

2004 LibQUAL+ Survey Analysis of Comments re: Survey Instrument

We had 13 comments about the survey instrument related to redundancy, survey length, complicated and/confusing questions. Of the 13 comments, three were positive.

>> FACULTY / STUDENT COMMENTS:

- *I think it's a good survey*
- *The survey is a bit complicated and one starts to feel it redundant towards the end. But I enjoyed filling it in!*
- *First of all, these questions are confusing somewhat (not clearly defined).*
- *I didn't like the layout of this survey.*
- *The survey is too long and complicated.*
- *I have filled out too many surveys of this sort (3rd in last 2 years) yet the collection has not improved substantially. You are putting your time and energy in the wrong place; if you don't know the issues by now then you are not really paying attention.*

>> LIBRARY'S RESPONSE:

The LibQUAL+ Survey questions were formulated following rigorous statistical analysis and testing conducted over several years. The statistical basis for item selection is documented in peer-reviewed articles published in a wide range of journals. To access peer-reviewed articles about the survey methodology, you can consult: <http://www.coe.tamu.edu/~bthompson/servqbib.htm>. Additional information about the LibQUAL+ Survey and methodology can be found at: www.libqual.org.

The appearance of redundancy is intentional. Questions may seem redundant to survey takers but when evaluating the results, there should be some consistency as to how they answered those clusters of similar questions vs. randomly selecting responses throughout the survey.

We have done the LibQUAL+ Survey two years in a row, but will not likely do it again for at least 2 years and perhaps 3 years. We definitely are paying attention, but are also trying to get a benchmark and analyze how the changes and responses we've made are being viewed over the course of at least two years. Surveys and other assessment instruments are important to the Library and the campus in general in the area of SACS and other professional accreditation processes. LibQUAL+ is a random web-based survey, where 900 undergraduates, 600 graduate students, and 600 faculty members are sent the survey each year. It's likely that many faculty members were asked to take the survey two years in a row, in that the size of our faculty doesn't exceed 600 to any great extent.