

2001-2010 LibQual Comparison
Undergraduates

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD		
1		2001 RESULTS (81 respondents)					2002 RESULTS (68 respondents)					2003 RESULTS (10 respondents)					2004 RESULTS (148 respondents)					2005 RESULTS (464 respondents)					2010 RESULTS (258 respondents)					
2																																
3																																
4	WASHBURN UNDERGRADUATES	Minimum	Desired	Perceived	Gap		Minimum	Desired	Perceived	Gap		Minimum	Desired	Perceived	Gap		Minimum	Desired	Perceived	Gap		Minimum	Desired	Perceived	Gap		Minimum	Desired	Perceived	Gap		
5																																
6	AFFECT OF SERVICE																															
7	1/AS-3 Willingness to help users	7.29	8.15	6.90	-0.39		5.99	7.64	6.34	0.36		8.00	8.33	8.44	0.44		6.64	7.99	7.29	0.64		6.72	8.00	7.41	0.69		6.71	7.83	7.69	0.98		
8	4/AS-7 Employees who are consistently courteous	6.74	8.36	6.78	0.03		6.81	7.99	6.88	0.07		7.60	8.20	8.10	0.50		6.79	8.18	7.27	0.48		6.72	8.09	7.38	0.66		6.60	7.85	7.69	1.10		
9	11/AS-4 Dependability in handling users' service problems	6.51	7.82	6.47	-0.04		6.41	7.76	6.78	0.36		7.75	8.13	7.63	-0.13		6.51	7.93	7.04	0.52		6.52	7.75	7.02	0.50		6.52	7.40	7.05	0.52		
10	14/AS-5 Giving users individual attention	6.50	7.93	6.68	0.18		6.00	7.36	6.28	0.28		7.10	7.90	7.80	0.70		5.91	7.49	6.74	0.83		5.77	7.17	6.64	0.87		6.55	7.74	7.52	0.97		
11	15/AS-8 Employees who deal with users in a caring fashion	6.80	7.97	6.54	-0.26		6.42	7.64	6.74	0.32		7.30	7.60	7.80	0.50		6.60	7.90	7.30	0.7		6.63	7.91	7.40	0.77		6.60	7.79	7.53	0.93		
12	17/AS-6 Employees who have the knowledge to answer user questions	6.97	8.22	6.68	-0.29		6.81	7.99	7.06	0.25		7.20	8.20	7.10	-0.10		6.67	8.08	7.42	0.75		6.76	8.04	7.38	0.62		6.81	7.92	7.47	0.66		
13	18/AS-2 Readiness to respond to users' questions	6.81	8.43	6.87	0.05		6.78	8.03	6.84	0.06		7.70	8.30	8.30	0.60		6.65	7.95	7.27	0.61		6.68	7.91	7.19	0.51		6.38	7.66	7.46	1.09		
14	20/AS-1 Employees who instill confidence in users	6.47	7.70	6.42	-0.06		6.02	7.40	6.55	0.53		7.20	8.00	7.50	0.30		5.71	7.61	6.66	0.95		5.62	7.39	6.63	1.01		6.48	7.69	7.56	1.08		
15	24/AS-9 Employees who understand the needs of their users	6.55	7.93	6.38	-0.17		6.34	7.85	6.87	0.52		7.20	8.00	7.90	0.70		6.54	7.91	7.03	0.49		6.65	7.87	7.21	0.56		7.07	7.96	7.72	0.65		
16																																
17	LIBRARY AS PLACE																															
18	2. Space that facilitates quiet study	6.62	7.96	6.49	-0.12		6.46	7.97	6.49	0.03																						
19	10. A haven for quiet and solitude	6.62	7.94	6.43	-0.18		6.58	7.98	6.97	0.39																						
20	13. A place for reflection and creativity	6.20	7.89	6.04	-0.16		5.85	7.26	6.00	0.15																						
21	21/LP-2 A comfortable and inviting location	6.51	8.28	6.41	-0.10		6.39	8.04	6.78	0.39		7.50	8.00	8.00	0.50		6.33	7.93	6.70	0.37		6.41	7.91	6.98	0.57		6.08	7.51	7.57	1.49		
22	23. A contemplative environment	6.61	7.88	6.39	-0.23		6.22	7.63	6.54	0.32																						
23	LP-1 Quiet space for individual activities											7.60	8.10	8.20	0.60		6.44	7.80	7.22	0.78		6.69	7.94	7.33	0.64		6.74	7.79	7.31	0.57		
