

# VIP Study Room Academic Commons Survey

**Duration of Survey:** Dec. 2 - Dec. 5<sup>th</sup> 2019

**Population:** All Fairfield University Students

**Number of responses:** 492

**Type:** Optional survey three short answer questions asked. All required.

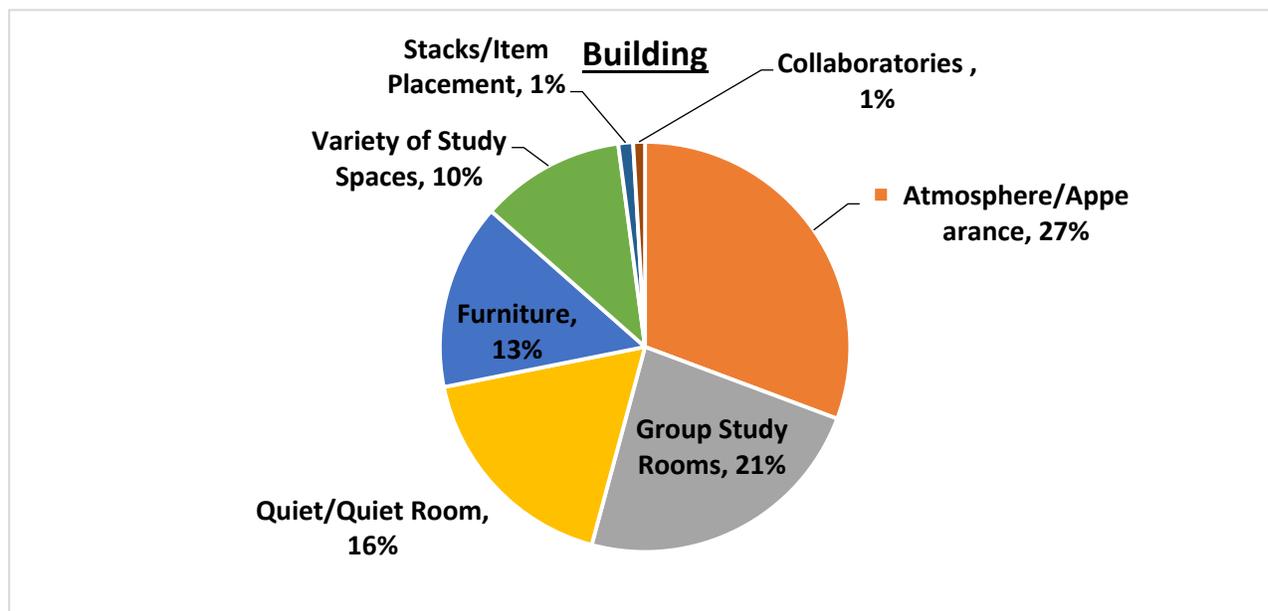
**Format:** LibWizard survey exported to Excel.

**Promotion:** Link emailed to all students through Life@Fairfield portal, signs posted around the library, large poster in the library lobby, library homepage graphic

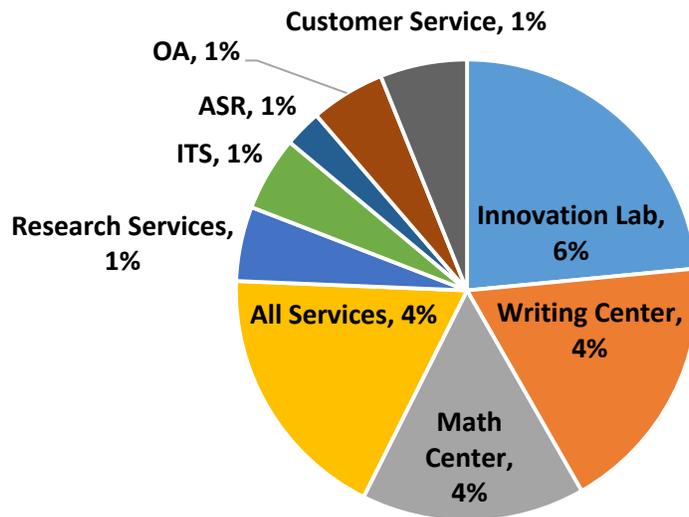
**Data included:** Pie charts, bar charts, word clouds (WordClouds.com)

## Question 1:

Over the summer the library went through a renovation what do you like best about the building?

