1. Over the course of a semester, on average, how often do you use the following services?

<table>
<thead>
<tr>
<th></th>
<th>Question</th>
<th>Never</th>
<th>Once or twice a semester</th>
<th>One to three times a month</th>
<th>One to three times a week</th>
<th>More than three times a week</th>
<th>Total Responses</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Pacific Sakai course management system</td>
<td>5.17%</td>
<td>3.82%</td>
<td>3.15%</td>
<td>15.73%</td>
<td>72.13%</td>
<td>445</td>
<td>4.46</td>
</tr>
<tr>
<td>6</td>
<td>Library reference services</td>
<td>25.62%</td>
<td>42.40%</td>
<td>22.22%</td>
<td>6.58%</td>
<td>3.17%</td>
<td>441</td>
<td>2.19</td>
</tr>
<tr>
<td>7</td>
<td>PacificCat</td>
<td>50.11%</td>
<td>30.16%</td>
<td>15.87%</td>
<td>2.27%</td>
<td>1.59%</td>
<td>445</td>
<td>1.75</td>
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<tr>
<td>8</td>
<td>POUNCE, the Library's discovery layer</td>
<td>33.41%</td>
<td>37.92%</td>
<td>20.09%</td>
<td>6.32%</td>
<td>2.26%</td>
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<tr>
<td>9</td>
<td>Library subject guides</td>
<td>53.83%</td>
<td>34.01%</td>
<td>10.36%</td>
<td>1.35%</td>
<td>0.45%</td>
<td>444</td>
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</tr>
<tr>
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<td>Physical library collections</td>
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<td>36.20%</td>
<td>11.09%</td>
<td>2.71%</td>
<td>1.36%</td>
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<td>11.71%</td>
<td>2.25%</td>
<td>0.90%</td>
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<tr>
<td>12</td>
<td>Interlibrary loan</td>
<td>80.77%</td>
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<td>4.75%</td>
<td>0.68%</td>
<td>0.45%</td>
<td>442</td>
<td>1.27</td>
</tr>
<tr>
<td>13</td>
<td>Library databases (e.g. JSTOR, Academic Search Complete)</td>
<td>30.11%</td>
<td>37.08%</td>
<td>23.82%</td>
<td>5.84%</td>
<td>3.15%</td>
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<tr>
<td>15</td>
<td>IT Customer Support Center Help Desk</td>
<td>52.94%</td>
<td>37.33%</td>
<td>8.14%</td>
<td>0.68%</td>
<td>0.90%</td>
<td>442</td>
<td>1.59</td>
</tr>
<tr>
<td>17</td>
<td>Campus computing labs</td>
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<td>18.96%</td>
<td>16.93%</td>
<td>15.58%</td>
<td>14.90%</td>
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<td>Public computers in the library</td>
<td>25.28%</td>
<td>23.48%</td>
<td>25.51%</td>
<td>13.09%</td>
<td>12.64%</td>
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<td>2.64</td>
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<tr>
<td>25</td>
<td>Library circulation services</td>
<td>54.40%</td>
<td>27.09%</td>
<td>10.16%</td>
<td>5.64%</td>
<td>2.71%</td>
<td>443</td>
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<td>Quiet work space in the library</td>
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<td>21.09%</td>
<td>25.62%</td>
<td>19.50%</td>
<td>18.37%</td>
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<td>27.77%</td>
<td>28.22%</td>
<td>17.16%</td>
<td>12.19%</td>
<td>443</td>
<td>2.84</td>
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<tr>
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<td>Borrowing laptops</td>
<td>80.45%</td>
<td>11.36%</td>
<td>4.55%</td>
<td>2.27%</td>
<td>1.36%</td>
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<td>88.04%</td>
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<td>86.04%</td>
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<td>38</td>
<td>Access to online resources from off-campus</td>
<td>21.22%</td>
<td>19.19%</td>
<td>18.28%</td>
<td>14.22%</td>
<td>27.09%</td>
<td>443</td>
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<td>40</td>
<td>Information Technology Web Site</td>
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<td>9.23%</td>
<td>2.70%</td>
<td>5.86%</td>
<td>444</td>
<td>1.75</td>
</tr>
<tr>
<td>41</td>
<td>Library Web Site (e.g. library hours, policies)</td>
<td>25.23%</td>
<td>40.09%</td>
<td>20.72%</td>
<td>6.98%</td>
<td>6.98%</td>
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<td>Question</td>
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<td>Somewhat important</td>
<td>Important</td>
<td>Very important</td>
<td>Total Responses</td>
<td>Mean</td>
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<td>Support for digital audio/video creation</td>
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<td>24.18%</td>
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<tr>
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<td>Library subject guides</td>
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<td>33.80%</td>
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<td>13.69%</td>
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<td>Interlibrary loan</td>
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<td>2.21</td>
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<td>27.93%</td>
<td>36.70%</td>
<td>376</td>
<td>2.88</td>
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<td>21</td>
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<td>28.23%</td>
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<td>24.73%</td>
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<td>IT Customer Support Center Help Desk schedule</td>
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<td>28.10%</td>
<td>32.51%</td>
<td>20.66%</td>
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<td>14.52%</td>
<td>32.05%</td>
<td>40.82%</td>
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<td>3.01</td>
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<td>The time it takes to resolve your desktop/laptop computing problems</td>
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<td>13.88%</td>
<td>30.31%</td>
<td>46.18%</td>
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<td>Campus computing labs</td>
<td>13.17%</td>
<td>16.94%</td>
<td>29.84%</td>
<td>40.05%</td>
<td>372</td>
<td>2.97</td>
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<tr>
<td>29</td>
<td>Public computers in the library</td>
<td>9.61%</td>
<td>18.96%</td>
<td>27.79%</td>
<td>43.64%</td>
<td>385</td>
<td>3.05</td>
<td></td>
</tr>
<tr>
<td>36</td>
<td>Library circulation services</td>
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<td>27.00%</td>
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<td>21.76%</td>
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<td>The library schedule</td>
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<td>19.44%</td>
<td>35.81%</td>
<td>38.11%</td>
<td>391</td>
<td>3.05</td>
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<td>Quiet work space in the library</td>
<td>5.36%</td>
<td>9.18%</td>
<td>26.02%</td>
<td>59.44%</td>
<td>392</td>
<td>3.40</td>
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<tr>
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<td>Group study spaces in the library</td>
<td>4.60%</td>
<td>11.00%</td>
<td>26.09%</td>
<td>58.31%</td>
<td>391</td>
<td>3.38</td>
<td></td>
</tr>
<tr>
<td>42</td>
<td>Physical comfort in the library (e.g. seating, lighting)</td>
<td>3.06%</td>
<td>7.91%</td>
<td>27.81%</td>
<td>61.22%</td>
<td>392</td>
<td>3.47</td>
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<tr>
<td>43</td>
<td>Ease of finding physical materials in the library</td>
<td>7.09%</td>
<td>13.12%</td>
<td>36.48%</td>
<td>43.31%</td>
<td>381</td>
<td>3.16</td>
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</tr>
<tr>
<td>45</td>
<td>Borrowing laptops</td>
<td>38.30%</td>
<td>27.78%</td>
<td>19.59%</td>
<td>14.33%</td>
<td>342</td>
<td>2.10</td>
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<tr>
<td>47</td>
<td>Availability of wireless access on campus</td>
<td>1.01%</td>
<td>1.51%</td>
<td>7.30%</td>
<td>90.18%</td>
<td>397</td>
<td>3.87</td>
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<td>Performance of wireless access on campus</td>
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<td>1.76%</td>
<td>8.29%</td>
<td>88.44%</td>
<td>398</td>
<td>3.84</td>
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<tr>
<td>50</td>
<td>E-mail services</td>
<td>1.26%</td>
<td>3.27%</td>
<td>11.06%</td>
<td>84.42%</td>
<td>398</td>
<td>3.79</td>
<td></td>
</tr>
<tr>
<td>55</td>
<td>Access to online resources from off-campus</td>
<td>4.85%</td>
<td>8.16%</td>
<td>22.96%</td>
<td>64.03%</td>
<td>392</td>
<td>3.46</td>
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<tr>
<td>59</td>
<td>InsidePacific</td>
<td>0.75%</td>
<td>2.51%</td>
<td>16.33%</td>
<td>80.40%</td>
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<td>3.76</td>
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<tr>
<td>60</td>
<td>Support when you have an InsidePacific problem</td>
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<td>6.44%</td>
<td>26.29%</td>
<td>64.69%</td>
<td>388</td>
<td>3.53</td>
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<tr>
<td>62</td>
<td>Library Web Site (e.g. library hours, policies)</td>
<td>8.66%</td>
<td>23.88%</td>
<td>35.70%</td>
<td>31.76%</td>
<td>381</td>
<td>2.91</td>
<td></td>
</tr>
<tr>
<td>66</td>
<td>Your input into computing decisions that affect you</td>
<td>5.29%</td>
<td>16.40%</td>
<td>40.74%</td>
<td>37.57%</td>
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<td>3.11</td>
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<tr>
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<td>Your input into library decisions that affect you</td>
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<td>18.85%</td>
<td>41.62%</td>
<td>33.77%</td>
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<td>3.03</td>
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<td>Overall computing service</td>
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<td>11.57%</td>
<td>38.05%</td>
<td>46.53%</td>
<td>389</td>
<td>3.27</td>
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<td>Overall library service</td>
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<td>13.08%</td>
<td>41.54%</td>
<td>42.82%</td>
<td>390</td>
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3. How dissatisfied or satisfied are you with the following resources and services?

