Graduating Student Survey (GSS)

UCO Library

2019-2020

Prepared by: Christina Smith, Office of Institutional Assessment

Method

This analysis for UCO's library is based on responses to questions students were asked about their use of the library's services and resources, as well as the potential impact this had on the successful completion of their degree. The responses were collected from UCO's Graduating Student Survey (GSS), which was made available to all students applying for graduation between July 2019 and July 2020. Final analysis was limited to participating students who were ultimately awarded a degree (n=1554). The results include undergraduate (n=1462) and graduate (n=92) students representing all six colleges (BU, ED, FA, IS, LA, & MS[1]) on campus. Percentages were calculated based on how many students from a particular group – rather than the entire sample – selected an answer[2] [3].

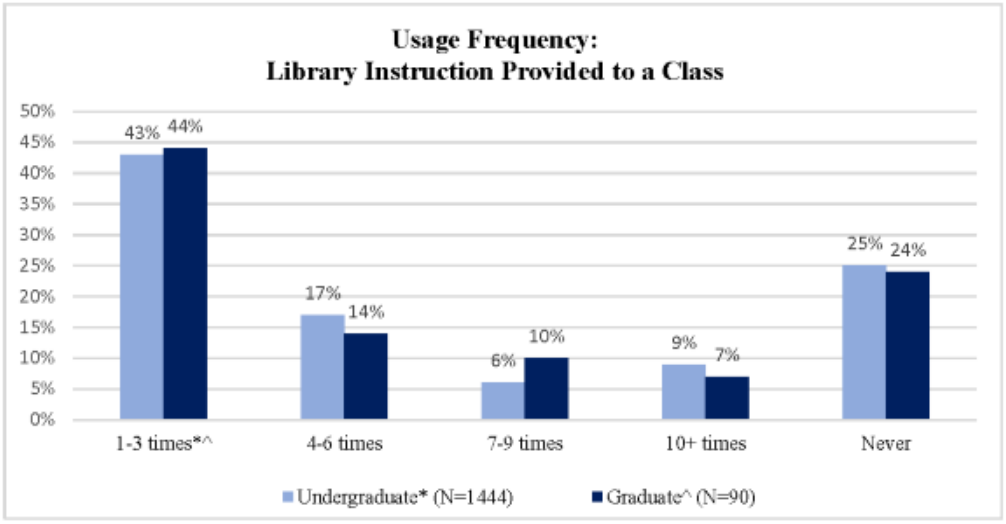
[1] BU = Business, ED = Education, FA = Fine Arts & Design, IS = Interdisciplinary Studies (i.e., Forensic Science), LA = Liberal Arts, MS = Mathematics & Science

[2] For example, if 90 graduate students responded to the question, and there were 40 who indicated they used library instruction provided to a class "1-3 times", that means 44% of graduate students responded that way.

[3] It should also be noted that, due to rounding residuals, some of the percentages may end up calculating to 99% or 101%, rather than an even 100%

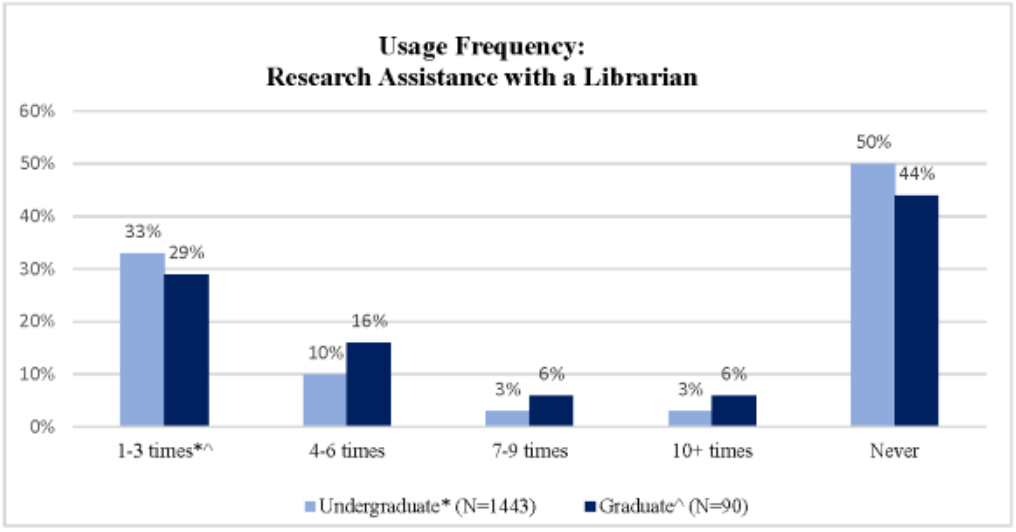
Part I: Use of Library Services & Resources for Undergraduate & Graduate Students

Library instruction provided to a class



*^ = Average usage

Research Assistance with a Librarian



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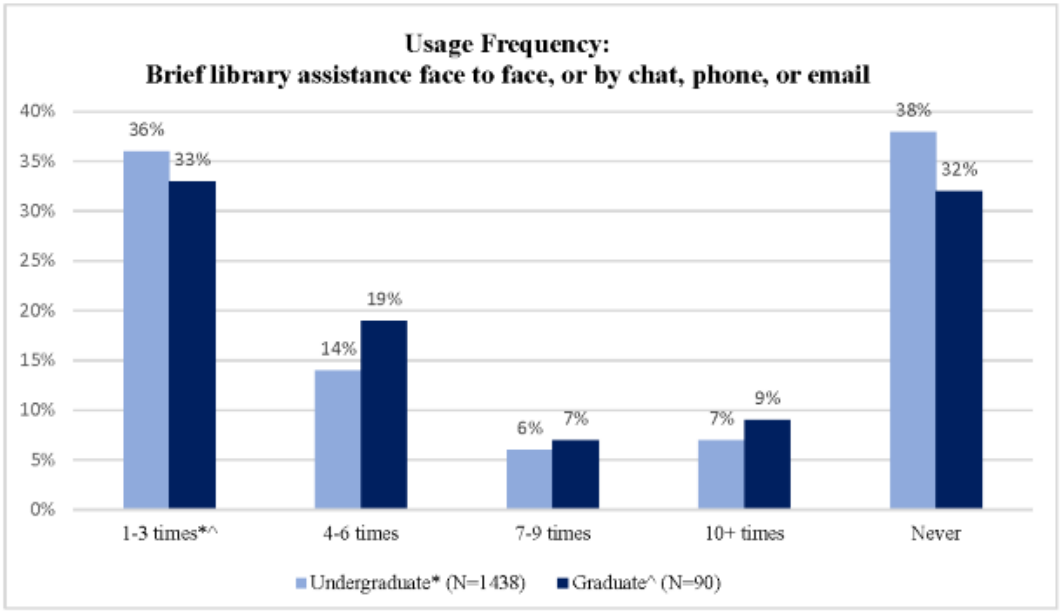
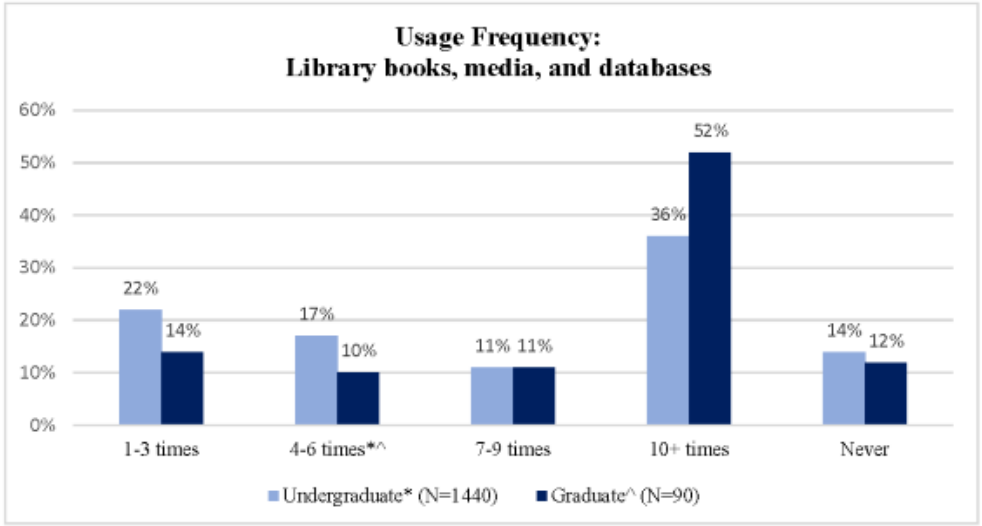
Brief library assistance face to face, or by chat, phone, or email