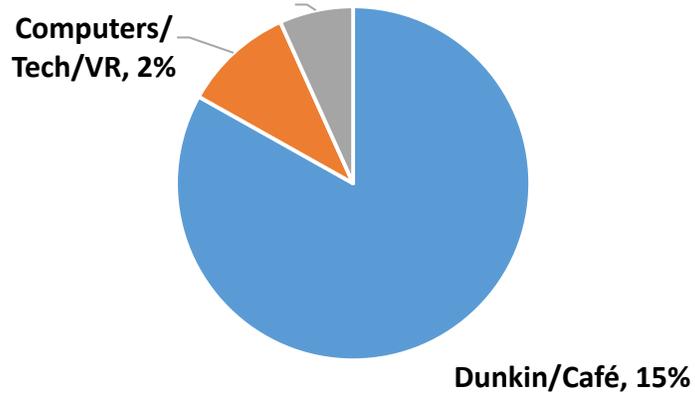


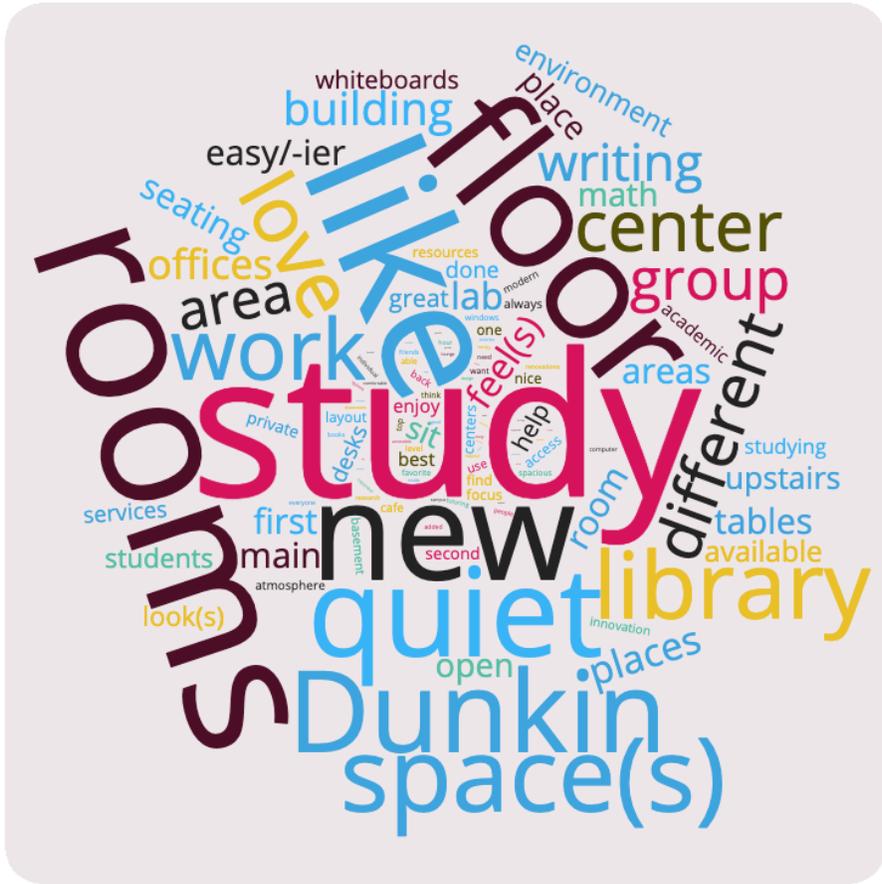
**Academic Commons Partners/Services**