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<th>Question</th>
<th>Dissatisfied</th>
<th>Somewhat dissatisfied</th>
<th>Somewhat satisfied</th>
<th>Satisfied</th>
<th>Total Responses</th>
<th>Mean</th>
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<td>2.69%</td>
<td>6.72%</td>
<td>26.88%</td>
<td>63.71%</td>
<td>372</td>
<td>3.52</td>
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<tr>
<td>3</td>
<td>Support for digital audio/video creation</td>
<td>3.14%</td>
<td>7.85%</td>
<td>43.46%</td>
<td>45.55%</td>
<td>191</td>
<td>3.31</td>
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<td>8</td>
<td>Library reference services</td>
<td>1.01%</td>
<td>5.39%</td>
<td>42.09%</td>
<td>51.52%</td>
<td>297</td>
<td>3.44</td>
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<td>Library support for your scholarly research</td>
<td>1.01%</td>
<td>5.41%</td>
<td>35.47%</td>
<td>58.11%</td>
<td>296</td>
<td>3.51</td>
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<td>38.31%</td>
<td>53.90%</td>
<td>295</td>
<td>3.45</td>
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<td>13</td>
<td>PacifiCat</td>
<td>3.43%</td>
<td>5.58%</td>
<td>41.20%</td>
<td>49.79%</td>
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<td>3.37</td>
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<td>4.83%</td>
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<td>53.53%</td>
<td>269</td>
<td>3.43</td>
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<td>15</td>
<td>Library subject guides</td>
<td>2.93%</td>
<td>5.86%</td>
<td>40.17%</td>
<td>51.05%</td>
<td>239</td>
<td>3.39</td>
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<td>Interlibrary loan</td>
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<td>6.06%</td>
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<td>48.99%</td>
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<td>63.95%</td>
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<td>21</td>
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<td>2.63%</td>
<td>6.39%</td>
<td>32.33%</td>
<td>58.65%</td>
<td>266</td>
<td>3.47</td>
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<td>IT Customer Support Center Help Desk schedule</td>
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<tr>
<td>24</td>
<td>The time it takes to resolve your desktop/laptop computing problems</td>
<td>3.04%</td>
<td>3.80%</td>
<td>36.12%</td>
<td>57.03%</td>
<td>263</td>
<td>3.47</td>
</tr>
<tr>
<td>25</td>
<td>Physical comfort in the library (e.g. seating, lighting)</td>
<td>1.10%</td>
<td>6.59%</td>
<td>34.34%</td>
<td>57.97%</td>
<td>364</td>
<td>3.49</td>
</tr>
<tr>
<td>36</td>
<td>Library circulation services</td>
<td>1.11%</td>
<td>1.85%</td>
<td>32.59%</td>
<td>64.44%</td>
<td>270</td>
<td>3.60</td>
</tr>
<tr>
<td>39</td>
<td>Quiet work space in the library</td>
<td>1.98%</td>
<td>7.63%</td>
<td>25.14%</td>
<td>65.25%</td>
<td>354</td>
<td>3.54</td>
</tr>
<tr>
<td>41</td>
<td>Group study spaces in the library</td>
<td>1.75%</td>
<td>5.25%</td>
<td>27.11%</td>
<td>65.89%</td>
<td>343</td>
<td>3.57</td>
</tr>
<tr>
<td>42</td>
<td>Ease of finding physical materials in the library</td>
<td>2.57%</td>
<td>7.07%</td>
<td>36.01%</td>
<td>54.34%</td>
<td>311</td>
<td>3.42</td>
</tr>
<tr>
<td>44</td>
<td>Borrowing laptops</td>
<td>2.76%</td>
<td>4.97%</td>
<td>31.49%</td>
<td>60.77%</td>
<td>181</td>
<td>3.50</td>
</tr>
<tr>
<td>47</td>
<td>Availability of wireless access on campus</td>
<td>5.33%</td>
<td>9.07%</td>
<td>29.60%</td>
<td>56.00%</td>
<td>375</td>
<td>3.36</td>
</tr>
<tr>
<td>48</td>
<td>Performance of wireless access on campus</td>
<td>10.08%</td>
<td>19.36%</td>
<td>33.95%</td>
<td>36.60%</td>
<td>377</td>
<td>2.97</td>
</tr>
<tr>
<td>50</td>
<td>E-mail services</td>
<td>0.27%</td>
<td>2.41%</td>
<td>21.66%</td>
<td>75.67%</td>
<td>374</td>
<td>3.73</td>
</tr>
<tr>
<td>55</td>
<td>Access to online resources from off-campus</td>
<td>1.52%</td>
<td>3.65%</td>
<td>28.57%</td>
<td>66.26%</td>
<td>329</td>
<td>3.60</td>
</tr>
<tr>
<td>59</td>
<td>InsidePacific</td>
<td>3.44%</td>
<td>5.56%</td>
<td>30.16%</td>
<td>60.85%</td>
<td>378</td>
<td>3.48</td>
</tr>
<tr>
<td>60</td>
<td>Support when you have an InsidePacific problem</td>
<td>3.01%</td>
<td>8.65%</td>
<td>30.45%</td>
<td>57.89%</td>
<td>266</td>
<td>3.43</td>
</tr>
<tr>
<td>61</td>
<td>Information Technology Web Site</td>
<td>2.28%</td>
<td>6.85%</td>
<td>34.25%</td>
<td>56.62%</td>
<td>219</td>
<td>3.45</td>
</tr>
<tr>
<td>62</td>
<td>Library Web Site (e.g. library hours, policies)</td>
<td>0.95%</td>
<td>4.11%</td>
<td>34.81%</td>
<td>60.13%</td>
<td>316</td>
<td>3.54</td>
</tr>
<tr>
<td>66</td>
<td>Your input into computing decisions that affect you</td>
<td>2.47%</td>
<td>6.71%</td>
<td>40.99%</td>
<td>49.82%</td>
<td>283</td>
<td>3.38</td>
</tr>
<tr>
<td>67</td>
<td>Your input into library decisions that affect you</td>
<td>1.43%</td>
<td>6.09%</td>
<td>43.37%</td>
<td>49.10%</td>
<td>279</td>
<td>3.40</td>
</tr>
<tr>
<td>68</td>
<td>Overall computing service</td>
<td>1.53%</td>
<td>4.28%</td>
<td>38.53%</td>
<td>55.66%</td>
<td>327</td>
<td>3.48</td>
</tr>
<tr>
<td>69</td>
<td>Overall library service</td>
<td>0.90%</td>
<td>3.89%</td>
<td>35.63%</td>
<td>59.58%</td>
<td>334</td>
<td>3.54</td>
</tr>
</tbody>
</table>
4. How informed do you feel you are about the following?