*^ = Average usage

Library books, media, and databases



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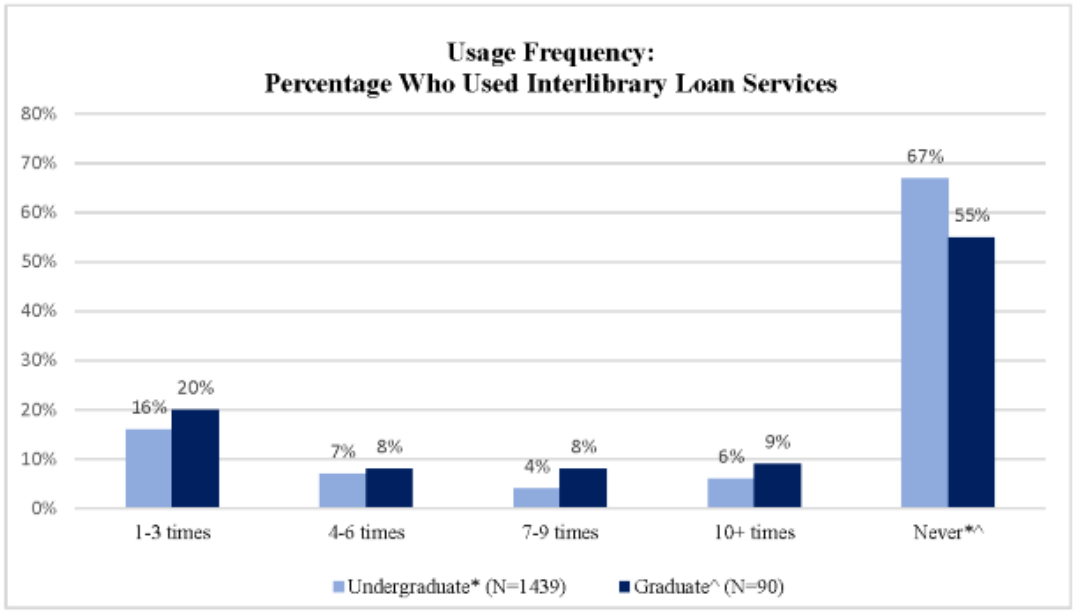
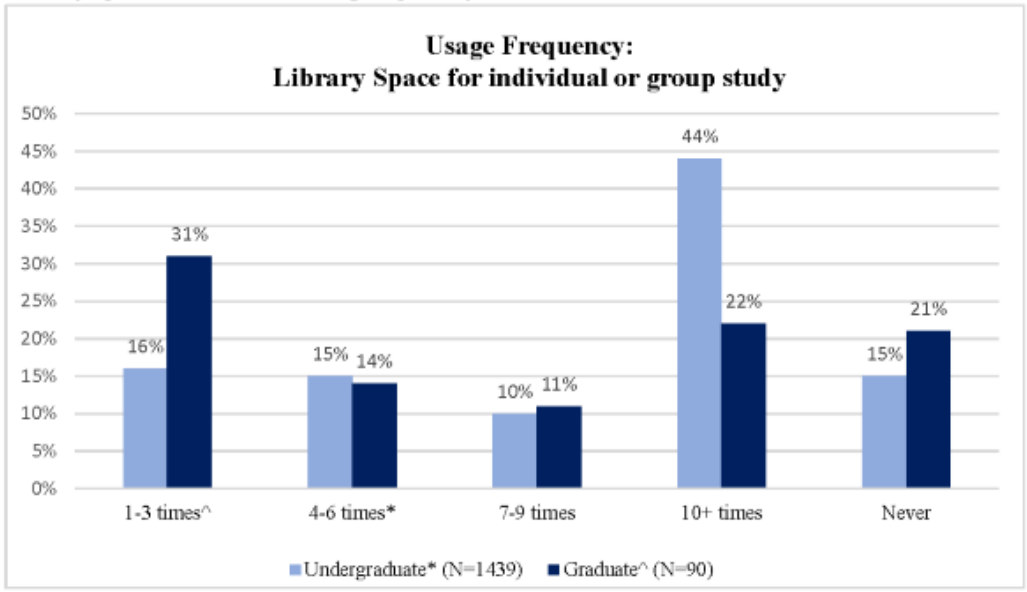
Interlibrary loan services



*^ = Average usage

Library space for individual or group study



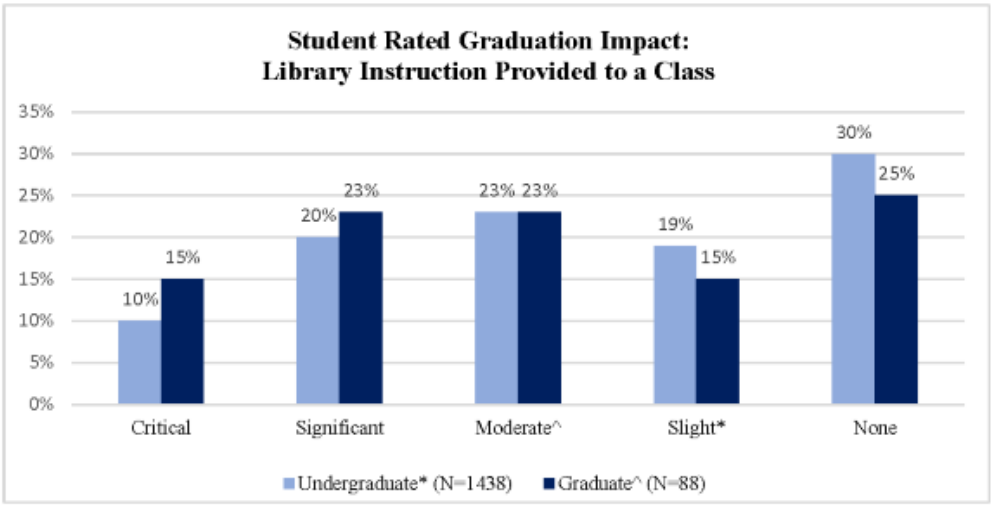
*^ = Average usage

Part I Summary: Use of Library Services & Resources for Undergraduates & Graduates

Overall, the usage frequencies observed across the library's services and resources were similar between undergraduates and graduate students, with the average use for both groups typically falling within the "1-3 times" category. According to the visual percentages, the biggest differences of usage frequencies between undergraduate and graduate students was for the use of *library books, media, and databases*, as well as the use of *library space for individual or group study*. Specifically, 22 percent more undergraduates than undergraduates indicated they visited the library for individual or group study 10 or more times; whereas 16 percent more graduate students than undergraduate students utilized library books, media, and databases 10 or more times.

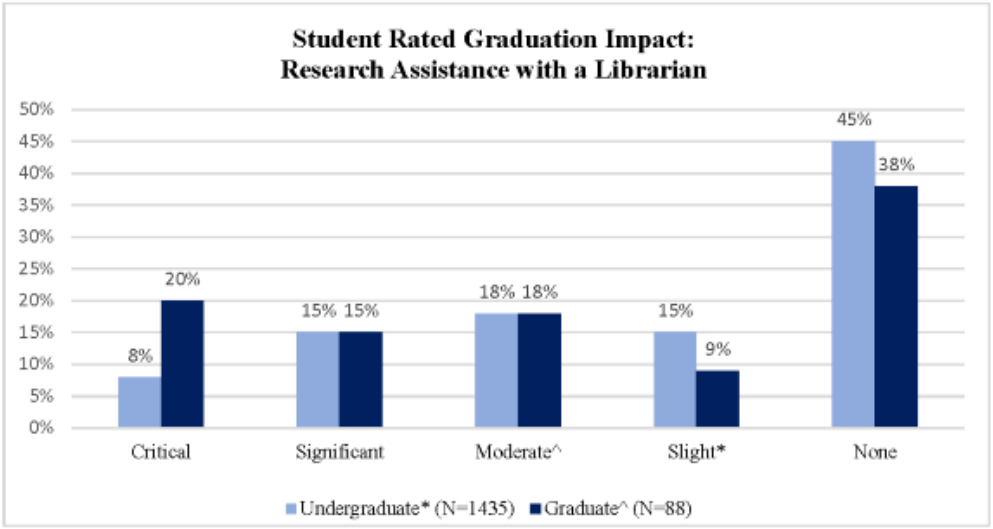
Part II: Student Rated Impact of Library Services & Resources on Graduation for Undergraduate & Graduate Students

Library instruction provided to a class



*^ = Average impact rating

Research Assistance with a Librarian



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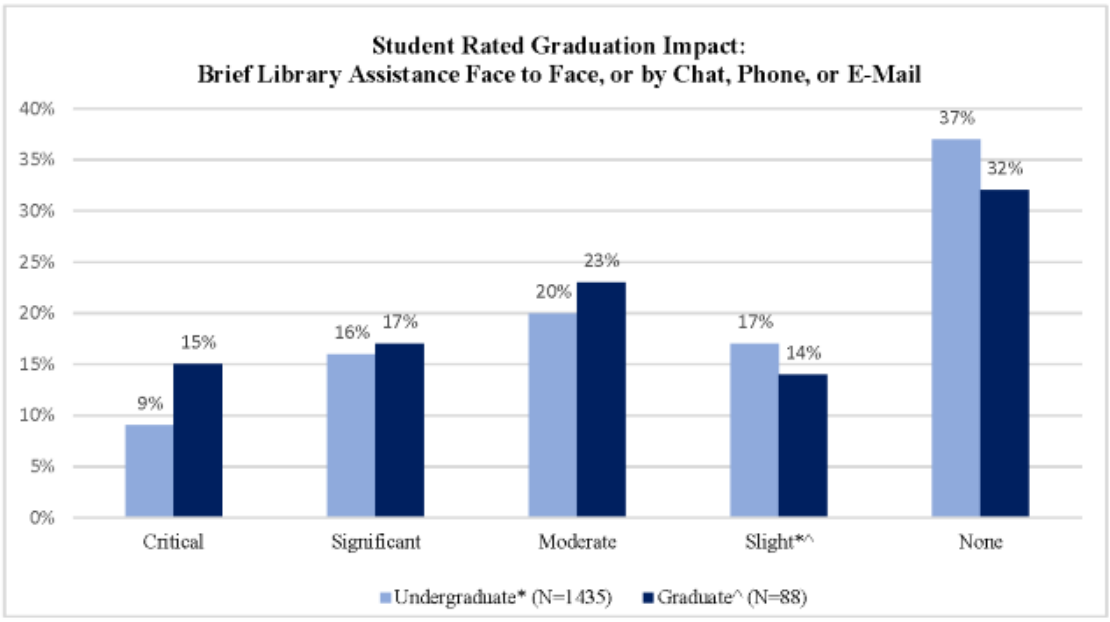
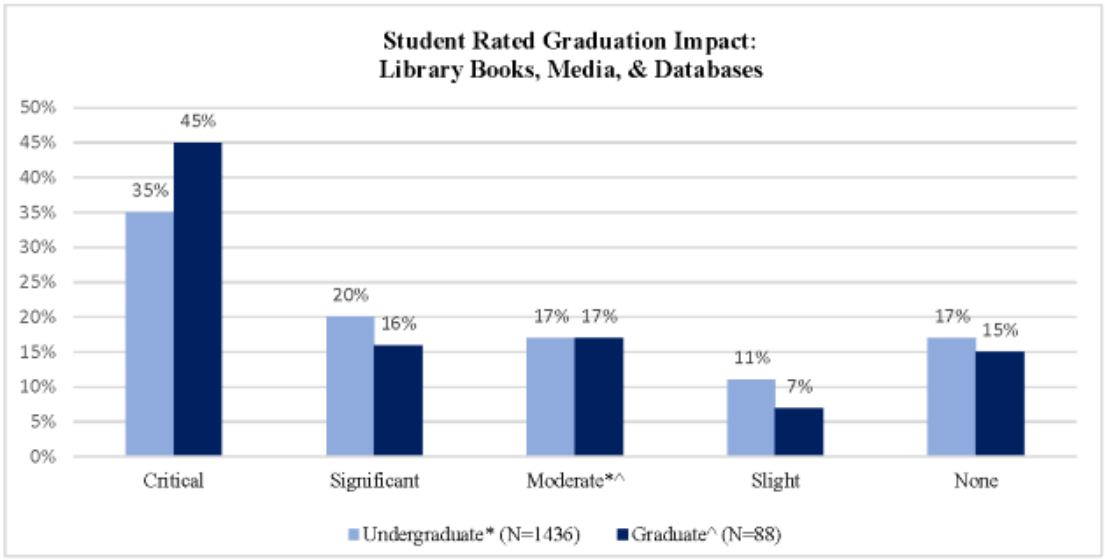


