

Student Services Survey

Spring 2019

April 3, 2019¹

Purpose of Survey: The Student Services Survey is implemented annually in all SRSU sites (Alpine, Del Rio, Uvalde and Eagle Pass). The purpose for this survey is collect information regarding stakeholders' perceptions and needs about the library, distance learning and facility services to inform planning and programmatic adjustments. Questions included in this survey also provide evidence for some SACSCOC Accreditation standards.

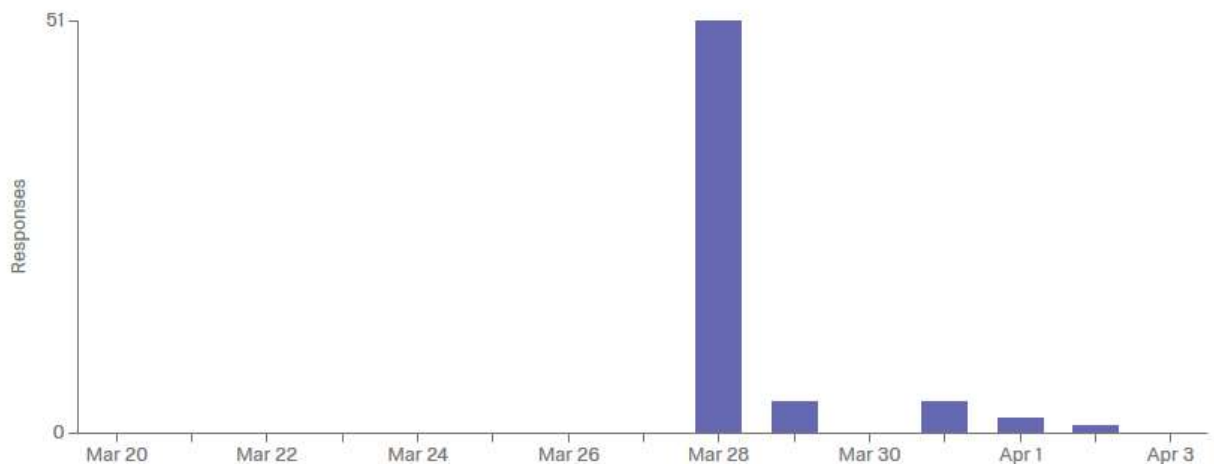
Frequency of Survey Implementation: Annual

Survey population: All students, faculty and staff, approximately 3,000 individuals

Number of Participants: 216 respondents, response rate ~7%²

Distribution Summary

Recent Responses



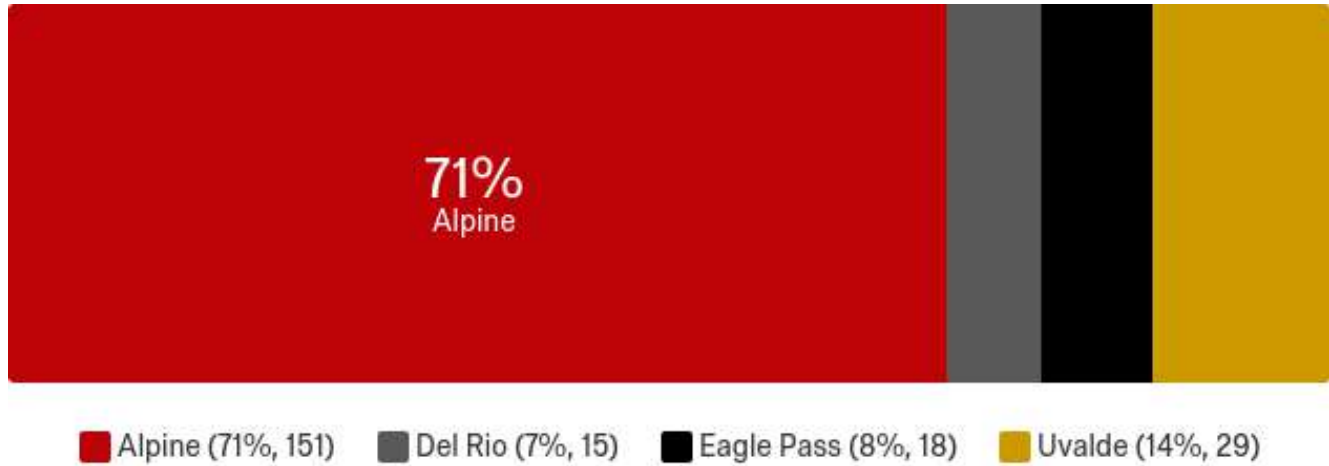
¹ Open-ended responses are excluded in this report.

² The minimum sample size required for a 95% confidence level with a 5% margin of error is more than 340 respondents.

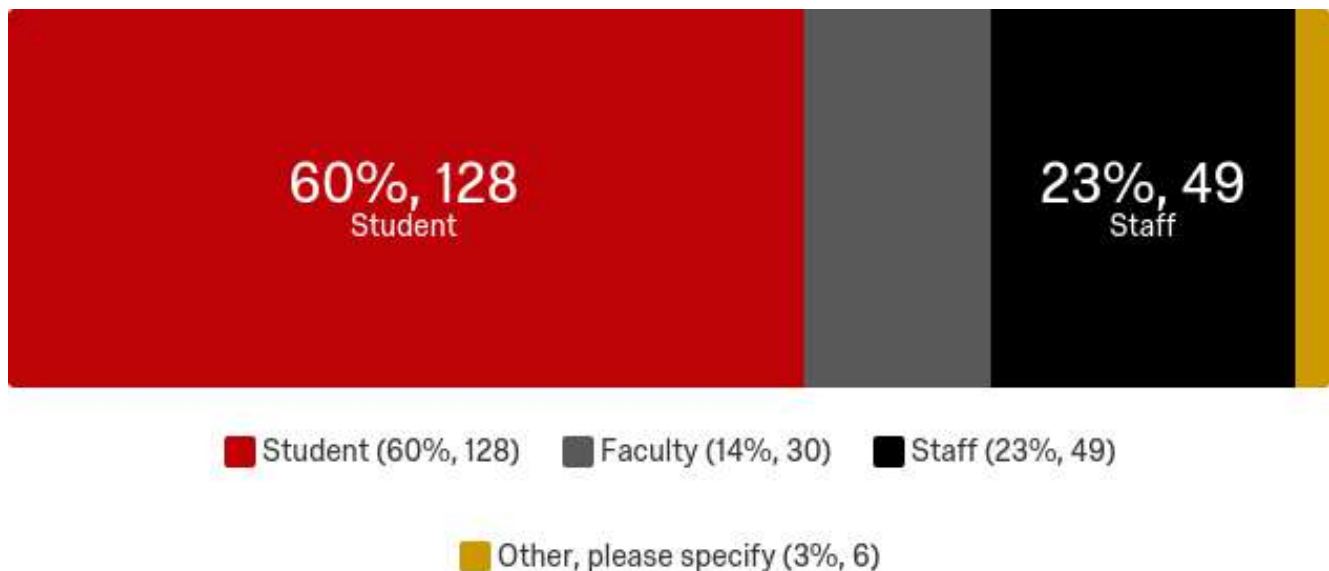
Suggested citation:

Villalobos Meléndez, Alejandra. (2019). *Student Services Survey*. Alpine, TX: Sul Ross State University.
https://srinfo.sulross.edu/ir/wp-content/uploads/sites/10/2019/04/SRSU_StudentServicesSurvey_Report_Spring_2019.pdf

Please select your primary site.



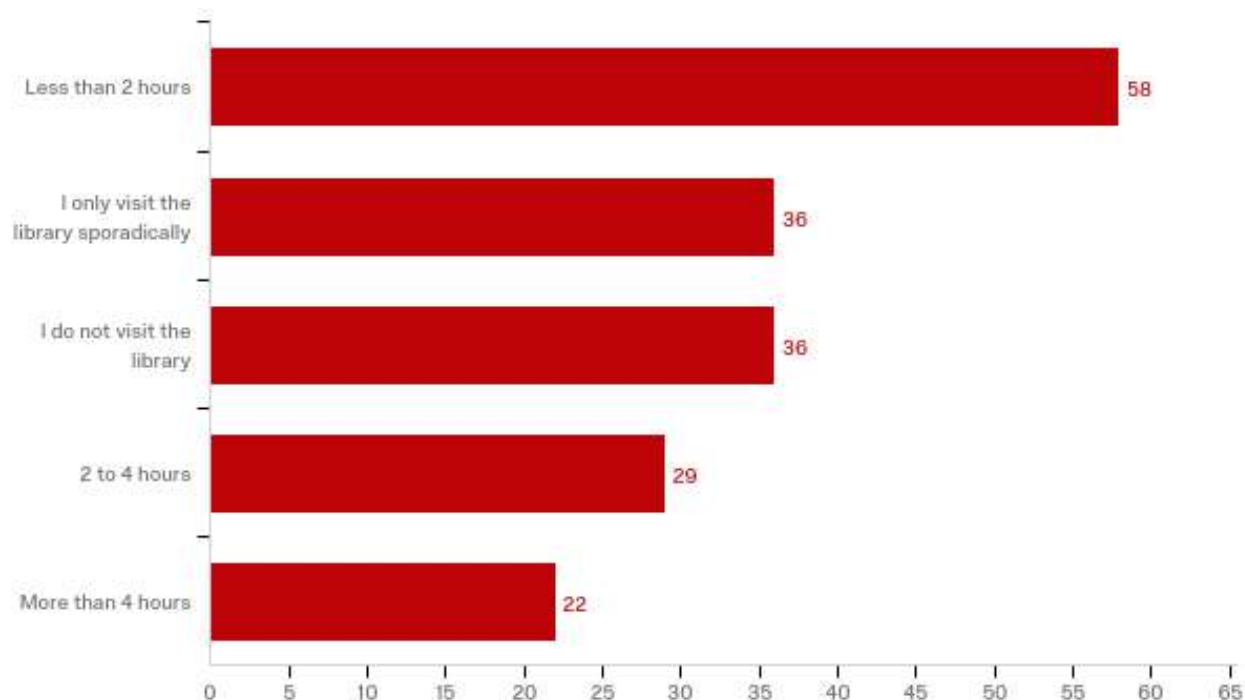
Please describe your affiliation to SRSU/RGC.



Suggested citation:

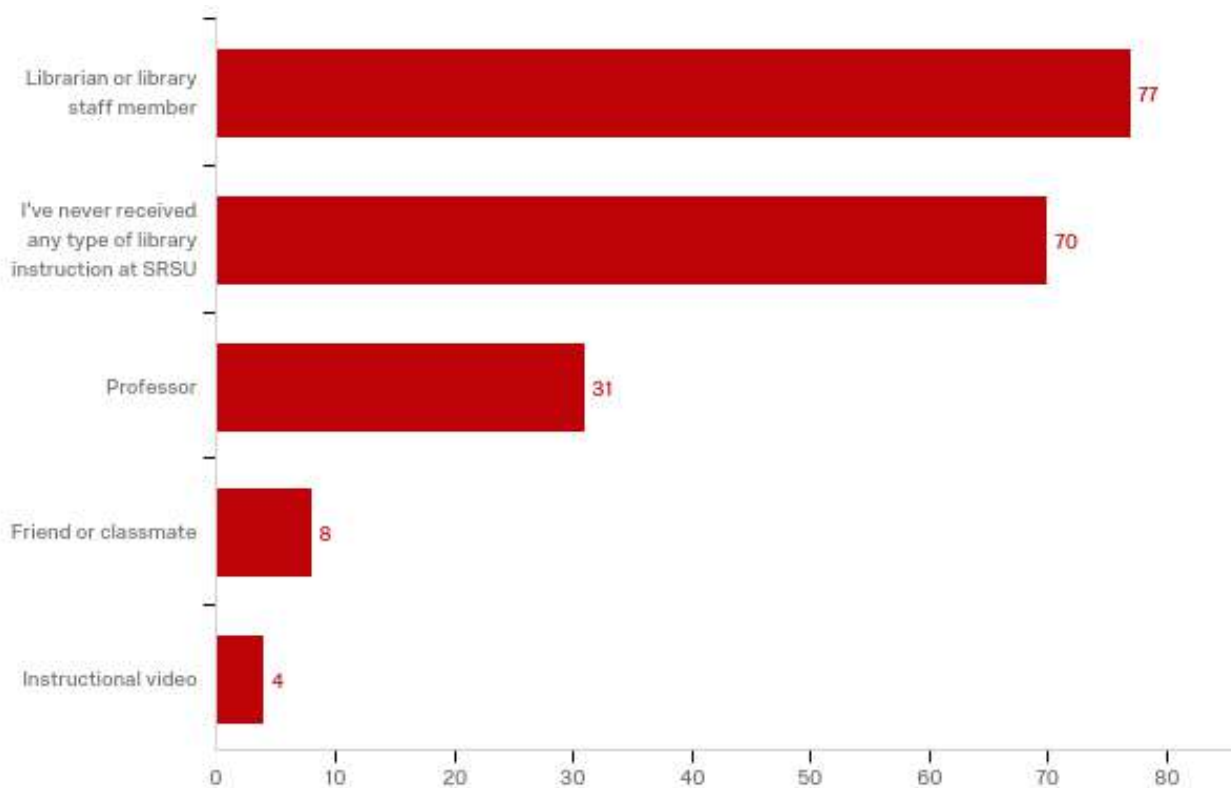
Villalobos Meléndez, Alejandra. (2019). *Student Services Survey*. Alpine, TX: Sul Ross State University.
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On average, how much time do you spend at the library or using library services per week?



