

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

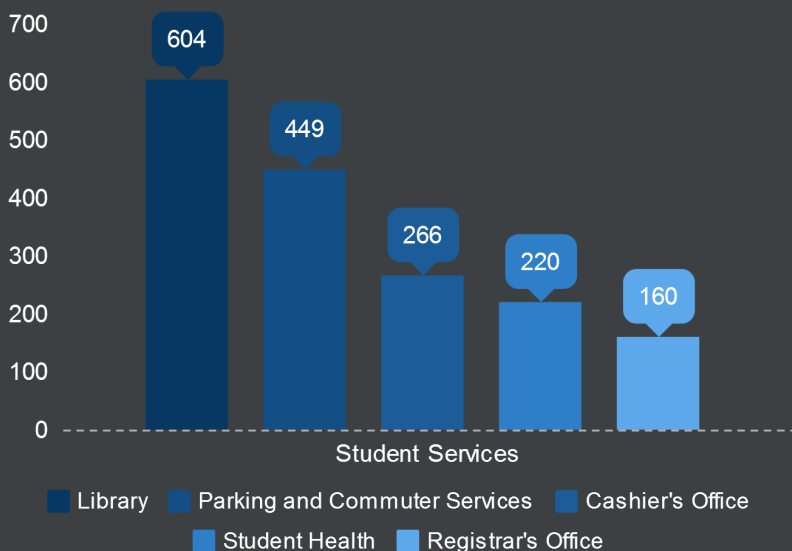


25.2%
Staff



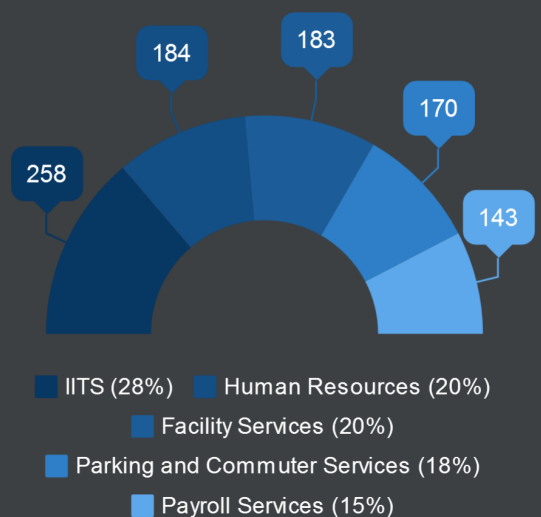
7.7%
Faculty

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

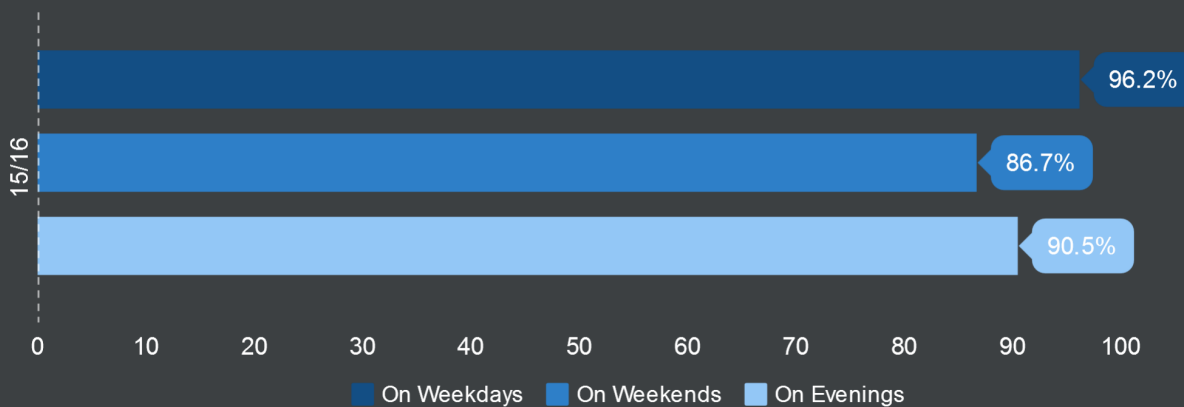
98.2%

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

95%

Off-campus books or articles

98%

Satisfaction with Employees

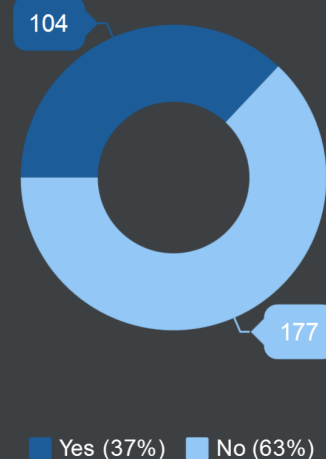
Courteous

99%

Knowledgeable

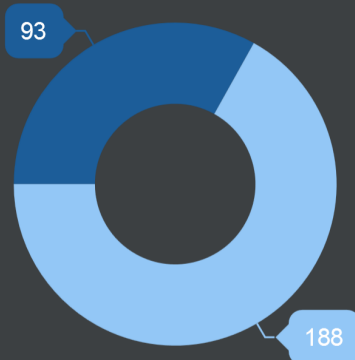
97%

