

UNIVERSITY OF SOUTHERN CALIFORNIA

Student Survey

University of Southern California

— Law Library and Information Technology Center —

Spring 2003 Student Survey

Additional room for comments is provided at the bottom of this survey.
This survey is anonymous.

First, what year student are you? *1L, 2L, 3L, Other*

I. FACILITIES AND RESOURCES

1. How would you rate the following Law Library facilities?

0=No Opinion, 1=Poor, 2=Fair, 3=Satisfactory, 4=Very Good, 5=Excellent

Amount of Seating

Temperature Control

Photocopy Machines

Copy Card Service

Coin Changer

Number of Computer Lab PCs

Computer Lab Printing

Other Library Computer Equipment (LegalTrac, Quick-Check Email Stations, etc.)

2. Do you use the Library's Computer Lab?

- Yes
- No

If so, what are your primary uses of the Library's Computer Lab? (check all that apply)

- Word Processing
- Email
- Internet Browsing
- Instant Messaging
- Printing
- Lexis / Westlaw
- Recreation
- Other

3. If the computing facilities in the Computer Lab could be improved, which element would you select to be improved the most?

No Improvement, Needed, More PCs, Faster PCs, Better Printing Facilities, Wider Selection of Software

4. Do you use the Law Library's online catalog (Advocat)?

- Yes
- No

If Yes, how often, on average, do you use Advocat each semester?

1-3 Times, 4-7 Times, Over 7 Times

If Yes, from where do you access Advocat most?

From Home, In the Library, Both home and Library, Wired Carrels and Wireless

5. When using Advocat, how easily are you able to locate desired items in the online catalog?

- Easily
- Usually Need Assistance
- With Difficulty

6. Where do you predominately access Lexis and Westlaw?

- At Home
- Law Library Online Research Lab
- Wired Carrels / Wireless Network
- Other
- Do Not Use

7. What are your primary uses of the Law School's web page?

8. Do you use the wired carrels?

- Yes
- No

If Yes, how would you rate the quality of the wired carrels service?

0=No Opinion, 1=Poor, 2=Fair, 3=Satisfactory, 4=Very Good, 5=Excellent

9. Do you use the wireless network?

- Yes
- No

If Yes, how would you rate the quality of the wireless service?

0=No Opinion, 1=Poor, 2=Fair, 3=Satisfactory, 4=Very Good, 5=Excellent

10. If you are a member of a journal or clinical program, do the computing facilities

in your office meet your needs?

Yes

No

If No, how could the facilities be most improved?

No Improvement Needed, More PCs, Faster PCs, Better Printing Facilities, Wider Selection of Software

11. The Library attempts to select books and other materials in areas which will reflect the subject interests of the Law School's faculty and student body. Are there any subject areas which you feel are not adequately represented in the Library's collection?

II. SERVICES

12. Do you ever seek assistance from the Reference Office staff?

Yes

No

If Yes, how often, on average, do you use reference services each semester?

1-3 Times, 4-7 Times, Over 7 Times

13. How would you rate the quality of the reference service provided by the Reference Office staff?

0=No Opinion, 1=Poor, 2=Fair, 3=Satisfactory, 4=Very Good, 5=Excellent

14. How would you rate the quality of services provided by the Service/Circulation

Counter staff?

0=No Opinion, 1=Poor, 2=Fair, 3=Satisfactory, 4=Very Good, 5=Excellent

By the staff during weekdays

By student assistants in the evening

By the staff on weekends

15. How would you rate the quality of computer assistance provided in the Computer Lab by the staff and student assistants?

0=No Opinion, 1=Poor, 2=Fair, 3=Satisfactory, 4=Very Good, 5=Excellent

16. The Library Computer Classroom is used for Lexis/Westlaw, Email, and other hands-on research and software training. How do you rate this facility?

0=No Opinion, 1=Poor, 2=Fair, 3=Satisfactory, 4=Very Good, 5=Excellent

17. Are there any additional training classes which you would like the Library to offer, such as online training, internet training, training on Advocat or other online catalogs, legal research tools?

III. OVERALL RATING AND COMMENTS

18. How would you rate the Law Library and Information Technology Cntr overall?

0=No Opinion, 1=Poor, 2=Fair, 3=Satisfactory, 4=Very Good, 5=Excellent

19. Any additional comments? Your comments are valued and appreciated.