**Whiteboards/Library of Things, 1%**

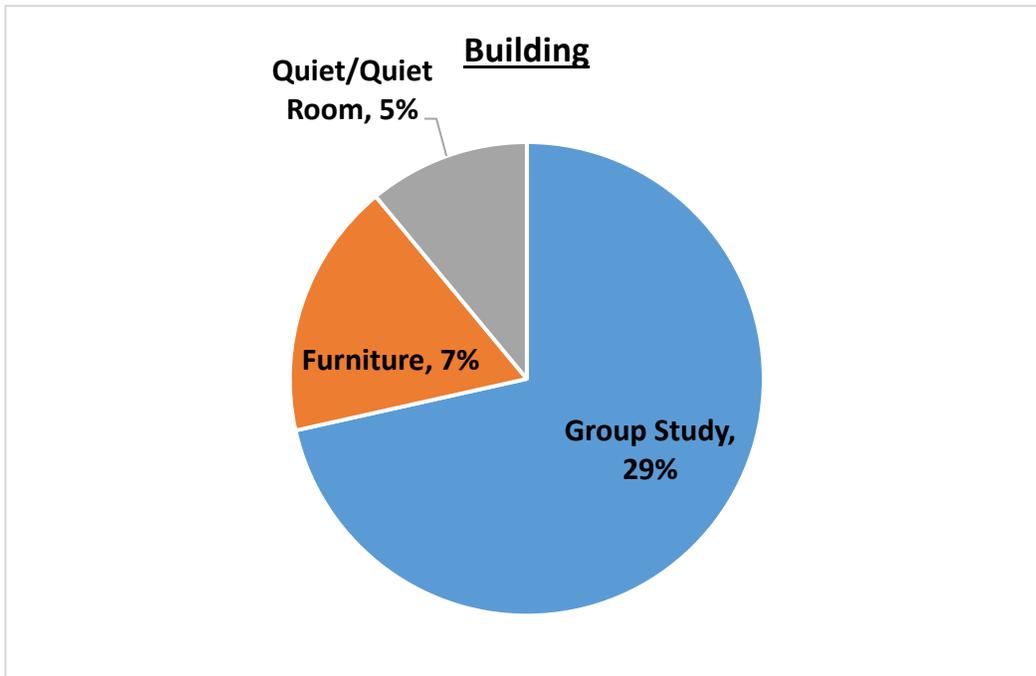
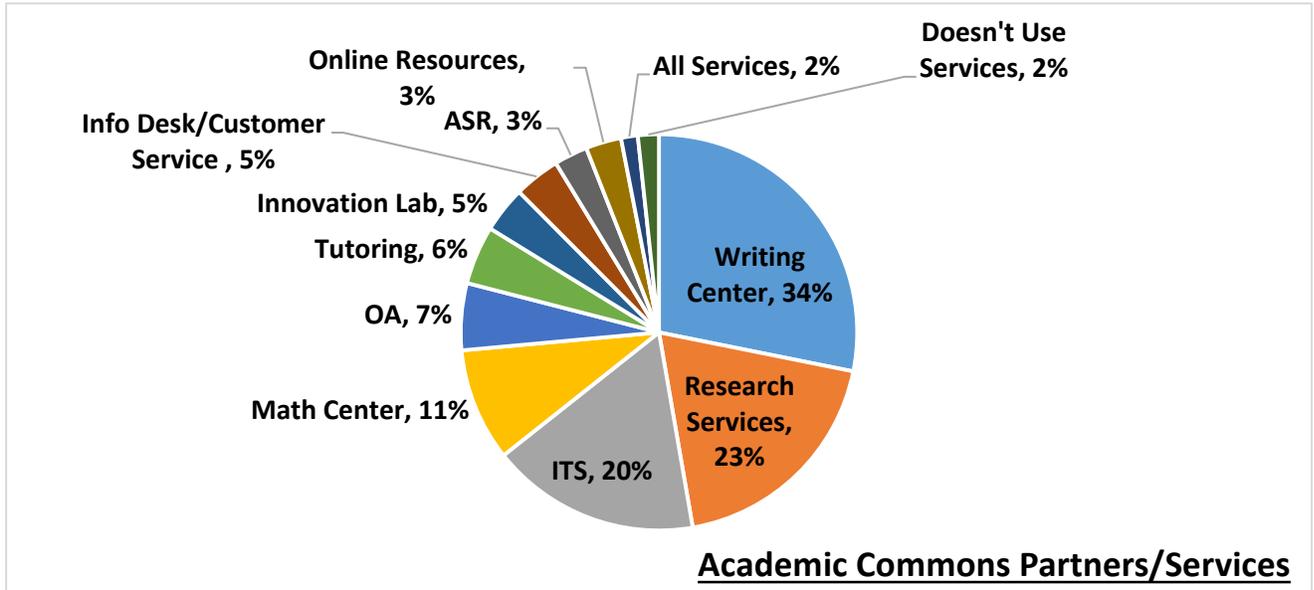
**Other Amenities**





