%)

# Cougar Courses

Have you used online video(s) through Cougar Courses?

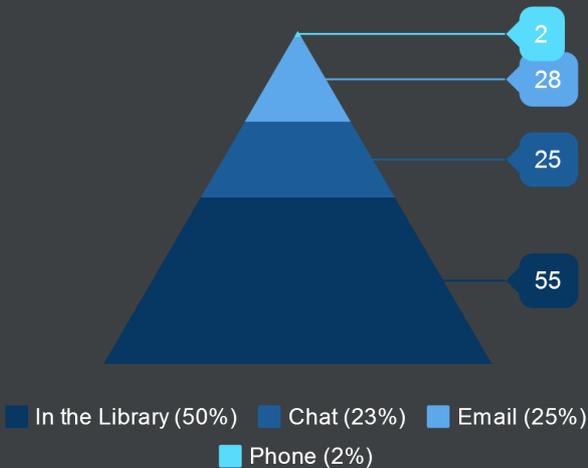


Satisfaction with streaming video

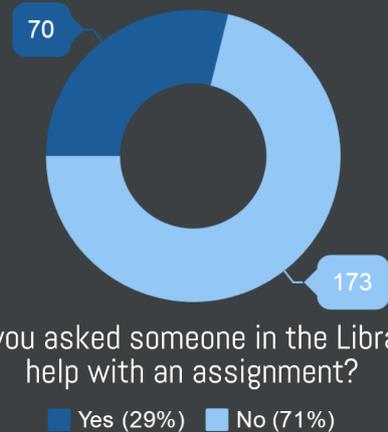


# Conducting Library Research

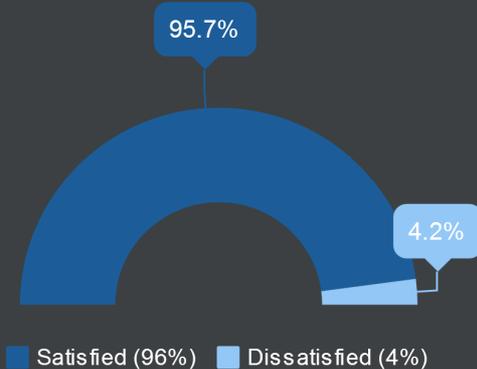
How did you access help?



Have you asked someone in the Library for help with an assignment?



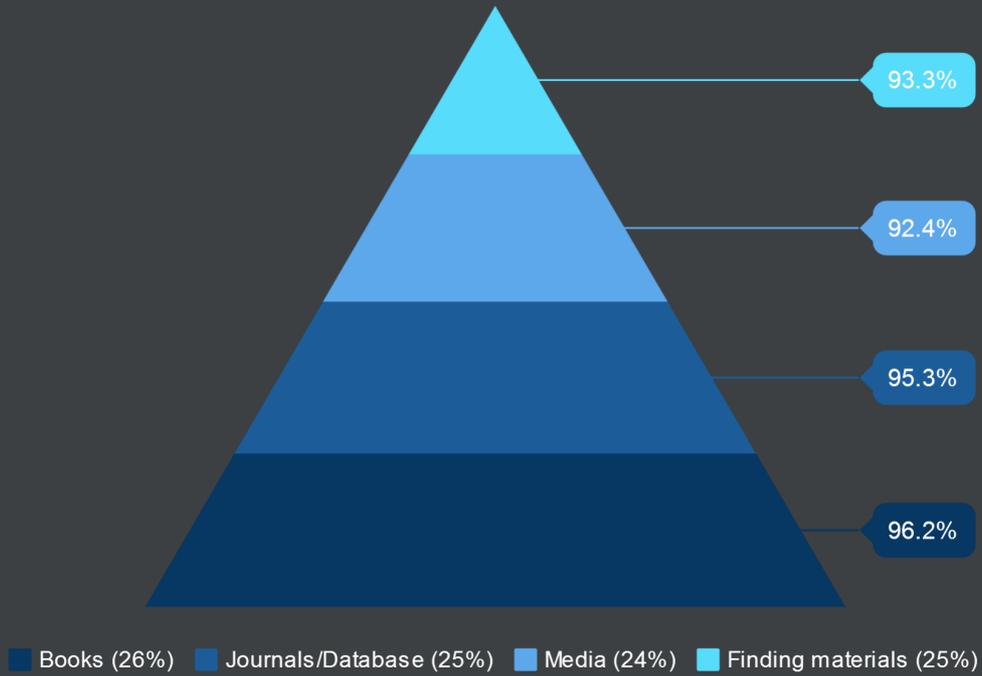
How useful was the session?



