

Parrish Library Consulting Project -2017

Start of Block: Screening

S1 Are you an undergraduate/graduate student?

- ☐ Undergraduate (1)
 - ☐ Graduate (2)
 - ☐ PhD (3)
 - ☐ Other, please specify: (4) _____
-

S2 Have you been to the Parrish library within this year?

- ☐ Yes (1)
- ☐ No (2)

End of Block: Screening

Start of Block: Frequency, duration and time

Display This Question:

If Have you been to the Parrish library within this year? = Yes

Q1 How often do you go to the Parrish library?

- ☐ Everyday (1)
 - ☐ 3-5 times in a week (2)
 - ☐ 1-2 times in a week (3)
 - ☐ 1-2 times a month (6)
 - ☐ Once in 1-3 months (4)
 - ☐ Once in 6 months (5)
-

Display This Question:

If Have you been to the Parrish library within this year? = Yes

Q2 How many hours a day do you usually spend when you go to the Parrish library?

- ☐ Less than an hour (1)
 - ☐ 1-2 hours (2)
 - ☐ 3-5 hours (3)
 - ☐ More than 5 hours (4)
-

Display This Question:

If Have you been to the Parrish library within this year? = Yes

Q3 At what time do usually enter the Parrish library? (Single Choice)

- ☐ After 6 am ~ Before 8 am (1)
- ☐ After 8 am - Before 11 am (2)
- ☐ After 11 am - Before 1 pm (3)
- ☐ After 1 pm - Before 3 pm (4)
- ☐ After 3 pm - Before 6 pm (5)
- ☐ After 6 pm - Before 8 pm (6)
- ☐ After 8 pm - Before 12 am (7)
- ☐ After 12 am - Before 6 am (8)

End of Block: Frequency, duration and time

Start of Block: Satisfaction

Display This Question:

If Have you been to the Parrish library within this year? = Yes

Q4 How often do you do these activities in the Parrish Library?

	Always (1)	Usually (2)	Sometimes (3)	Seldom (4)
Self-study (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Group meetings (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printing documents or accessing computer software (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Start of Block: Study Space

Display This Question:

If Have you been to the Parrish library within this year? = Yes

And How often do you do these activities in the Parrish Library? = Self-study [Always]

Or How often do you do these activities in the Parrish Library? = Self-study [Usually]

Or How often do you do these activities in the Parrish Library? = Self-study [Sometimes]



Q5 What are your top 3 preferred self-study spots? (Select up to 3 by checking boxes at upper left)

- ☐ Corporate Study Room (1)
- ☐ Individual table (2)
- ☐ Green couch and movable table (3)
- ☐ Round table with black chairs (4)
- ☐ White bar (5)
- ☐ Brown sofa (6)
- ☐ Red chair (7)
- ☐ Red couch (8)
- ☐ Blue zone (9)
- ☐ Tables in folding divider (10)
- ☐ Blue sofa (11)
- ☐ Black sofa (12)
- ☐ Hollister Conference Room (13)
- ☐ Financial Conference Room (14)
- ☐ Learn Lab (15)
- ☐ Computer Zone1 (16)
- ☐ Computer Zone2 (17)
- ☐ None above (18)

End of Block: Study Space

Start of Block: Self-study Matrix

Display This Question:

If How often do you do these activities in the Parrish Library? = Self-study [Always]

Or How often do you do these activities in the Parrish Library? = Self-study [Usually]

Or How often do you do these activities in the Parrish Library? = Self-study [Sometimes]

Q6 How satisfied are you in using the study space in the Parrish Library?

	1 (Highly dissatisfied) (1)	2 (dissatisfied) (2)	3 (Neutral) (3)	4 (Satisfied) (4)	5 (Highly satisfied) (5)
Finding a seat (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Furniture (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wifi connection (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environment (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall experience (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Self-study Matrix

Start of Block: Self-study followup 1

Display This Question:

If How satisfied are you in using the study space in the Parrish Library? = Finding a seat [Highly Dis]

Or How satisfied are you in using the study space in the Parrish Library? = Finding a seat [Dissatisfied]

Q6.1 Why do you feel dissatisfied about finding a seat?

☐ Limited seats are available for self-studying. (1)

☐ Available seats are messy. (2)

☐ The furniture does not meet my need. (3)

☐ Other reasons, please specify: (4)

Display This Question:

If How satisfied are you in using the study space in the Parrish Library? = Lighting [Array]

Or How satisfied are you in using the study space in the Parrish Library? = Lighting [Array]

Q6.2 Why do you feel dissatisfied about the lighting?