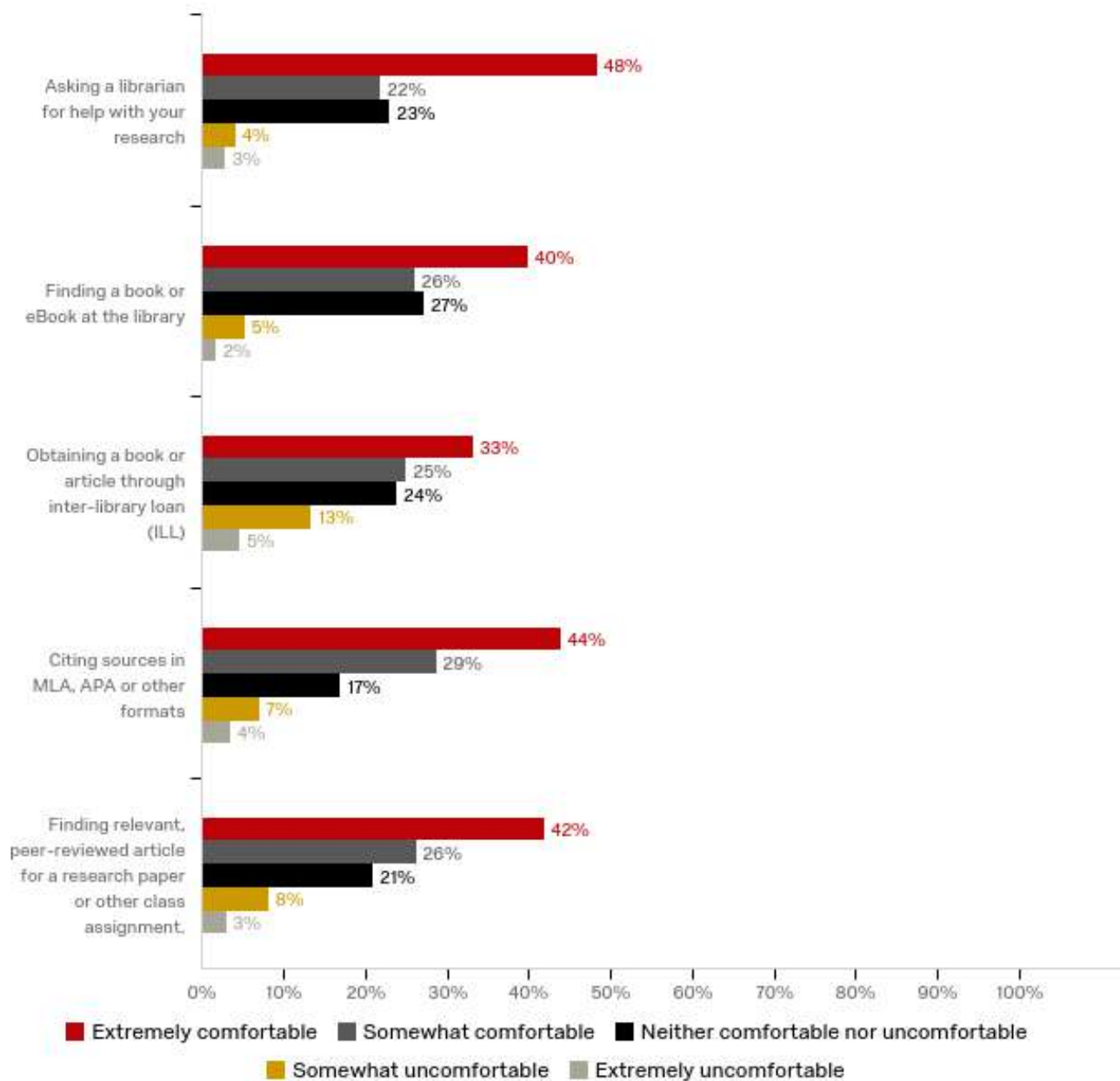
#	Answer	%	Count
1	Less than 2 hours	32%	58
2	2 to 4 hours	16%	29
3	More than 4 hours	12%	22
4	I only visit the library sporadically	20%	36
5	I do not visit the library	20%	36
	Total	100%	181

Who has provided library instruction for you on campus?



#	Answer	%	Count
1	Librarian or library staff member	41%	77
2	Professor	16%	31
3	Friend or classmate	4%	8
4	Instructional video	2%	4
5	I've never received any type of library instruction at SRSU	37%	70
	Total	100%	190

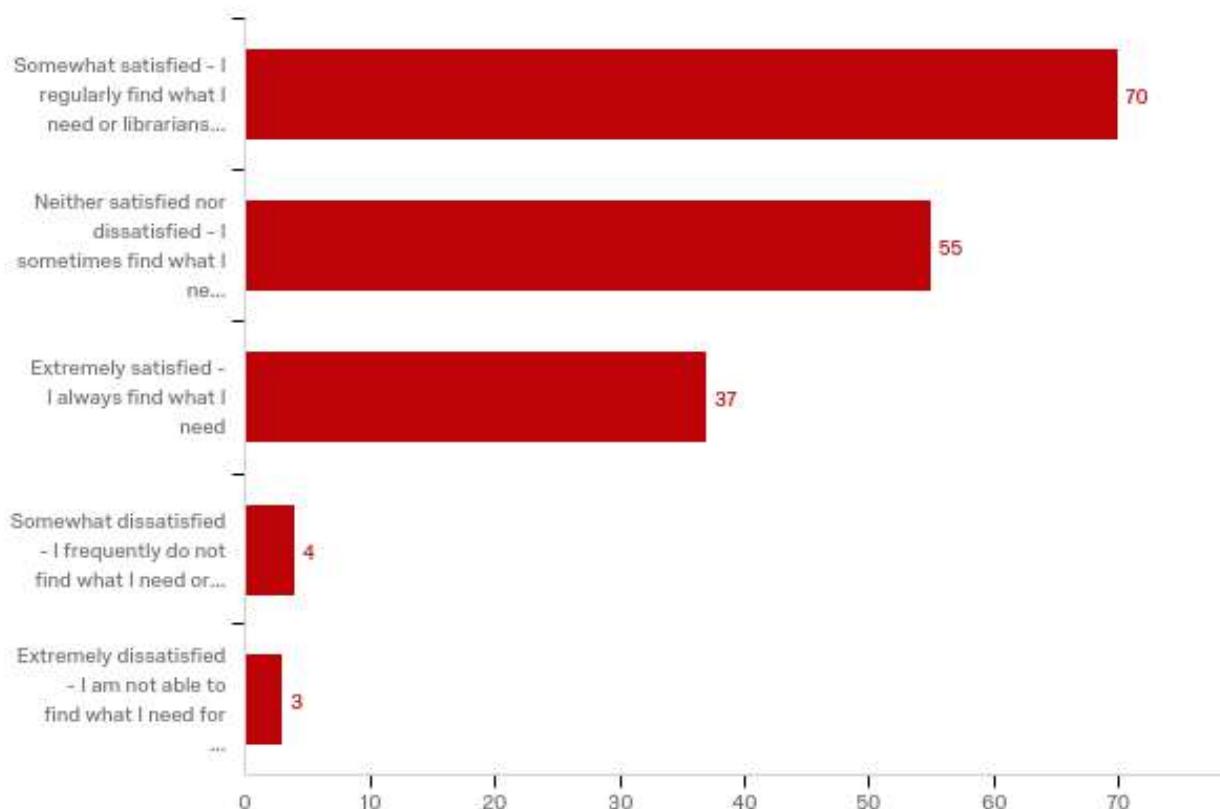
How comfortable are you...



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How satisfied are you with the library's collection of books, eBooks, and journal articles?

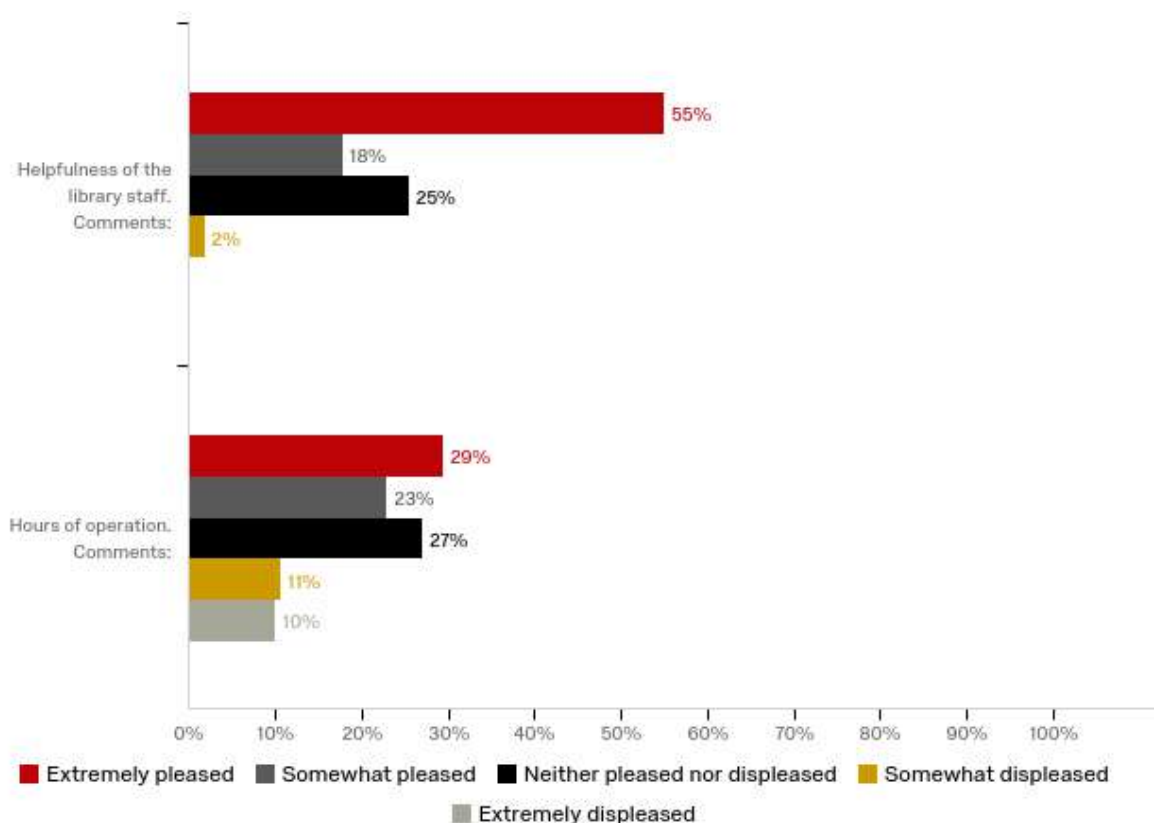


#	Answer	%	Count
1	Extremely satisfied - I always find what I need	22%	37
2	Somewhat satisfied - I regularly find what I need or librarians are easily accessible when I need assistance	41%	70
3	Neither satisfied nor dissatisfied - I sometimes find what I need or librarians are somewhat accessible when I need assistance	33%	55
4	Somewhat dissatisfied - I frequently do not find what I need or it is challenging to find a librarian when I need assistance	2%	4
5	Extremely dissatisfied - I am not able to find what I need for my classwork or obtaining assistance from a librarian is very difficult	2%	3
	Total	100%	169

What is your preference when using the library's materials?



