PURPOSE OF THE SURVEY

The purpose of this survey is to gather feedback from current students (full-time and part-time) specific to their experiences with the services and facilities provided by the BCIT Library. This feedback will assist the BCIT Library in obtaining a better understanding of current students' needs. Therefore, it will help the Institute identify the areas where changes are needed to meet those needs in a more effective way.

RESPONSE RATE

The cohort consists of all full-time and part-time students who registered in the Winter 2021 term. Out of a total of 21086 students, 20648 were successfully sent the survey invitation through an e-mail list, and of those students 2051 participated in the survey, yielding an overall response rate of 10%. Response rates vary by question.

		Response Rate
21086	Cohort	
438	Bounced back	**10%**
20648	Valid invites	
2051	Valid responses	

SURVEY TIMEFRAME

January 26 - Initial invite	**February 2 - First reminder**	**February 9 - Second reminder**	**February 16 - Last reminder**	**February 19 - Survey closed**

STRUCTURE OF THE REPORT

This report presents information on the **Institute-wide** results with the possibility to use **one or more of the filters** available on each dashboard in order to explore different levels of detail. The 7 available **filters** are:

Residency	**School**	**Degree Type**	**Program Delivery**	**Program Title**	**Program Type**	**Program Code**

The **Institute-wide** results are displayed when all the filters have the **"All"** option selected.

Rim weighting methodology was used to calculate a set of weights to demographically compensate for the answers collected, i.e. align the demographic profile of the respondents to that of the cohort.

The results are **weighted by: Age Group, Residency, Gender, Program Delivery and School Name**.

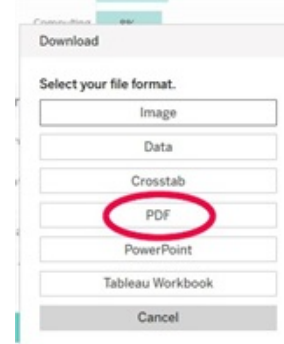Multiple selection (checklist) questions add up to more than 100%.

Throughout the report, "-" and "x" are used when counts are "0" (zero) and <=5, respectively, to avoid the risks of disclosing the personally identifiable information.
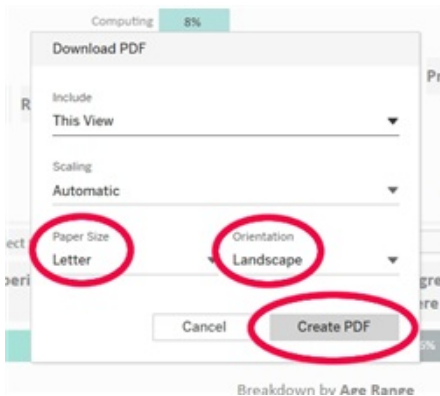
To Create a PDF Document:

1 Click on **Download** (upper right corner)
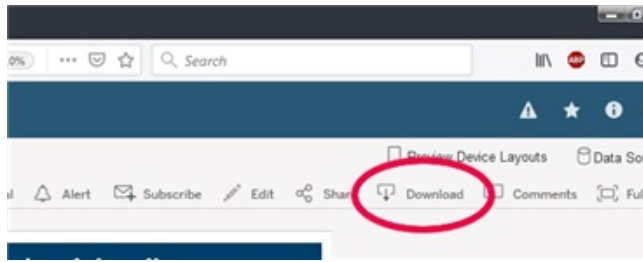
2 Under **Select your file format**, select **PDF**

3 Make sure the **Paper size** is set to **Letter** and that **Orientation** is set to **Landscape**. Click on **Create PDF**

4 A message will indicate that **The PDF file has been generated.** Click on **Download**
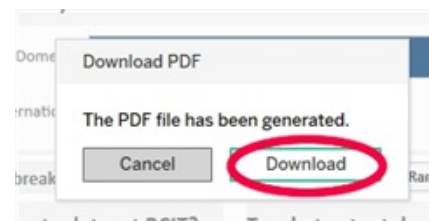
To create a PDF file for the **Verbatim Comments** dashboards, follow the same procedure but after step 3, and before step 4:

3a- Under **Include**, select **Specific sheets from this dashboard**
3b- Select only the **Verbatim Comments** tile