☐ It's too dark for studying. (1)

☐ It's too bright for studying. (2)

☐ Lamps should be added to each table. (3)

☐ Other reasons, please specify: (4)

Display This Question:

If How satisfied are you in using the study space in the Parrish Library? = Furniture [Array]

Or How satisfied are you in using the study space in the Parrish Library? = Furniture [Array]

Q6.3 Why do you feel dissatisfied about the furniture?

☐ The tables are too small for placing laptops and books. (1)

☐ The chairs are not cozy enough for long-sitting. (2)

☐ Some of them are broken and need to be fixed. (3)

☐ Other reasons, please specify: (4)

End of Block: Self-study followup 1

Start of Block: Self-study followup 2

Display This Question:

If How satisfied are you in using the study space in the Parrish Library? = Wifi connection [Array]

Or How satisfied are you in using the study space in the Parrish Library? = Wifi connection [Array]

Q6.4 Why do you feel dissatisfied about Wifi connection?

☐ It's too slow for downloading files. (1)

☐ It's difficult to connect. (2)

☐ The connection is unstable. (3)

☐ Other reasons, please specify: (4)

Display This Question:

If How satisfied are you in using the study space in the Parrish Library? = Environment [Array]

Or How satisfied are you in using the study space in the Parrish Library? = Environment [Array]

Q6.5 Why do you feel dissatisfied about the environment?

- ☐ I need more privacy. (1)
 - ☐ It's too noisy for studying. (2)
 - ☐ The seats are messy. (3)
 - ☐ The air condition is too cold. (4)
 - ☐ The restrooms are untidy. (5)
 - ☐ Other reason, please specify: (6)
-

Display This Question:

If How satisfied are you in using the study space in the Parrish Library? = Overall experience [Array]

Or How satisfied are you in using the study space in the Parrish Library? = Overall experience [Array]



Q6.6 Why do you feel dissatisfied about the overall experience? (Select up to 2 choices)

- ☐ It's difficult to find a seat (1)
 - ☐ The lighting is not suitable for studying. (2)
 - ☐ The tables and chairs don't meet my need. (3)
 - ☐ Wifi connection is not convenient. (4)
 - ☐ The environment needs to be improved. (5)
 - ☐ Other reasons, please specify: (6)
-

Display This Question:

If Have you been to the Parrish library within this year? = Yes

And How often do you do these activities in the Parrish Library? = Group meetings [Always]

Or How often do you do these activities in the Parrish Library? = Group meetings [Usually]

Or How often do you do these activities in the Parrish Library? = Group meetings [Sometimes]



Q7 What are your top 3 preferred group meeting spots? (Select up to 3 by checking boxes at upper left)

- ☐ Corporate Study Room (1)
- ☐ Individual table (2)
- ☐ Green couch and movable table (3)
- ☐ Round table with black chairs (4)
- ☐ White bar (5)
- ☐ Brown sofa (6)
- ☐ Red chair (7)
- ☐ Red couch (8)
- ☐ Blue zone (9)
- ☐ Tables in folding divider (10)
- ☐ Blue sofa (11)
- ☐ Black sofa (12)
- ☐ Hollister Conference Room (13)
- ☐ Financial Conference Room (14)
- ☐ Learn Lab (15)
- ☐ Computer Zone1 (16)

☐ Computer Zone2 (17)

☐ None above (18)

End of Block: Group Meetings Place

Start of Block: Group meeting Matrix

Display This Question:

If How often do you do these activities in the Parrish Library? = Group meetings [Always]

Or How often do you do these activities in the Parrish Library? = Group meetings [Usually]

Or How often do you do these activities in the Parrish Library? = Group meetings [Sometimes]]

Q8 How satisfied are you in using the group meeting spots in the Parrish Library?

	1 (Highly dissatisfied) (1)	2 (dissatisfied) (2)	3 (Neutral) (3)	4 (Satisfied) (4)	5 (Highly satisfied) (5)
Finding a table/room (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Furniture (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wifi connection (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environment (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall experience (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Group meeting Matrix

Start of Block: Group meeting followup 1

Display This Question:

If How satisfied are you in using the group meeting spots in the Parrish Library? = Finding a table/room [Highly Dissatisfied]

Or How satisfied are you in using the group meeting spots in the Parrish Library? = Finding a table/room [Dissatisfied]

Q8.1 Why do you feel dissatisfied about finding a table or a room?