Question 2:

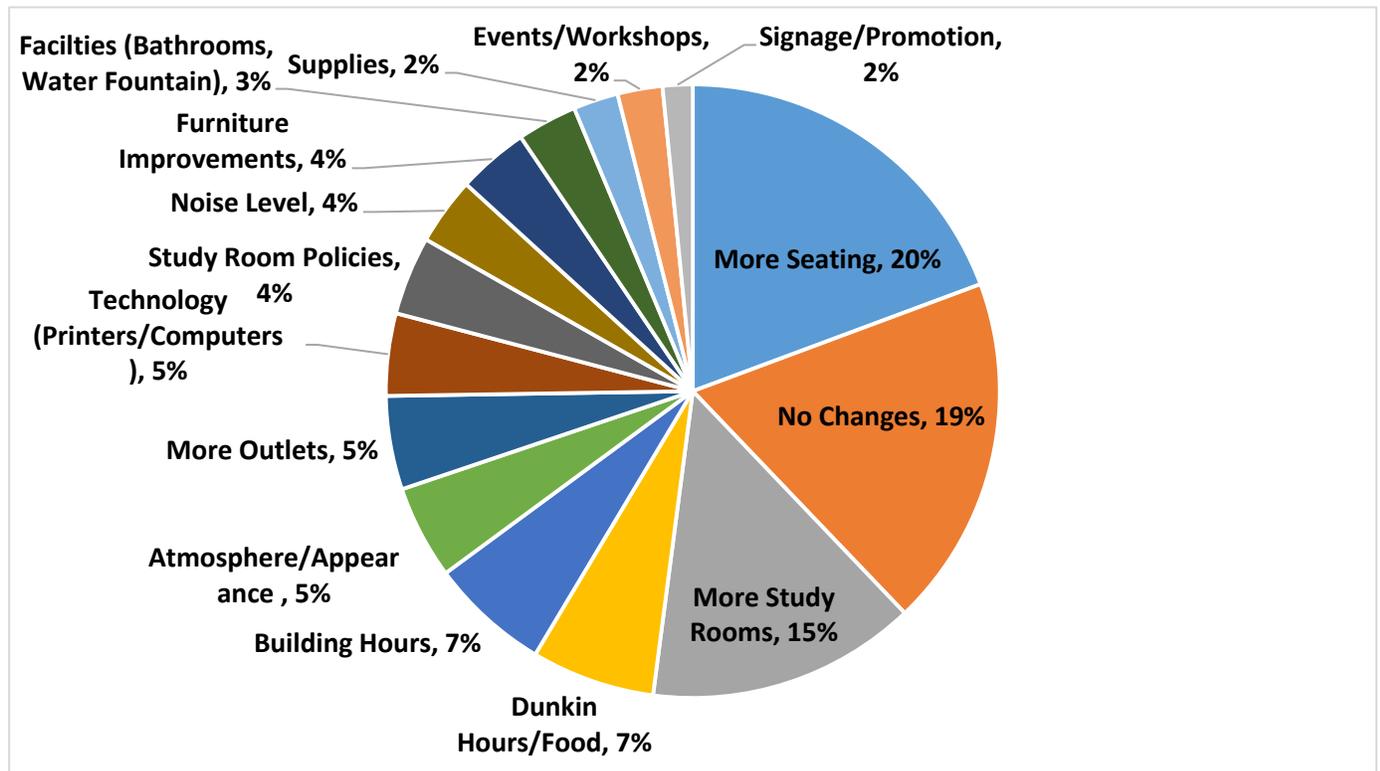
What services do you use in the building?