BCIT INSTITUTIONAL RESEARCH

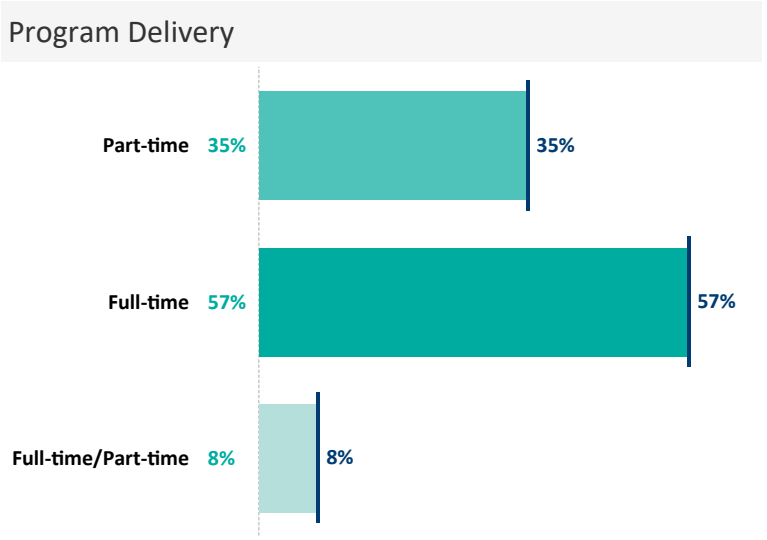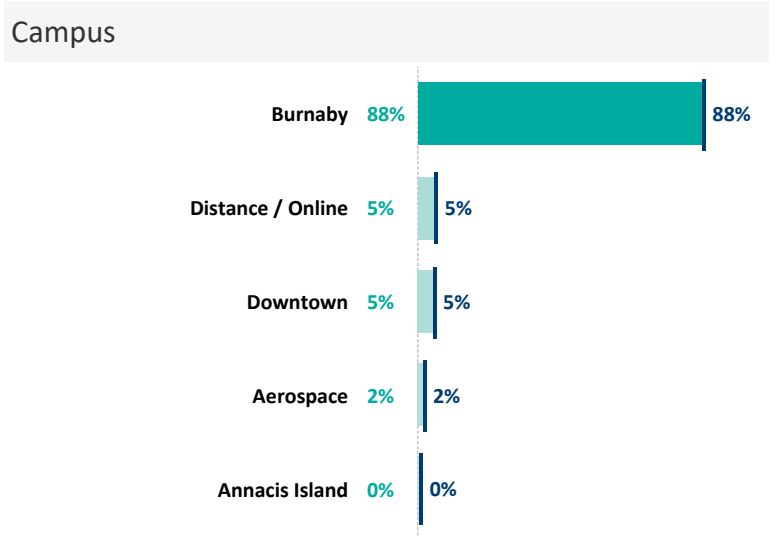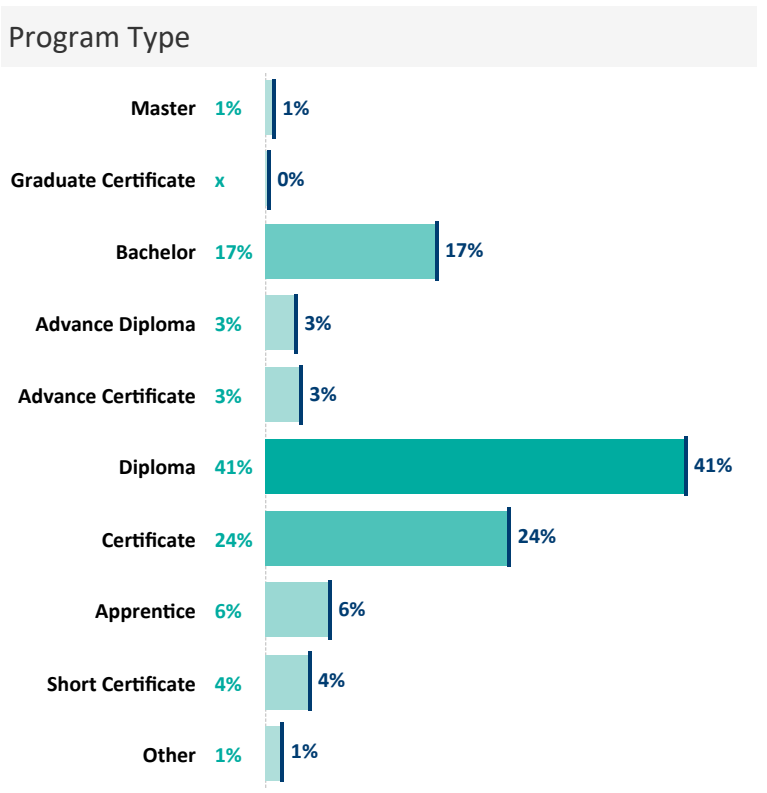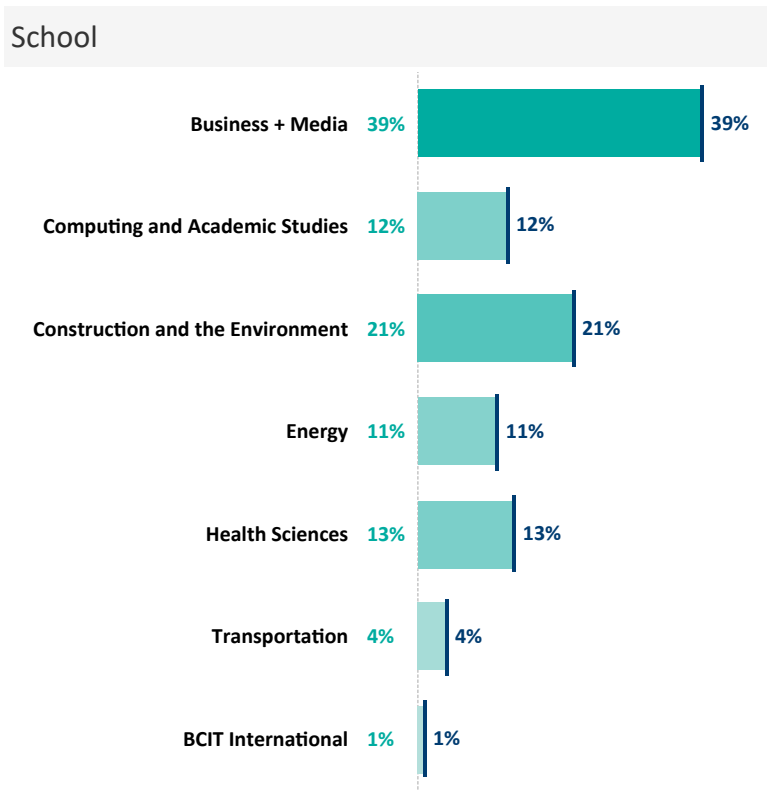## Key Findings

• More than half of survey respondents (56%) indicated they used BCIT Library services and facilities within fall 2020/winter 2021 term (including visiting in person or accessing services online).