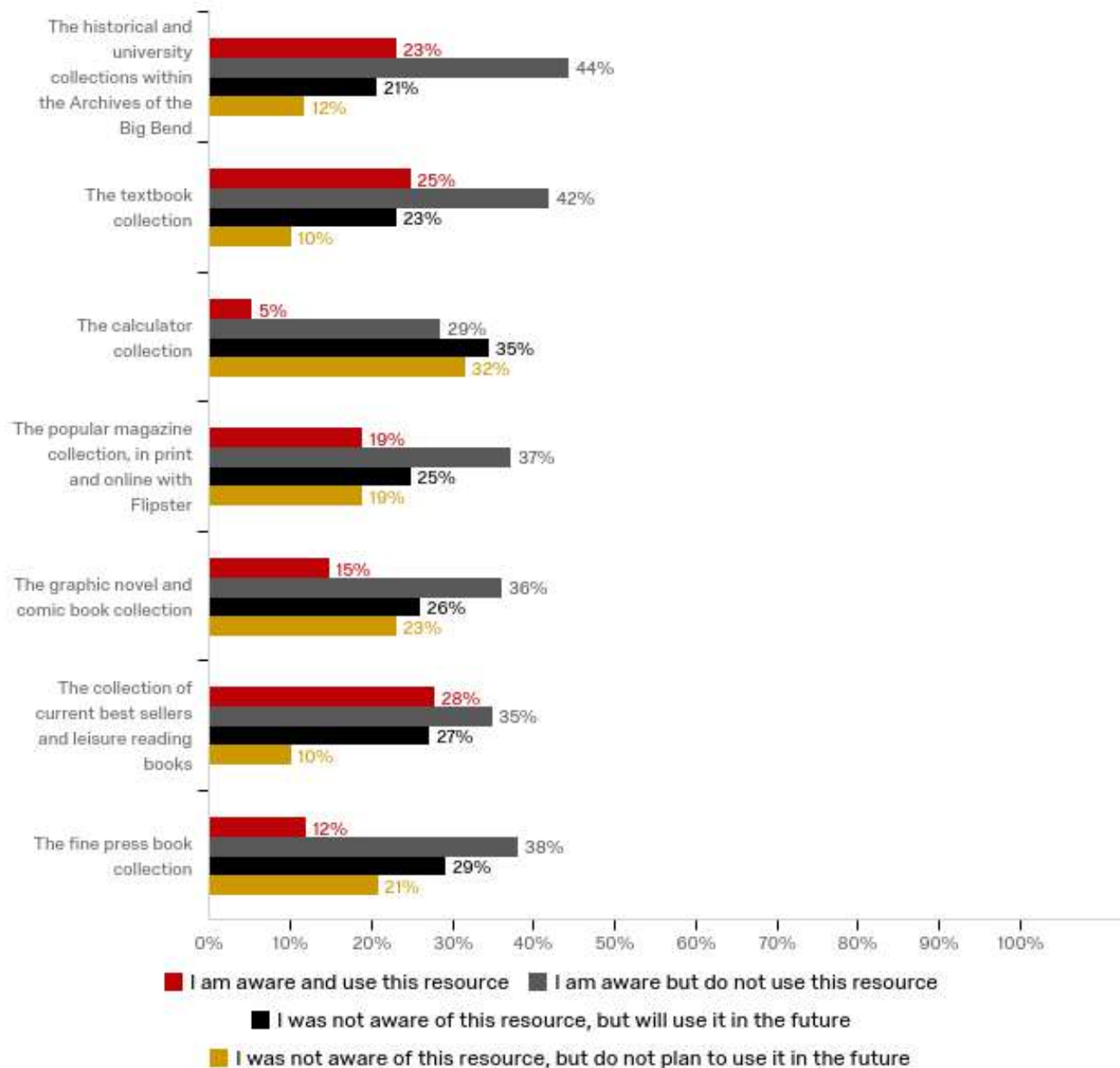
Please rate the following:



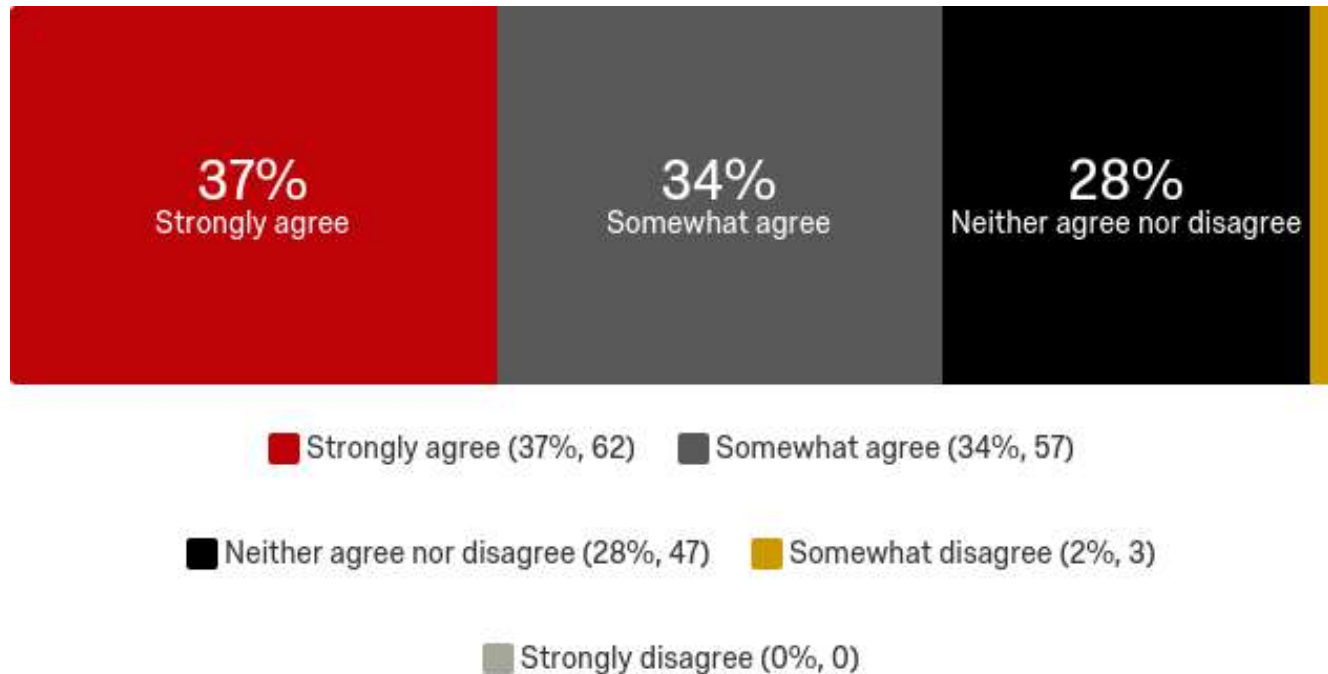
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Are you aware of the Library's special collections and resources:



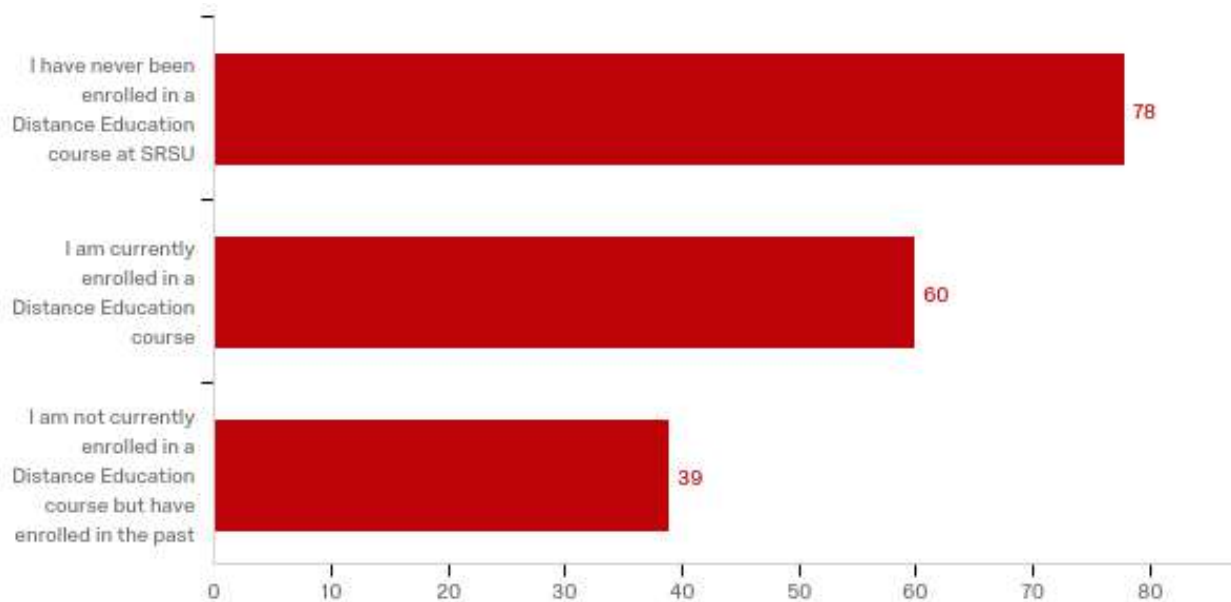
Do you agree that the Library's collection represents a broad range of cultures, perspectives, and viewpoints in line with the mission of Sul Ross State University?



Suggested citation:

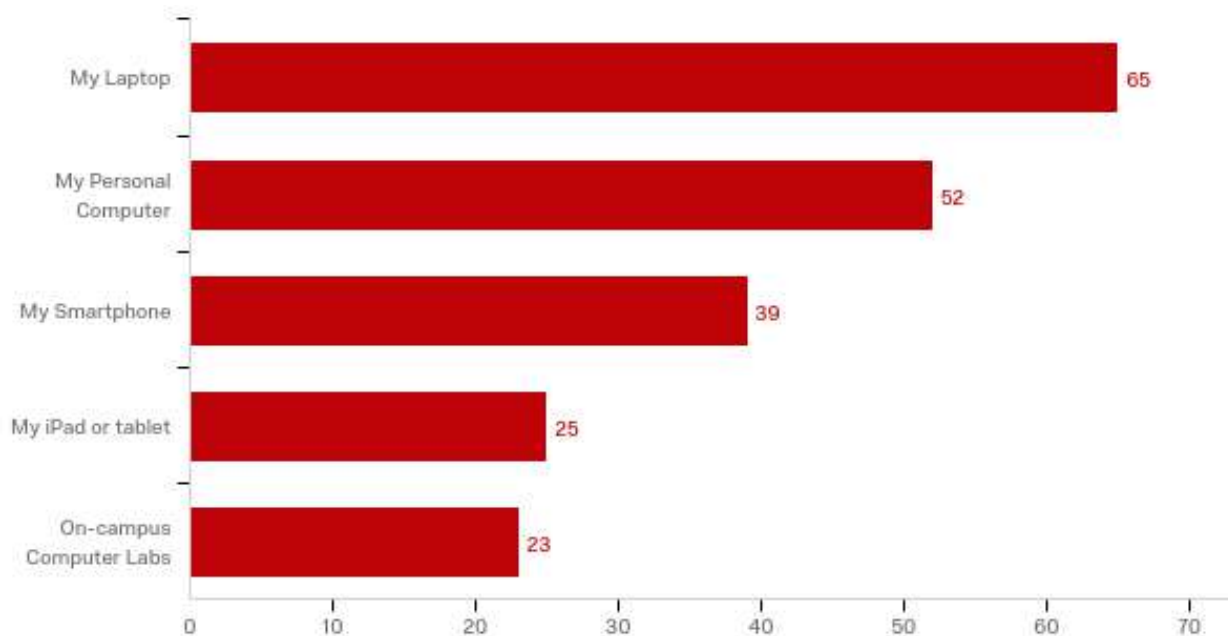
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The following section asks you questions related to Distance Education. Distance Education refers to any class format for which the instructor and student are not in the same physical location; includes both online, interactive TV and others. Are you currently enrolled or have you ever enrolled in a Distance Education course at SRSU?