*^ = Average impact rating

Library books, media, and databases



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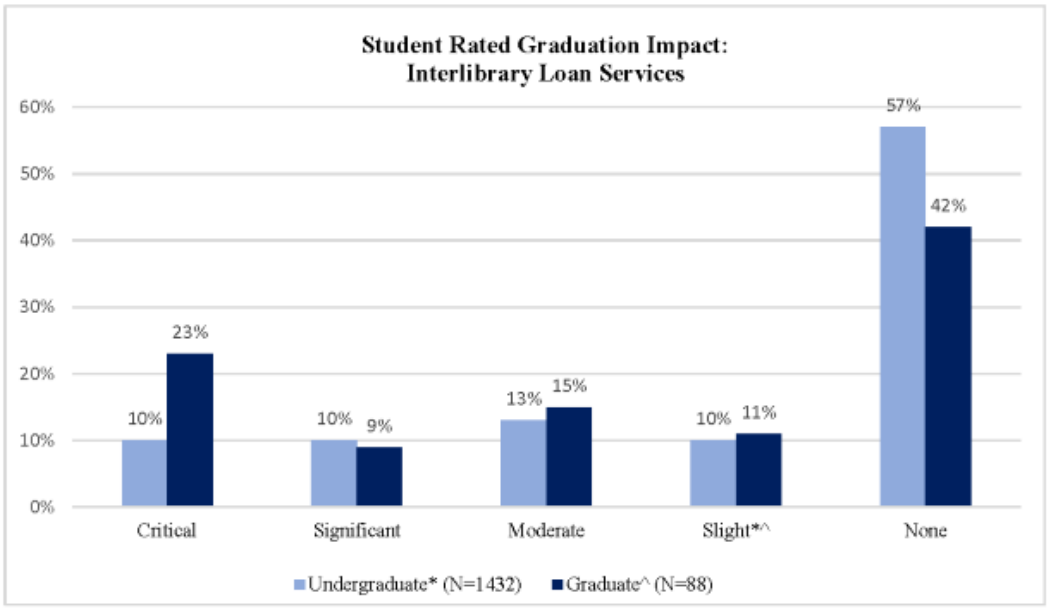
Interlibrary loan services



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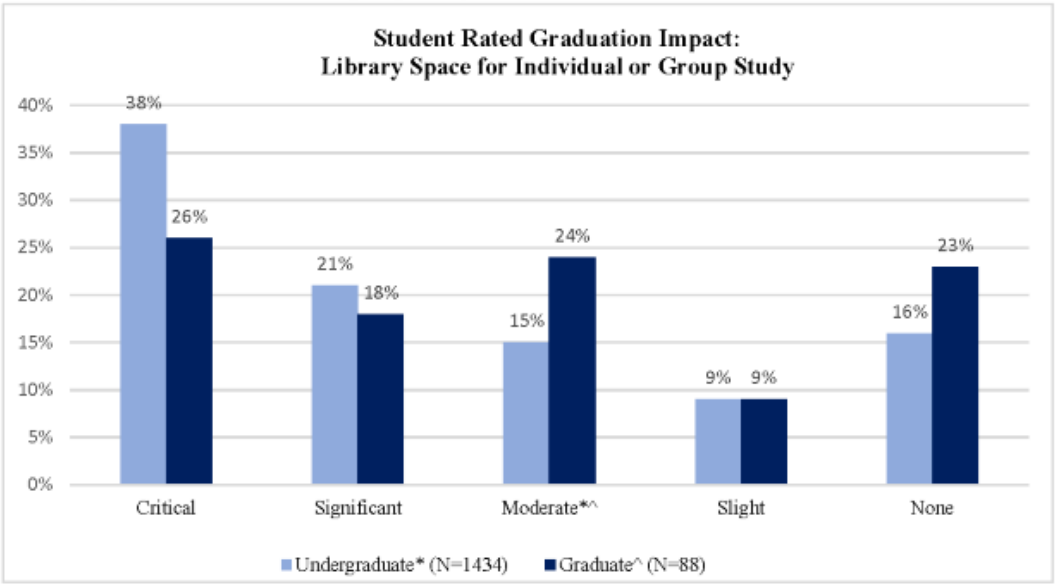
Library space for individual or group study



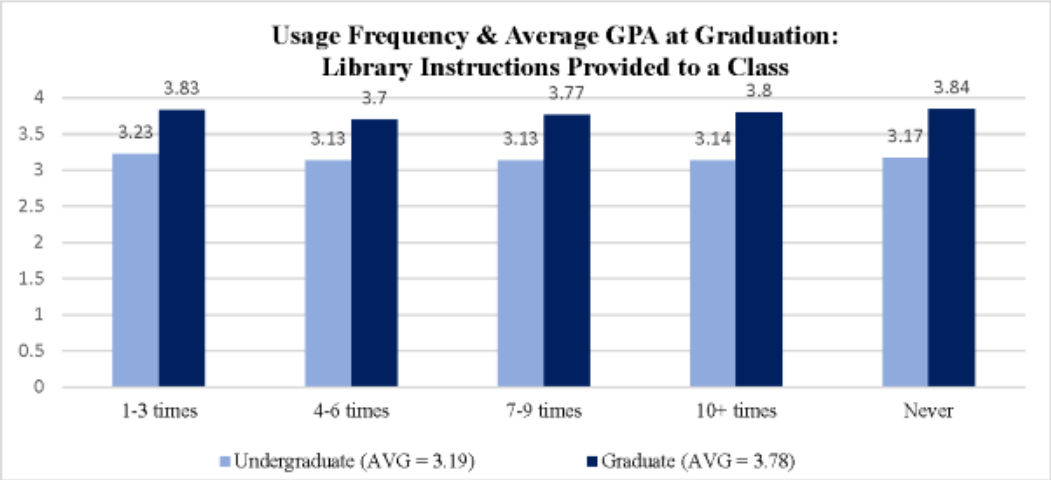
*^ = Average impact rating

Part II Summary: Student Rated Impact of Library Services & Resources on Graduation for Undergraduate & Graduate Students

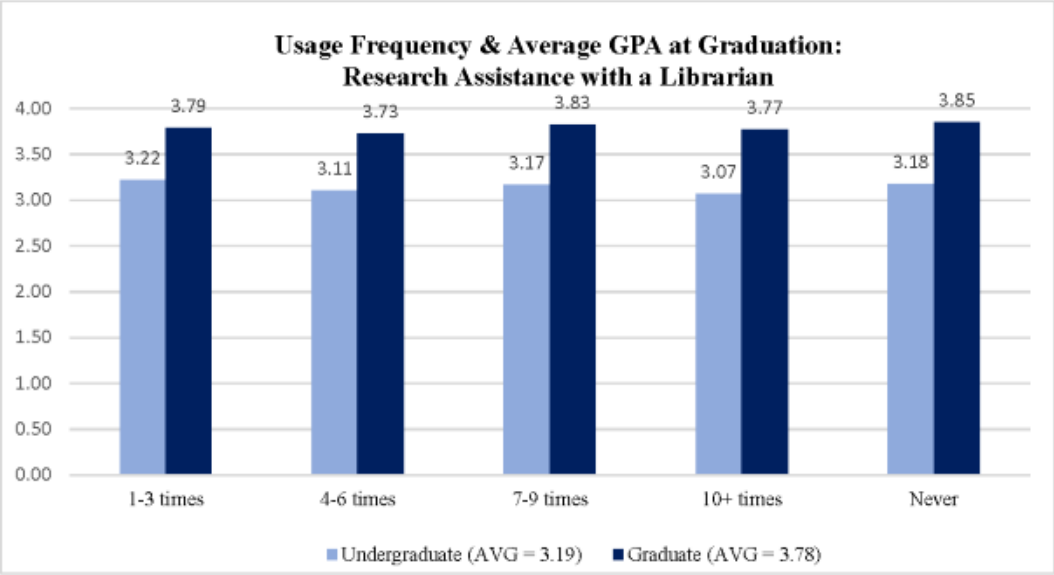
Similar to the findings in *Part I*, the average student rating for the level of impact that the library's services and resources had on their graduation was similar for undergraduate students across each of the six questions. On average, undergraduate and graduate students rated the library's services and resources as having a *slight* or *moderate* impact on the successful completion of their degree program. However, according to the visual percentages, the services and resources that students considered to be *critical* for degree completion were *library books, media, and databases* as well as *library space for individual or group study.*

