

### LibQUAL Comment Summary Spring 2006

Group	People	Comments
Undergrads	204	247
Grads	16	34
Faculty	13	13
Staff	3	4
<b>Total</b>	<b>246</b>	<b>298</b>

	Undergrads		Grads		Faculty/Staff	
	<u>Positive</u>	<u>Negative</u>	<u>Positive</u>	<u>Negative</u>	<u>Positive</u>	<u>Negative</u>
<b>Technology</b>	5	61	5	3	1	0
<b>Atmosphere</b>	25	50	1	11	0	0
<b>Staff/Service</b>	33	16	5	3	5	3
<b>Resources</b>	2	21	1	3	0	2
<b>General</b>	22	9	2	1	1	1

## Comment Category Breakdown

### Positive Comments

#### Undergrads

Atmosphere (25)	
Great Study Place	12
Quiet Study	9
24 Hour Room	5
Technology (5)	
Online Resources	2

#### Grads

Technology (5)	
Online Resources	5

#### Combined Positive Comments

Online Resources	7
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### Negative Comments

#### Undergrads

Technology (61)	
More Computers	42
Computer Software	4
More Online Journals	4
Website Usability	4
Difficult Search Tools	4
Atmosphere (50)	
Noise Level	24
Furnishings/Look	12
24 Hour Study (Overlap)	9
Group Study	3
Snack Area	3

Library Resources (21)	
More/Updated Books	7
More Journals	3
Organization of Materials	2

Staff/Service (16)	
Student Workers	7
Desk Complaints	3

General	
Library Hours	6

#### Grads

Atmosphere (11)	
Noise Level	3
Group Study	2
24 hour area (Overlap)	6

Technology (3)	
More computers	2
Online Journals	3

Staff/Service	
Student Workers	1

#### Faculty

Staff/Service	
Student Workers	1

#### Combined Negative Comments

More Computers	44
Noise	27
24 Hour Area (Overlap)	15
Student Workers	9
Online Journals	7
Group Study	5