#	Answer	%	Count
1	I am currently enrolled in a Distance Education course	34%	60
2	I am not currently enrolled in a Distance Education course but have enrolled in the past	22%	39
3	I have never been enrolled in a Distance Education course at SRSU	44%	78
	Total	100%	177

What type of device do you use to access Blackboard?

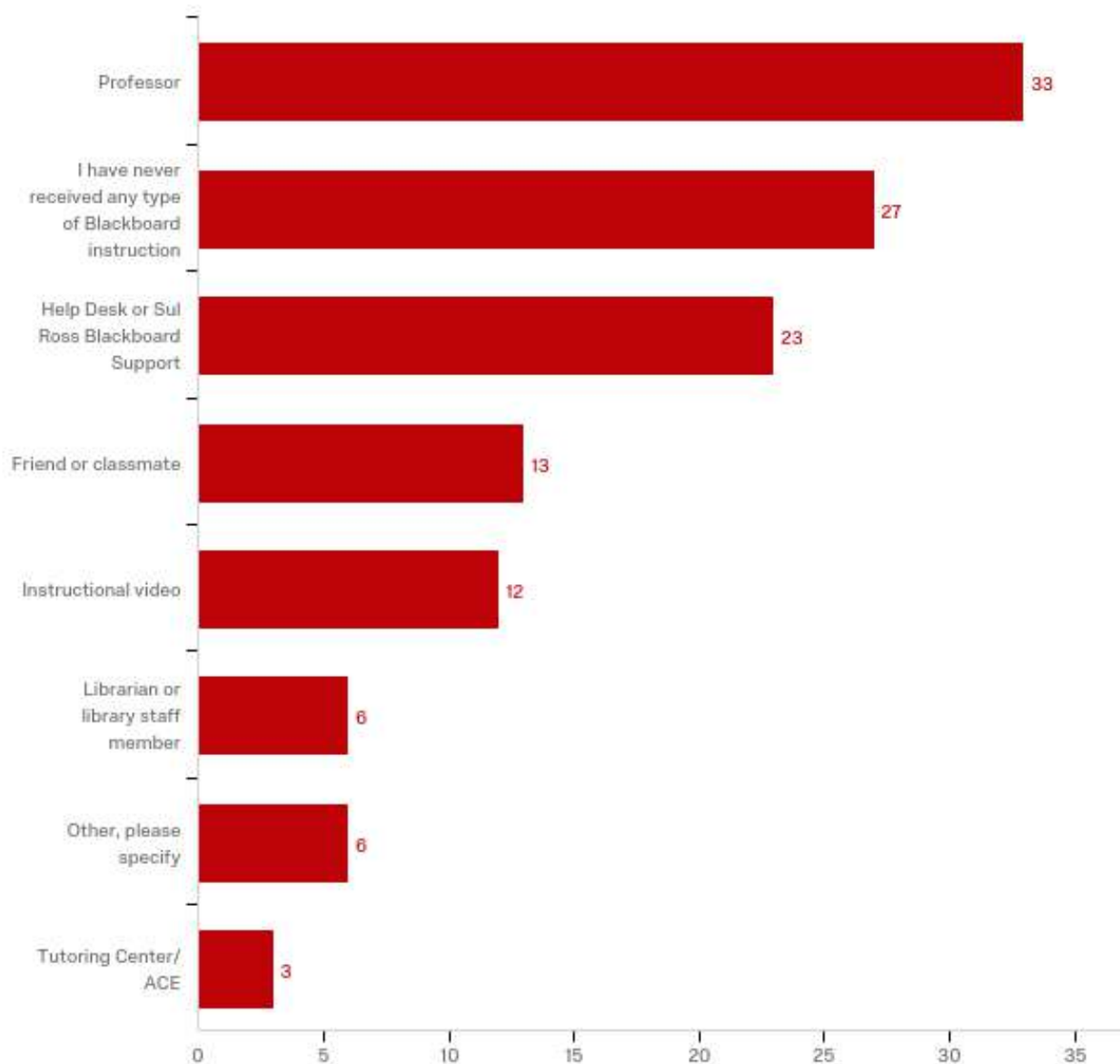


#	Answer	%	Count
1	My Personal Computer	25%	52
2	My Laptop	32%	65
3	My iPad or tablet	12%	25
4	My Smartphone	19%	39
5	On-campus Computer Labs	11%	23
	Total	100%	204

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Who has provided Blackboard training for you on campus?

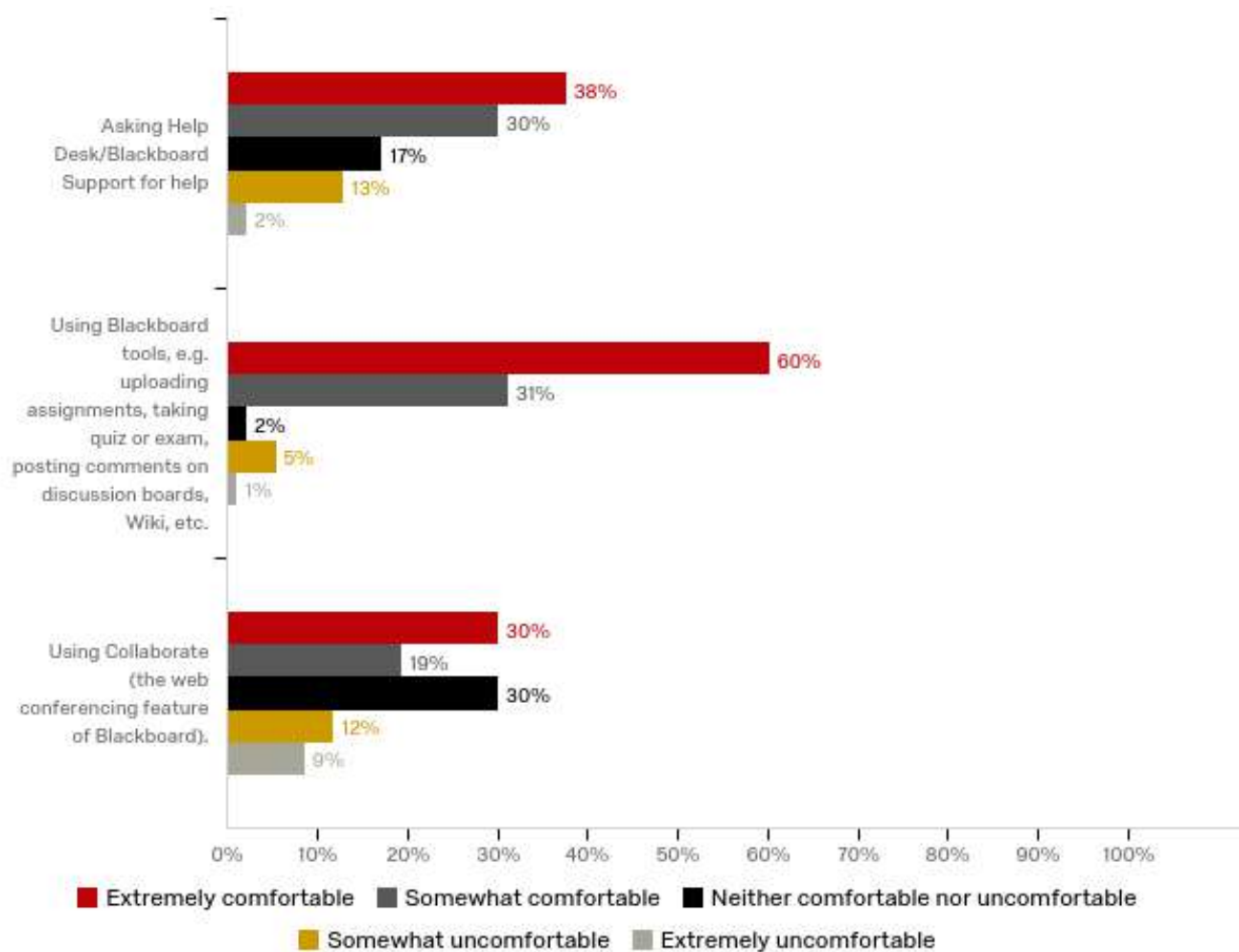


#		Answer	%	Count
1		Help Desk or Sul Ross Blackboard Support	19%	23
2		Librarian or library staff member	5%	6
3		Professor	27%	33
4		Friend or classmate	11%	13
5		Tutoring Center/ ACE	2%	3
6		Instructional video	10%	12
7		Other, please specify	5%	6
8		I have never received any type of Blackboard instruction	22%	27
		Total	100%	123

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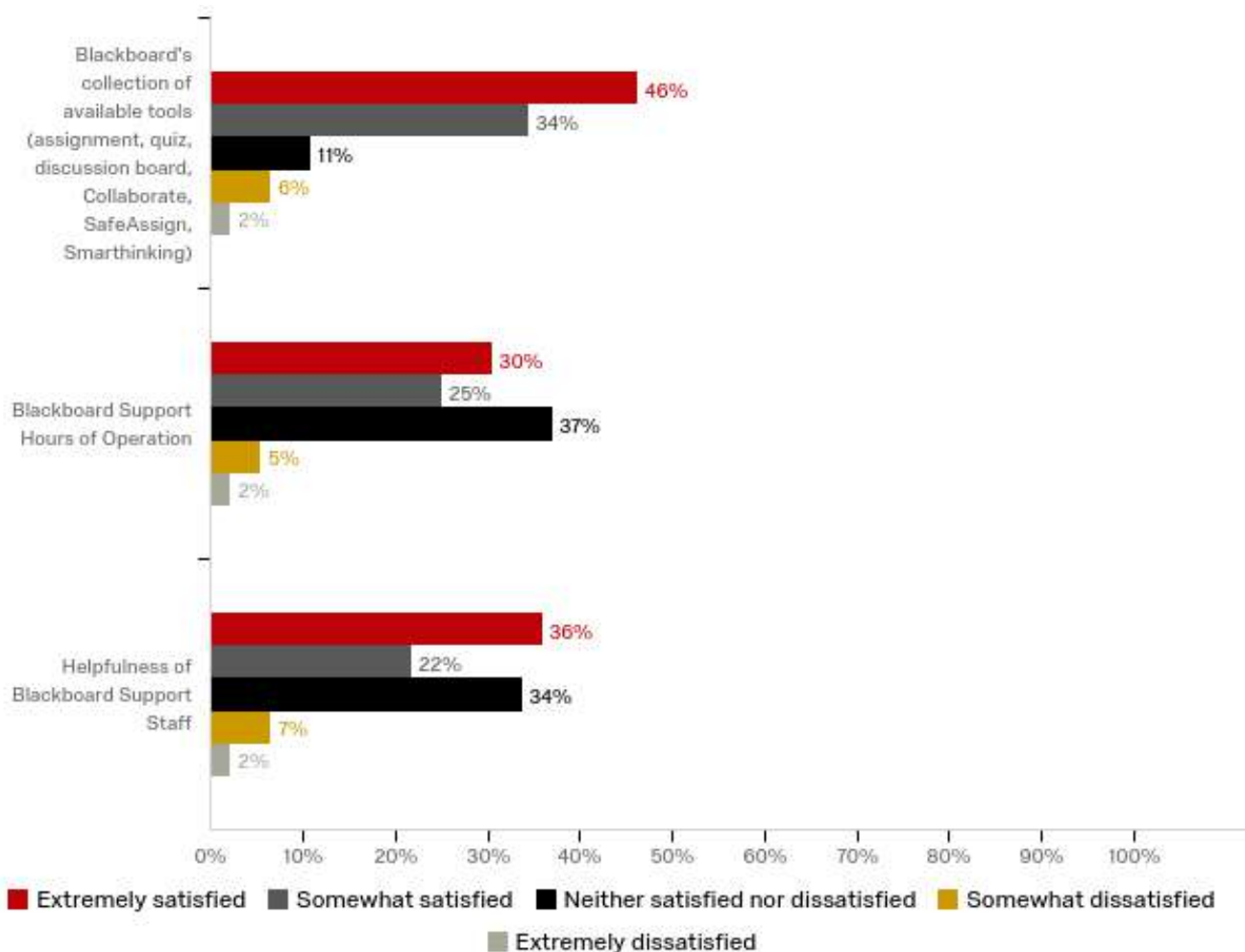
How comfortable are you...