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

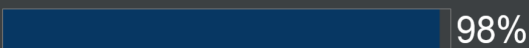
100%

Service received when using Course Reserves

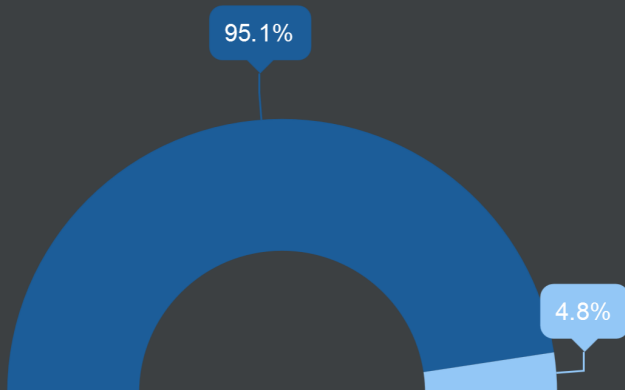
Media Library

Satisfaction with
Media Library Employees

Courteous

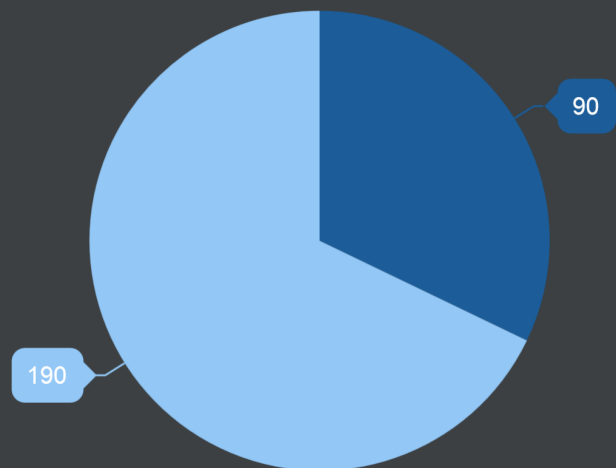


Knowledgeable



■ Satisfied (95%) ■ Dissatisfied (5%)

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

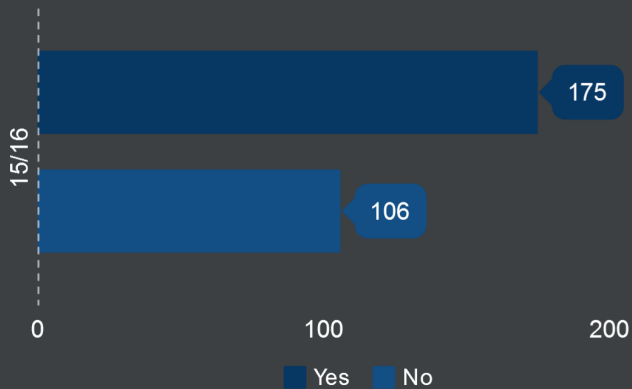


Have you used the Media Library?

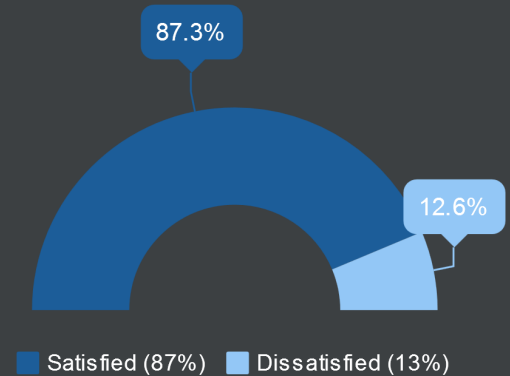
■ Yes (32%) ■ No (68%)

