

# Journal Archives user satisfaction survey

2014-15

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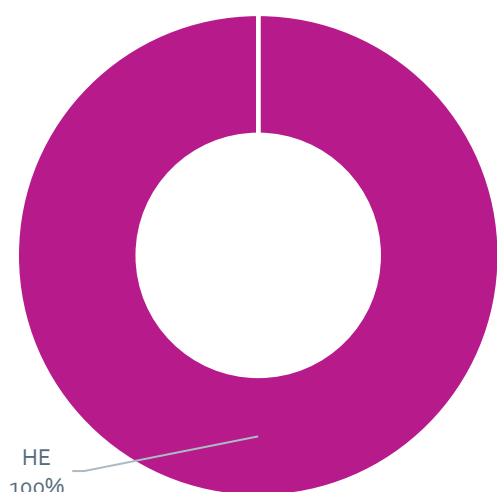
## Summary

The Journal Archives user satisfaction survey ran from 13 January to 31 March 2015. A pop-up prompt appeared after logging into the platform and 48 responses were received from the community. This is a report on the results of the survey.

The new Journal Archives platform was released on 23 June 2014, replacing the previous Jisc Journal Archives platform. So, at the time of this survey, respondents would have only just started using the new platform. Journal Archives uses different search software to Jisc Journal Archives and includes a new custom-designed interface. If comparisons are made with previous surveys, respondents were referring to the Jisc Journal Archives platform.

## Q1: To which institution do you belong?

### Sector



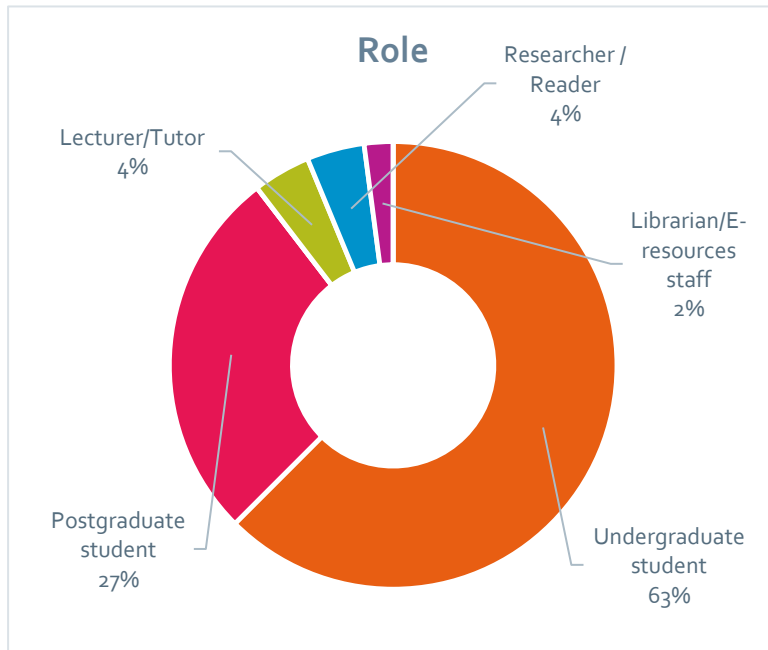
This year we asked which institution respondents belonged to rather than just which sector.

For the purposes of this summary report we have grouped responses by sector though based on the Jisc Collections banding classifications for Higher Education (HE) and Further Education (FE).

All the respondents were from HE institutions (100%).

Category	Number of responses
	2014-15
Higher Education (HE)	48
Further Education (FE)	0
Other Education (e.g. Sixth Form College)	0
Research Council	0
Other	0
Total	48