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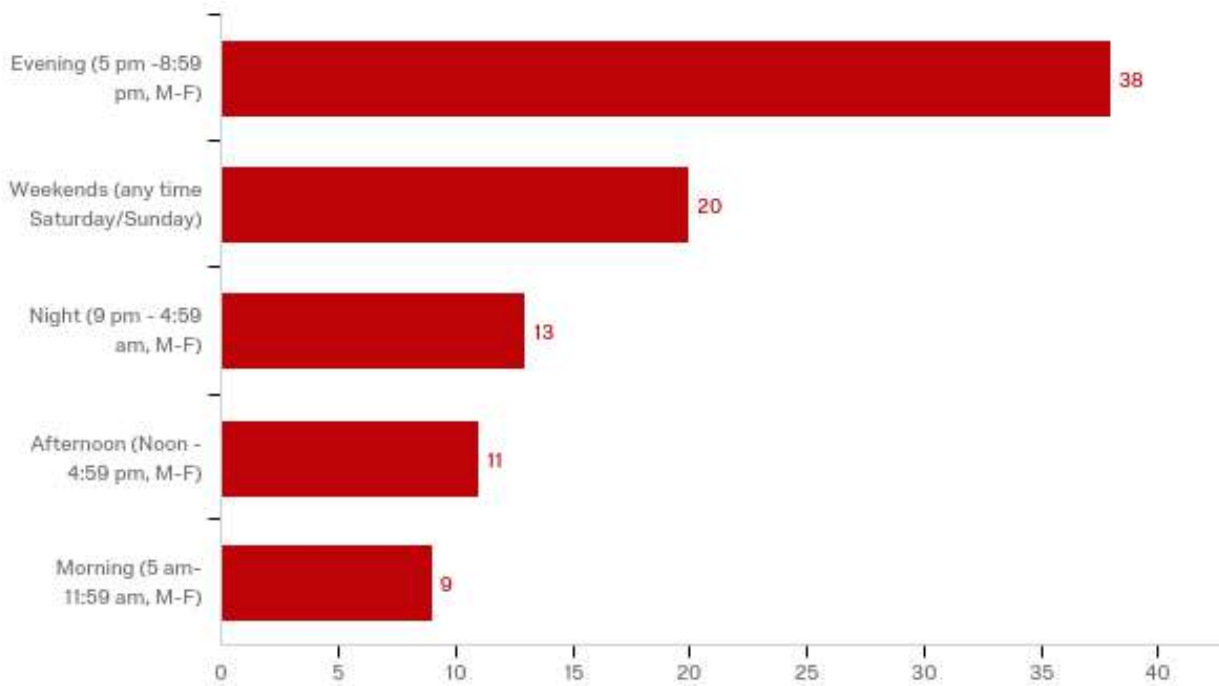
How satisfied are you with...



Suggested citation:

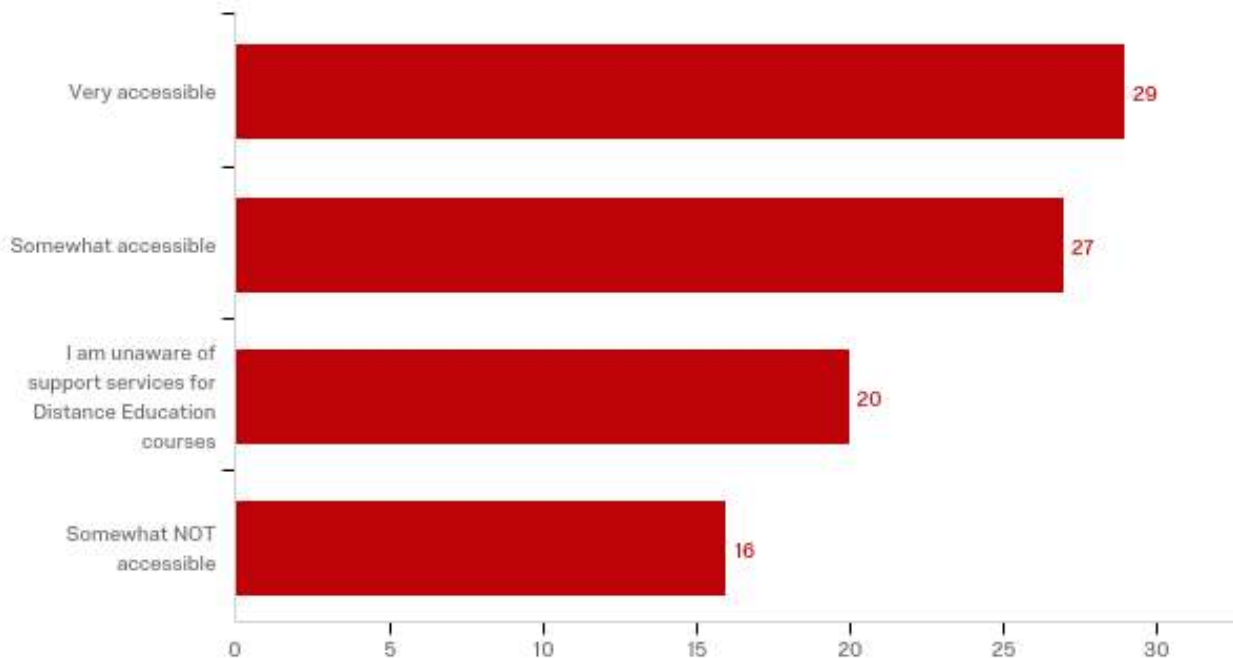
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During what time of day do you most often do your Distance Education coursework?



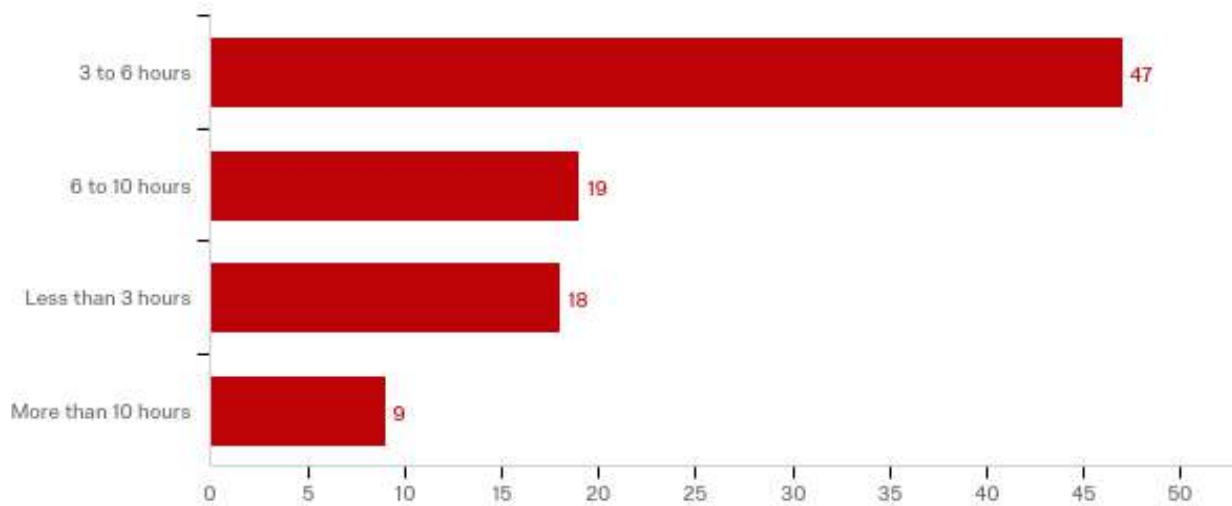
#	Answer	%	Count
1	Morning (5 am- 11:59 am, M-F)	10%	9
2	Afternoon (Noon - 4:59 pm, M-F)	12%	11
3	Evening (5 pm -8:59 pm, M-F)	42%	38
4	Night (9 pm - 4:59 am, M-F)	14%	13
5	Weekends (any time Saturday/Sunday)	22%	20
	Total	100%	91

How accessible are support services (such as library, counseling, advising and other) to students enrolled in Distance Education courses?



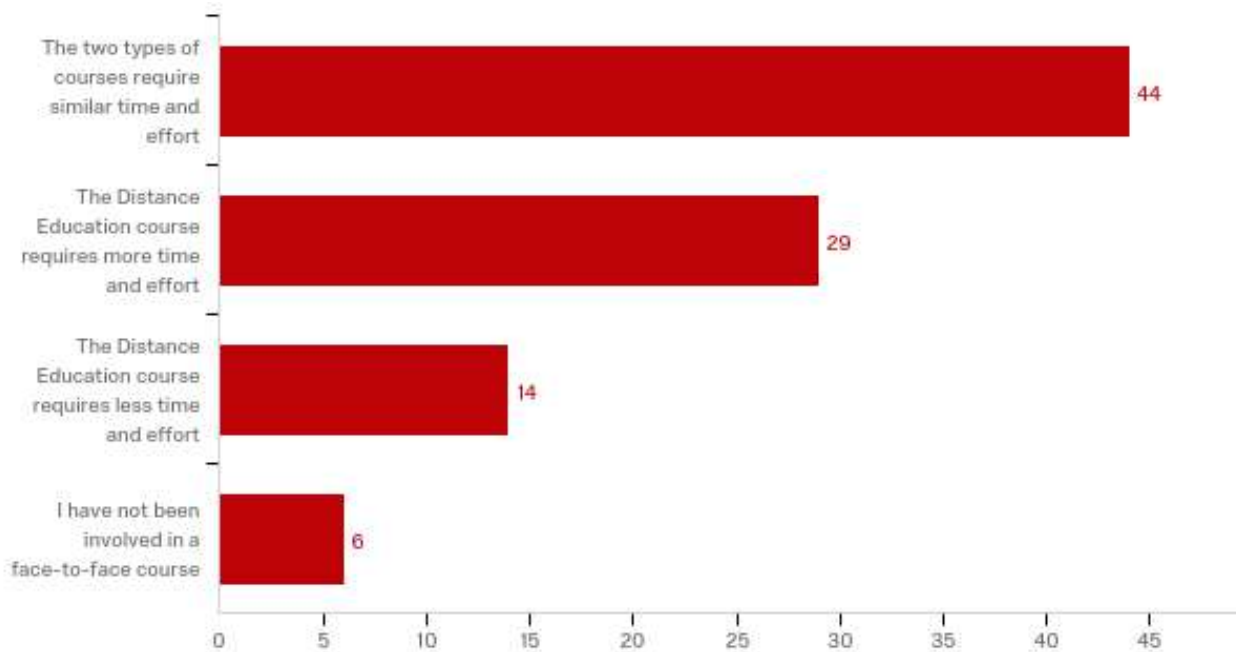
#	Answer	%	Count
1	Very accessible	32%	29
2	Somewhat accessible	29%	27
3	Somewhat NOT accessible	17%	16
4	I am unaware of support services for Distance Education courses	22%	20
	Total	100%	92

On average, how much time to you spend per week preparing for or participating in a Distance Education course?