• When asked about the reasons students' didn't use BCIT Library services (in person or remotely) during fall 2020/winter 2021 term, 55% responded "I had no need to use the library for my coursework", and 41% reported "I am not close to Burnaby campus library".

• The results reveal that the majority of students used only BCIT Library online services (72%) in fall 2020/winter 2021 term, followed by Burnaby Campus Library (25%).

• "Internet" was the most cited resource (75%) among others when participants were asked about the resources they had used to find information for their course assignments; it was followed by "Instructors" (58%) and "BCIT Library online services" (46%).

• Results suggest there is a gap among BCIT Library services awareness and usage. Promoting the library services awareness could help increase their usage.

• While students are satisfied with both online and in-person BCIT Library services, there is a higher level of satisfaction with in-person library services.

• The two most commonly used BCIT Library online services were "E-books "(29%) and "E-Journals" (21%).

• The two most commonly used BCIT Library in-person services were "Help from staff at the Service Desk "(38%) and "Booking a study table" (30%).

• The preferred communication technology methods to ask questions from BCIT Library was "Email" (69%) and "Online-chat" (64%).

• The top 3 social networking tools used by students were "YouTube" (75%), "Instagram" (74%) and "Facebook" (71%).

BCIT INSTITUTIONAL RESEARCH

School

Business + Media	39%	39%
Computing and Academic Studies	12%	12%
Construction and the Environment	21%	21%
Energy	11%	11%
Health Sciences	13%	13%
Transportation	4%	4%
BCIT International	1%	1%

Program Type

Master	1%	1%
Graduate Certificate	x	0%
Bachelor	17%	17%
Advance Diploma	3%	3%
Advance Certificate	3%	3%
Diploma	41%	41%
Certificate	24%	24%
Apprentice	6%	6%
Short Certificate	4%	4%
Other	1%	1%

Campus

Burnaby	88%	88%
Distance / Online	5%	5%
Downtown	5%	5%
Aerospace	2%	2%
Annacis Island	0%	0%

Program Delivery

Part-time	35%	35%
Full-time	57%	57%
Full-time/Part-time	8%	8%

FILTER SELECTION

Residency
All

School
All

Degree Type
All

Program Delivery
All

Program Title
All

Program Type
All

Program Code
All

NOTES

Selected-filter results are displayed with **green-coloured charts**.

Institute-level results are displayed with **blue-coloured charts**.
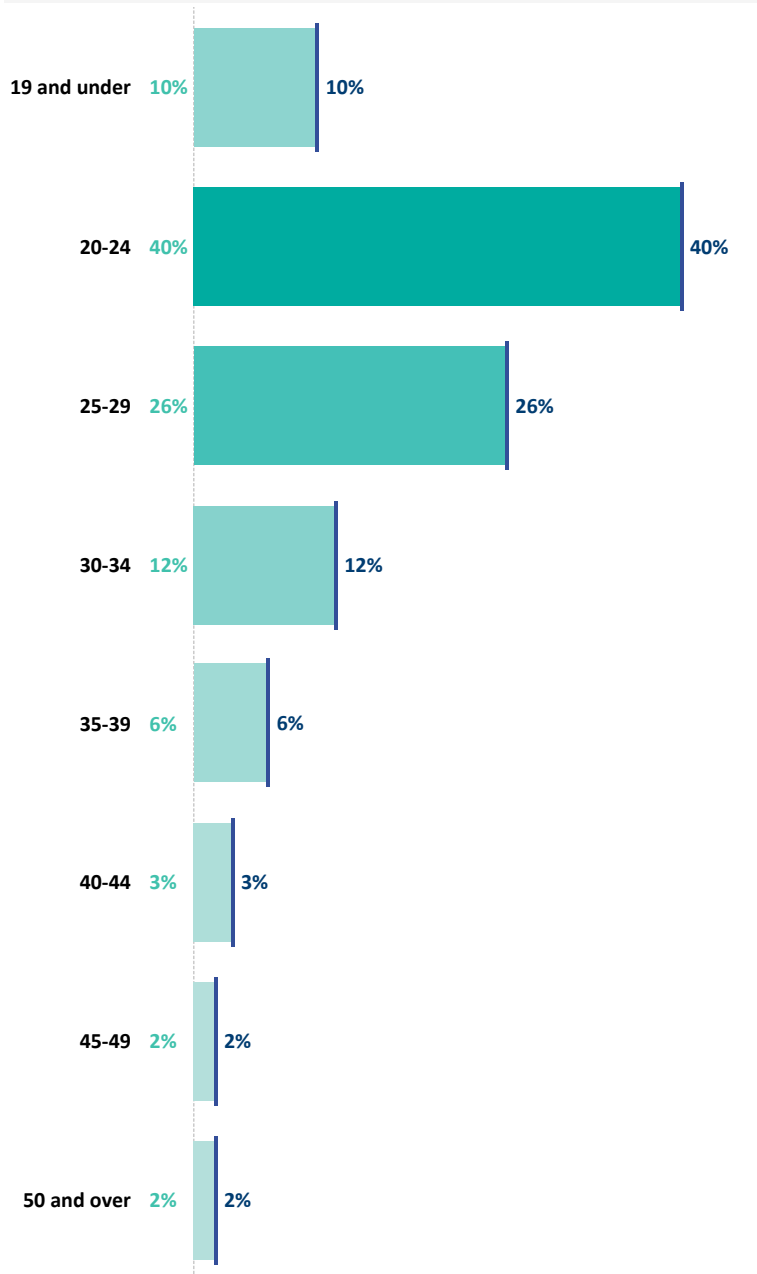
Vertical blue lines crossing **green-coloured bar charts** represent the **Institute-level** results.