### Question 3:

What would you like to see changed?





- The Library's Personal Librarian program was mentioned five times, more than anticipated. Most referred to it as a service they used, but one student suggested in the "change" question that it should be promoted more to students. This data was included in the Research Services section.
- A few students mentioned specifically that the Writing Center needs to have more availability and lamented that appointment times/open hours offered did not work with their schedules.
- In general, many students wanted extended building and service hours.
- Many students complained that moving the group study room reservation system to EMS meant they were unable to make reservations. One student wrote, "I would like there to be an easier process for reserving study rooms because it never works for me." *Note: The Library moved back to the previous system, powered by LibCal, in January 2020.*
- When collating data, librarians noted that when group study/testing were mentioned, that that did not necessarily refer to the testing area that is overseen by the Office of Academic Support and Retention. This was noted in the data accordingly.
- Several students requested extended hours for Dunkin, as well as more food options.

### Study Habits

- The word "private" is used a lot in regards to the group study rooms and the carrels, due to the walls and dividers on each. It seems possible that some students think the group study rooms are for one person and others use the word to indicate privacy for their group.

### The Building/Furniture

- Students used words like "homey," "cozy," and "comfortable" in relation to the furniture, placement of study areas, or the overall "aesthetic" or "atmosphere." Lighting, windows, and view from the windows contribute to this. "I love the natural lighting throughout the top floor and the wooden homey furniture. It is a very cozy atmosphere to study in."
- Several students referred to the Innovation Lab as the "Arts & Sciences lab." Some students discussed that they thought the 24/7 computer lab had gone away and possibly didn't realize that this space can still be utilized the same way. One student commented "I really like the innovation lab! As a CAS major, it's nice to have a place specifically for me in the building."
- Some students have a perception that there is more study space on the main level or more study space in general. A few others felt there was less.
- When students refer to "comfy chairs," they could be referring to a large upholstered chair or just a hardback chair with a seat cushion.
- Related to this, students overwhelmingly express the desire to sit near electrical outlets. The placement of some of the upholstered chairs in the building may not be near outlets, and therefore are used less by students.
- Windows/natural light/sunlight were referred to several times. Some want more of it and others commented that the space they use already provides this (the upper floor was referred to as an area with a lot of natural light several times). Others mentioned having trouble with the fluorescent lighting and several students specifically stated that they often check out the blue light-blocking glasses available from the Library of Things.
- If access to a 24-hour space was mentioned, but they did not clarify whether they meant either the Café or the Innovation Lab, we added that data to sections for both spaces.

- As noted in the “Study Habits” section, students seem to prefer furniture/furniture locations that offer a degree of privacy. Perhaps for this reason, the desk carrels/cubicles were referred to many times when students had feedback about furniture.
- Restrooms were brought up several times, mostly to say that there were not enough of them or that the existing ones did not have enough stalls/space in general. Some students also noted wanting to sit near a restroom, or water fountain, so that they can work for extended periods of time (i.e., they wanted more locations for restrooms so that they could be sure they were sitting near one, and therefore when taking a restroom break leave their possessions for a shorter period of time).
- Surprisingly, parking was only mentioned once, asking for a closer student parking lot.
- Many students wanted extended building hours, and 24/7 access seemed important to many.