Satisfaction with help received from the Librarian

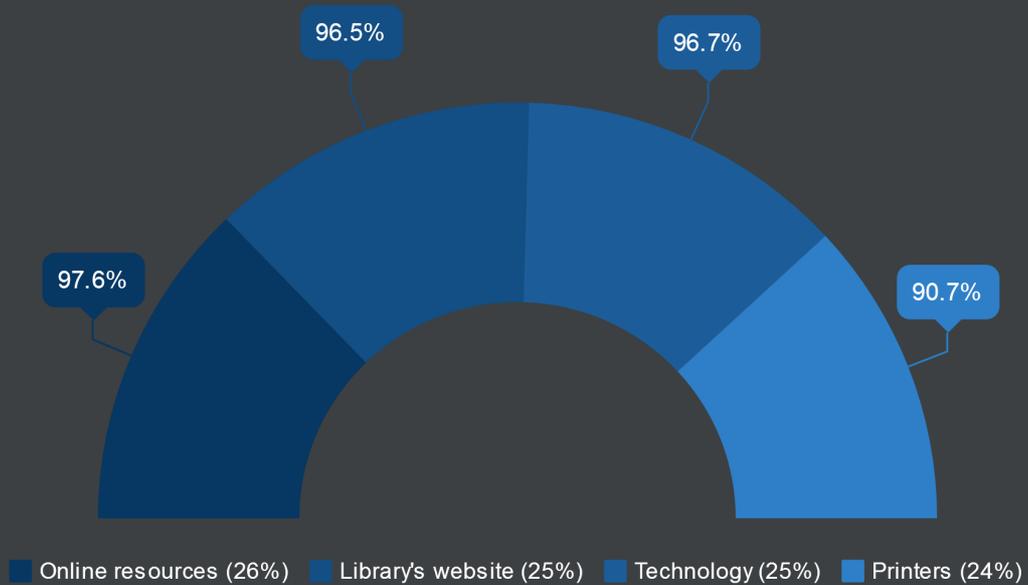
# Catalog Collections

Level of satisfaction with Catalog Collections

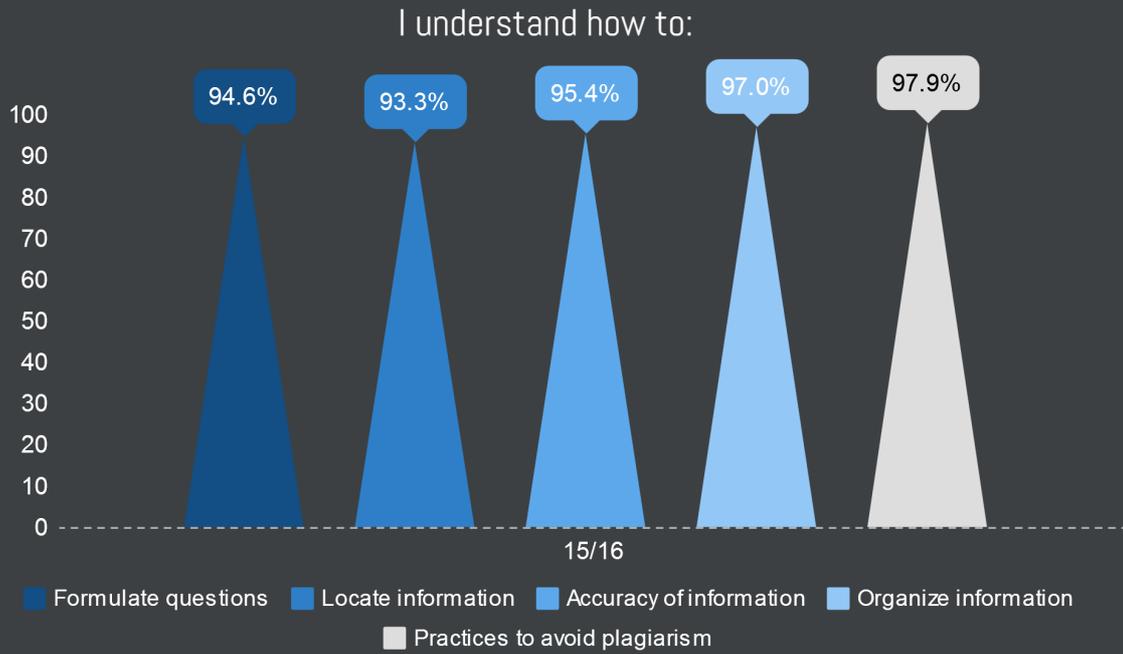


# Library Resources

Level of satisfaction with Library resources



# Understanding



# Library Building

## Satisfaction with the Library Building