Hovering over the different data points will reveal a tooltip with further details.

Multiple-selection questions add up to more than 100%.

(x): Represents masked results (5 or less respondents) to avoid potential privacy issues.

Age Group

19 and under	10%	10%
20-24	40%	40%
25-29	26%	26%
30-34	12%	12%
35-39	6%	6%
40-44	3%	3%
45-49	2%	2%
50 and over	2%	2%

Gender

Female	44%	44%
Male	56%	56%

Residency

Domestic	81%	81%
International	19%	19%

BCIT INSTITUTIONAL RESEARCH

Have you used any of the BCIT library services and facilities within fall 2020/winter 2021 term?
(Including visiting in person, or accessing services online)

No
44%

Yes
56%

No
44%

Yes
56%

FILTER SELECTION

Residency
All

School
All

Degree Type
All

Program Delivery
All

Program Title
All

Program Type
All

Program Code
All

How did you usually access the BCIT Library in fall 2020/winter 2021 term?

I only use online services 72%	72%
Burnaby Campus Library 25%	25%
Other 3%	3%

BCIT INSTITUTIONAL RESEARCH

Please let us know why you haven't used any BCIT Library services (in person or remotely) during the fall 2020/ winter 2021 term: (Select all that apply)

Category	Value
I had no need to use the library for my coursework	55% — 55%
I am not close to a Burnaby campus library	41% — 41%
I didn't know how to use library online services	34% — 34%
I didn't know where the library was	8% — 8%
I didn't know BCIT had a library	5% — 5%
I prefer to use other libraries or resources instead	8% — 8%
Other	11% — 11%

When you needed to find information or needed help for course assignments, which of the following resources did you use? (Select all that apply)

Category	Value
Internet	75% — 75%
Instructors	58% — 58%
BCIT Library online services	46% — 46%
Friends	44% — 44%
BCIT Library in-person services (Library staff and resources)	11% — 11%
Public libraries	8% — 8%
Libraries at post-secondary institutions other than BCIT	7% — 7%
Other	3% — 3%

FILTER SELECTION

Residency
All

School
All

Degree Type
All

Program Delivery
All

Program Title
All

Program Type
All

Program Code
All

NOTES

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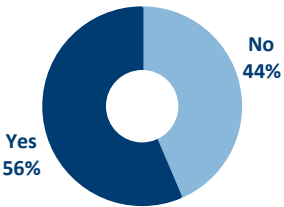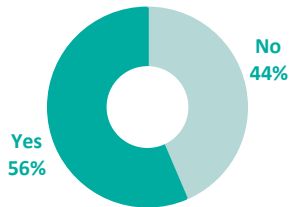**Institute-level** results are displayed with **blue-coloured charts**.

Vertical blue lines crossing **green-coloured bar charts** represent the **Institute-level** results.