### Branding

- When discussing research/librarian services, the Research Consultation Room was often referred to as a “research center,” presumably because the other services on that side of the building are the “Writing Center” and “Math Center,” respectively.
- Similarly, the old term for the Office of Accessibility and Academic Support and Retention, ACDC, was used by students several times when referring to those services.

## RECOMMENDATIONS

- More electrical outlets and more seating near them.
- More signage on the main level group study rooms to make it clear that they are for two or more students at a time. *Note: This was done in January 2020.*
- With the addition of many more services to the building, it was noted by several students that the noise level of the building had also risen. Many students mentioned specifically that they wanted a quiet atmosphere in which to do their best studying. For example, “I wish there were more moderately quiet spaces. The main floor got a lot louder with the addition of the services and the basement and top floor are silent. I used to love the main floor but I find myself going to the DSB now because its moderately quiet.” Therefore, there is a need for:
  - Discussion of exactly how the addition of services to the main level has changed the noise level
  - Discussion of how all three floors are used and the perception of noise level on each
  - Clearer marketing of noise levels for floors and/or specific zones
- Students requested additional study rooms, including single-user study rooms, tables, carrels, and cubicles.
- Student feedback about Dunkin will be shared with the head of Auxiliary Services to advocate for extended Dunkin hours, etc.
- Students requested a water bottle refill station on the upper level.

## CRAZY IDEAS

- Add single-user study rooms. Or, purchase moveable pods.
- Extend building hours, service hours, or both.

- More restrooms or improve the ones we have.

## SELECTED QUOTES

Question 1: Over the summer the Library went through a renovation what do you like best about the building?

1. I love how the library is a place I can count on to be quiet and comforting for me to get my work done and feel prepared for my exams.
2. The warm and inviting feeling, the new rooms, the ipads in the front to book study rooms, the white boards
3. I like that there are different resources in the library where students can go to get extra help. Being a student who struggles with writing and researching, I appreciate the work that the writing center and the research center provides to make writing and understanding assignments easier especially during finals.
4. My favorite part about the building is how centrally located all of the different service rooms are.
5. I really enjoy having the help centers and tutoring right within the building. It's really accessible now and easier to get to, before it was all spread out. I also really enjoy the renovations to the 'innovation lab.' Plus the Dunkin' is always a plus to any study session!!
6. Overall I think the Library is beautiful, even when you're just driving by it and not actually inside. The inside of the building is beautiful as well, I really love how the dark wood looks, it just creates an environment that students can work in. A nice addition was the Dunkin Donuts for when you're in the library and feeling a bit tired or run down from doing work, getting a quick coffee from the Dunkin is very convenient.
7. I really like the interior decor and the warmth that the inside portrays. It allows for me to be comfy and focused.
8. It is beautiful and relaxing environment. It is the only place on campus where I feel focused and determined to accomplish my work.
9. I love the second floor and sitting at the tables with the lamps. I feel very motivated when I sit there and always want to get things done. I also like the additional study rooms, this makes it easier to do group projects.
10. It has a very homey atmosphere and it's very inviting. Also, it's never too hot or too cold.
11. I love the tutoring rooms. I have used the math tutors and the writing center multiple times. They have always been incredibly helpful and a provide a great environment.
12. It is well lit and the atmosphere is calm making it a great place to study.
13. I can borrow all the things, even the little things like charger, an umbrella,... Also, it is the best place to study
14. I love all the new offices and the exam rooms are so easy and a great resource as someone who has learning disabilities
15. The openness and quietness throughout the building that creates a peaceful and productive working environment
16. What like best about the building is that it is always quiet and everyone is ready and focused to work so it helps me also sit down and focus on what I need to do.