Part III: Library Usage Frequency & Average GPA at Graduation

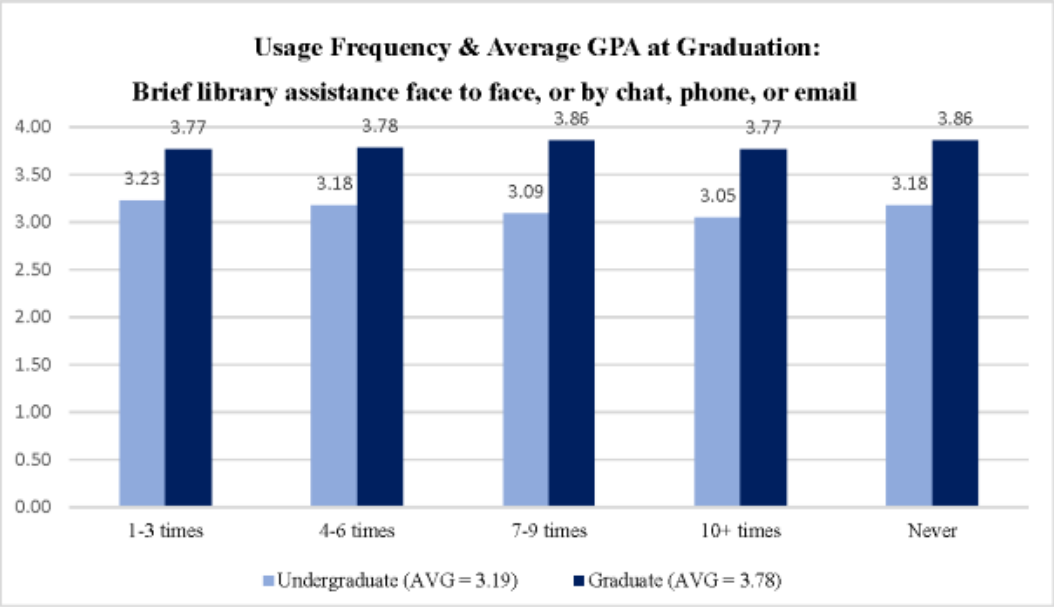
Library instruction provided to a class



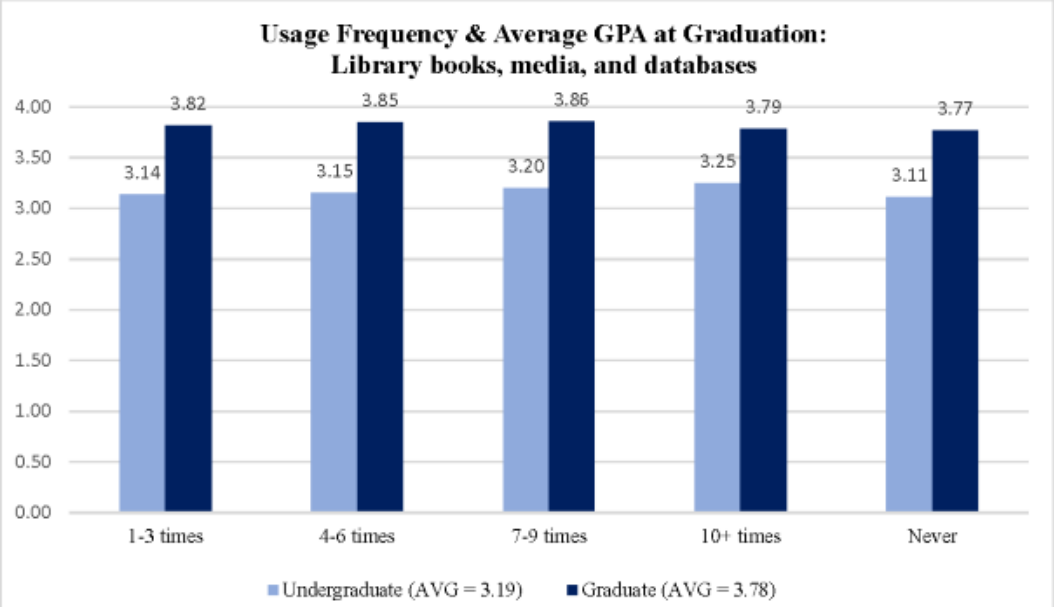
Research Assistance with a Librarian



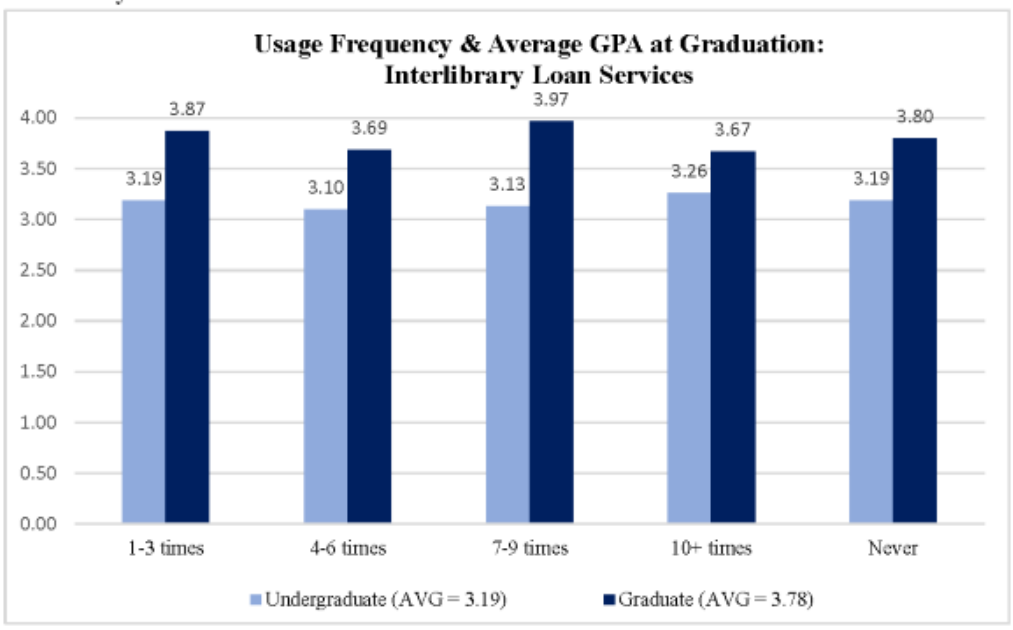
Brief library assistance face to face, or by chat, phone, or email



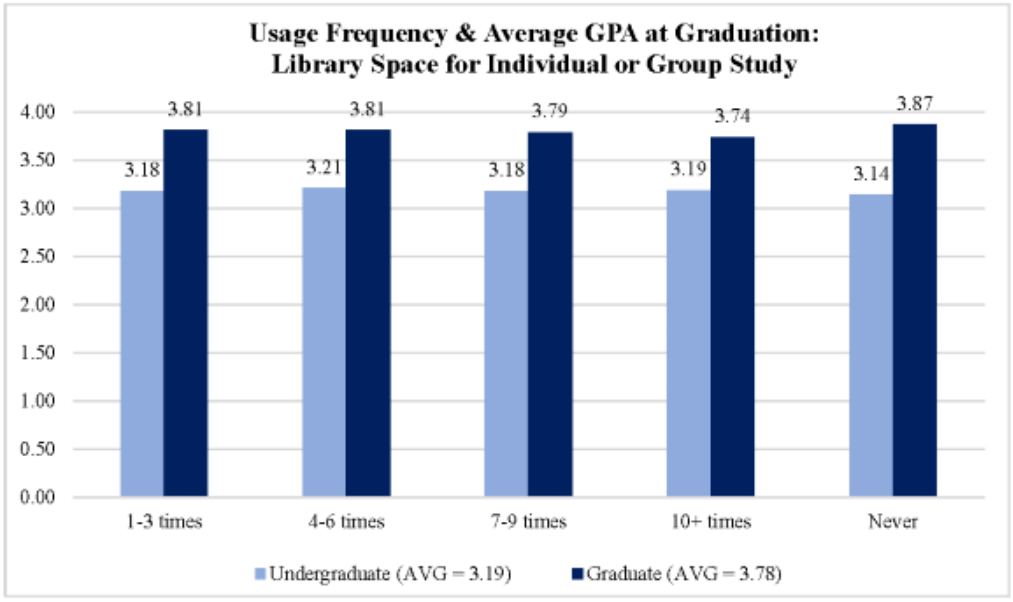
Library books, media, and databases



Interlibrary Loan Services



Library space for individual or group study

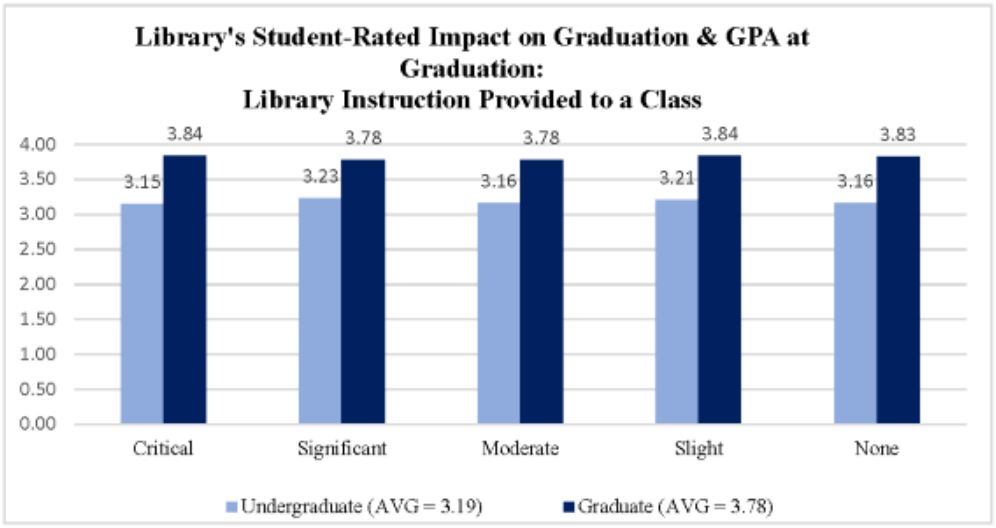


Part III Summary: Library Usage Frequency & Average GPA at Graduation

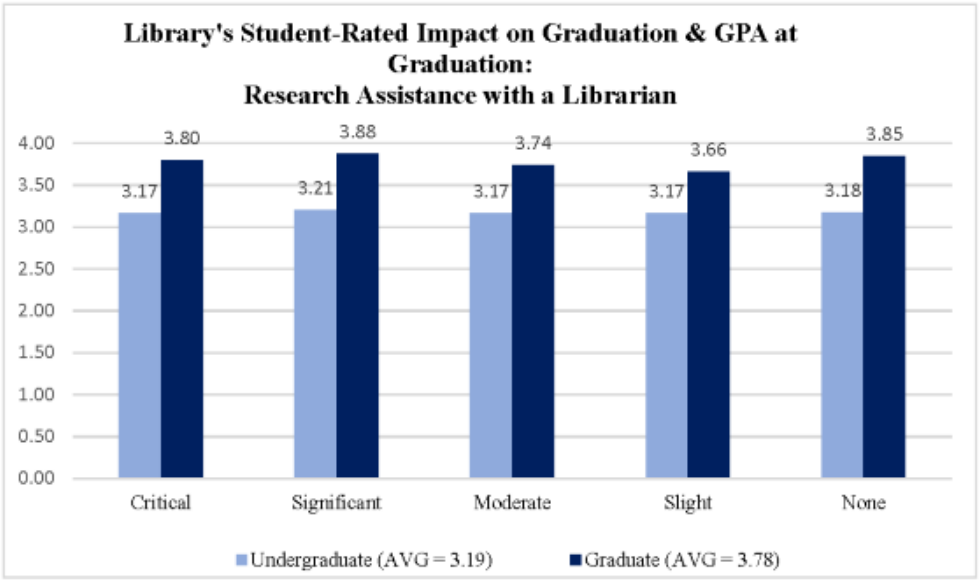
As the illustrations suggest, frequency use of the library did not seem to have a significant effect on the survey participants' GPA at graduation when compared to the average GPA of all graduates from their respective degree level. However, there was were two major observances that are worth noting. First, the two highest average GPAs for undergraduate participants were found for those who used *Library books, media, and databases* and *Interlibrary Loan Services* 10 or more times. Second, the highest average GPA for graduate student participants was for students who utilized *Interlibrary Loan Services* "7-9 times".

Part IV: Library's Student-Rated Impact on Graduation & Average GPA at Graduation

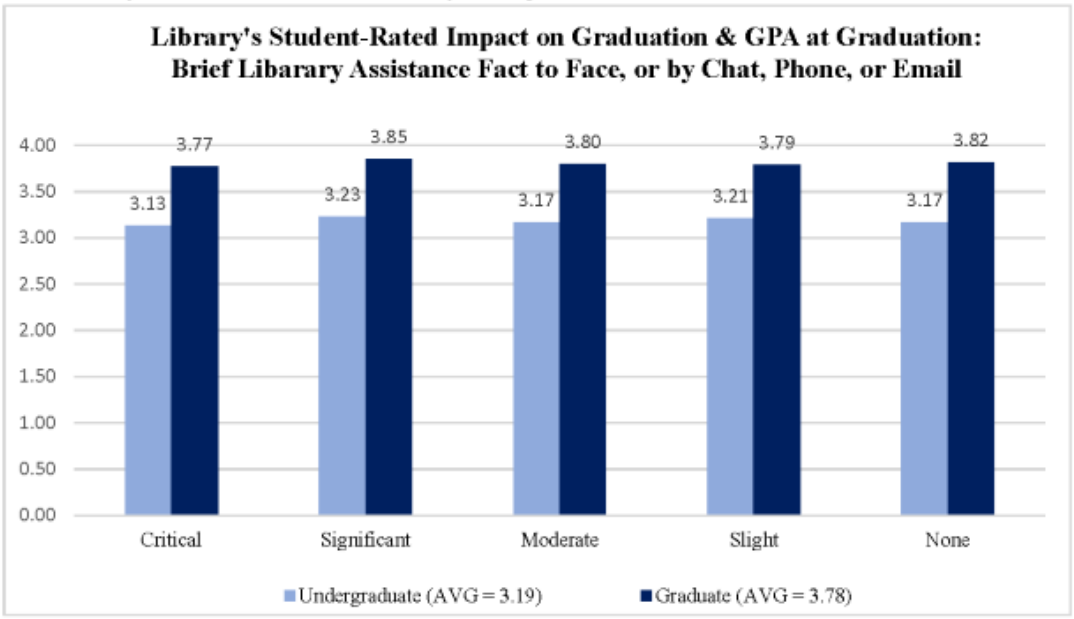
Library instruction provided to a class



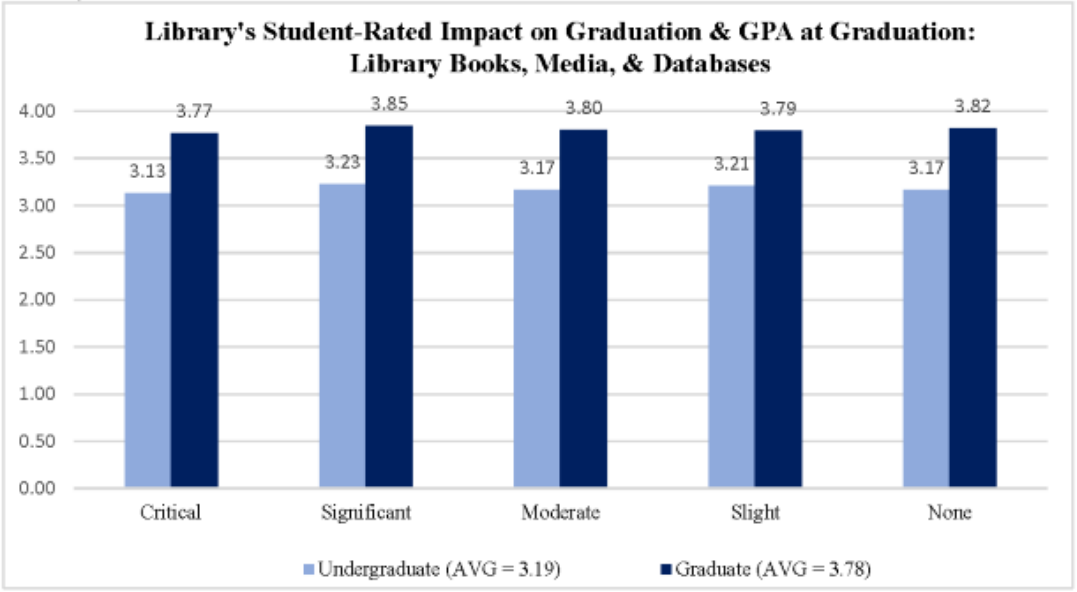
Research Assistance with a Librarian



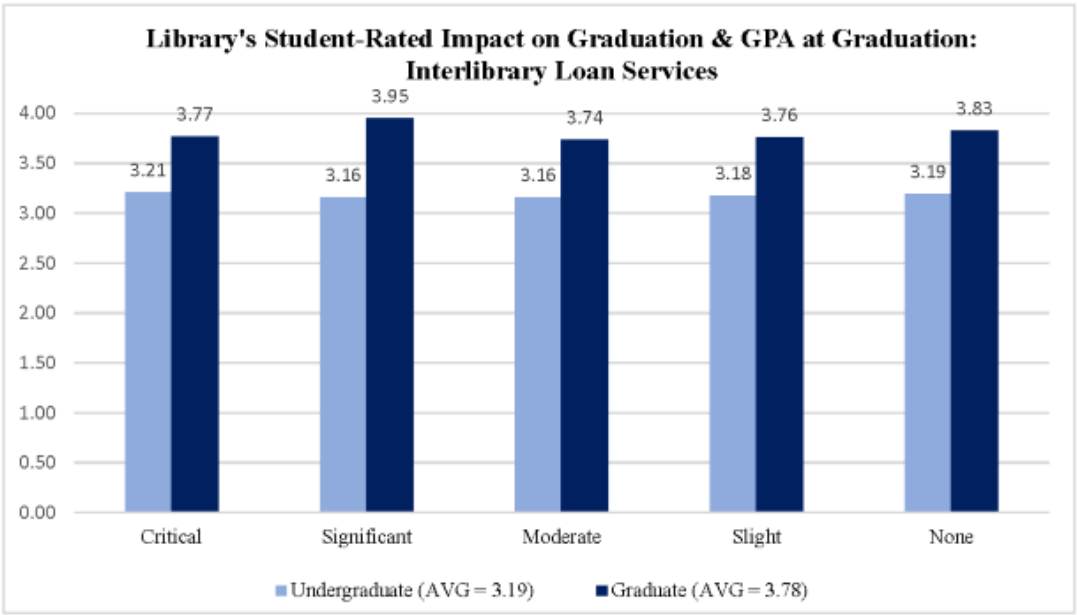
Brief library assistance face to face, or by chat, phone, or email