Hovering over the different data points will reveal a tooltip with further details.
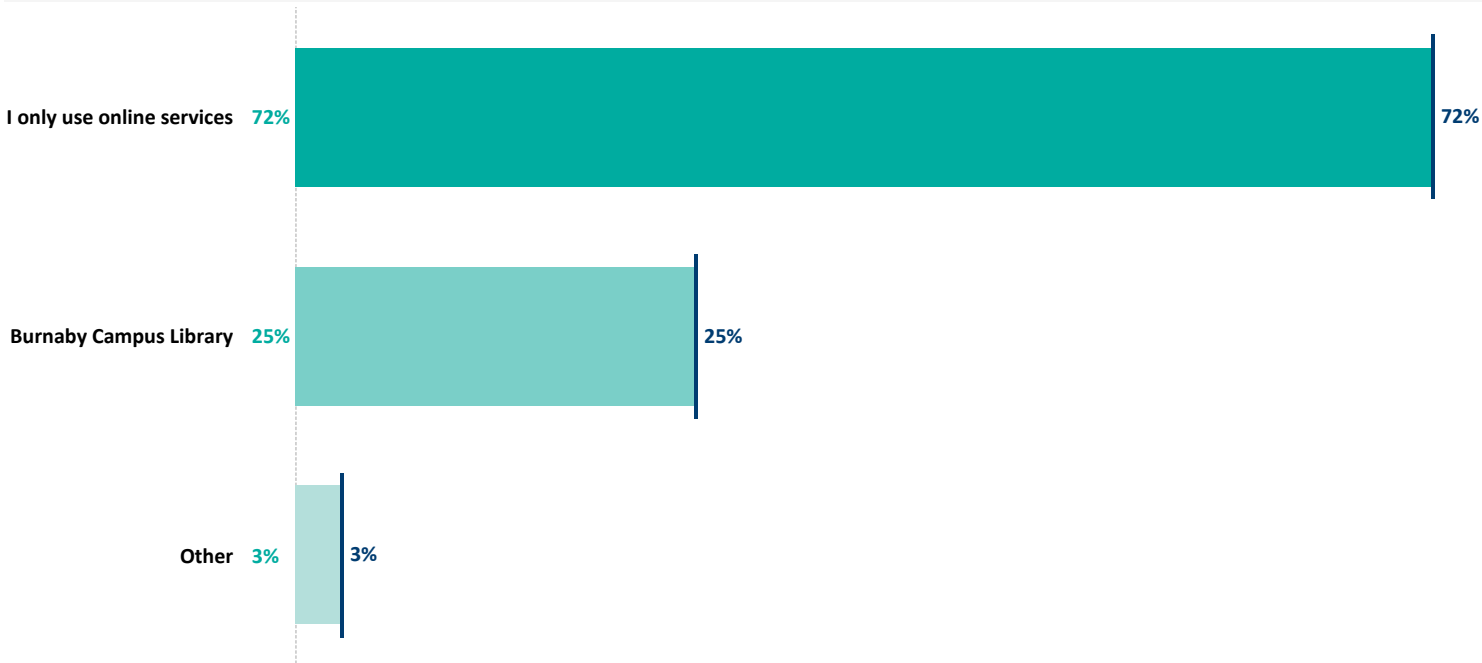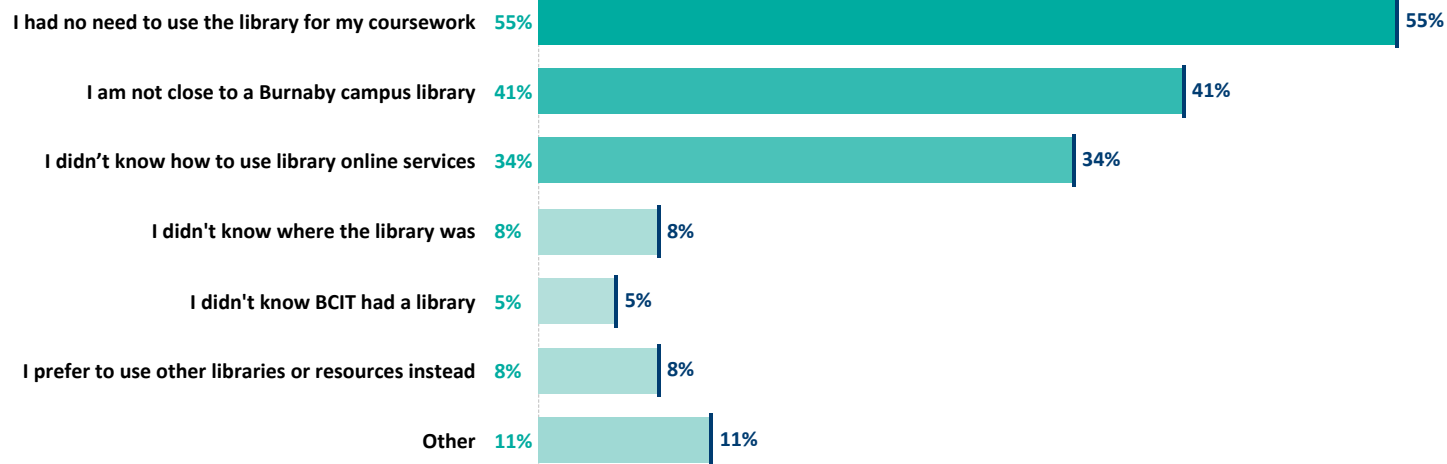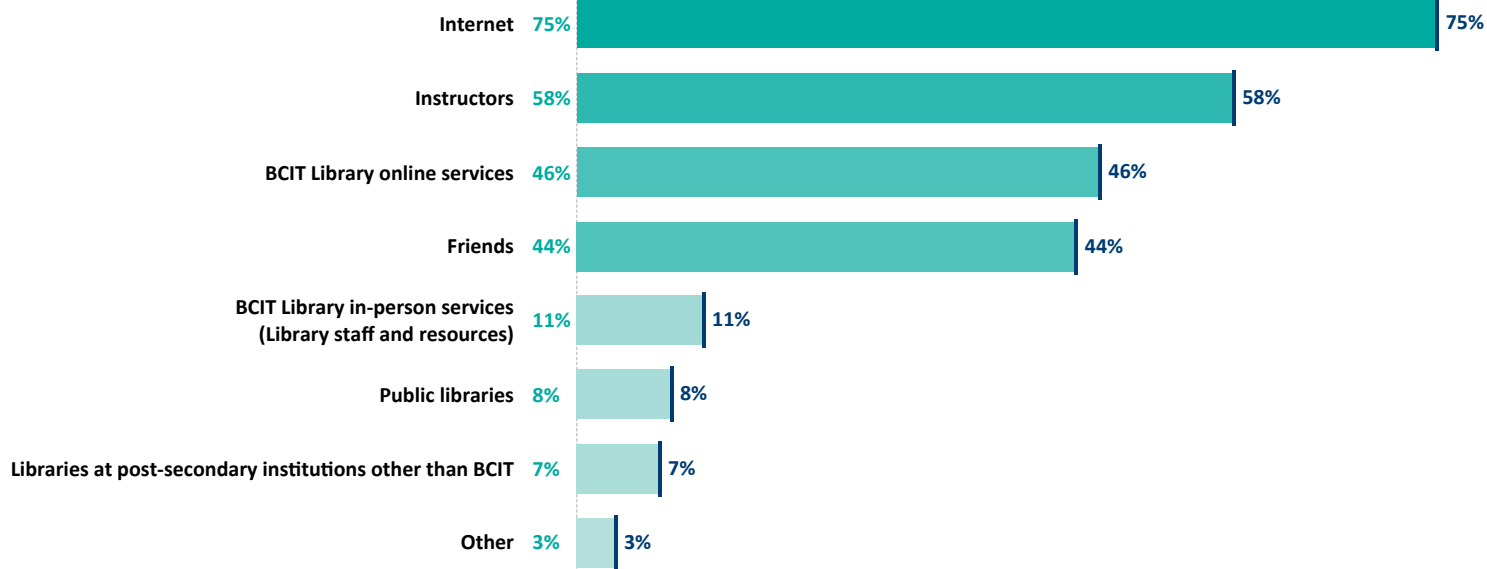
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BCIT INSTITUTIONAL RESEARCH