- ☐ Limited tables are available. (1)
 - ☐ It's difficult to book a room. (2)
 - ☐ I don't know how to book a room. (3)
 - ☐ Other reasons, please specify: (4)
-

Display This Question:

If How satisfied are you in using the group meeting spots in the Parrish Library? = Lighting [Array]

Or How satisfied are you in using the group meeting spots in the Parrish Library? = Lighting [Array]

Q8.2 Why do you feel dissatisfied about the lighting?

- ☐ It's too dark for group meetings. (1)
 - ☐ It' too bright for group meetings. (2)
 - ☐ Other reasons, please specify: (3)
-

Display This Question:

If How satisfied are you in using the group meeting spots in the Parrish Library? = Furniture [Array]

Or How satisfied are you in using the group meeting spots in the Parrish Library? = Furniture [Array]

Q8.3 Why do you feel dissatisfied about the furniture?

☐ There are not enough chairs. (1)

☐ The table is not large enough for group meetings. (2)

☐ Some of them are broken and need to be fixed. (3)

☐ Other reasons, please specify: (4)

End of Block: Group meeting followup 1

Start of Block: Group meeting followup 2

Display This Question:

If How satisfied are you in using the group meeting spots in the Parrish Library? = Wifi connection [Array]

Or How satisfied are you in using the group meeting spots in the Parrish Library? = Wifi connection [Array]

Q8.4 Why do you feel dissatisfied about Wifi connection?

☐ It's too slow for downloading files. (1)

☐ It's difficult to connect. (2)

☐ The connection is unstable. (3)

☐ Other reasons, please specify: (4)

Display This Question:

If How satisfied are you in using the study space in the Parrish Library? = Environment [Array]

Or How satisfied are you in using the study space in the Parrish Library? = Environment [Array]

Q8.5 Why do you feel dissatisfied about the environment?

☐ Group meetings need more privacy. (1)

☐ It's too noisy for group meetings. (2)

☐ The seats are messy. (3)

☐ The air condition is too cold. (4)

☐ The restrooms are untidy. (5)

☐ Other reason, please specify: (6)

Display This Question:

If How satisfied are you in using the group meeting spots in the Parrish Library? = Overall experience [Array]

Or How satisfied are you in using the group meeting spots in the Parrish Library? = Overall experience [Array]



Q8.6 Why do you feel dissatisfied about overall experience? (Select up to 2 choices)

☐ It's difficult to find a table or a room. (1)

☐ The lighting is not suitable for group meetings. (2)

☐ Wifi connection is inconvenient. (3)

☐ The environment needs to be improved. (4)

☐ Other reasons, please specify: (5)

Start of Block: Printer and computer matrix

Display This Question:

If How often do you do these activities in the Parrish Library? = Printing documents or accessing computer software [Always]

Or How often do you do these activities in the Parrish Library? = Printing documents or accessing computer software [Usually]

Q9 How satisfied are you in using the printers and computers in the Parrish Library?

	1 (Highly dissatisfied) (1)	2 (dissatisfied) (2)	3 (Neutral) (3)	4 (Satisfied) (4)	5 (Highly satisfied) (5)
Computers (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printers (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Printer and computer matrix

Start of Block: Printer and computer followup 1

Display This Question:

If How satisfied are you in using the printers and computers in the Parrish Library? = Computers [Highly Dissatisfied]

Or How satisfied are you in using the printers and computers in the Parrish Library? = Computers [Dissatisfied]

Q9.1 Why do you feel dissatisfied about the computers?

- ☐ I had trouble finding an available seat. (1)
 - ☐ The internet connection is too slow. (2)
 - ☐ They are not equipped with the software I need for assignments. (3)
 - ☐ Some software version are not up to date. (4)
 - ☐ Other reasons, please specify: (5)
-

Display This Question:

If How satisfied are you in using the printers and computers in the Parrish Library? = Printers [Array]

Or How satisfied are you in using the printers and computers in the Parrish Library? = Printers [Array]

Q9.2 Why do you feel dissatisfied about the printers?