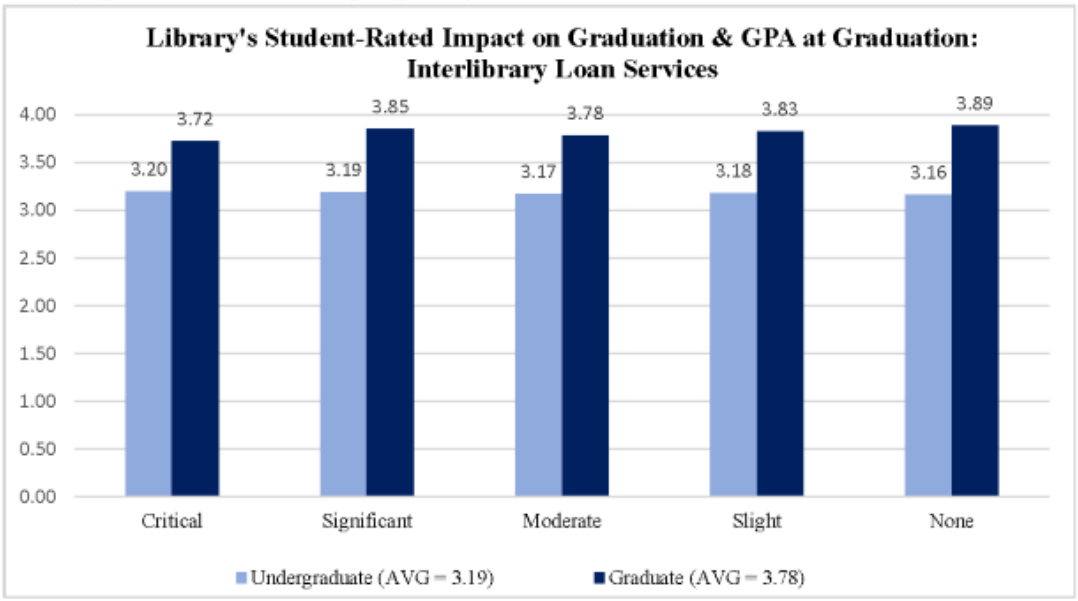
Library books, media, and databases



Interlibrary loan services



Library space for individual or group study

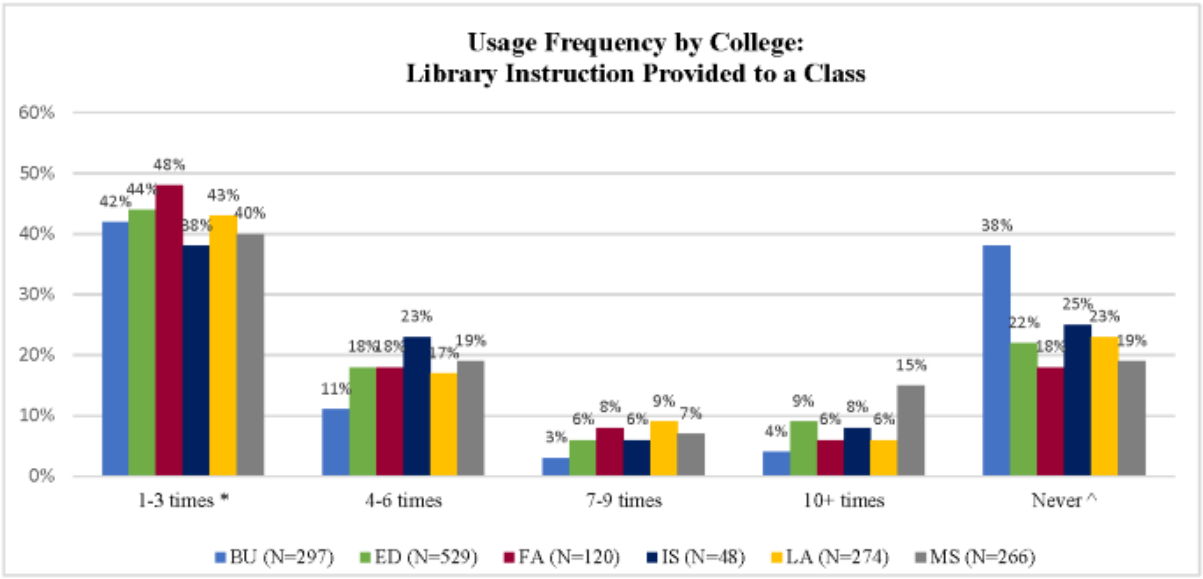


Part IV Summary: Student Rated Library's Impact on Graduation & Average GPA at Graduation

Much like the findings from *Part III*, the average GPA for undergraduate and graduate participants did not seem to significantly differ from the average GPA of all graduates from their respective degree levels. Undergraduate students with the highest GPA compared to the average was observed for those who indicated that *Brief library assistance face to face, or by chat, phone, or email*, *Library instruction provided to a class* and *Library books, media, and databases* had a "significant" impact on their graduation. Additionally, graduate students with the highest GPA compared to the average indicated that *Interlibrary loan services* had a "significant" impact on their graduation.

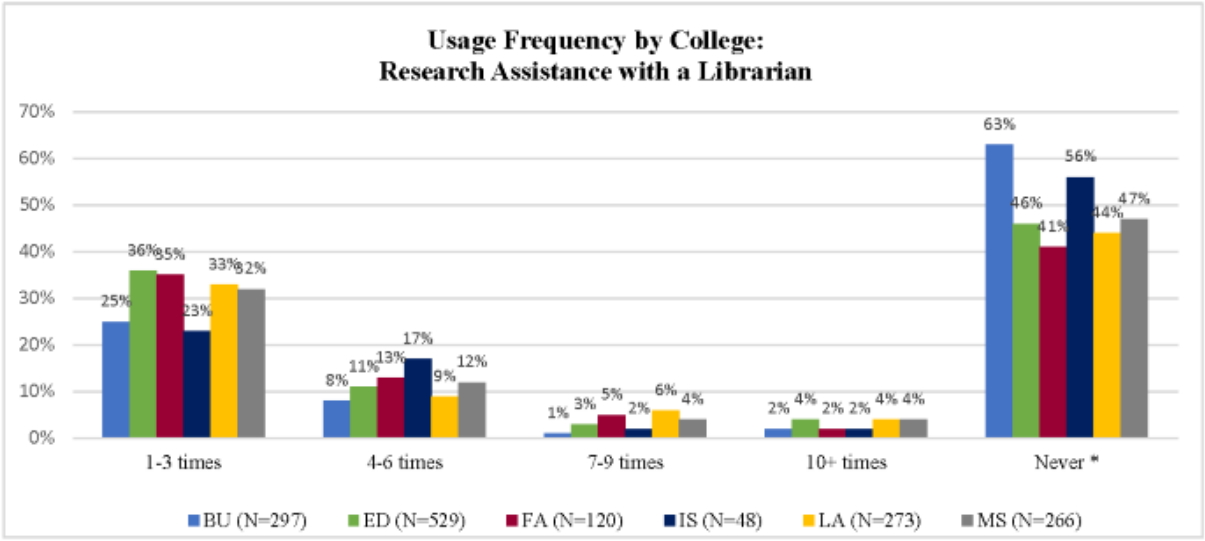
Part V: Frequency Usage by College

Library instruction provided to a class



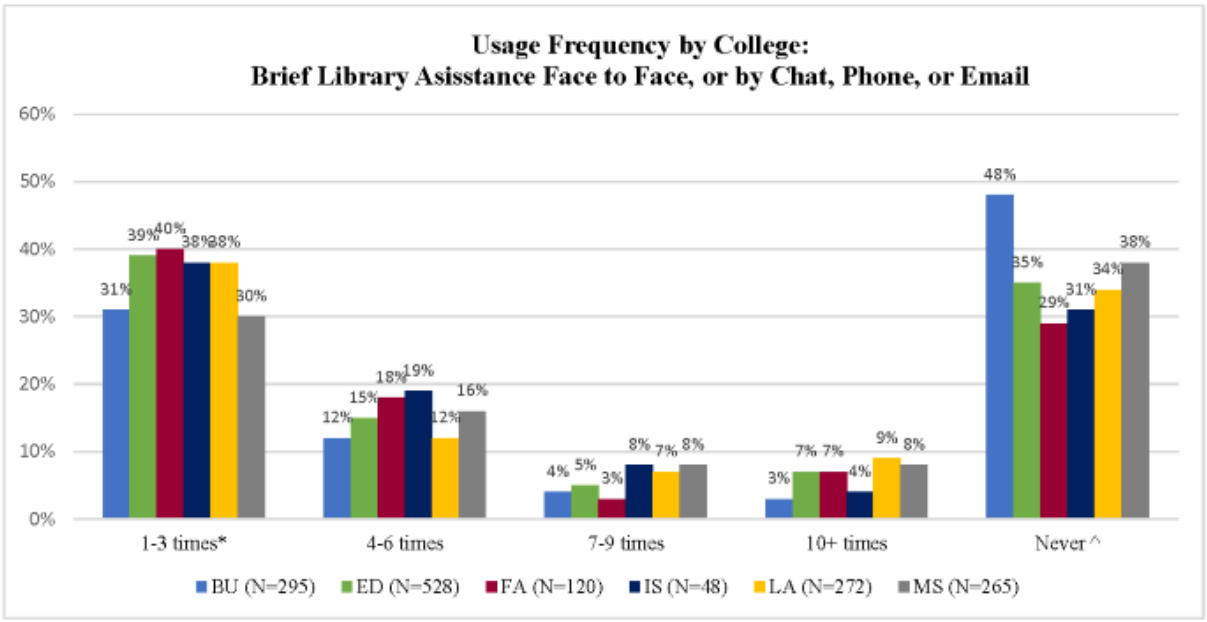
* = Average use category for all colleges (except BU, denoted with ^)