24	LP-3 Library space that inspires study and learning											7.20	7.90	7.70	0.50		6.20	7.79	6.68	0.48		6.34	7.87	6.85	0.50		6.28	7.67	7.33	1.04		
25	LP-4 Community space for group learning and group study											7.22	7.67	8.00	0.78		5.80	7.28	6.51	0.71		6.17	7.56	6.79	0.62		6.27	7.68	7.25	0.98		
26	LP-5 A getaway for study, learning, and research											7.50	8.20	8.00	0.50		6.27	7.69	6.84	0.56		6.59	8.00	7.13	0.54		6.78	7.84	7.48	0.70		
27																																
28	INFORMATION CONTROL																															
29	5/PC-6 Making electronic resources accessible from my home or office	6.83	8.30	6.47	-0.36		6.19	7.71	6.11	-0.08		7.83	8.50	8.00	0.17		6.37	8.24	6.86	0.49		6.38	8.00	7.04	0.66		6.17	7.50	7.28	1.12		
30	6/PC-4 Modern equipment lets me easily access the information I need	7.02	8.35	6.40	-0.62		6.47	8.02	6.33	-0.14		7.78	8.56	7.44	-0.33		6.78	8.22	6.43	-0.35		6.92	8.24	6.85	-0.07		7.11	7.97	7.58	0.48		
31	7/PC-3 A library Web site enabling me to locate information on my own	6.66	8.26	6.74	0.08		6.66	7.86	6.85	0.18		7.67	8.00	7.56	-0.11		6.60	8.21	6.94	0.35		6.67	8.11	7.10	0.42		6.45	7.55	7.13	0.67		
32	12/PC-1 Easy-to-use access tools that allow me to find things on my own	6.85	7.96	6.63	-0.22		6.79	7.99	6.75	-0.04		7.30	8.30	7.10	-0.20		6.48	8.13	6.85	0.37		6.59	8.05	6.88	0.29		5.99	7.42	6.82	0.83		
33	16/PC-5 Making information easily accessible for independent use	6.56	7.85	6.48	-0.08		6.39	7.87	6.69	0.30		7.10	8.10	7.40	0.30		6.68	8.08	7.02	0.34		6.72	8.03	7.06	0.35		6.86	8.08	7.44	0.59		
34	25/PC-2 Convenient access to library collections	6.42	7.72	6.21	-0.22		6.48	7.88	6.86	0.38		7.78	8.22	7.89	0.11																	
35	3/AI-1 Complete runs of journal titles, print and/or electronic	6.54	7.91	6.43	-0.12		6.21	7.68	6.34	0.13		8.13	8.13	7.75	-0.38		6.62	7.91	6.49	-0.13		6.69	8.06	6.92	0.23							
36	8. Timely document delivery/interlibrary loan	6.17	7.35	6.53	0.35		6.33	7.62	6.95	0.62		8.33	8.50	8.33	0.00																	
37	9. Interdisciplinary library needs being addressed	5.99	7.25	6.20	0.21		5.93	7.52	6.71	0.79																						
38	19. Convenient business hours	6.55	8.23	6.09	-0.47		7.16	8.40	7.09	-0.07		7.10	8.20	7.40	0.30																	
39	23. Comprehensive print collections	6.30	7.49	6.14	-0.17		6.04	7.57	6.61	0.57		7.89	8.44	7.89	0.00		6.54	8.13	6.85	0.32		6.56	7.91	6.90	0.33							
40	A1-4 Electronic information resources I need											7.70	8.10	8.10	0.40		6.72	8.11	7.00	0.28		6.69	7.99	7.09	0.39		6.22	7.53	7.10	0.88		
41	IC-3 The printed library materials I need for my work																											6.19	7.73	7.58	1.38	
42	IC-8 Print and/or electronic journal collections I require for my work																											6.61	8.00	7.61	1.00	
43																																
44																																
45	Availability of subject specialist assistance																											6.44	7.67	7.30	0.86	
46	Center for intellectual interaction																											6.25	7.12	7.04	0.78	
47	Efficient interlibrary loan/document delivery																											6.65	7.50	7.53	0.88	
48	Space for students to study and work in groups																											6.29	8.08	7.18	0.88	
49	Teaching me how to locate, evaluate, and use information																															