- ☐ There are times that they run out of paper when I need to print. (1)
 - ☐ The connect between printers and computers is unstable. (2)
 - ☐ Sometimes they do not print neatly and properly. (3)
 - ☐ I don't know how to get color-printing. (4)
 - ☐ Other reasons, please specify: (5)
-

Display This Question:

If How satisfied are you in using the printers and computers in the Parrish Library? = Overall [Array]
Or How satisfied are you in using the printers and computers in the Parrish Library? = Overall [Array]



Q9.3 Why do you feel dissatisfied about the overall experience? (Select up to 2 choices)

☐ The computers do not meet my need. (1)

☐ The printers do not work properly. (2)

☐ The tables are too small. (3)

☐ The chairs are not comfortable. (4)

☐ Other reasons, please specify: (5)

End of Block: Printer and computer followup 1

Start of Block: Other facility matrix

Display This Question:

If Have you been to the Parrish library within this year? = Yes

Q10 How satisfied are you in using the following service and facilities in the Parrish Library?
(Some instructors have textbooks as "course reserves" available for students to read in the Parrish Library.)

	Never used (1)	1 (Highly dissatisfied) (2)	2 (dissatisfied) (3)	3 (Neutral) (4)	4 (Satisfied) (5)	5 (Highly satisfied) (6)
Cafeteria facility (coffee machine, microwave, vending machine, water fountain) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information desk (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing course reserves (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Checking out books (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leadership Communication Studio (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Other facility matrix

Start of Block: Other facility followup 1

Display This Question:

If How satisfied are you in using the following service and facilities in the Parrish Library? (Som... = Cafeteria facility (coffee machine, microwave, vending machine, water fountain) [Highly Dissatisfied]

Or How satisfied are you in using the following service and facilities in the Parrish Library? (Som... = Cafeteria facility (coffee machine, microwave, vending machine, water fountain) [Dissatisfied]

Q10.1 Why do you feel dissatisfied about the cafeteria facilities?

- ☐ The coffee machine does not work properly. (1)
 - ☐ The microwave does not work properly. (2)
 - ☐ The vending machine does not work properly. (3)
 - ☐ The water fountain does not work properly. (4)
 - ☐ Other reasons, please specify: (5)
-

Display This Question:

If How satisfied are you in using the following service and facilities in the Parrish Library? (Som... = Information desk [Array]

Or How satisfied are you in using the following service and facilities in the Parrish Library? (Som... = Information desk [Array]

Q10.2 Why do you feel dissatisfied about in information desk?

- ☐ The staff could not answer my questions. (1)
 - ☐ The staff was not willing to help. (2)
 - ☐ I could not find anyone to ask when I was in need. (3)
 - ☐ Other reasons, please specify: (4)
-

Display This Question:

If How satisfied are you in using the following service and facilities in the Parrish Library? (Som... = Accessing course reserves [Array]

Or How satisfied are you in using the following service and facilities in the Parrish Library? (Som... = Accessing course reserves [Array]

Q10.3 Why do you feel dissatisfied about accessing course reserves?

☐ I could not find the book I needed. (1)

☐ I needed more time to read the reserves. (2)

☐ Other reasons, please specify: (3)

End of Block: Other facility followup 1

Start of Block: Other facility followup 2

Display This Question:

If How satisfied are you in using the following service and facilities in the Parrish Library? (Som... = Checking out books [Array]

Or How satisfied are you in using the following service and facilities in the Parrish Library? (Som... = Checking out books [Array]

Q10.4 Why do you feel dissatisfied about checking out books?

☐ I could not find the book I needed. (1)

☐ I wanted to extend the time for checking out. (2)

☐ The books were in bad condition. (3)

☐ Other reasons, please specify: (4)

Display This Question:

If How satisfied are you in using the following service and facilities in the Parrish Library? (Som... = Leadership Communication Studio [Array]

Or How satisfied are you in using the following service and facilities in the Parrish Library? (Som... = Leadership Communication Studio [Array]

Q10.5 Why do you feel dissatisfied about the studio?

☐ It's difficult to book the room. (1)

☐ The instruction of how to use the facility inside was not clear enough. (2)

☐ I hope to extend my booking time. (3)

☐ Other reasons, please specify: (4)

End of Block: Other facility followup 2

Start of Block: Collaborative screens

Display This Question:

If Have you been to the Parrish library within this year? = Yes

Q11 Have you ever used the collaborative screens in the Parrish Library?

☐ Yes (1)

☐ No (2)

End of Block: Collaborative screens

Start of Block: Collaborative screen followup: non-user

Display This Question:

If Have you ever used the collaborative screens in the Parrish Library? = No

Q12 Why DON'T you ever use the collaborative screens?