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>Not informed</th>
<th>Somewhat informed</th>
<th>Informed</th>
<th>Very informed</th>
<th>Total Responses</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Available technology services</td>
<td>11.81%</td>
<td>45.67%</td>
<td>36.75%</td>
<td>5.77%</td>
<td>381</td>
<td>2.36</td>
</tr>
<tr>
<td>2</td>
<td>Available library services</td>
<td>8.42%</td>
<td>41.84%</td>
<td>41.58%</td>
<td>8.16%</td>
<td>380</td>
<td>2.49</td>
</tr>
<tr>
<td>3</td>
<td>Privacy issues related to technology</td>
<td>24.27%</td>
<td>39.84%</td>
<td>29.55%</td>
<td>6.33%</td>
<td>379</td>
<td>2.18</td>
</tr>
<tr>
<td>4</td>
<td>Current issues regarding computer viruses and spyware</td>
<td>30.26%</td>
<td>40.00%</td>
<td>23.42%</td>
<td>6.32%</td>
<td>380</td>
<td>2.06</td>
</tr>
<tr>
<td>5</td>
<td>Current issues regarding information security</td>
<td>27.11%</td>
<td>40.00%</td>
<td>26.84%</td>
<td>6.05%</td>
<td>380</td>
<td>2.12</td>
</tr>
<tr>
<td>6</td>
<td>Data backup solutions</td>
<td>32.89%</td>
<td>38.95%</td>
<td>21.58%</td>
<td>6.58%</td>
<td>380</td>
<td>2.02</td>
</tr>
<tr>
<td>8</td>
<td>Who to contact for your desktop/laptop computing needs</td>
<td>17.68%</td>
<td>36.41%</td>
<td>35.36%</td>
<td>10.55%</td>
<td>379</td>
<td>2.39</td>
</tr>
<tr>
<td>9</td>
<td>Who to contact for your InsidePacific needs</td>
<td>22.28%</td>
<td>42.71%</td>
<td>28.91%</td>
<td>6.10%</td>
<td>377</td>
<td>2.19</td>
</tr>
<tr>
<td>10</td>
<td>Who to contact for copyright and Fair Use needs</td>
<td>43.24%</td>
<td>34.75%</td>
<td>17.24%</td>
<td>4.77%</td>
<td>377</td>
<td>1.84</td>
</tr>
<tr>
<td>11</td>
<td>Who to contact for your library needs</td>
<td>14.02%</td>
<td>34.66%</td>
<td>39.95%</td>
<td>11.38%</td>
<td>378</td>
<td>2.49</td>
</tr>
<tr>
<td>12</td>
<td>Scheduled system downtime</td>
<td>18.57%</td>
<td>29.18%</td>
<td>38.99%</td>
<td>13.26%</td>
<td>377</td>
<td>2.47</td>
</tr>
</tbody>
</table>
5. How strongly do you disagree or agree with the following statements with regard to the IT Customer Support Center Help Desk staff?

