What Do They Do in Those Study Rooms Anyway?

St. Cloud State University

Located on the Mississippi River in St. Cloud, MN, St. Cloud State University has 15,500 students and is a part of the Minnesota State Colleges and Universities System.

Learning Resources and Technology Services

• Library and information services
• Academic computing and technology support
• Technology-related instructional services

Study Rooms

• Sixteen student study rooms
• Rooms vary in size with seating capacity ranging from 4 – 12.
• All rooms are furnished with tables, chairs, and/or lounge furniture.

Equipment may include:

• Personal computer
• Large screen monitor
• VCR
• DVD/CD player
• White board

Students checked out study rooms 12,704 times during the last academic year.

Survey

Why do a survey?
During spring 2005 a focus group suggested increasing the checkout period from two hours to four hours. This group also commented on the furniture in the rooms. Circulation administered a survey to collect more data on student study rooms.

Developing the Survey
Librarians in the Access Services Workgroup met to discuss topics and to develop questions for the study room survey. The Circulation Coordinator then met with the LR & TS Assessment Coordinator to finalize the survey.

Survey Questions

• What would you change about the study rooms?
• Why did you use a study room today?
• Are the furniture & equipment adequate to your needs?
• Something about attentive, courteous and helpful service.
• Other comments?

Survey Topics

• Furniture
• Equipment
• Service
• What do they use the rooms for?
• How could this service be improved?

Administering the Survey
During the week of April 2 – 7, each person checking out a study room key would be asked to fill out the survey and return the survey form with the key. During this week, study rooms were checked out 430 times. 75 surveys were completed and returned for a 17.44% return rate.

Preliminary Results

On average, 3.12 people used the rooms. Students reported using the rooms an average of 7.89 times during the semester.

Top responses to “What do you like best?”

• Quiet space or place to be noisy
• Group projects, meetings, or study
• Equipment & furniture

Top responses to “What would you change?”

• Longer checkout time
• More study rooms
• Equipment and accessories

What’s Next?

• Further analysis of results
• Analyze results for individual study rooms
• Determine response to suggestions & comments
• Publicize response to LR & TS web site
• Decide if survey should be repeated