ONLINE services: Awareness vs Usage

ONLINE services: Awareness vs Usage

Service	Awareness (green)	Usage (green)	Usage (blue)	Awareness (blue)
Peer Tutoring	59%	12%	12%	59%
E-books	54%	29%	29%	54%
E-Journals	33%	21%	21%	33%
Research Guides (for course, program)	33%	18%	18%	33%
Writing Centre/Write Away	25%	4%	4%	25%
Archives	22%	7%	7%	22%
Streaming videos (e.g., Linked in Learning, etc.)	17%	9%	9%	17%
Online research classes	17%	6%	6%	17%
AskAway/Ebrarian	16%	5%	5%	16%
Interlibrary loans (e-resources from other libraries)	16%	5%	5%	16%
Online Learning Skills Seminar	14%	2%	2%	14%
Institutional Repository (theses, student work, course materials & research)	13%	6%	6%	13%
Other e-resources (e.g., standards, Simply Analytics, Capital IQ, etc.)	12%	7%	7%	12%
MediaWorks	12%	3%	3%	12%
First Search	10%	6%	6%	10%

Awareness VS Usage

Awareness VS Usage

NOTES

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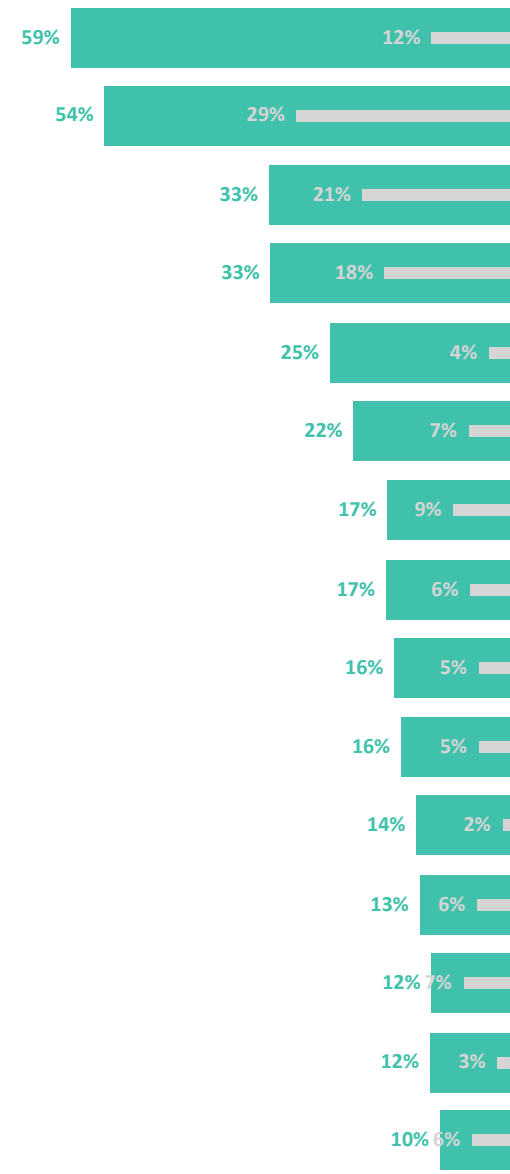**Institute-level** results are displayed with **blue-coloured charts**.