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>Disagree</th>
<th>Somewhat disagree</th>
<th>Somewhat agree</th>
<th>Agree</th>
<th>Total Responses</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Friendly</td>
<td>1.16%</td>
<td>3.47%</td>
<td>16.22%</td>
<td>79.15%</td>
<td>259</td>
<td>3.73</td>
</tr>
<tr>
<td>2</td>
<td>Knowledgeable</td>
<td>2.30%</td>
<td>5.75%</td>
<td>19.92%</td>
<td>72.03%</td>
<td>261</td>
<td>3.62</td>
</tr>
<tr>
<td>3</td>
<td>Reliable</td>
<td>2.32%</td>
<td>5.79%</td>
<td>23.55%</td>
<td>68.34%</td>
<td>259</td>
<td>3.58</td>
</tr>
<tr>
<td>4</td>
<td>Responsive</td>
<td>1.90%</td>
<td>6.08%</td>
<td>20.53%</td>
<td>71.48%</td>
<td>263</td>
<td>3.62</td>
</tr>
</tbody>
</table>
6. How strongly do you disagree or agree with the following statements with regard to the library circulation staff?

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>Disagree</th>
<th>Somewhat disagree</th>
<th>Somewhat agree</th>
<th>Agree</th>
<th>Total Responses</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Friendly</td>
<td>0.97%</td>
<td>2.58%</td>
<td>19.35%</td>
<td>77.10%</td>
<td>310</td>
<td>3.73</td>
</tr>
<tr>
<td>2</td>
<td>Knowledgeable</td>
<td>0.32%</td>
<td>2.60%</td>
<td>21.43%</td>
<td>75.65%</td>
<td>308</td>
<td>3.72</td>
</tr>
<tr>
<td>3</td>
<td>Reliable</td>
<td>0.65%</td>
<td>3.91%</td>
<td>19.87%</td>
<td>75.57%</td>
<td>307</td>
<td>3.70</td>
</tr>
<tr>
<td>4</td>
<td>Responsive</td>
<td>0.33%</td>
<td>2.30%</td>
<td>20.66%</td>
<td>76.72%</td>
<td>305</td>
<td>3.74</td>
</tr>
</tbody>
</table>
7. How strongly do you disagree or agree with the following statements with regard to the library reference staff?