Cougar Courses

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

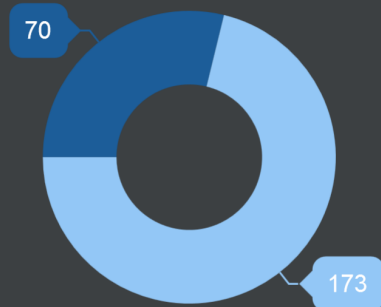
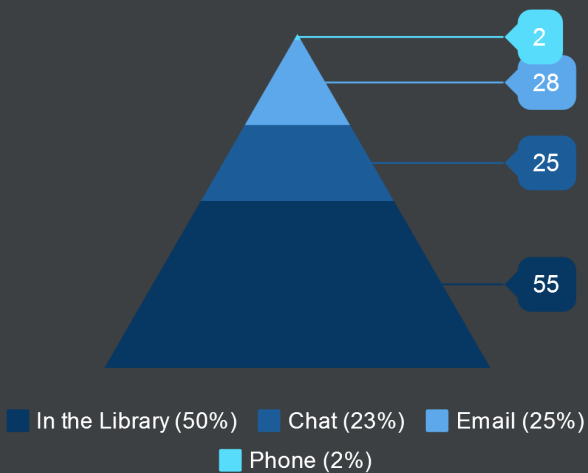


Satisfaction with streaming video



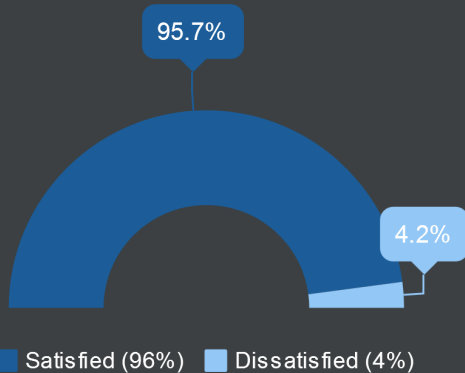
Conducting Library Research

How did you access help?



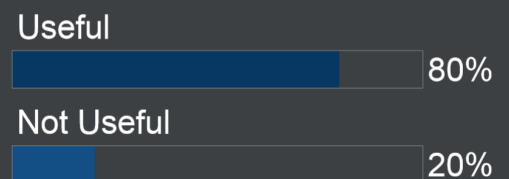
Have you asked someone in the Library for help with an assignment?

Yes (29%) No (71%)



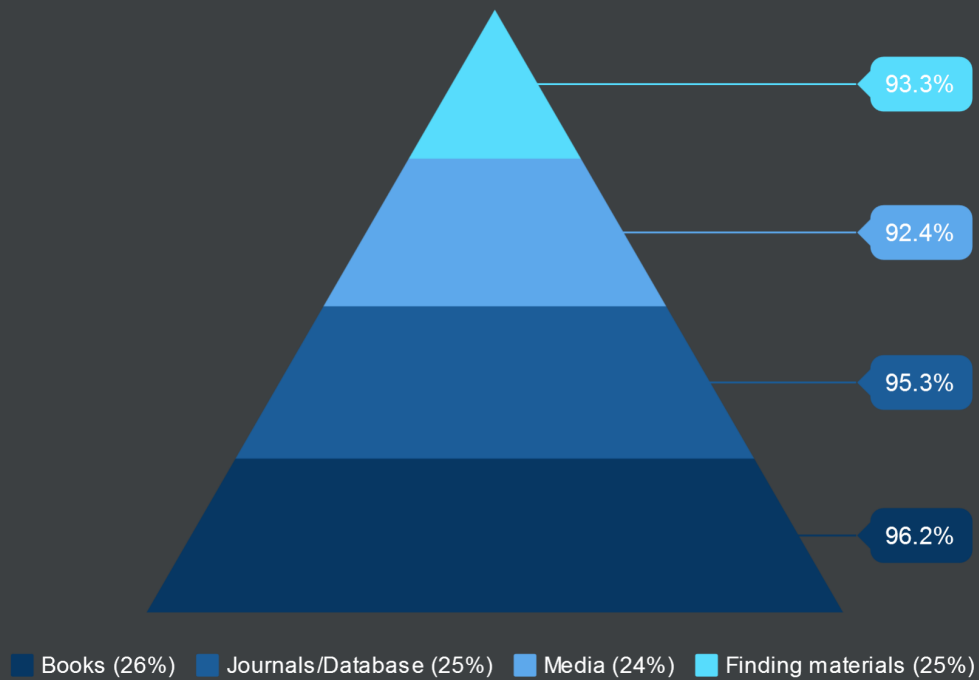
Satisfaction with help received from the Librarian

How useful was the session?