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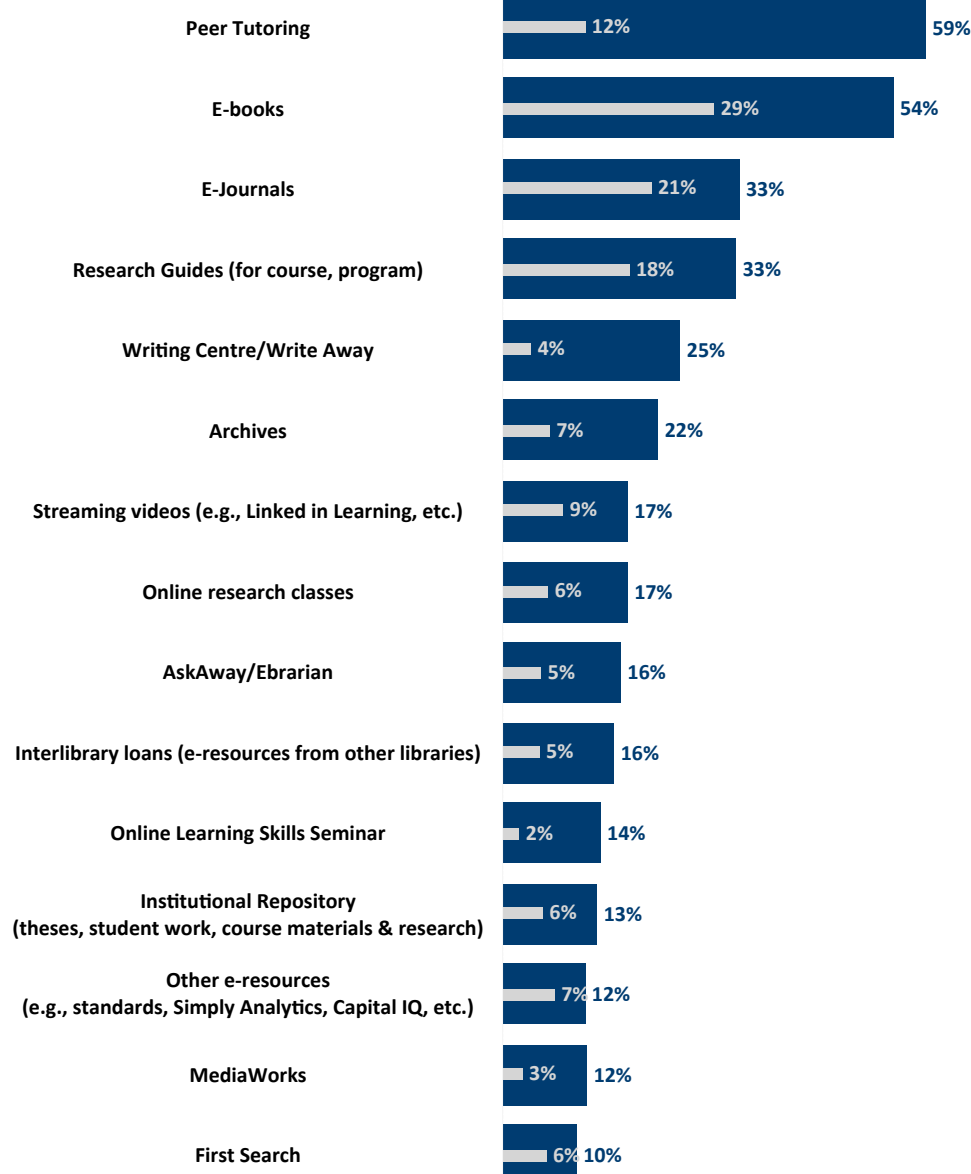Multiple-selection questions add up to more than 100%.

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IN-PERSON services: **Awareness** vs **Usage**

Service	Awareness	Usage
Help from staff at the Service Desk (entrance area)	72%	38%
Booking a study table	63%	30%
Library Materials pick-up (including print books, DVDs, course reserves, interlibrary loans, etc.)	62%	22%
Borrowing devices (e.g., Laptop, iPad, etc.)	45%	17%
Course outlines	30%	16%

Awareness VS **Usage**

FILTER SELECTION

Residency
All

School
All

Degree Type
All

Program Delivery
All

Program Title
All

Program Type
All

Program Code
All

NOTES

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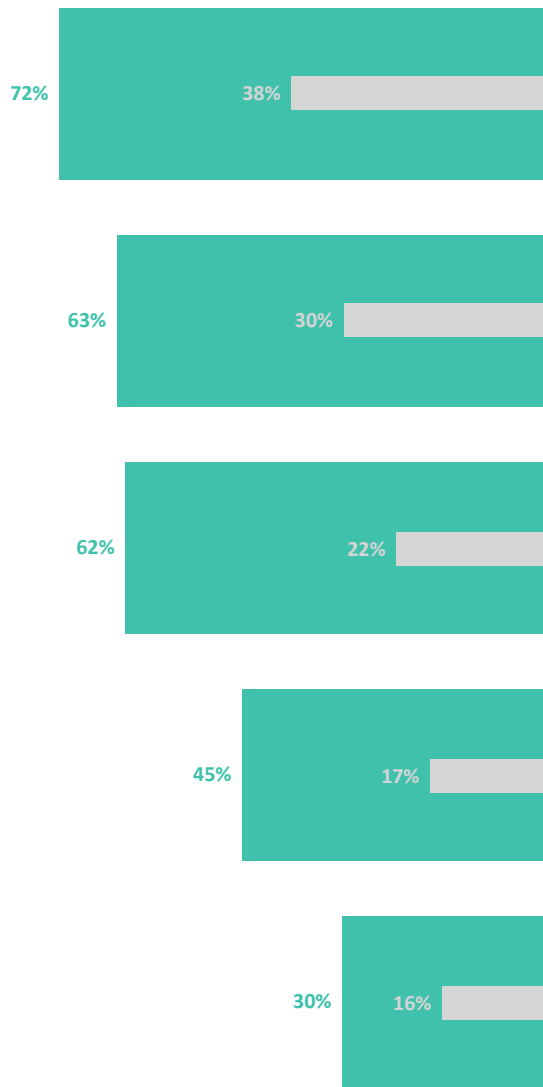
Vertical blue lines crossing **green-coloured bar charts** represent the **Institute-level** results.