17. I really love downstairs. I can just seat on the comfy chairs and feels close to home!
18. The people who work there are very approachable, its quiet and an awesome place to get work done/to group projects
19. I recently went into the 24 hour study lounge, right by the entrance, and I appreciate the design of this room. I feel like I can be productive and cozy in a room that is open at all times.
20. I love the calming atmosphere, it makes me motivated to get work done
21. I like the feeling of the building the best. The furniture and especially the lamps give the library a very cozy and studious feel, which is perfect for studying.
22. I like the feeling of the building the best. The furniture and especially the lamps give the library a very cozy and studious feel, which is perfect for studying.
23. The ease of access to the math center, writing center and research consultation. Additionally, the group study rooms are my favorite place to do homework on campus.
24. I really enjoy the environment the library has given me to study. The Dunkin Donuts area is extremely calming and large so it is able to fit many people without being cramped.
25. The open layout, with great view to all departments available and the pleasing aesthetic vibe of the overall building.
26. What I like best about the building is that it has so many places where I can finish my work in a productive atmosphere.
27. The library is a very inviting environment and I always get my best work done there.
28. I like that all of the academic services can be found in one place. It makes it much easier to find them and set up appointments.
29. I like the new math and writing centers. They look more welcoming which makes more students feel like they can go in.
30. I love the natural lighting throughout the top floor and the wooden homey furniture. It is a very cozy atmosphere to study in.
31. I love how all the support centers are all together
32. I can find all of my resources now at the library.
33. I like that there is a place for everyone. There are quiet sections and quieter sections. It creates a perfect study environment for everyone.
34. How there are so many resources and allows all students and members of the library to do work, read and engage with others in a safe and quiet learning environment.
35. I like how each of the different floors provide a different study space and vibe that allows everyone to work in an environment that works best for them.
36. I love the people who work there and how helpful they are at answering any questions I have, I also love how there are a multitude of different options for places to chose to study.
37. I love the open concept of the library and how its so bright. The library has such large windows that creates such a positive environment when im stressed or studying for an exam.
38. I really like the innovation lab! As a CAS major, it's nice to have a place specifically for me in the building
39. I like being able to choose different environments to study/do work in while in the library. If I know I will work better in silence, I am able to utilize the top floor, but if I want to do work in a busier area with friends, the Dunkin area is also available!! It is a very flexible building to get as much work done as possible.

40. How the area by Dunkin was expanded so there was more room to sit and collaborate. I also liked how they added a printer in there.
41. That all of the academic services are centrally located in the library now. I wish the math center had been there my freshman year.

### Question 2: Which services do you use in the building?

1. I absolutely love the math center and how you can just walk in without making an appointment and even if it is just a quick question pertaining to math. A couple of times I have been doing my math homework in the library and have found myself stuck on questions, I walked right over to the math center and it was so quick and actually helpful!
2. I have not used any of the services in the building. However I had two classes come to the library to talk about research guides for our papers which were extremely helpful!
3. The most important resources at the library for me are the opportunities for extra help such as IT, Tutoring, Writing center, etc. Additionally, the library is always staffed by kind and helpful individuals!
4. I love the single cubbies because the desks are big enough so I can sprawl out my books while maintaining some privacy to minimize distractions. I also rent movies.
5. I use study rooms frequently in the library because I enjoy using the white boards to review confusing concepts. I think they're a really great feature in the library that I use on a daily basis.

### Question 3: What would you like to see changed?

1. I wish there were more moderately quiet spaces. The main floor got a lot louder with the addition of the services and the basement and top floor are silent. I used to love the main floor but I find myself going to the DSB now because its moderately quiet.
2. More resources for research help
3. I don't love that non fairfield u students come here. I think its a little weird to have completely strayers have the ability to come in here. We aren't a public university so why is our library?
4. more white boards, having the library open for more hours, change the rug :)
5. I would like to be more tutoring options in the library. For instance, tutoring in natural science courses or other fundamental courses students may struggle with. I believe tutoring is beneficial to students to help them learn
6. Bring back the 24/7 computer lab, its a MUST
7. the online site for reserving rooms is not as good as it used to be. It can be very difficult to reserve a room, and you can only reserve a room by the half hour and for a maximum amount of time.
8. In the back where the books are, I want there to be more individual cubicle space because when I am studying I really like an environment where there are very few people but I like to feel locked in to make sure I get my work done.
9. I would like maybe a special room for scheduled Math tutoring. When there are a lot of walk-ins, it can get too crowded and distracting sometimes. Other than that, amazing library. 9.8 / 10
10. Some new desks and chairs (more comfy and inviting vibe)