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>Disagree</th>
<th>Somewhat disagree</th>
<th>Somewhat agree</th>
<th>Agree</th>
<th>Total Responses</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Friendly</td>
<td>0.33%</td>
<td>1.66%</td>
<td>20.27%</td>
<td>77.74%</td>
<td>301</td>
<td>3.75</td>
</tr>
<tr>
<td>2</td>
<td>Knowledgeable</td>
<td>0.00%</td>
<td>1.68%</td>
<td>19.80%</td>
<td>78.52%</td>
<td>298</td>
<td>3.77</td>
</tr>
<tr>
<td>3</td>
<td>Reliable</td>
<td>0.00%</td>
<td>3.38%</td>
<td>18.92%</td>
<td>77.70%</td>
<td>296</td>
<td>3.74</td>
</tr>
<tr>
<td>4</td>
<td>Responsive</td>
<td>0.00%</td>
<td>2.73%</td>
<td>18.77%</td>
<td>78.50%</td>
<td>293</td>
<td>3.76</td>
</tr>
</tbody>
</table>
8. Do you use the following tools for academic purposes?

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>Total Responses</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Classroom electronic polling (e.g. clickers, Poll Everywhere)</td>
<td>44.65%</td>
<td>55.35%</td>
<td>374</td>
<td>1.55</td>
</tr>
<tr>
<td>2</td>
<td>In-class student computer use</td>
<td>75.94%</td>
<td>24.06%</td>
<td>374</td>
<td>1.24</td>
</tr>
<tr>
<td>3</td>
<td>Mobile devices in the classroom</td>
<td>69.44%</td>
<td>30.56%</td>
<td>373</td>
<td>1.31</td>
</tr>
<tr>
<td>4</td>
<td>Online quizzes</td>
<td>68.96%</td>
<td>31.02%</td>
<td>374</td>
<td>1.31</td>
</tr>
<tr>
<td>5</td>
<td>Electronic portfolios</td>
<td>34.86%</td>
<td>65.14%</td>
<td>370</td>
<td>1.65</td>
</tr>
<tr>
<td>6</td>
<td>Library research</td>
<td>75.60%</td>
<td>24.40%</td>
<td>373</td>
<td>1.24</td>
</tr>
<tr>
<td>7</td>
<td>Technology-enhanced presentations</td>
<td>83.06%</td>
<td>16.94%</td>
<td>372</td>
<td>1.17</td>
</tr>
</tbody>
</table>
9. Do you personally own the following devices?

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>Total Responses</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Desktop computer</td>
<td>39.25%</td>
<td>60.75%</td>
<td>372</td>
<td>1.61</td>
</tr>
<tr>
<td>2</td>
<td>Laptop/Notebook computer</td>
<td>97.87%</td>
<td>2.13%</td>
<td>375</td>
<td>1.02</td>
</tr>
<tr>
<td>4</td>
<td>Mobile phone</td>
<td>90.64%</td>
<td>9.36%</td>
<td>374</td>
<td>1.09</td>
</tr>
<tr>
<td>5</td>
<td>Smart phone (e.g. Android, BlackBerry, iPhone)</td>
<td>92.53%</td>
<td>7.47%</td>
<td>375</td>
<td>1.07</td>
</tr>
<tr>
<td>6</td>
<td>E-book reader (e.g. Kindle, nook)</td>
<td>25.81%</td>
<td>74.19%</td>
<td>372</td>
<td>1.74</td>
</tr>
<tr>
<td>7</td>
<td>Portable media device (e.g. iPod)</td>
<td>68.28%</td>
<td>31.72%</td>
<td>372</td>
<td>1.32</td>
</tr>
<tr>
<td>8</td>
<td>Scanner</td>
<td>55.47%</td>
<td>44.53%</td>
<td>375</td>
<td>1.45</td>
</tr>
<tr>
<td>9</td>
<td>Printer</td>
<td>75.73%</td>
<td>24.27%</td>
<td>375</td>
<td>1.24</td>
</tr>
<tr>
<td>10</td>
<td>Video camera</td>
<td>45.70%</td>
<td>54.30%</td>
<td>372</td>
<td>1.54</td>
</tr>
<tr>
<td>11</td>
<td>Video game player (e.g. Xbox, PS3, Wii)</td>
<td>50.53%</td>
<td>49.47%</td>
<td>374</td>
<td>1.49</td>
</tr>
<tr>
<td>12</td>
<td>DVR (e.g. Tivo)</td>
<td>21.83%</td>
<td>78.17%</td>
<td>371</td>
<td>1.78</td>
</tr>
<tr>
<td>13</td>
<td>Blu-ray player</td>
<td>24.53%</td>
<td>75.47%</td>
<td>371</td>
<td>1.75</td>
</tr>
<tr>
<td>14</td>
<td>Tablet (e.g. iPad, Galaxy, Kindle Fire)</td>
<td>43.13%</td>
<td>56.87%</td>
<td>371</td>
<td>1.57</td>
</tr>
</tbody>
</table>
If you have a computer with you, what operating system(s) do you have?

<table>
<thead>
<tr>
<th>#</th>
<th>Answer</th>
<th>Bar</th>
<th>Response</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>OS_1</td>
<td>Windows</td>
<td></td>
<td>253</td>
<td>68%</td>
</tr>
<tr>
<td>OS_2</td>
<td>MacOS</td>
<td></td>
<td>146</td>
<td>39%</td>
</tr>
<tr>
<td>OS_3</td>
<td>Linux</td>
<td></td>
<td>20</td>
<td>5%</td>
</tr>
</tbody>
</table>
## How interested are you in learning more about the following?

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>Not interested</th>
<th>Somewhat interested</th>
<th>Interested</th>
<th>Very interested</th>
<th>Total Responses</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>InsidePacific</td>
<td>44.04%</td>
<td>29.36%</td>
<td>21.61%</td>
<td>4.99%</td>
<td>361</td>
<td>1.88</td>
</tr>
<tr>
<td>4</td>
<td>Pacific Sakai course management system</td>
<td>46.69%</td>
<td>26.52%</td>
<td>21.82%</td>
<td>4.97%</td>
<td>362</td>
<td>1.85</td>
</tr>
<tr>
<td>7</td>
<td>Pacific Cat</td>
<td>49.17%</td>
<td>25.83%</td>
<td>19.72%</td>
<td>5.28%</td>
<td>360</td>
<td>1.81</td>
</tr>
<tr>
<td>8</td>
<td>POUNCE, the Library's discovery layer</td>
<td>46.96%</td>
<td>26.80%</td>
<td>20.44%</td>
<td>5.80%</td>
<td>362</td>
<td>1.85</td>
</tr>
<tr>
<td>9</td>
<td>Library databases (e.g. JSTOR, Academic Search Complete)</td>
<td>44.60%</td>
<td>26.87%</td>
<td>22.16%</td>
<td>6.37%</td>
<td>361</td>
<td>1.90</td>
</tr>
<tr>
<td>10</td>
<td>Word processing software</td>
<td>44.13%</td>
<td>28.49%</td>
<td>20.11%</td>
<td>7.26%</td>
<td>358</td>
<td>1.91</td>
</tr>
<tr>
<td>11</td>
<td>Spreadsheet software</td>
<td>36.74%</td>
<td>27.90%</td>
<td>24.03%</td>
<td>11.33%</td>
<td>362</td>
<td>2.10</td>
</tr>
<tr>
<td>12</td>
<td>Database software (e.g. Access, Filemaker)</td>
<td>38.95%</td>
<td>27.90%</td>
<td>22.65%</td>
<td>10.50%</td>
<td>362</td>
<td>2.05</td>
</tr>
<tr>
<td>13</td>
<td>Presentation software (e.g. PowerPoint, Prezi)</td>
<td>34.90%</td>
<td>25.76%</td>
<td>25.48%</td>
<td>13.85%</td>
<td>361</td>
<td>2.18</td>
</tr>
<tr>
<td>14</td>
<td>Web design software (e.g. Dreamweaver)</td>
<td>36.84%</td>
<td>24.93%</td>
<td>25.76%</td>
<td>12.47%</td>
<td>361</td>
<td>2.14</td>
</tr>
<tr>
<td>15</td>
<td>Web content tools (e.g. wikis, blogs, content management system)</td>
<td>37.29%</td>
<td>28.73%</td>
<td>23.20%</td>
<td>10.77%</td>
<td>362</td>
<td>2.07</td>
</tr>
<tr>
<td>16</td>
<td>Graphics software (e.g. Photoshop, Elements)</td>
<td>30.66%</td>
<td>23.76%</td>
<td>29.83%</td>
<td>15.75%</td>
<td>362</td>
<td>2.31</td>
</tr>
<tr>
<td>17</td>
<td>Audio/video editing software (e.g. iMovie, Premiere)</td>
<td>35.64%</td>
<td>23.48%</td>
<td>27.07%</td>
<td>13.81%</td>
<td>362</td>
<td>2.19</td>
</tr>
<tr>
<td>18</td>
<td>Math or statistics software (e.g. Mathematica, SPSS)</td>
<td>45.58%</td>
<td>23.48%</td>
<td>19.89%</td>
<td>11.05%</td>
<td>362</td>
<td>1.96</td>
</tr>
<tr>
<td>19</td>
<td>Qualitative data analysis software (e.g. ATLAS.ti, NVivo)</td>
<td>48.34%</td>
<td>24.03%</td>
<td>18.23%</td>
<td>9.39%</td>
<td>362</td>
<td>1.89</td>
</tr>
<tr>
<td>20</td>
<td>Spatial analysis/GIS software (e.g. ArcGIS, Remote Sensing)</td>
<td>51.66%</td>
<td>24.86%</td>
<td>15.47%</td>
<td>8.01%</td>
<td>362</td>
<td>1.80</td>
</tr>
<tr>
<td>21</td>
<td>Your primary Operating System (e.g. Mac OS, Windows)</td>
<td>34.07%</td>
<td>22.99%</td>
<td>27.98%</td>
<td>14.96%</td>
<td>361</td>
<td>2.24</td>
</tr>
<tr>
<td>25</td>
<td>Finding and evaluating information for your scholarship</td>
<td>27.07%</td>
<td>23.20%</td>
<td>27.07%</td>
<td>22.65%</td>
<td>362</td>
<td>2.45</td>
</tr>
</tbody>
</table>
12. How interested are you in learning new technical or research skills by the following methods?

