

Student Feedback Building Survey, April 2017

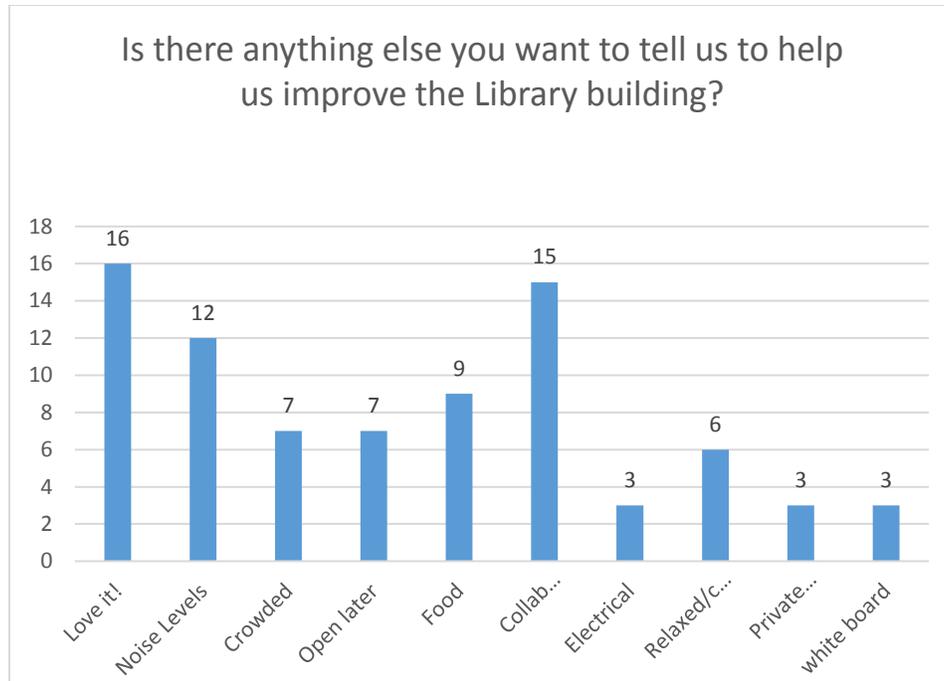
Number of respondents: 351
Population: Open to Any Student
Format: Online, required in order to enter contest for a VIP Study Room
Type: Multiple Choice and Open- ended Questions

DATA

1. Multiple Choice Question: What do you wish the library had more of? (Select UP TO 3 choices):

	COUNT	PCT of 352
More food/drink options	195	55%
More spaces for groups to sit together	153	43%
More comfortable furniture	134	38%
More spaces where normal conversation is allowed	132	38%
More space for individuals to work in private	117	33%
More room as it feels too crowded	109	31%
More quiet space	90	26%
More printing options, such as a large scale printer	70	20%
More electrical outlets	58	16%
Moveable furniture	32	9%
Better lighting	27	8%
Better ambience	18	5%
More hard back chairs	8	2%
More computers	6	2%
	1149	

2. Short Answer: Is there anything else you want to tell us to help us improve the Library building?



DISCUSSION OF THE DATA:

Clearly students are looking for more food and drinks options, as 55% of the students wish there were more. Several students also mentioned this in their comments on how to improve the library. A majority of students also voiced a need for more space, citing problems of crowding and noise. In this regard, two clear trends emerged—a need for more individual work space (33%), and a need for more group work space (43%). In alignment with this, we see 26% asking for more quiet space, and 38% asking for more spaces where they can talk. We see an overwhelming preference for more comfortable furniture with 38% calling specifically for this, with little preference for hardback chairs and moveable furniture—things we anticipated they might have wanted. We were also surprised that 16% of our students asked for more electrical outlets, as we already thought we had enough. This could mean that we do not have enough outlets in the right locations.

70 students left comments on how to improve the library building. Fortunately for us, the largest category of these were praise. The other comments reflected what we saw elsewhere in the in data. Suggestions for improvements, in this order, were more collaborative spaces, concerns about the noise level, more food choices, concerns about crowding, and a desire for us to be open later.

Student comments on ambience: From the 13 written comments about ambience, most students called for a more relaxed, comfortable environment. In their comments, they seemed to evoke a more social atmosphere, where casual conversation was allowed—what one student referred to as a “relaxing study room vibe.” One student went so far as to suggest a relaxation room with weekly, rotating themes, such as “zen yoga.” There were also several recommendations for aesthetic improvements, a such as more color, art on the walls, and a fireplace. One student described this as “a classic library feeling.” There were also calls for work space attributes like task lighting and standing desks.

RECOMMENDATIONS

Easy fixes:

More whiteboards.

Vending machines and water stations on every floor.

Install charging stations and/or circulate batteries.

During select times of the year, designate certain areas of the building as quiet spaces, and develop system to enforce.

Long term planning:

Each new seat should have access to 2 outlets.

All new furniture purchases should prioritize comfort.

Improve variety and quality of food—more investigation needed.

Reconfigurations of space needs to A) increase the number of overall seats and B) to accommodate both group and private study spaces in equal measure.

Collaboratory space model should be replicated

Crazy idea?: “There should be perks for frequent visitors”