☐ I don't need to display anything on the screens. (1)

☐ I don't like to display my screen while other people are around. (2)

☐ I don't know how to use it. (3)

☐ Other reasons, please specify: (4)

End of Block: Collaborative screen followup: non-user

S

Start of Block: Collaborative screens satisfaction

Display This Question:

If Have you ever used the collaborative screens in the Parrish Library? = Yes

Q13 How satisfied are you in using the collaborative screens?

- ☐ Highly satisfied (1)
- ☐ Satisfied (2)
- ☐ Neutral (3)
- ☐ Dissatisfied (4)
- ☐ Highly dissatisfied (5)

End of Block: Collaborative screens satisfaction

Start of Block: Collaborative screens followup: user

Display This Question:

If How satisfied are you in using the collaborative screens? = Highly dissatisfied

Or How satisfied are you in using the collaborative screens? = Dissatisfied

Q14 Why did you feel dissatisfied about the collaborative screens?

- ☐ I did not know how to connect my laptop to the screen. (1)
 - ☐ I failed to connect my laptop to the screen. (2)
 - ☐ I need more privacy when using the screen. (3)
 - ☐ Other reasons, please specify: (4)
-

End of Block: Collaborative screens followup: user

Start of Block: Open Questions

Display This Question:

If Have you been to the Parrish library within this year? = Yes

Q15 What are the difficulties you had in using the Parrish Library?

Display This Question:

If Have you been to the Parrish library within this year? = Yes

Q16 Could you give some suggestions to improve the facilities or service of the Parrish Library?

End of Block: Open Questions

Start of Block: Non-users

Display This Question:

If Have you been to the Parrish library within this year? = No

Q17 Why do you prefer NOT to use the Parrish library?

Display This Question:

If Have you been to the Parrish library within this year? = No

Q18 What service or facility would you like to suggest to the Parrish Library to offer that could increase your willingness to use the library?

End of Block: Non-users

Start of Block: Demographic - Grade

Display This Question:

If Are you an undergraduate/graduate student? = Undergraduate

S3.1 What year are you in?

- ☐ Freshman (1)
- ☐ Sophomore (2)
- ☐ Junior (3)
- ☐ Senior (4)
- ☐ Others, please specify (5) _____

Display This Question:

If Are you an undergraduate/graduate student? = Graduate

Or Are you an undergraduate/graduate student? = PhD

S3.2 What year are you in?

- ☐ Year 1 (1)
- ☐ Year 2 (2)
- ☐ Other, please specify: (3) _____

End of Block: Demographic - Grade

Start of Block: Demographic - others

S4 What is your gender?

- ☐ Male (1)
 - ☐ Female (2)
 - ☐ Third gender (3)
 - ☐ Prefer not to say (4)
-

S5 What is your major?

- ☐ Krannert School of Management, major in: (22)

 - ☐ Non-Krannert, major in: (23)

-

S6 How long does it take you to travel from your residence to the Parrish Library?
Please measure the time by the transportation you usually take for coming to the campus on weekdays.

- ☐ less/equal to 15 minutes (1)
- ☐ 15 ~ 30 minutes (including 30 minutes) (2)
- ☐ 30 ~ 60 minutes (including 60 minutes) (3)
- ☐ More than 60 minutes (4)

End of Block: Demographic - others

Start of Block: Looking for focus group participants and luck draw

S7 Are you interested in joining a focus group for our library survey and share more thoughts to the library?

(A focus group is semi-structured group interview for gathering opinions for a topic.)

☐ Yes (1)

☐ No (2)

S8 You are qualified for our luck draw for Amazon gift cards! Do you want to join the lucky draw?

☐ Yes (1)

☐ No (2)

End of Block: Looking for focus group participants and luck draw

Start of Block: Participants Contact Info

Display This Question:

If Are you interested in joining a focus group for our library survey and share more thoughts to the... =
Yes

Or You are qualified for our luck draw for Amazon gift cards! Do you want to join the lucky draw? =
Yes

S9

Your personal information will be used ONLY for the luck draw. Please leave your name:

Display This Question:

If Are you interested in joining a focus group for our library survey and share more thoughts to the... =
Yes

Or You are qualified for our luck draw for Amazon gift cards! Do you want to join the lucky draw? =
Yes

S10 Please leave your Purdue email address:
