Westminster Kingsway College

Access student feedback on the Soho LRC

A total of 55 Access students were surveyed, ranging across subjects and covering every period in the class timetable from morning to evening. The feedback form used is on page 5.
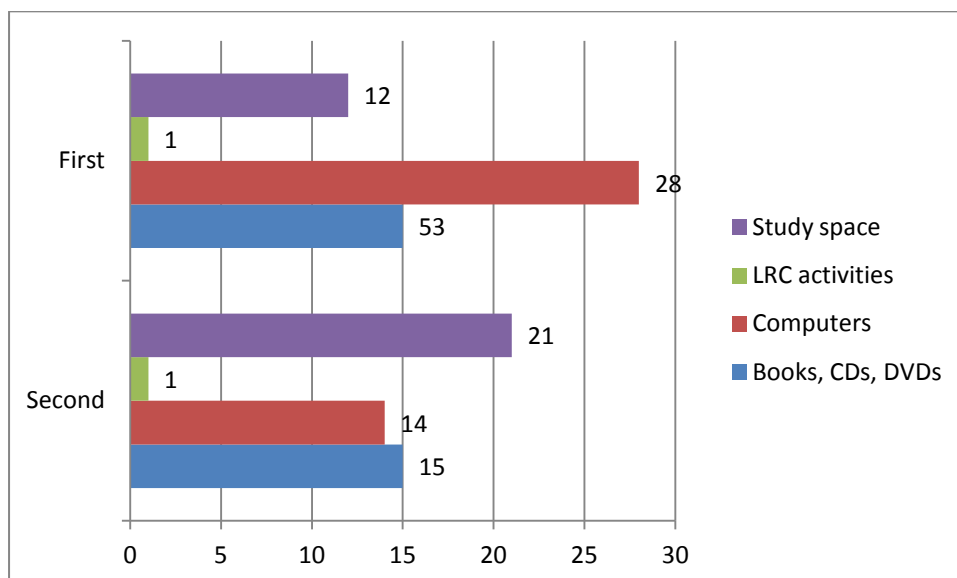
For the first question ("What is most important to you in the LRC?") students were asked to rank from 1 (most important) to 4 (least important) four aspects of the library service:

- Study space
- LRC activities
- Computers
- Books, CDs, DVDs

They were also given an ***other*** option for any aspect important to them that is not listed.

28 students chose ***computers*** as the most important *(First)*. After ***computers*** came ***books, CDs, DVDs*** chosen by 15 students.

A majority of students chose ***Study space*** as the second most important aspect *(Second)*, followed by ***books, CDs, DVDs***.
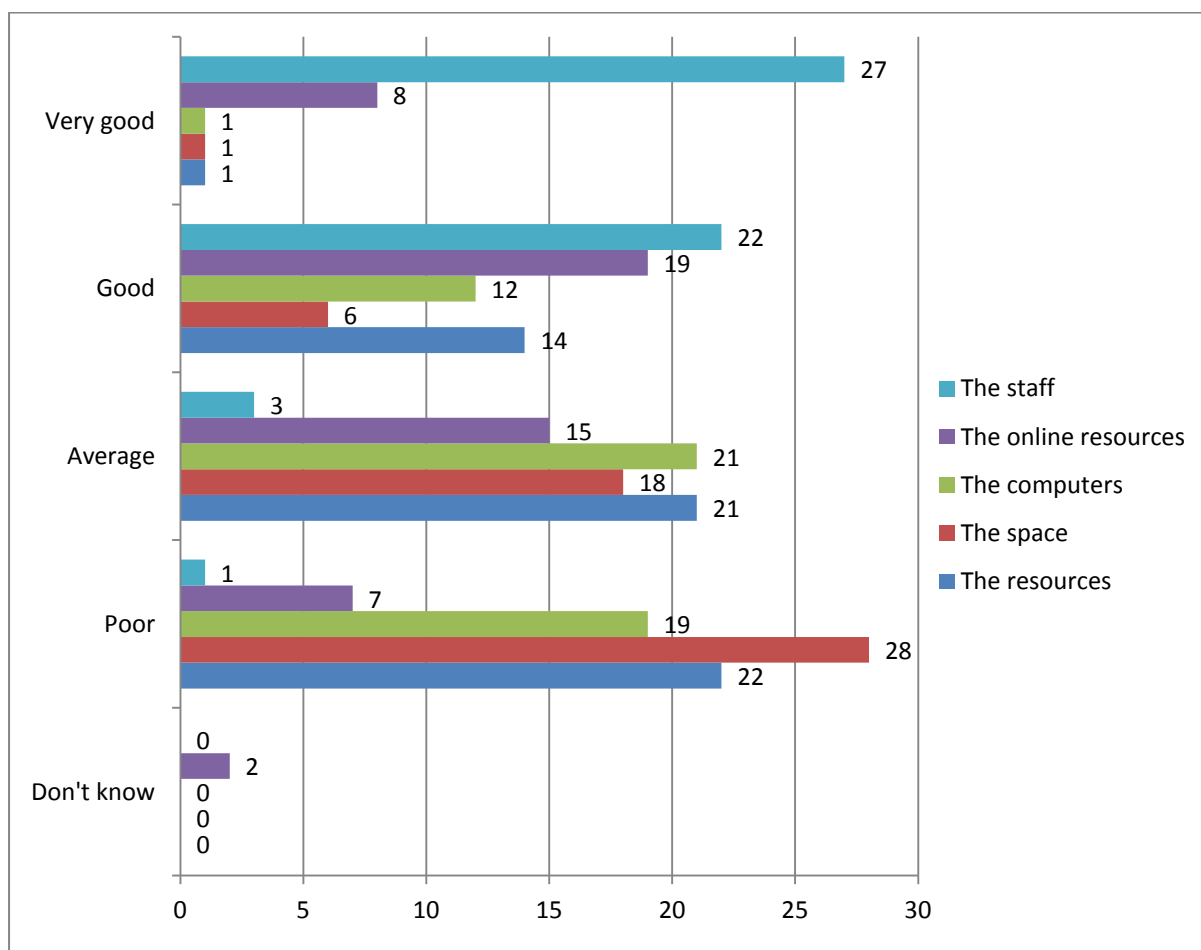

There was no significant difference between morning and evening students' choices, which both followed the same pattern.

The second question asked students to rate from "Very good" to "Poor" five aspects of the LRC service:

- The resources
- The space
- The computers
- The online resources
- The staff

Below is a complete breakdown of the ratings from "Very Good" to "Poor" that each aspect of the LRC service received.
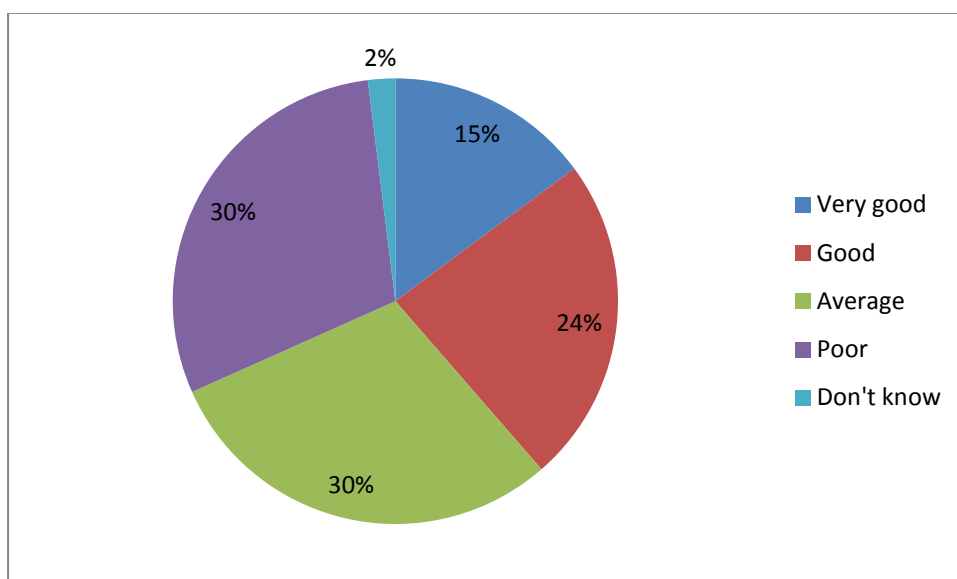

The *staff* received the greatest number of "Very good" responses (27), followed by the *online resources* (8). The *computers* and the *space* and the *resources* received the least number of "Very good" responses (1 each). The *staff* received the greatest number of "Good" responses (22) followed by the *online resources* (19).

The *computers* and the *resources* received the greatest number of "Average" responses (21) and the *staff* the least (3). It is clear from this and the comments (see Question 3 below) that students are dissatisfied with the current Access book stock and the number and quality of computers. There are plans afoot to update and increase the number of computers in the learning centre. What is more, we now have 24 laptops for loan to alleviate the problem.

We are still in the process of building up our Access collection and have ordered a very large quantity of books based on teacher and student recommendations. However we are losing a large amount of our stock, especially Access books, as we do not have a library gate. We have lost approximately 840 items over the last two academic years. In order to maximise the availability of the Access books that we do have we are changing all of them to Short Loan and setting a strict renewal limit.

The *space* received the greatest number of "Poor" responses (28) and the *staff* the least (1). It is clear from the comments (see Question 3 below) that students mostly marked the *space* as "Poor" because they want a designated quiet study area with computer access and sizeable desks. Presently we are working in tandem with the Access Programme management to provide this by booking out free classrooms as a quiet study area and advertising the room numbers and time slots at the library desk.

Overall, 39% of responses were in the "Very Good" or "Good" categories, 30% in the "Average" category, and 30% in the "Poor" category:

The *staff* received the greatest percentage of "Very good" and "Good" responses (49%), followed by the *online resources* (27%). The *space* received the smallest percentage of "Very good" and "Good" responses (7%).

For the third question ("Is there anything you would add to the library service or change?") 43 students responded. By far the largest number of responses were about increasing the number of computers (27), creating a larger and/or quieter study area (20) and increasing the number of Access books. If we add up all the requests for Access books (43) it is clear that this is at least of equal importance to students if not greater.

Addition or change	Number of students who requested addition or change
More computers	27
More study space	20
More books	12
More Biology books	9
More Midwifery books	6
More Psychology books	5
More library staff	5
Upgraded computers	4
More Chemistry books	4
More Sociology books	2
Midwifery journal subscriptions	2
Another printer	2
More notices advertising changes to opening times (online and hardcopy).	2
More Law books	1
More Nursing books	1
Longer loan period	1
Proper table covers in library	1
Updated PowerPoint programme	1
More science-related books	1
More Pharmacology books	1

More Physics books	1
More info. about e-library	1
Earlier opening time	1
Cleaner library	1

The LRC service received the following positive feedback written in the space for the third question: -

> "Staff very helpful."
>
> "Good computer availability."
>
> "Excellent laptop *[sic]* trolly."
>
> "Staff are the best (in helping/assisting)."

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Soho Learning Centre Feedback Form

1. What is most important to you in the library? Is it:

Rank from 1 to 4. 1 is most important and 4 is least important.

- [ ] **The study space**
- [ ] **The resources: books, DVDs, CDs**
- [ ] **The computers with free internet access**
- [ ] **The LRC activities (e.g. CV workshop, writing competition, etc.)**
- [ ] **Other** [   ]

2. What do you think of the following:

	Very good	Good	Average	Poor	Don't know
The resources					
The space					
The computers					
The online resources					
The staff					

3. Anything you would add to the library service or change?

Write it here (and on the back of the paper if you wish):