Research Assistance with a Librarian



* = Average use category for all colleges

Brief library assistance face to face, or by chat, phone, or email



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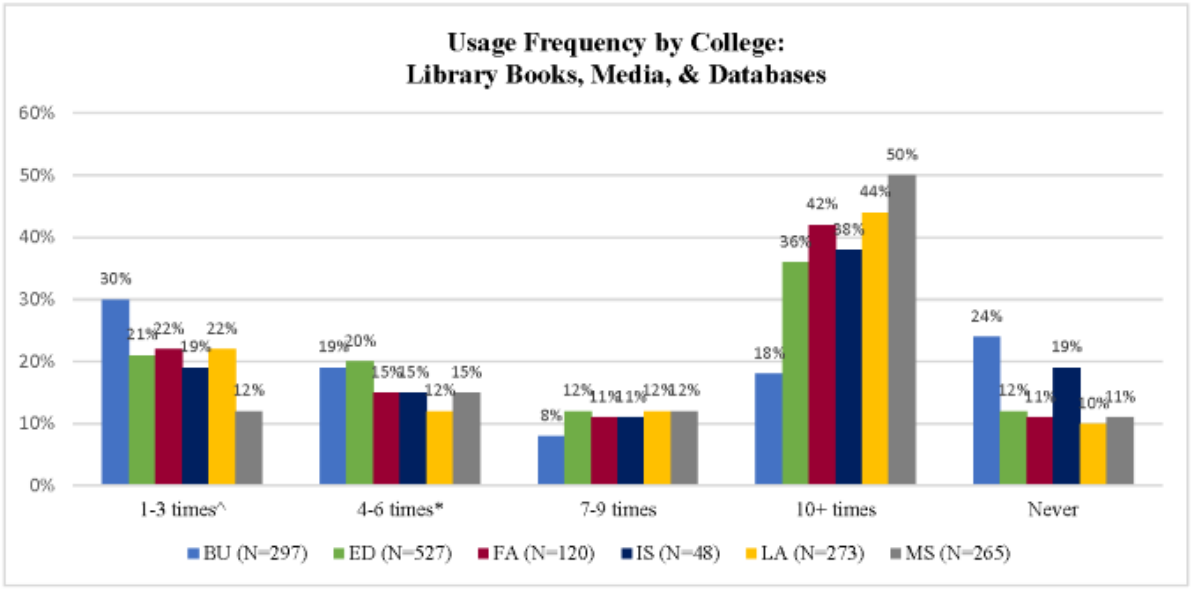
Library books, media, and databases



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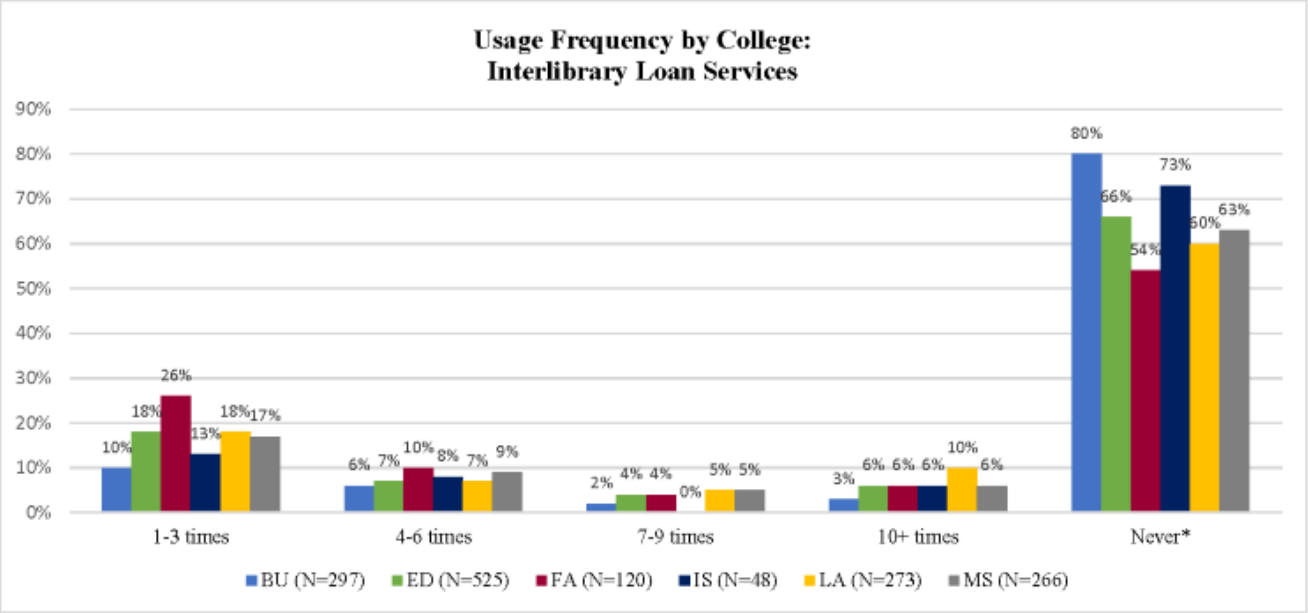
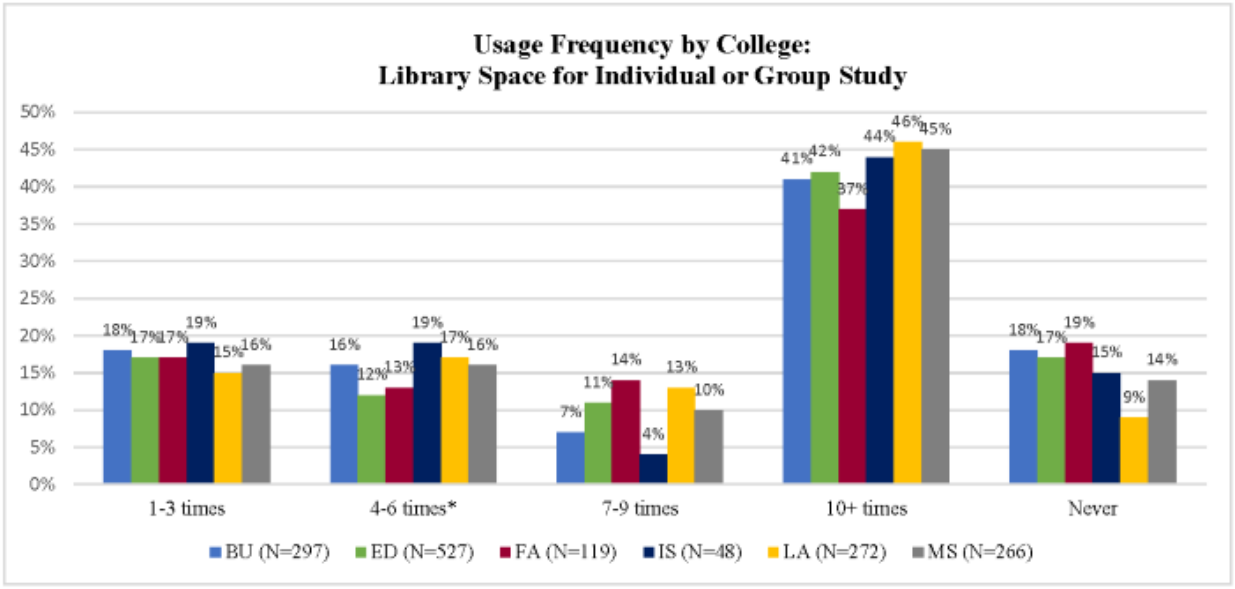
Interlibrary loan services



* = Average use category for all colleges

Library space for individual or group study



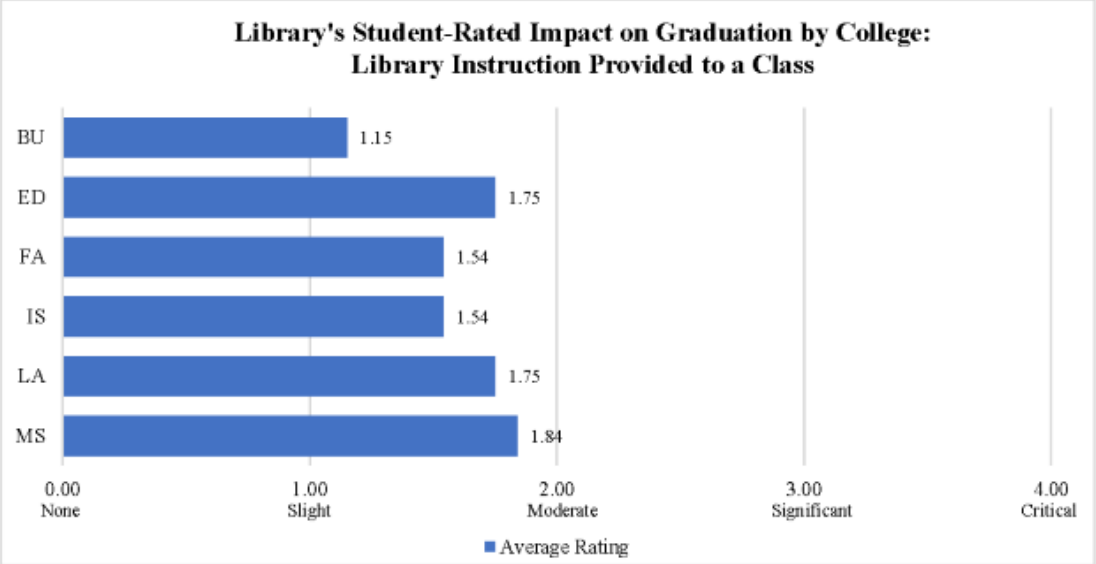
* = Average use category for all colleges

Part V Summary: Frequency Usage by College

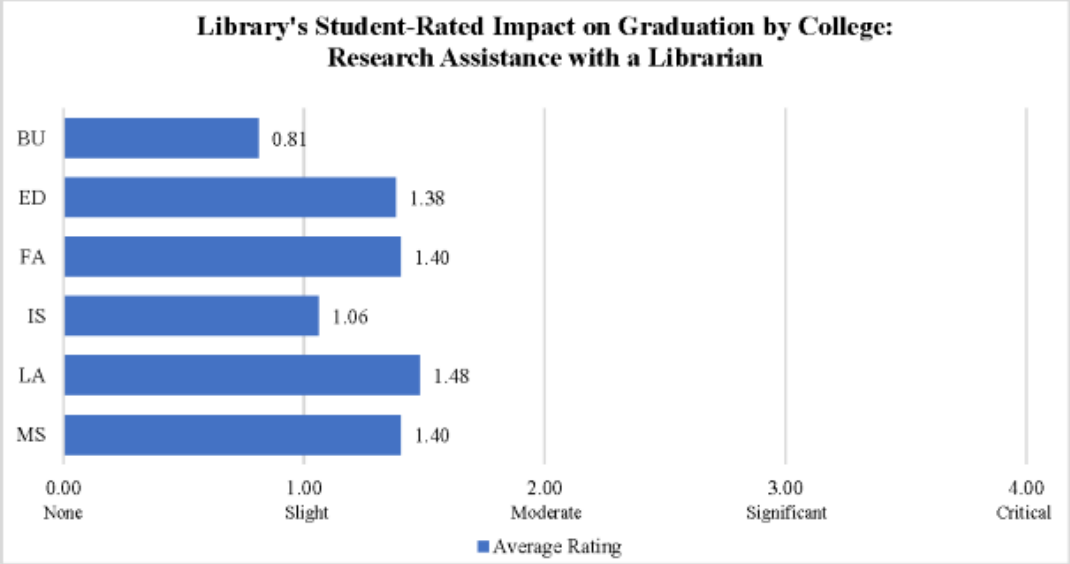
When analyzing the usage frequency differences between each of the six colleges on UCO's campus, most of the overall averages seemed to fall within the "1-3 times" use category for all colleges – with the exception of the College of Business (BU). Specifically, this college seemed to have an average use of "Never" more often than any of the other colleges. Additionally, the frequency percentages observed on each chart indicate that, in general, students from BU ranked lower than the other five colleges, while simultaneously ranking highest for the "Never" category. Additionally, the services and resources with the highest overall use by all colleges appeared to be *Library books, media, and databases* and *Library space for individual or group study*, as these had significantly higher percentages of those who used these services 10 or more times than other categories of use.

