

## 5.5 General Satisfaction Questions Summary for Graduate

This table displays the mean score and standard deviation for each of the general satisfaction questions: Satisfaction with Treatment, Satisfaction with Support, and Satisfaction with Overall Quality of Service, where  $n$  is the number of respondents for each question. These scores are calculated from responses to the general satisfaction questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9.

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	8.43	0.79	7
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.93	1.21	14
How would you rate the overall quality of the service provided by the library?	7.74	1.37	19

## 5.6 Information Literacy Outcomes Questions Summary for Graduate

This table displays the mean score and standard deviation for each of the information literacy outcomes questions, where  $n$  is the number of respondents for each question. These scores are calculated from responses to the information literacy outcomes questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9 with 1 being "strongly disagree" and 9 representing "strongly agree".

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	7.43	1.90	7
The library aids my advancement in my academic discipline or work.	7.50	2.35	6
The library enables me to be more efficient in my academic pursuits or work.	7.00	2.00	9
The library helps me distinguish between trustworthy and untrustworthy information.	7.13	1.67	16
The library provides me with the information skills I need in my work or study.	7.00	1.55	6

Language: English (American)

Institution Type: College or University

Consortium: Alabama Academic (NAAL)

User Group: Graduate