## Q2: In which role are you using Journal Archives?

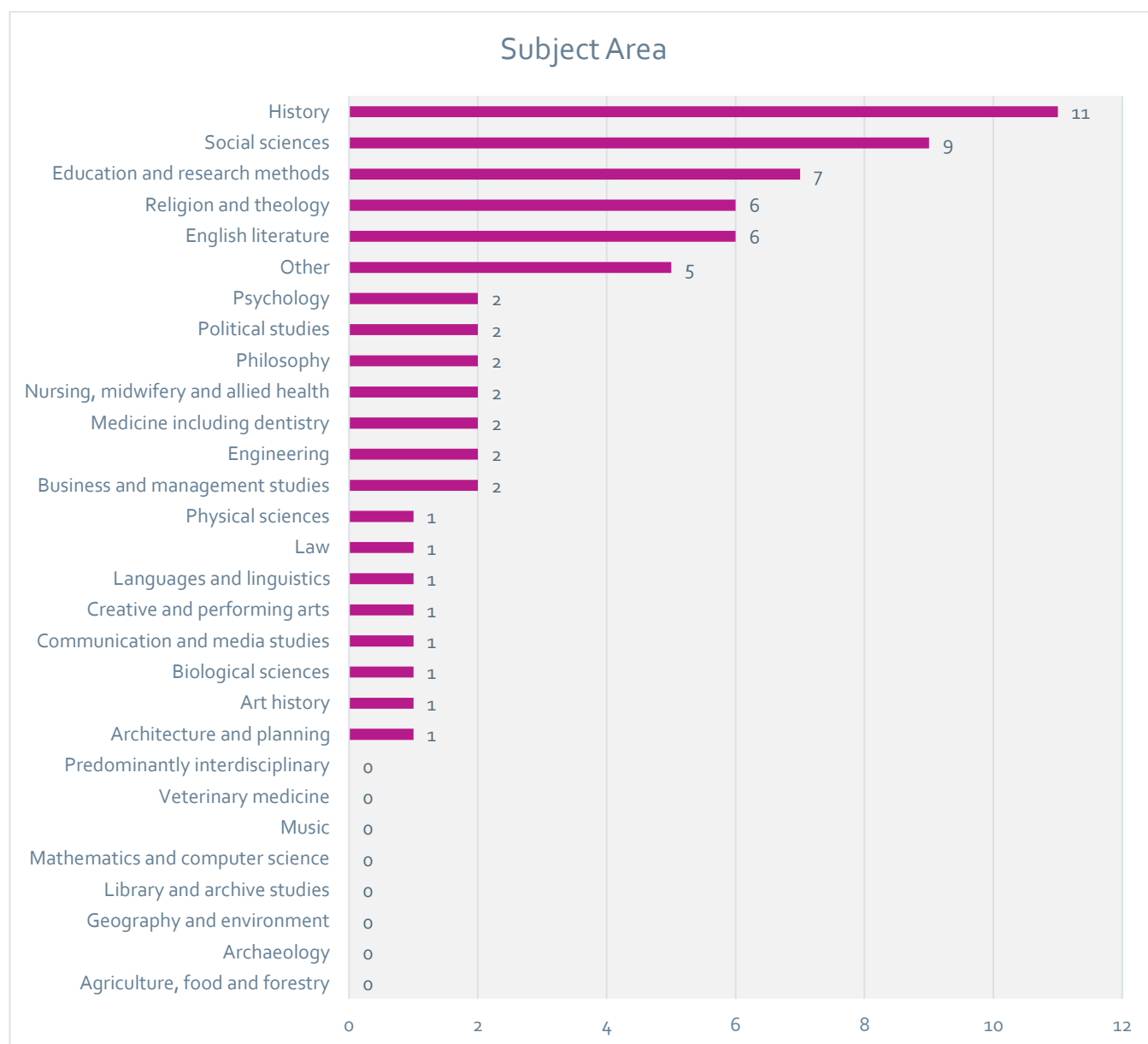


Almost 90% of the respondents indicated they were students (27% postgraduate and 63% undergraduate). Other categories only represented a small number of responses: lecturer / tutor (4%) and Researcher / reader (4%).

