**Hope Enterprise University College Library (HEUCL)**

**Student Satisfaction Survey**

Dear Respondents,

The library has prepared this survey in order to know the level of satisfaction that the HEUCL community has with the aim of considering the input to improve the existing services. The success of this survey is highly dependent on your genuine response. Please do not mention your name in the response. If you have any question pertaining to the survey please feel free to call @ 0911 131392.

General instruction

For questions with choices, **Please make your choice bold and put a tick (✔) mark for choices provided in the table.**

1. To which department do you belong? (Accounting and Finance, Architecture, Computer Science, Management, Marketing management)

2. How often do you visit the library? (Daily, Weekly , Every 2 weeks, Less often)

3. Why do you primarily use the library and its services? (Leisure, Study, education , Others, please specify )

4. How satisfied are you with the opening hours of the library? (Very satisfied, Satisfied , Indifferent , Dissatisfied , Very dissatisfied )

5. How satisfied are you with the following library services?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Rating | Lending services | Access to the internet | Desktop computer usage | Utilization of digital library | Utilization of WiFi in the library |
| Very satisfied |  | ✓ |  |  |  |
| Satisfied | ✓ |  |  |  | ✓ |
| Indifferent |  |  |  |  |  |
| Dissatisfied |  |  |  |  |  |
| Very dissatisfied |  |  |  |  |  |
|  |  |  |  |  |  |

6. Do you have a comment or a suggestion that you think would help improve the way we offer services and cater to our customers?

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7. Are you able to access the library website, browse services, items you are looking for? (Absolutely yes, Often yes, yes and no, it depends on the day, Often no, Absolutely not)

8. Does the library cater to your needs and are the materials readily available to you? (Absolutely yes, Often yes, Yes and no, Often no, Absolutely not )

9. How satisfied are you with the following:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Rating | The size of the library | Quality of the furnishings and the library hall | Hardware provided by the library | Utilization of WiFi in the library | Natural light and ventilation |
| Very satisfied | ✓ | ✓ |  |  |  |
| Satisfied |  |  |  |  |  |
| Indifferent |  |  |  |  | ✓ |
| Dissatisfied |  |  |  |  |  |
| Very dissatisfied |  |  |  |  |  |

10. If you have any comments or suggestions on how we can improve our services and premises, please tell us below:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

11. To what extent do you agree with the following statements regarding the library:

|  |  |  |
| --- | --- | --- |
| Rating | The library staff are friendly and helpful | The library staff are experienced and well trained to meet all my requirements |
| Very satisfied |  |  |
| Satisfied | ✓ |  |
| Indifferent |  | ✓ |
| Dissatisfied |  |  |
| Very dissatisfied |  |  |

12. How would you rate the overall level of service provided you by the library and it's staff? (Excellent, Very good, Satisfactory, Sufficient, Insufficient)

13. If you have anything you would like to add or which you feel may improve the services we offer, please write a comment or suggestion below:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The End (Thank you so much)