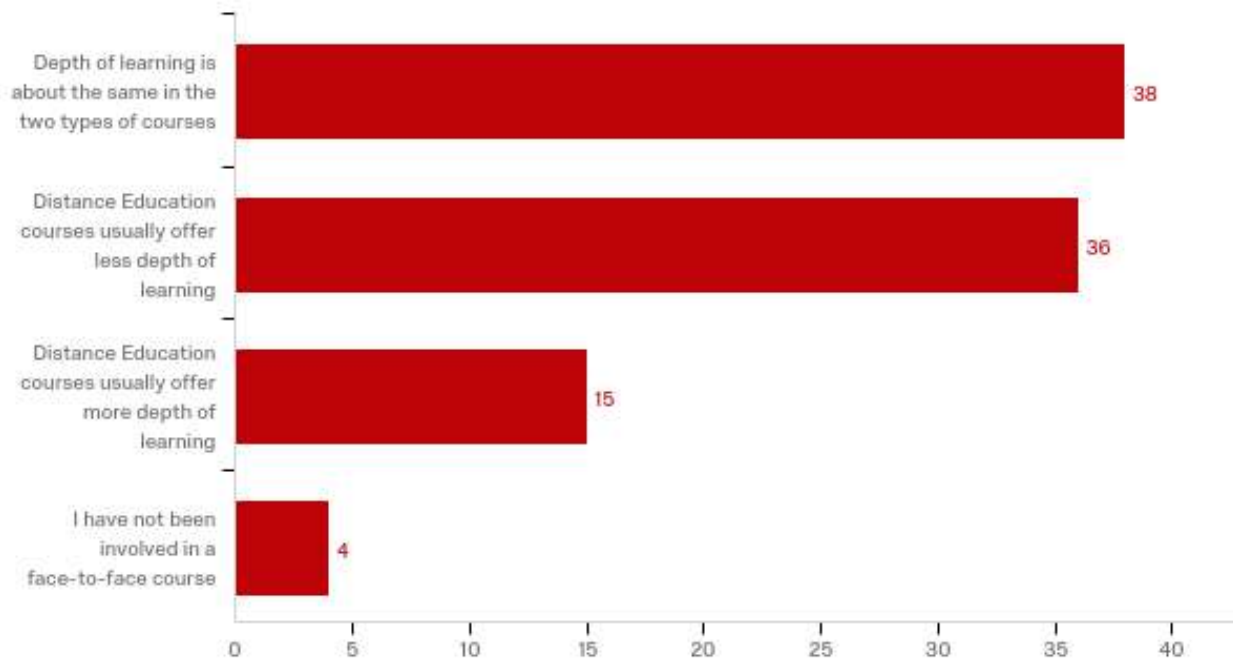
#	Answer	%	Count
1	Less than 3 hours	19%	18
2	3 to 6 hours	51%	47
3	6 to 10 hours	20%	19
4	More than 10 hours	10%	9
	Total	100%	93

How would you compare the amount of time and effort required in a Distance Education course with a face-to-face course?



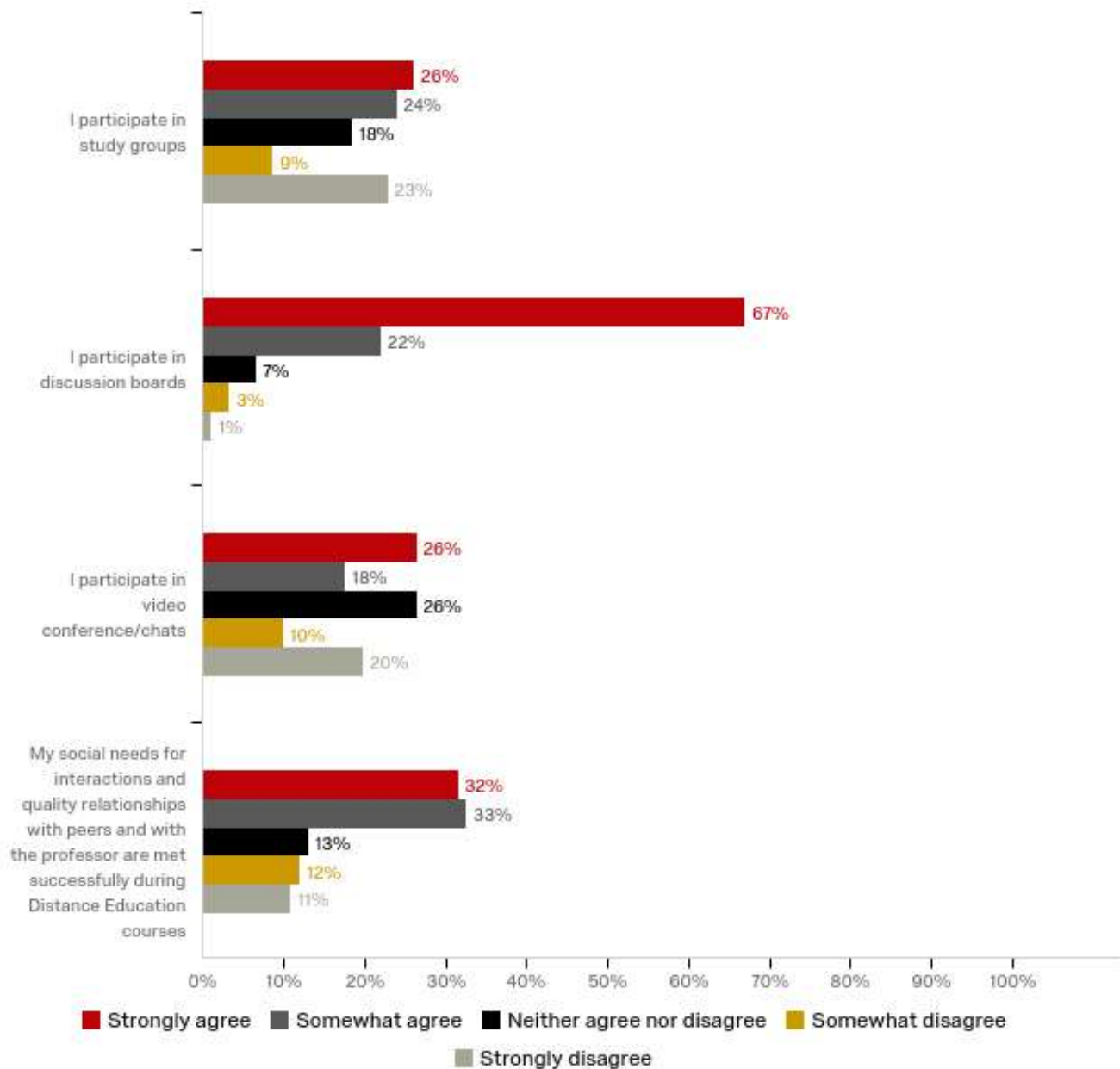
#	Answer	%	Count
1	The Distance Education course requires more time and effort	31%	29
2	The Distance Education course requires less time and effort	15%	14
3	The two types of courses require similar time and effort	47%	44
4	I have not been involved in a face-to-face course	6%	6
	Total	100%	93

Please rate the overall depth of learning in the average Distance Education course compared to the average face-to-face course?



#	Answer	%	Count
1	Distance Education courses usually offer more depth of learning	16%	15
2	Distance Education courses usually offer less depth of learning	39%	36
3	Depth of learning is about the same in the two types of courses	41%	38
4	I have not been involved in a face-to-face course	4%	4
	Total	100%	93

Please describe your level of agreement with the following statements:

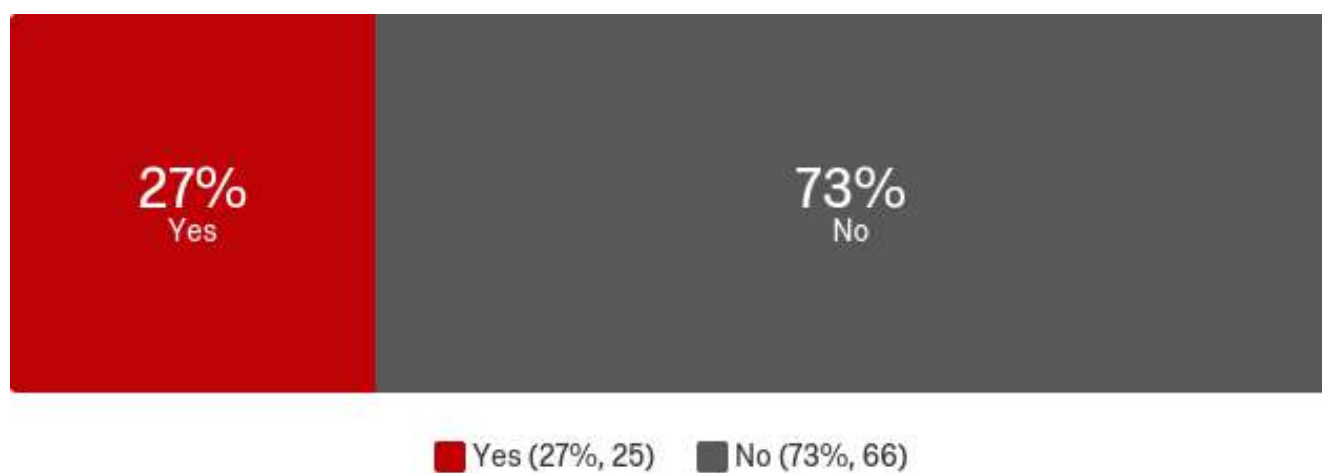


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#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	I participate in study groups	26%	24	24%	22	18%	17	9%	8	23%	21	92
2	I participate in discussion boards	67%	61	22%	20	7%	6	3%	3	1%	1	91
3	I participate in video conference/chats	26%	24	18%	16	26%	24	10%	9	20%	18	91
4	My social needs for interactions and quality relationships with peers and with the professor are met successfully during Distance Education courses	32%	29	33%	30	13%	12	12%	11	11%	10	92

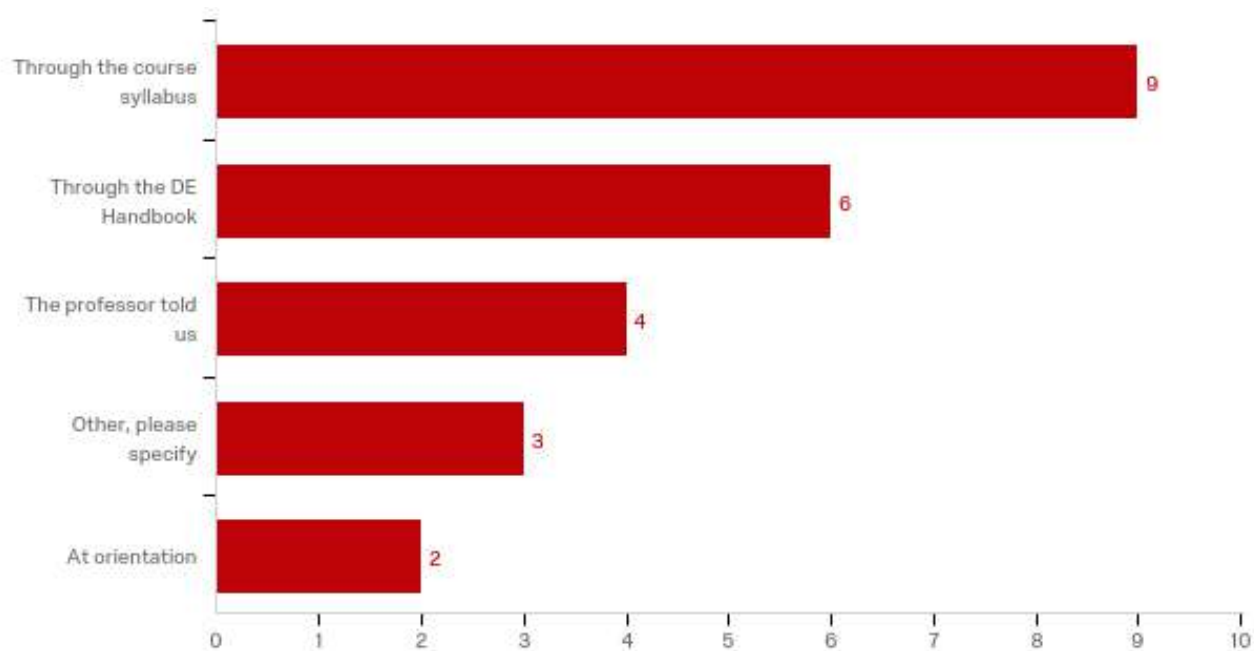
Are you aware there is a student grievance policy and a process to follow for a student to file a complaint in Distance Education courses?



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How did you find out?



#	Answer	%	Count
1	Through the course syllabus	38%	9
2	The professor told us	17%	4
3	Through the DE Handbook	25%	6
4	At orientation	8%	2
5	Other, please specify	13%	3
	Total	100%	24

Do you use your campus facilities?

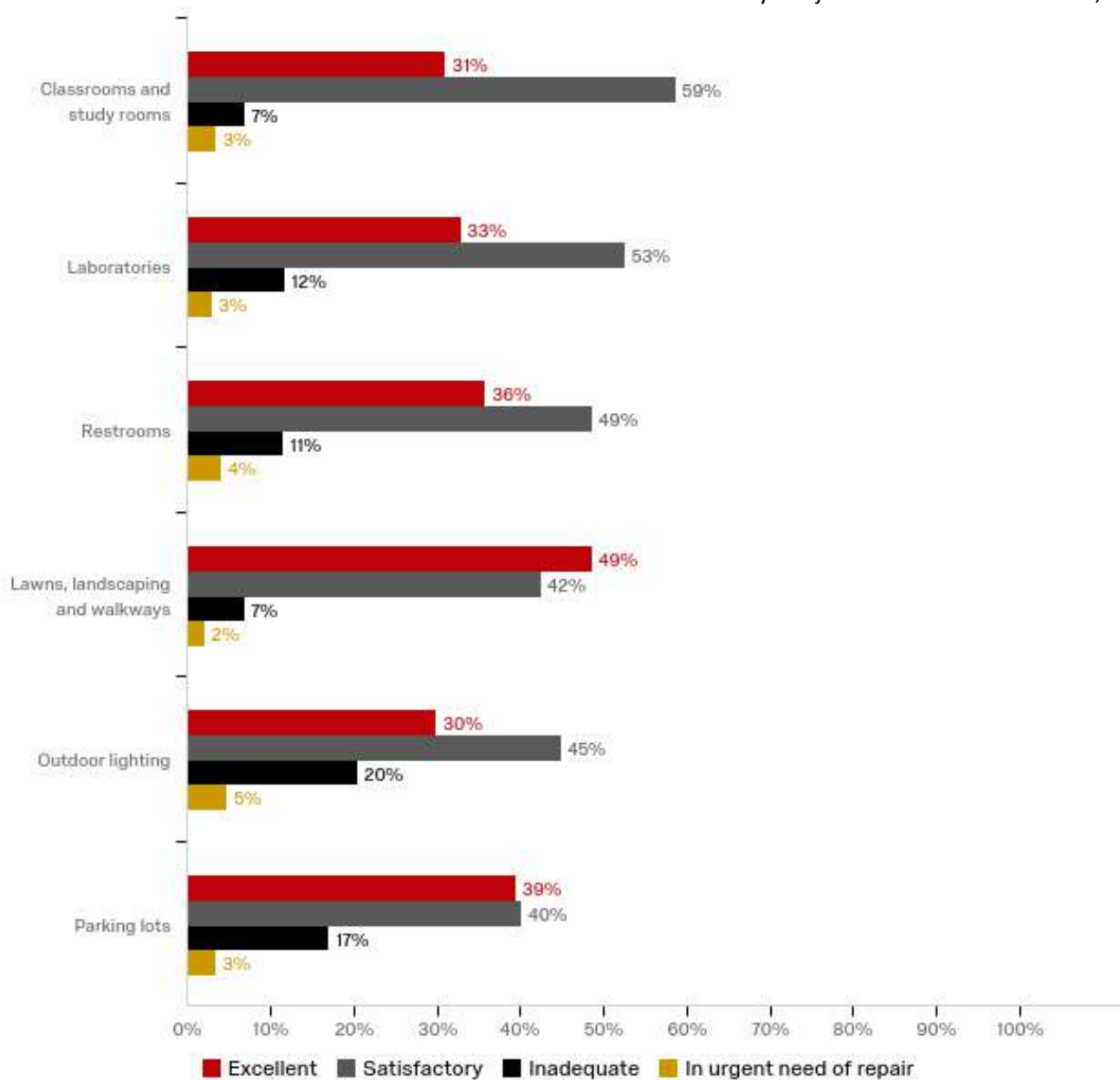


■ Yes, I do use facilities in my campus (88%, 145)

■ No, I am a distance learner and do not use facilities on campus (12%, 20)

Please rate the overall condition of the following facilities.

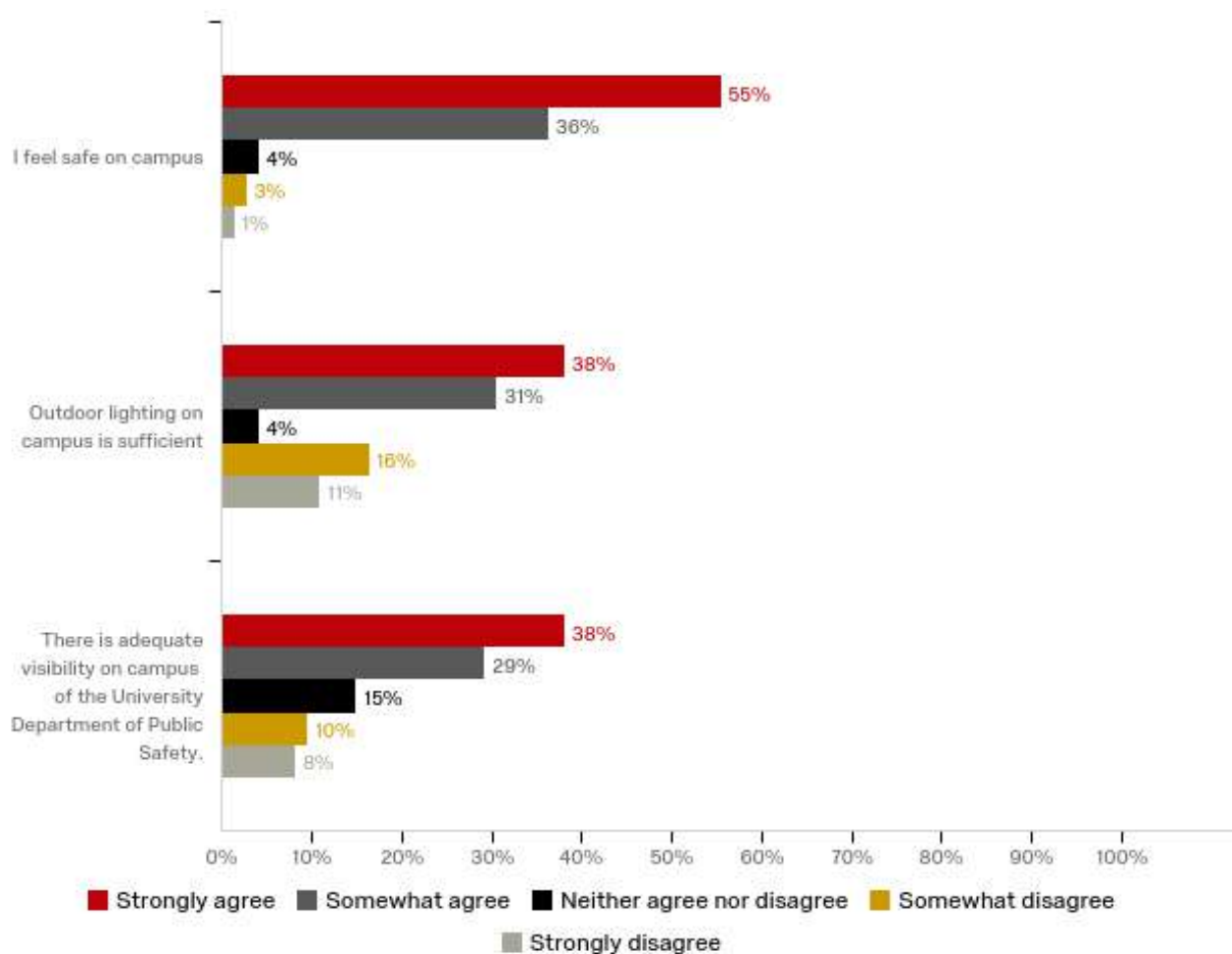
#	Question	Excellent		Satisfactory		Inadequate		In urgent need of repair		Total
3	Restrooms	36%	53	49%	72	11%	17	4%	6	148
6	Parking lots	39%	58	40%	59	17%	25	3%	5	147
5	Outdoor lighting	30%	44	45%	66	20%	30	5%	7	147
4	Lawns, landscaping and walkways	49%	71	42%	62	7%	10	2%	3	146
2	Laboratories	33%	45	53%	72	12%	16	3%	4	137
1	Classrooms and study rooms	31%	45	59%	85	7%	10	3%	5	145



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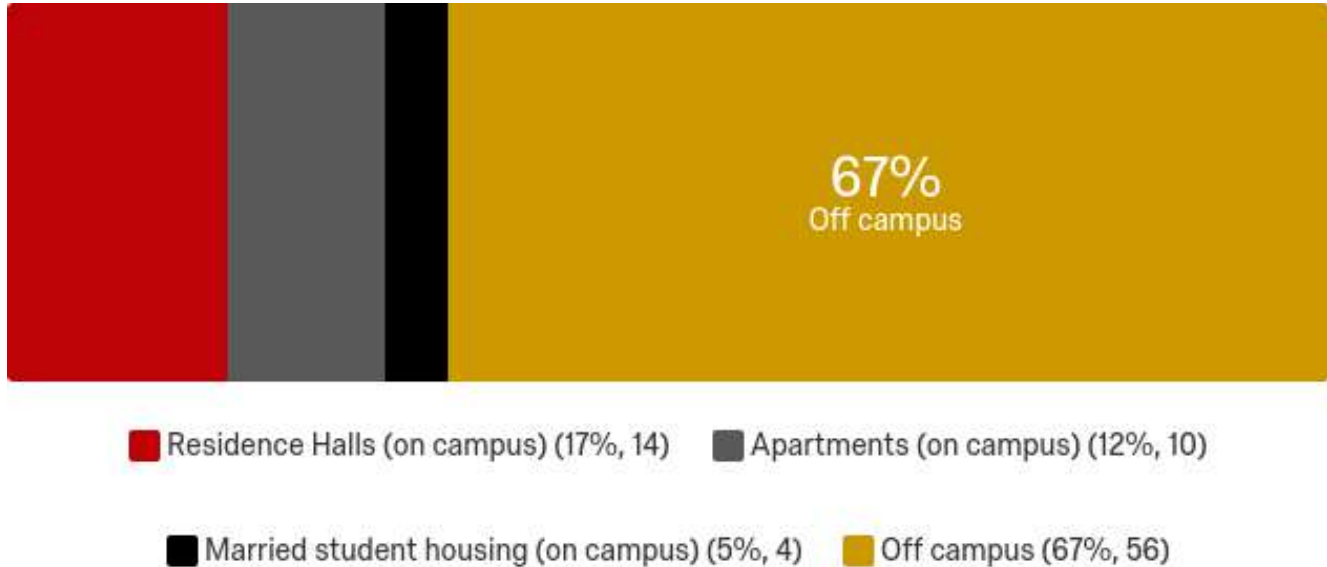
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Please rate your level of agreement with the following statements:

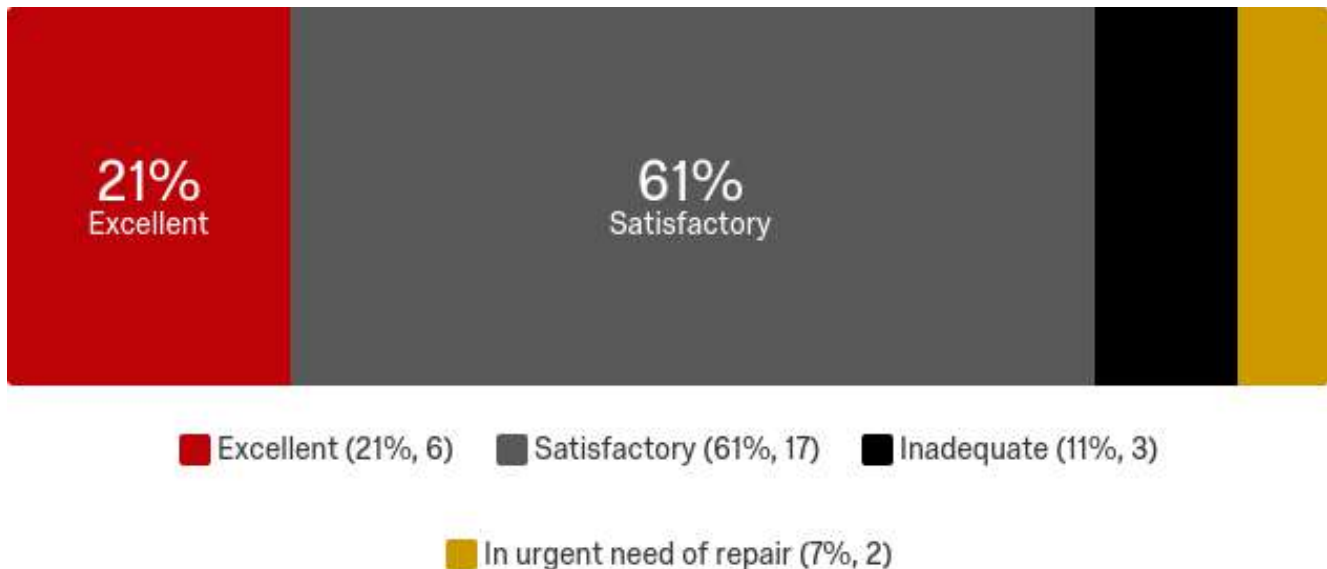


#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	I feel safe on campus	55%	81	36%	53	4%	6	3%	4	1%	2	146
2	Outdoor lighting on campus is sufficient	38%	56	31%	45	4%	6	16%	24	11%	16	147
3	There is adequate visibility on campus of the University Department of Public Safety.	38%	56	29%	43	15%	22	10%	14	8%	12	147

Please select your current living accommodations.



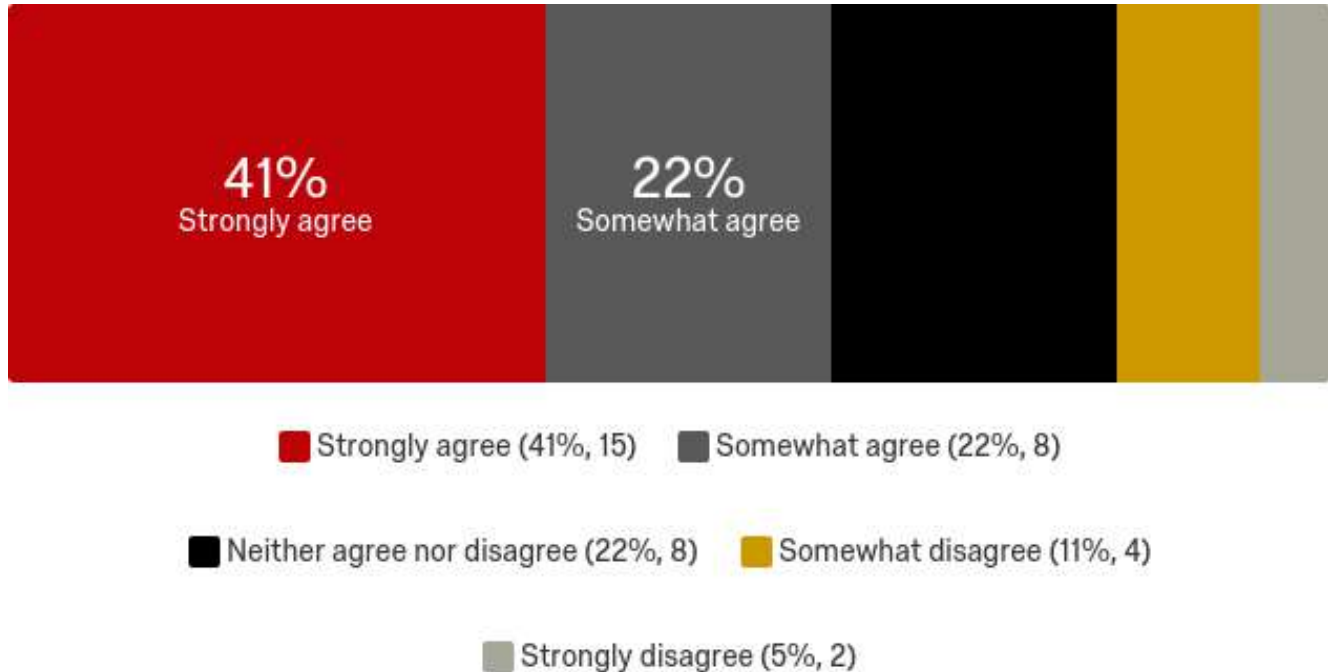
Please rate the condition of the University Housing facilities where you live.



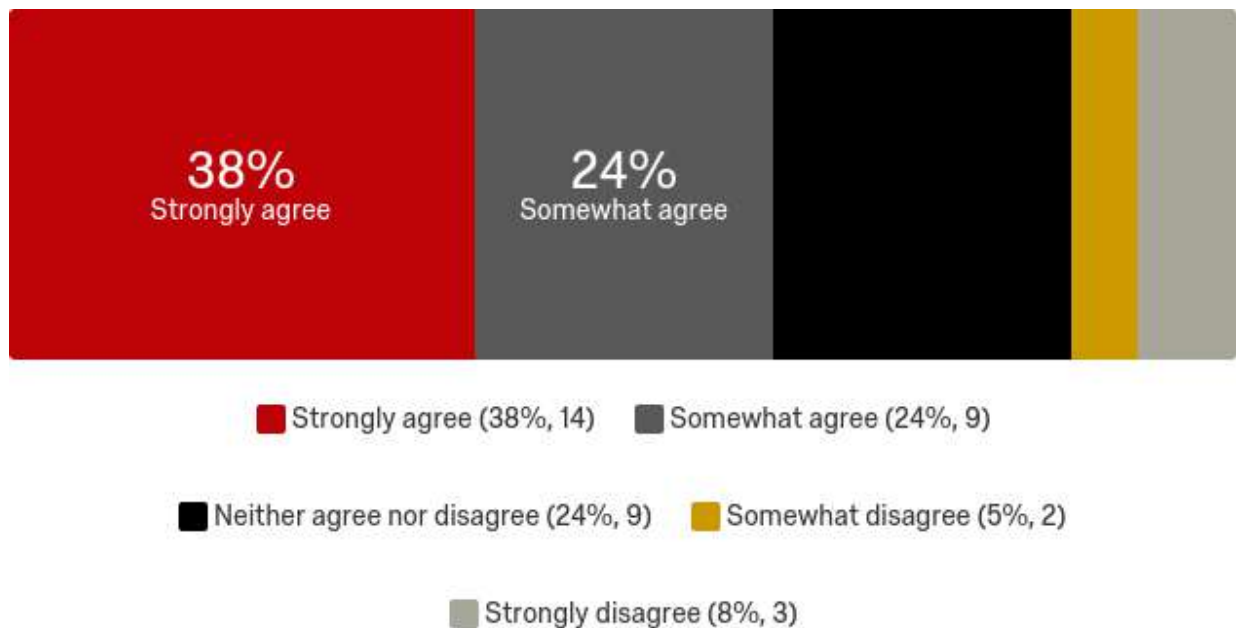
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Please rate your level of agreement with the statement: **My dorm is a safe environment.**



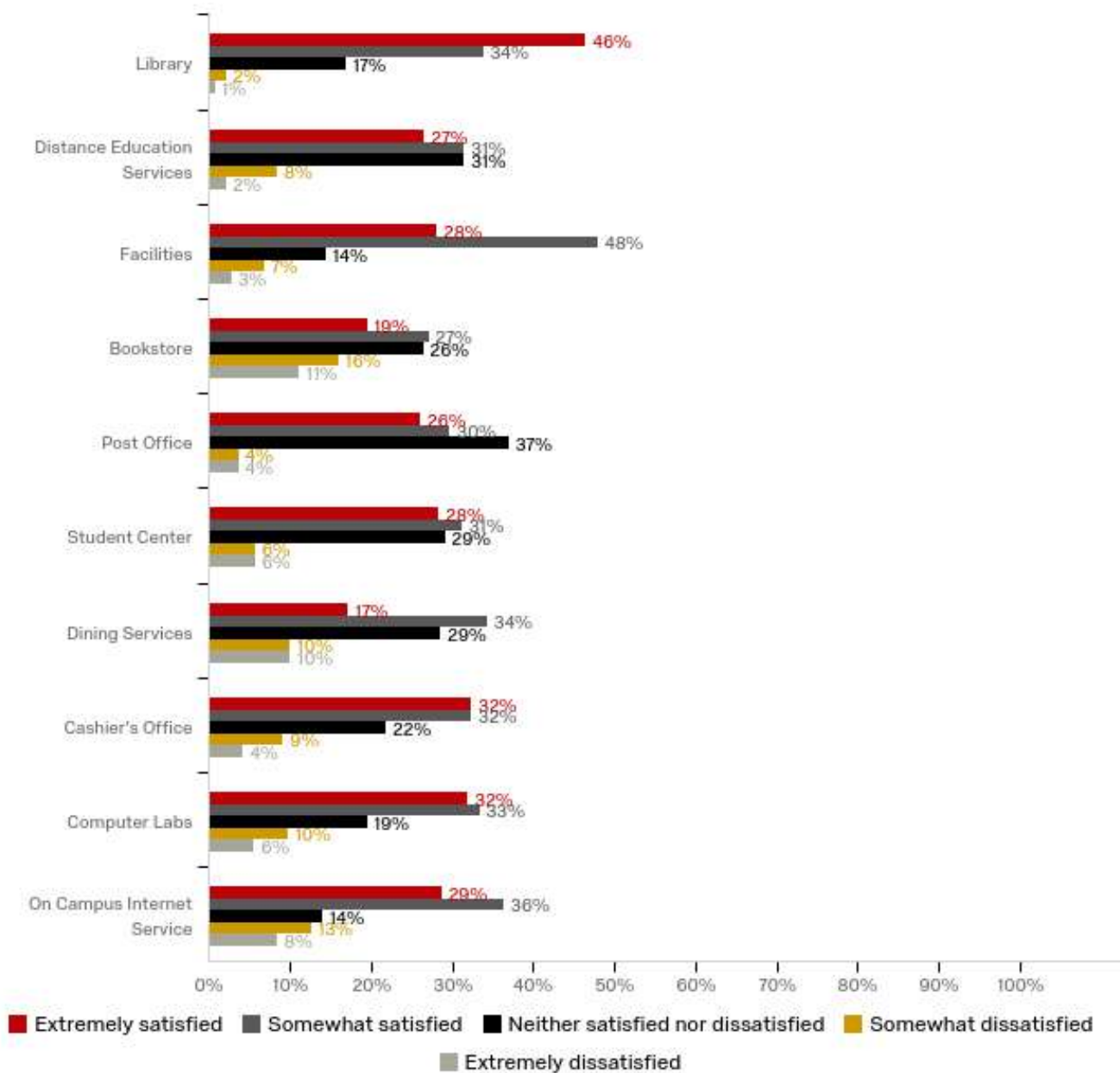
Please rate your level of agreement with the statement: **My dorm meets my expectations for my living needs.**



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Please rate your overall satisfaction with these services:



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