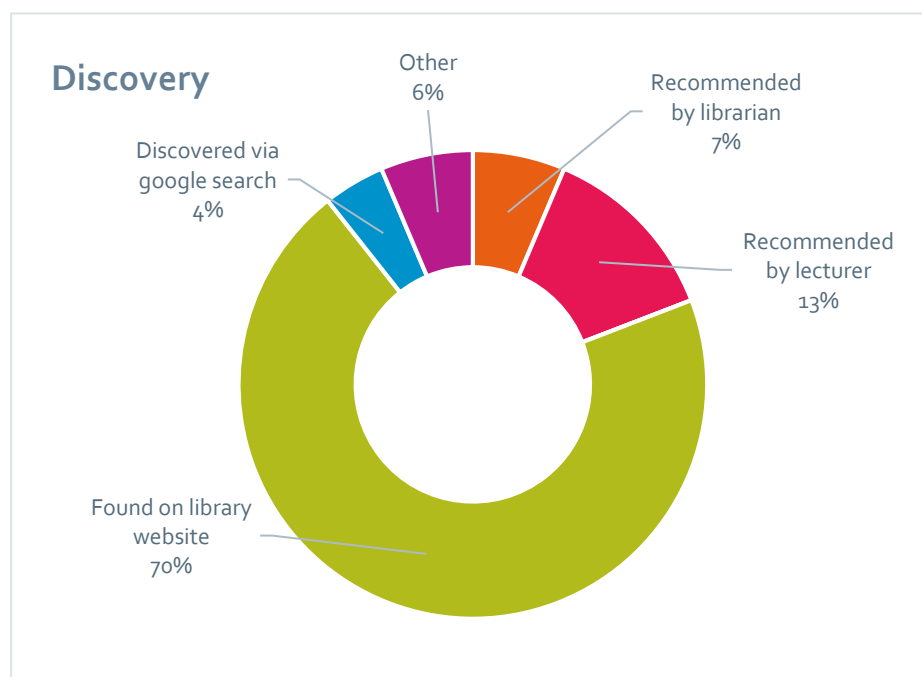
Category	No of responses
	2014-15
Undergraduate student	30
Postgraduate student	13
Other student	0
Lecturer/Tutor	2
Researcher/Reader	2
Librarian/E-resources staff	1
Other	0
Total	48

## Q3: Please indicate your subject area

Respondents could select as many subject areas as appropriate and there were a total of 66 selections from 48 respondents. The most popular subject area was History (11) with a smaller number from a wide range of subject areas including Social Sciences (9), Education and research methods (7), Religion and Theology (6) and English Literature (6).



## Q4: How did you discover Journal Archives

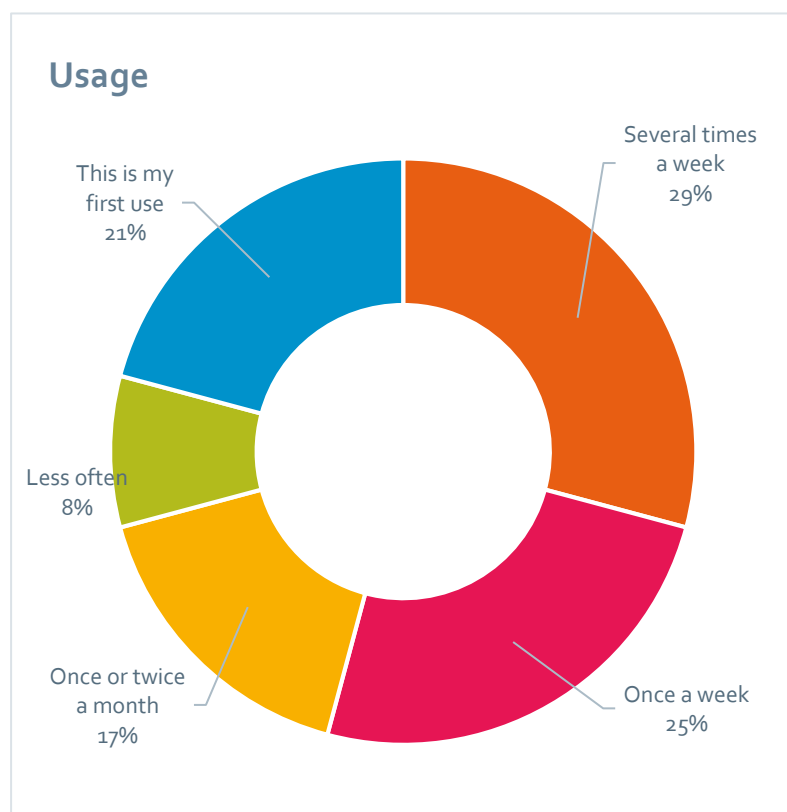


The most common way respondents discovered Journal Archives was through their library website (70%).

The next highest discovery method was recommendation by a lecturer (13%) followed by recommendation by a librarian (7%).

Category	No of responses
	2014-15
Recommended by librarian	3
Recommended by lecturer	6
Recommended by friend	0
Found on library website	33
Discovered via google search	2
Other	3
Total	47

## Q5: On average, how often do you use this service?



54% of the respondents said they were regular users of the platform, advising they use Historical Texts either several times a week (29%) or once a week (25%) with a further 17% indicated they use it once or twice a month.

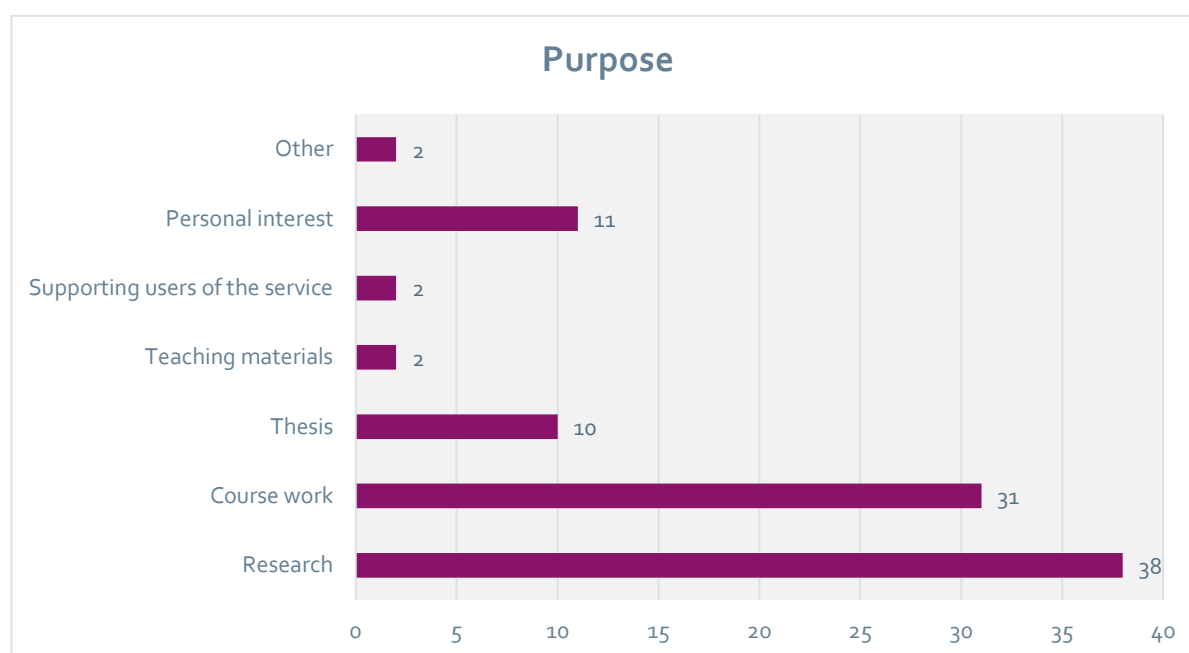
Of the 48 respondents who use it once or more times a week, the majority were undergraduate students (19).

Category	No of responses
	2014-15
Several times a week	14
Once a week	12
Once or twice a month	8
Less often	4
This is my first use	10
Total	48



## Q6: For what purpose do you use Journal Archives?

More than one purpose could be selected for this question and a total of 96 options were selected by 48 respondents. Most respondents use Journal Archives for research (38 selections) followed by coursework (31).



Category	No of responses
	2014-15
Research	38
Course work	31
Thesis	10
Teaching materials	2
Supporting users of the service	2
Personal interest	11
Other	2
Total	96

## Q7: What support and training would you like for Journal Archives?

More than one option could be selected for this question and 61 responses were received. Most respondents requested user guides / improved help pages (23 selections) but the next highest option was for none (17). This was followed by requests for case studies of Journal Archives use in teaching (8) and short introductory videos (8).



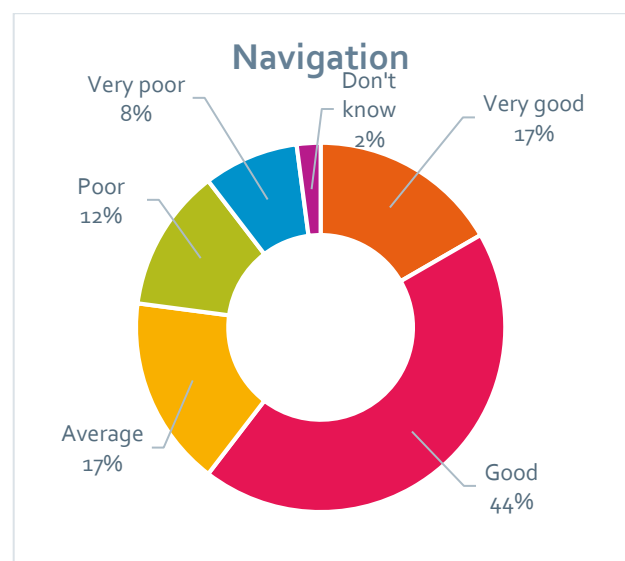
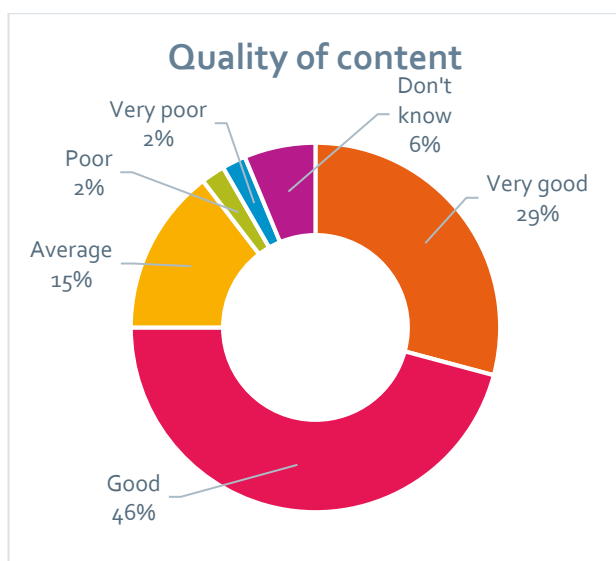
Category	No of responses
	2014-15
Other	1
None	17
Case studies	8
Training workshops	2
Training webinars	2
Short introductory videos	8
User guides/improved help pages	23
Total	61

## Q8. Please indicate how you rate the following aspects of the website:

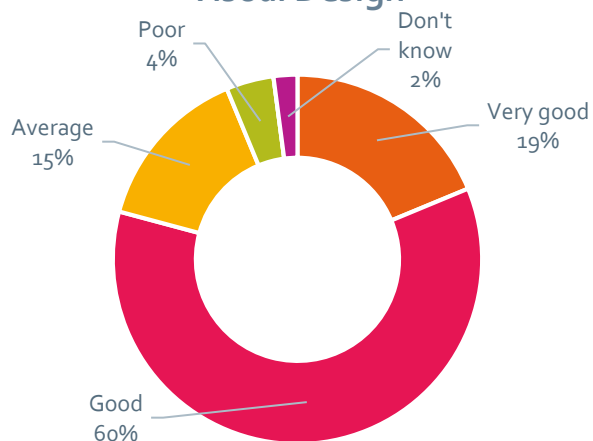
The quality of content in Journal Archives was rated as very good or good by 75% of respondents, the visual design was rated as very good or good by 79% of respondents and the readability of text on the support pages was rated as very good or good by 87.5% of respondents.

Ease of use received slightly more mixed results with 68% of respondents rating it as very good or good. While over half of the respondents rated the site search as very good or good (62%), 15% rated it as poor or very poor and 60% of respondents rated navigation as very good or good but 21% rated it as poor or very poor.

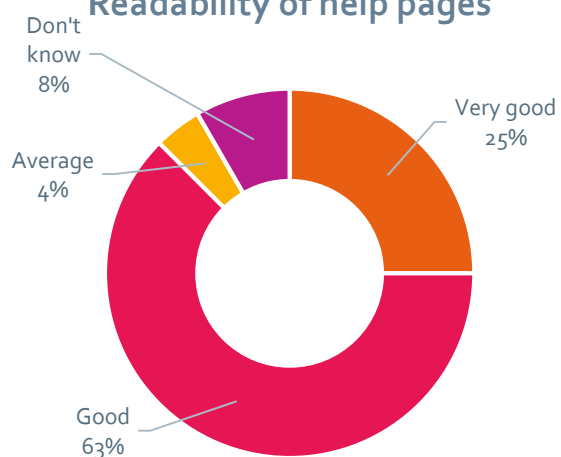
	Very good	Good	Average	Poor	Very Poor	Don't know
<b>a. Visual design and aesthetics</b>	9	29	7	2	0	1
<b>b. Navigation (access to content)</b>	8	21	8	6	4	1
<b>c. Quality of content</b>	14	22	7	1	1	3
<b>d. Readability of text on the site (this refers to the text on the support pages not the full text for the publications in the viewer)</b>	12	30	2	0	0	4
<b>e. Effectiveness of site search</b>	11	19	10	3	4	1
<b>f. Overall ease of use</b>	8	25	10	1	3	1



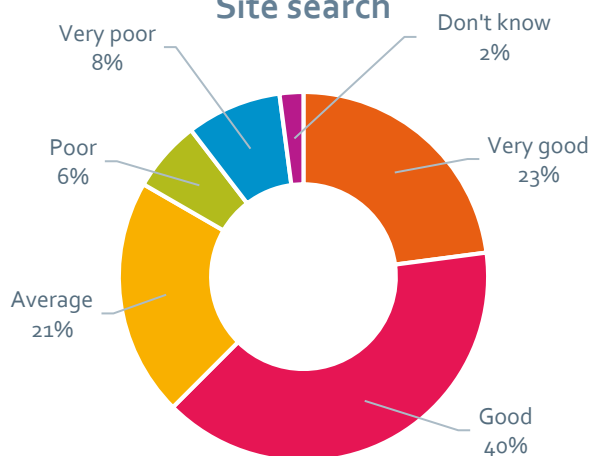
### Visual Design



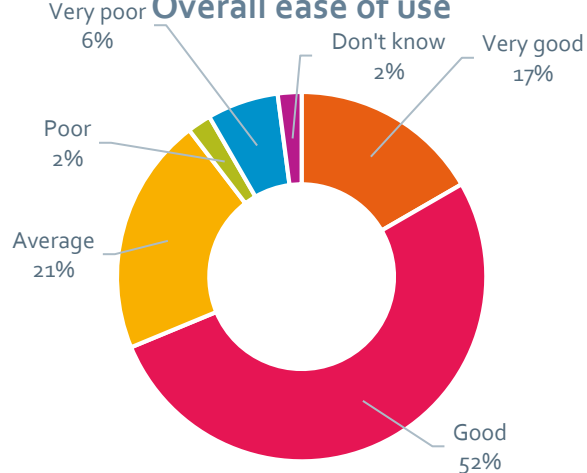
### Readability of help pages



### Site search



### Overall ease of use



## Q9: What do you like about Journal Archives?

We received 14 responses to this optional free text question.

A selection of the comments can be found below.

Sector, role: Undergraduate Student

It draws multiple sources into one place and makes it easy to search relevant topics as well as titles.

Sector, role: Postgraduate student

Seems like a remarkably impressive resource, and very nicely presented. I am rather surprised I was not previously aware of it.

Sector, role: Lecturer/Tutor

Enables me to obtain historical works

Sector, role: Postgraduate student

Access to multiple journals simultaneously and keyword search

## Q10: How can Journal Archives be improved?

We received 16 responses to this optional free text question. There were a range of suggestions covering areas such as searching, citation data and increased content.

A selection of comments can be found below.

Sector, role: Postgraduate student

Make it easier to download citations

Sector, role: Two undergraduate students

More Journals

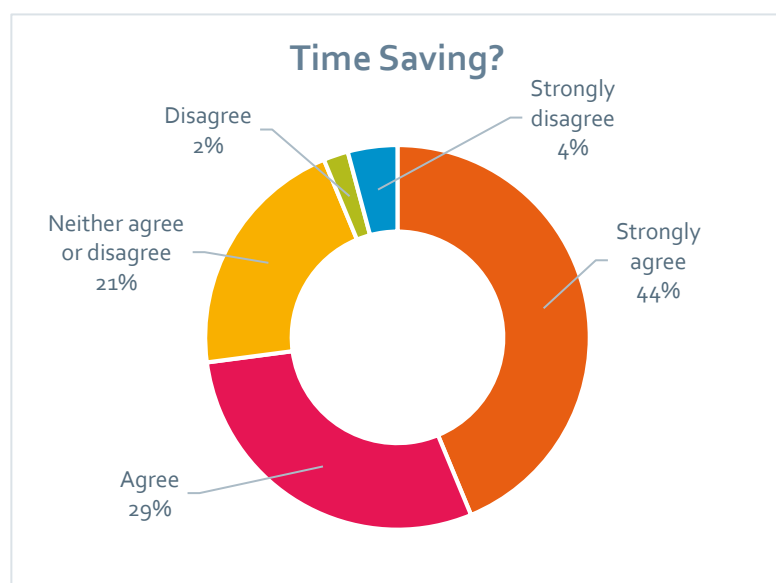
Sector, role: Postgraduate student

More user-friendly article search

Sector, role: Undergraduate student

More directions

## Q11: My work would take longer if Journal Archives were not available.



We were pleased to see a large proportion of respondents (73%) agreed or strongly agreed their work would take longer if Journal Archives was not available.

Of the 35 respondents who strongly agreed or agreed, the largest groups were undergraduate students (24) although they did make up the majority of respondents.

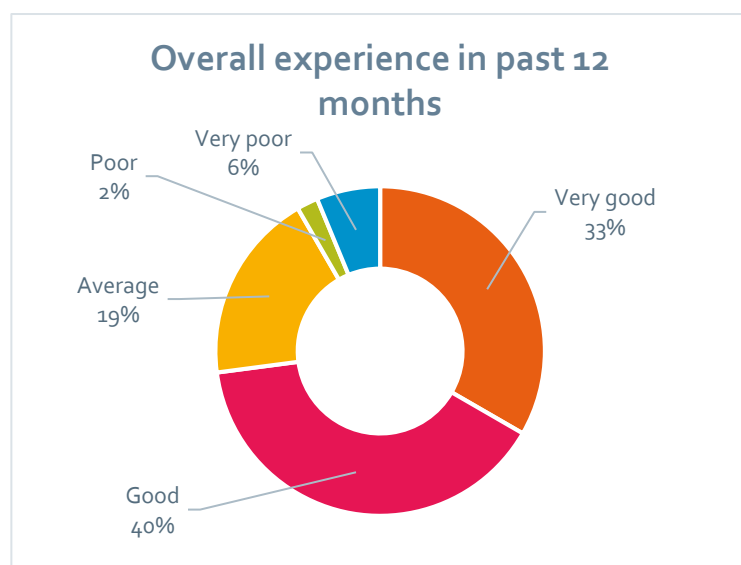
Category	No of responses
	2014-15
Strongly agree	21
Agree	14
Neither agree or disagree	10
Disagree	1
Strongly disagree	2
Total	48

A selection of reasons why the category 'strongly agree' was selected can be found below:

Sector, role: Undergraduate student

It's good to have all this evidence in one place

## Q12: How would you rate your overall experience of Journal Archives over the last 12 months?



73% of respondents rated their overall experience as very good or good, which we're very pleased to hear, but 8% indicated it was poor or very poor. An optional part of the question was to give a reason for the response.

Some of the comments given for a variety of the categories are summarised below

Developments are in progress which will address some of these issues.

This particular question has not been asked in previous surveys.

Category	No of responses
	<b>2014-15</b>
Very good	16
Good	19
Average	9
Poor	1
Very poor	3
Total	48

A selection of comments for various categories can be found below.

Sector, role: Postgraduate student

Imperative in today's approach to literature reviews for technical papers/dissertations etc



Sector, role: Postgraduate student

I have found articles I need with few problems.

Sector, role: Postgraduate student

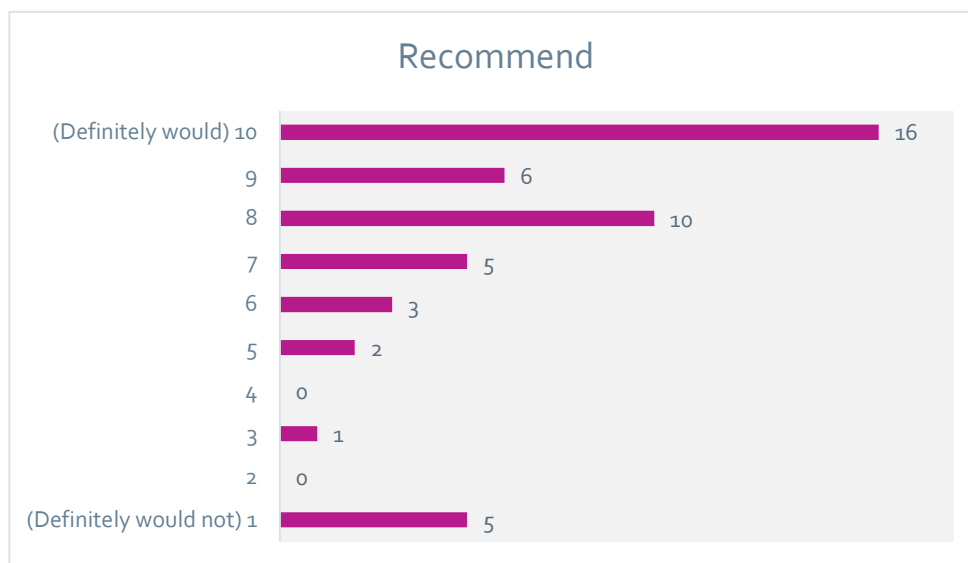
Difficult to navigate through

## Q13: Based on your experience over the past year, how likely would you be to recommend Journal Archives to a colleague?

We were pleased to see that a third of the respondents (16 out of 48) gave Journal Archives the highest recommendation rating of 10, indicating that they definitely would recommend the service. In fact, 66%

of respondents (32 out of 48) gave Journal Archives the highest three scores of 10, 9 and 8, with one adding comments to say they already do recommend it.

A small minority gave low ratings but did not give reasons for this choice.



A selection of reasons for some of the high and low ratings can be found below.

Rating of 10 - Definitely would recommend (Sector, role): Postgraduate student

I already have, in fact.

Rating of 9 (Sector, role): Lecturer/Tutor

Useful for historic data

Rating of 8 (Sector, role): Postgraduate student

Because you can get lots of information easily

Rating of 7 (Sector, role): Undergraduate student

Lots of information.

Rating of 1 (Definitely would not recommend) (Sector, role): Postgraduate student

Use only as a last resort.

Q14: In the future we may be looking for volunteers to share their opinion of, or tell us how they use, Journal Archives and/or other Mimas services. This will help us improve our services. If you are willing to participate, please enter your email address below.

Thank you to everyone who provided their contact details. We will be contacting people who were kind enough to leave their details to request their feedback on developments in future.

## Thank you

We would like to thank everyone who completed the survey for taking the time to provide this valuable feedback. All comments have been reviewed by the Journal Archives team and are already informing developments on the service, and the support and training we provide for it, to ensure that Journal Archives continues to meet the needs of the community.

We're keen to hear feedback at any time, so please do contact our helpdesk at [journalarchives@jisc.ac.uk](mailto:journalarchives@jisc.ac.uk).

Journal Archives team