11. I would like for more space, more study rooms, and more comfortable chairs. I also would like for more of the library to be open 24 hours. I find myself in situations all the time where I have nowhere to study after 12. Many people use the 24 hour space, and I find it hard to work quietly, comfortably, and efficiently. The Dunkin room is not comfortable at all.
12. I would like there to be more tutoring sessions for students. I would also love there to be workshops on different topics to learn about. For example, weekly classes on certain online programs (Excel or iMovie) would be very popular with students my age.
13. I feel as though there was study space taken out during the renovation that wasn't replaced. I suppose finals week will be the first test of the amount of seating so we'll see. Other than that nothing
14. Over time, I would like to see more seating and space throughout the library. The current updates are great, but it still always seems to be full.
15. It'd be nice to have some of the charging stations on each level of the library. I know there's one right outside of the Dunkin but I'm usually on the second floor and don't feel comfortable leaving it so far away even with the locking. Having the charging stations on each level would be really nice and would enable me to stay there longer when I forget a charging cord.
16. The only thing is that it is extremely hard to meet with is the writing center. In the first few weeks of school it is easy to meet with with the writing center because a lot of big papers have yet to be assigned, but once the semester kicks into high gear, no matter when you try to book an appointment, it takes two weeks for an opening. I understand some students wait until the last minute, but I have personally tried to schedule a meeting with the writing lab right when I was given an assignment and I could not make an appointment until two weeks out and by that point, my paper had to be submitted already. I think this is because every center in the library is pretty specific to a subject but the writing center is so broad that students are going there for any and all subjects of papers to be looked over, unlike the math center, for example, is only going to attract students that need help in math. Because of this, the only thing I would say our library could improve on would be more availability at the writing center.
17. The hours of Dunkin are not very accommodating for studying later at the library. They should be open later. I also miss the old system for reserving rooms, it is very confusing now trying to see what is available and planning times to use the rooms.
18. More seating. Seems like enough but as the school is increasing in size, the library needs to expand as well.
19. The printers are often out of order which is frustrating and I waste time walking all over the library and sometimes across campus to a working printer.
20. water bottle filler on the top floor! other than that nothing else i love the changes that have been made
21. I would like there to be an easier process for reserving study rooms because it never works for me.
22. The way to occupy a study room in the library, the website in the library seems to be a bit unintuitive and outdated. Perhaps refining the website would yield to a better service.
23. More quiet singular areas for study alone, easier way to book study rooms online because the library link is hard to use and I have had to be in the library to reserve a room

24. I noticed that they decreased the number of cubicles on the main floor and put some of them downstairs. I wish there were more on the main floor like last year. I understand it was to make room for the expanded offices, but the cubbies that are there tend to be occupied.
25. I would like to be able to sign up for group study rooms on the library website again, instead of having to sign up directly in the library.
26. the tables upstairs are really low and the chairs are high, my legs don't fit under them that well
27. They got rid of a lot of desk study space, I don't like that
28. more seating available, maybe outdoor seating in front overlooking the hill
29. More cubical desks if it is possible to fit more. Often there is not enough space to work in the library which is upsetting because the library is where I get my best work done.
30. If the math center had more people to study with and more people to help more students because it is always very crowded and hard to get in for help
31. The math center is also very busy and crowded, so if there could be more people to help more students that would be very helpful
32. More comfortable seating in the study rooms-they feel like prisons and the fluorescent lighting in both unappealing and irritating.
33. The far back corner of the basement is a nice area that isn't being used for much. I would love to see that utilized
34. 24 hour lab reopened. Seats with monitors to connect laptops to
35. I wish there was more seating somehow. I feel like I have to fight people for seats, especially during finals.
36. An expansion of the library to provide a greater amount of students with more places to study
37. More space somehow. Fairfield is growing and the library can seem really packed sometimes