Part VI: Library's Student-Rated Impact on Graduation by College

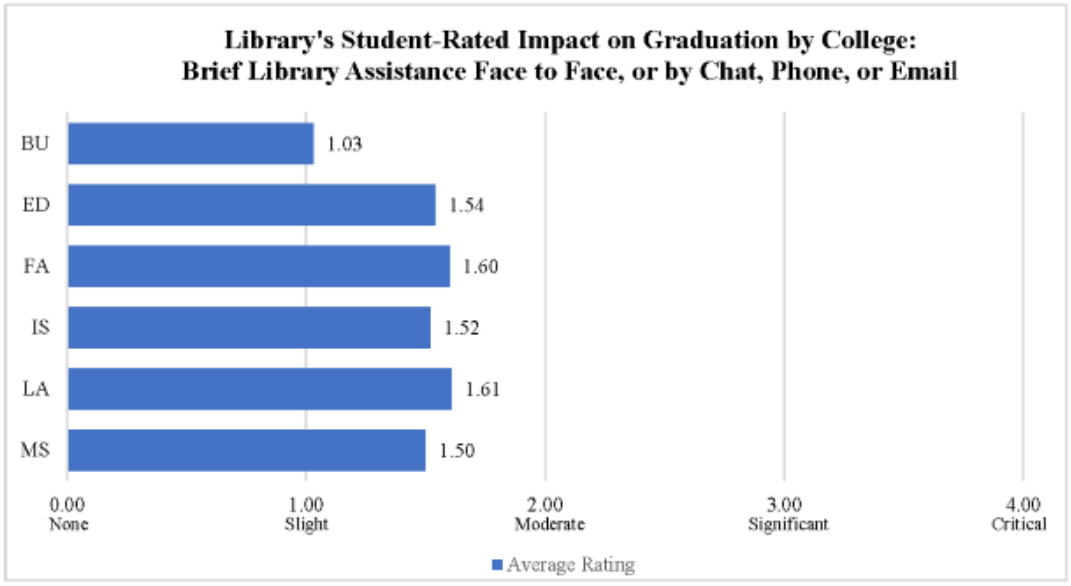
Library instruction provided to a class



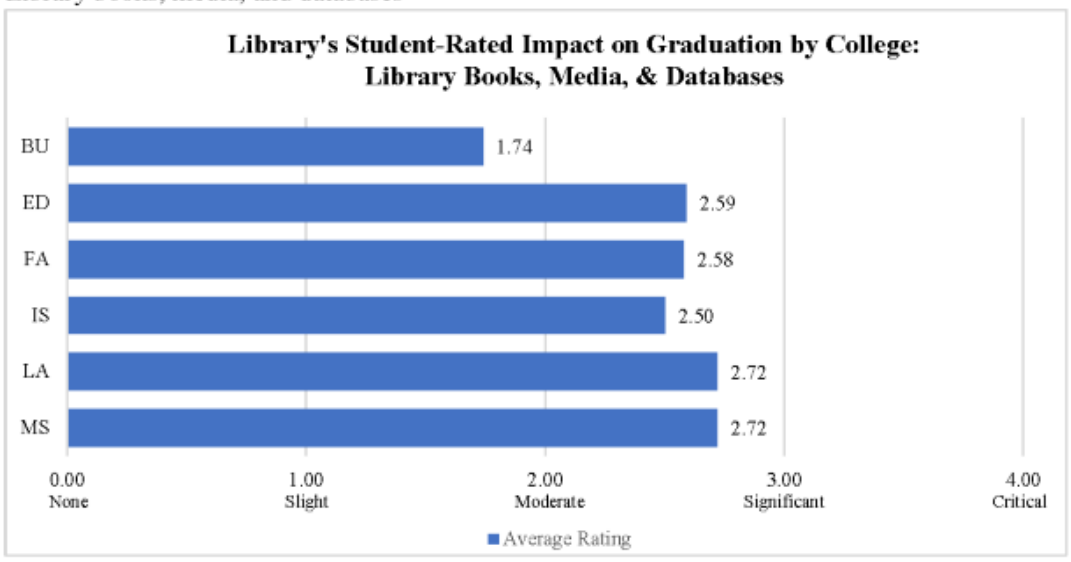
Research Assistance with a Librarian



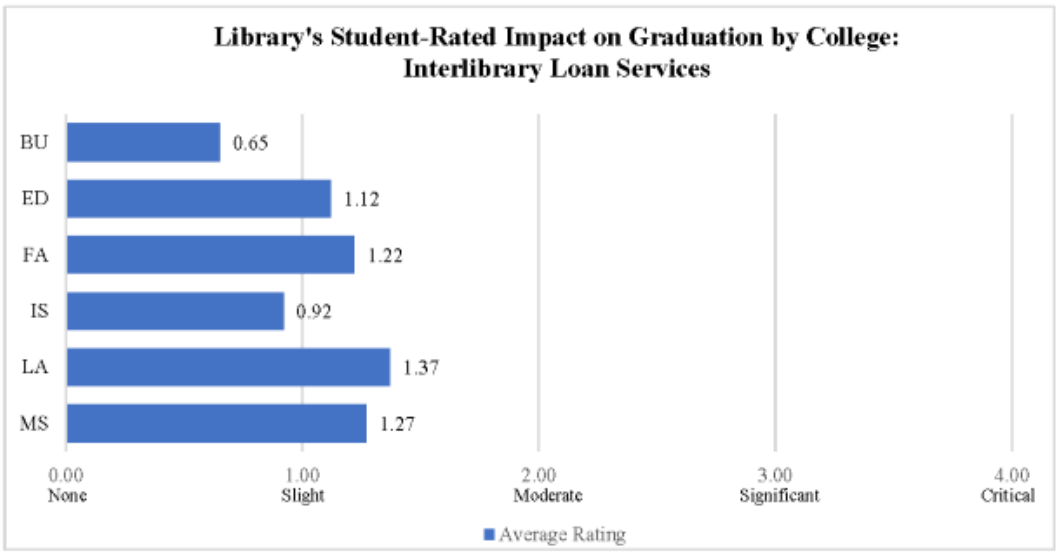
Brief library assistance face to face, or by chat, phone, or email



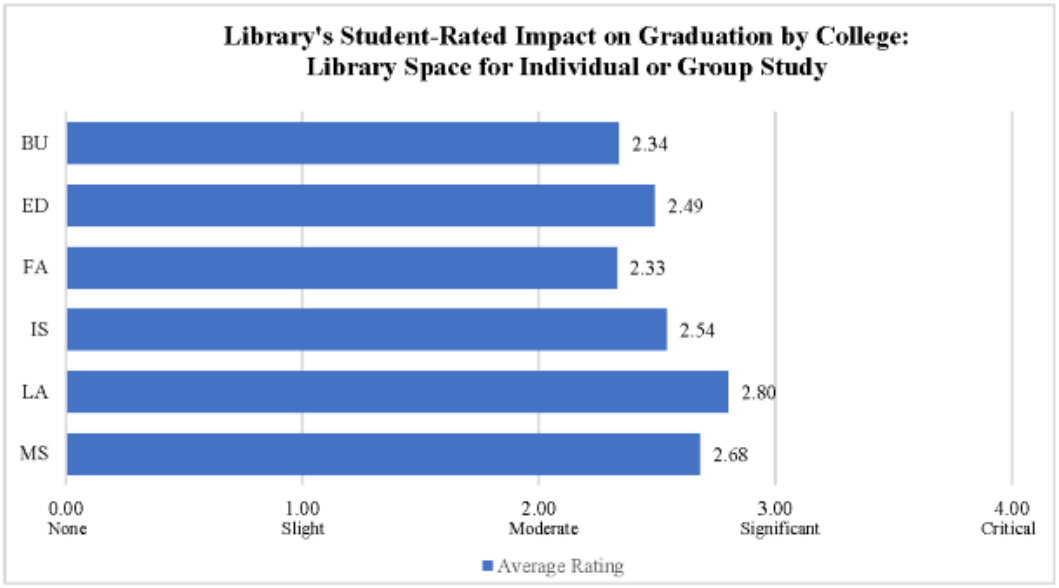
Library books, media, and databases



Interlibrary loan services



Library space for individual or group study



Part VI Summary: Library's Student-Rated Impact on Graduation by College

Similar to the findings in *Part V*, students from the College of Business (BU) 26scored differently than the other colleges when it comes to rating the impact of the library's services and resources on their graduation. Specifically, BU had lower impact ratings than all five of the other colleges on all except for one question in this section. Furthermore, the services and resources provided by the library that seemed to have the largest impact on the successful completion of undergraduate and graduate degree programs are *Library books, media, and databases* and *Library space for individual or group study*. Here, the overall average ratings fell between the "moderate" and "significant" impact categories. Alternatively, the *Interlibrary loan services* appeared to have the lowest impact on graduation across all six colleges.