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>Not interested</th>
<th>Somewhat interested</th>
<th>Interested</th>
<th>Very interested</th>
<th>Total Responses</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>One-on-one instruction</td>
<td>33.52%</td>
<td>26.04%</td>
<td>24.65%</td>
<td>15.79%</td>
<td>361</td>
<td>2.23</td>
</tr>
<tr>
<td>2</td>
<td>Workshop/Training Session</td>
<td>29.44%</td>
<td>28.33%</td>
<td>28.06%</td>
<td>14.17%</td>
<td>360</td>
<td>2.27</td>
</tr>
<tr>
<td>3</td>
<td>Self-directed with documentation</td>
<td>35.56%</td>
<td>30.83%</td>
<td>24.72%</td>
<td>8.89%</td>
<td>360</td>
<td>2.07</td>
</tr>
<tr>
<td>4</td>
<td>Self-directed with online tutorial</td>
<td>28.53%</td>
<td>29.92%</td>
<td>29.36%</td>
<td>12.19%</td>
<td>361</td>
<td>2.25</td>
</tr>
<tr>
<td>5</td>
<td>Trial and error</td>
<td>41.83%</td>
<td>31.86%</td>
<td>20.50%</td>
<td>5.82%</td>
<td>361</td>
<td>1.90</td>
</tr>
</tbody>
</table>
13. What is your gender?

<table>
<thead>
<tr>
<th>#</th>
<th>Answer</th>
<th>Bar</th>
<th>Response</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Female</td>
<td><img src="chart1.png" alt="Female bar chart" /></td>
<td>212</td>
<td>57%</td>
</tr>
<tr>
<td>2</td>
<td>Male</td>
<td><img src="chart2.png" alt="Male bar chart" /></td>
<td>159</td>
<td>43%</td>
</tr>
<tr>
<td>3</td>
<td>Other</td>
<td><img src="chart3.png" alt="Other bar chart" /></td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td></td>
<td>372</td>
<td></td>
</tr>
</tbody>
</table>
### 14. What is your age?

<table>
<thead>
<tr>
<th>#</th>
<th>Answer</th>
<th>Bar</th>
<th>Response</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>18</td>
<td>18 or younger</td>
<td></td>
<td>65</td>
<td>18%</td>
</tr>
<tr>
<td>19</td>
<td>19</td>
<td></td>
<td>74</td>
<td>20%</td>
</tr>
<tr>
<td>20</td>
<td>20</td>
<td></td>
<td>77</td>
<td>21%</td>
</tr>
<tr>
<td>21</td>
<td>21</td>
<td></td>
<td>74</td>
<td>20%</td>
</tr>
<tr>
<td>22</td>
<td>22</td>
<td></td>
<td>40</td>
<td>11%</td>
</tr>
<tr>
<td>23</td>
<td>23 or older</td>
<td></td>
<td>40</td>
<td>11%</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td></td>
<td>370</td>
<td></td>
</tr>
</tbody>
</table>
15. What is your race? (Please check all that apply)

<table>
<thead>
<tr>
<th>#</th>
<th>Answer</th>
<th>Bar</th>
<th>Response</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>RACE_W</td>
<td></td>
<td>413</td>
<td>113%</td>
</tr>
<tr>
<td>Text Response</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I like to find the most secluded space in the library where there is no noise and no students around. I've never been able to find that spot. I don't live on campus and I am uncomfortable studying with the presence of other humans (they are also VERY distracting while typing loud on their laptops). So, I would LOVE a very secluded corner or something to be set up for the students who don't live on campus, but want a corner to be totally alone. I understand that may not be feasible since students will want to flock to new areas, but that might free up other existing areas then!</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library gets way too cold</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Please replace our library laptops at COP!! Some can take several minutes just to boot up! I am thankful for having access to them but there are times when half the laptops don't work and are unable to be checked out. I am a circulation worker and those are our ONE big problem. Sorry if that breaks the anonymous response or something.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The wireless speed and signal strength is appalling in the McCaffrey center. It is difficult to connect, and slow when I do connect. Please increase the library hours if possible.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Why is PacificNet so unstable?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Things should just work</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PacificNet is constantly either going completely down, logging my computer out, or running extremely slowly. It would be great if there was a way to fix these issues.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The wifi really needs to be fixed; every now and then it will go out for anywhere from 30 seconds to 5 minutes. One night last semester it was out from about 7pm till morning.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>this survey is too long. I wanted and attempted to complete, but it was simply too long</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I don't know what the difference is between circulation library staff and resource library staff. It's quite difficult to find subjects in the library... If there were directions to find where subjects are (I'm not sure how serious I am about this; it's just a random thought). I'd also like if the leisure section of the library was expanded.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hope this helps ;-)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Please fix the internet on campus, it is horrible. When I email the staff I always get some bullshit answer telling me it will be better soon. Why do I pay so much tuition and have slow and spotty internet? It is not just me, my roommate and a couple of other friends all have slow connections even when using an Ethernet cord.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>In buildings, the wifi is great, but outside of them, it is practically nonexistent. Work on fixing that, please. Also, consider installing SkyDrive on the lab computers. My Windows 8.1 laptop has native SkyDrive, and it'd be easier to work on assignments if I had instant access to my laptop's files in the lab.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>this took way more than 15 minutes wowow this was loooong</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>no</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does this survey have anything to do with the University's budget reallocation?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NO</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Survey was a bit long.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I have never known about many of the services mentioned, many would have been helpful. During my time at pacific ;(</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The library should open more often. Sometimes the librarian at the front desk would mess up on the room-checking system and end up not check-out the room for you, resulting in other people checking out the room you &quot;supposedly&quot; checked out.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Too long of a survey</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>no</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The library is much too loud for my studying tastes and prefer to study in my dorm just because of all the noise.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>None</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Keep the library open longer. Many students need a quiet space that we can't get elsewhere. Closing the Library before 12:00am is a nuisance and prevents me from finishing some work diligently.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>InsidePacific is confusing to use since it is a little disorganized. The University of the Pacific website is also very confusing and hard to use.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The wifi (pacificNet) has been absolutely terrible the last couple of days. It comes in and out even if I'm just sitting in my room. Please make it better ;(</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I didn't provide a lot of information for library usage because as an engineering student I usually only use the engineering computer labs.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>This survey took too long.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>More study areas (maybe move some extra tables + chairs to second floor and/or basement?) More library hours and more variety in the leisure read section of the library. Better library laptops; it takes less time for me to walk back to my dorm and pick up my laptop than for the library's laptop to start up.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>We need better internet. Huge lag spikes for no reason. Make the download software easier to do for gaming devices(such as the 3ds and PSP)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Make this survey shorter. Please and thank you</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I feel like many of the questions were redundant and could have been removed. I feel like I was asked the same question multiple times on multiple occasions.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I wish there were access to a plethora of Mac enabled devices. I also wish that our school held workshops on valuable and useful software i.e. Photoshop, Matlab, Word, etc...</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I would study more in the library if it was quieter. The library is to much of a social area an is too noisy. Please control the noise level in the future. The library should not be a social space to hang out. It should be a place to study.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am an alumni, graduated in 2013. But I was keep getting emails from Kelli Payne.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The library need more clocks and the computers in the library are too slow. Other than that, I am happy with most everything. I do not think things like race matter here so I will not put mine. Good luck.

regarding my dissatisfaction with sakai, i do not dislike the site itself, my dissatisfaction comes from the fact that my professors either do not use it, or do not update it frequently enough.
<table>
<thead>
<tr>
<th>#</th>
<th>Answer</th>
<th>Bar</th>
<th>Response</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>2017 or later</td>
<td></td>
<td>98</td>
<td>26%</td>
</tr>
<tr>
<td>2014</td>
<td>2014</td>
<td></td>
<td>96</td>
<td>26%</td>
</tr>
<tr>
<td>2015</td>
<td>2015</td>
<td></td>
<td>101</td>
<td>27%</td>
</tr>
<tr>
<td>2016</td>
<td>2016</td>
<td></td>
<td>75</td>
<td>20%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td>370</td>
<td></td>
</tr>
</tbody>
</table>
What is your primary academic division?

<table>
<thead>
<tr>
<th>#</th>
<th>Answer</th>
<th>Bar</th>
<th>Response</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.49</td>
<td>College of the Pacific</td>
<td></td>
<td>149</td>
<td>40%</td>
</tr>
<tr>
<td>1.27</td>
<td>Conservatory of Music</td>
<td></td>
<td>12</td>
<td>3%</td>
</tr>
<tr>
<td>6.05</td>
<td>School of Education</td>
<td></td>
<td>16</td>
<td>4%</td>
</tr>
<tr>
<td>7.19</td>
<td>School of Business</td>
<td></td>
<td>69</td>
<td>19%</td>
</tr>
<tr>
<td>8.2</td>
<td>School of Engineering and Computer Science</td>
<td></td>
<td>77</td>
<td>21%</td>
</tr>
<tr>
<td>5.23</td>
<td>School of International Studies</td>
<td></td>
<td>9</td>
<td>2%</td>
</tr>
<tr>
<td>4.59</td>
<td>School of Pharmacy and Health Sciences</td>
<td></td>
<td>40</td>
<td>11%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td>372</td>
<td></td>
</tr>
</tbody>
</table>
19. Are you of Hispanic, Latino, or Spanish origin?

<table>
<thead>
<tr>
<th>#</th>
<th>Answer</th>
<th>Bar</th>
<th>Response</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Yes</td>
<td></td>
<td>66</td>
<td>18%</td>
</tr>
<tr>
<td>2</td>
<td>No</td>
<td></td>
<td>303</td>
<td>82%</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td></td>
<td>369</td>
<td></td>
</tr>
</tbody>
</table>
20. Are you an international student or foreign national?

<table>
<thead>
<tr>
<th>#</th>
<th>Answer</th>
<th>Bar</th>
<th>Response</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Yes</td>
<td></td>
<td>23</td>
<td>6%</td>
</tr>
<tr>
<td>2</td>
<td>No</td>
<td></td>
<td>347</td>
<td>94%</td>
</tr>
<tr>
<td></td>
<td>Total</td>
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</tbody>
</table>