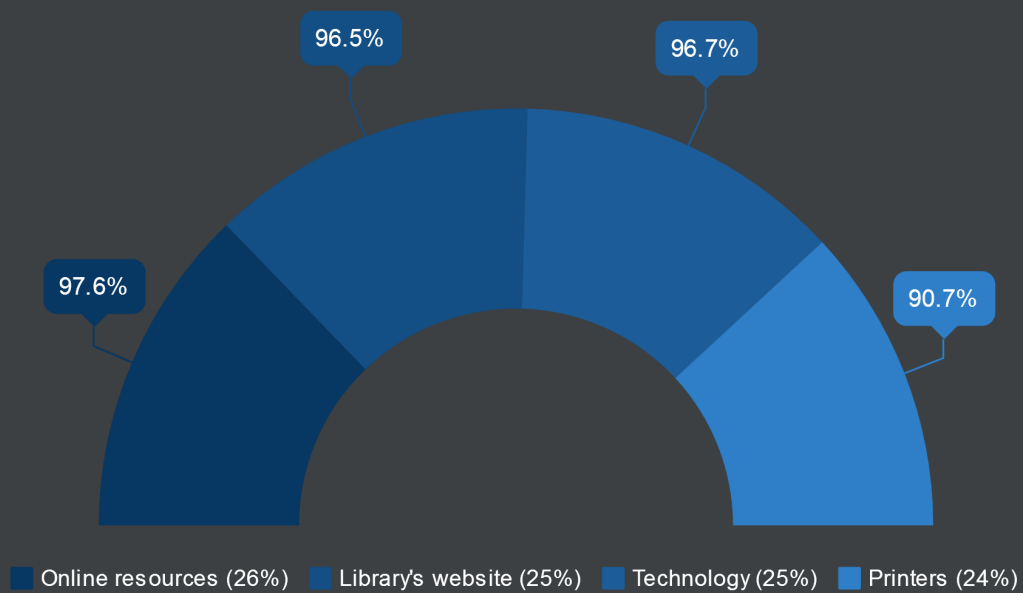
Catalog Collections

Level of satisfaction with Catalog Collections

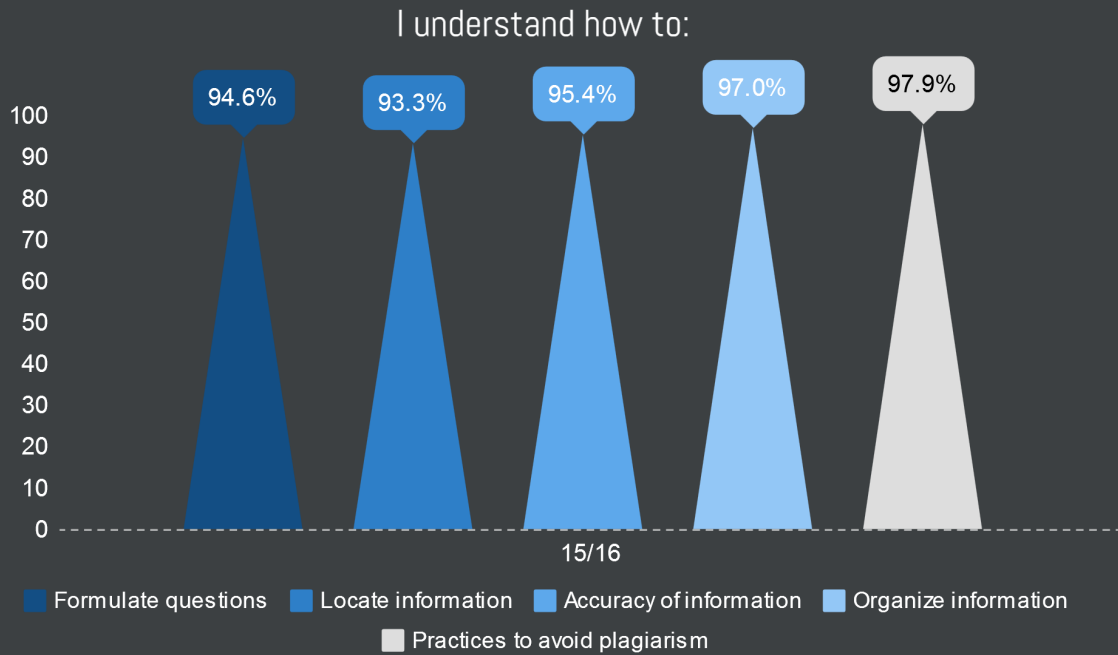


Library Resources

Level of satisfaction with Library resources



Understanding



Library Building

Satisfaction with the Library Building