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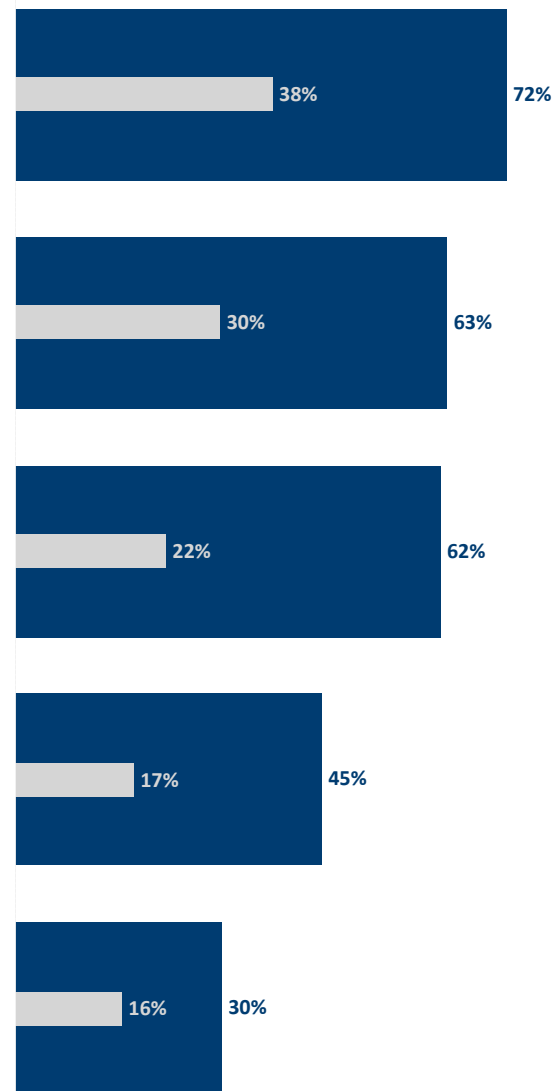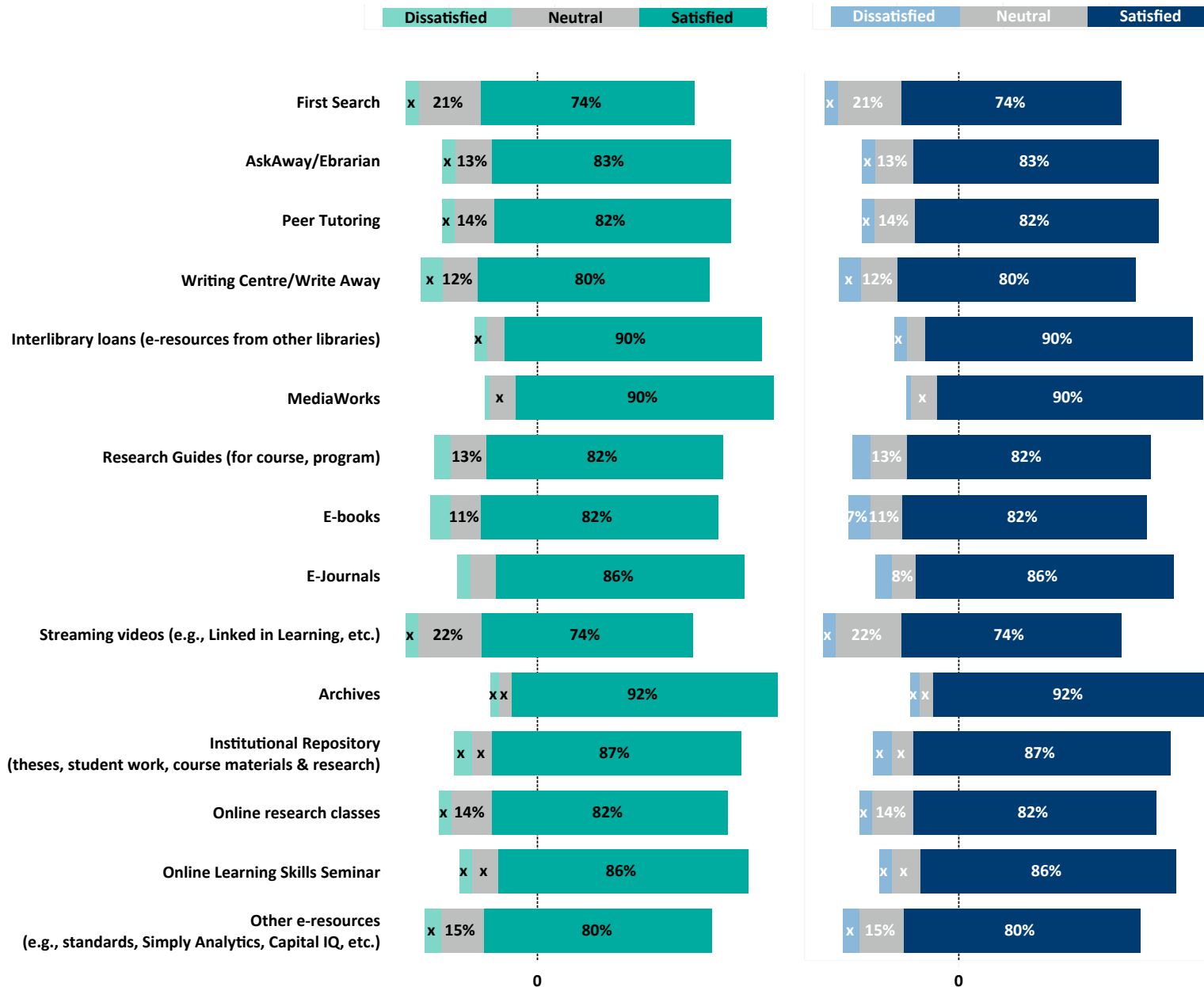
Multiple-selection questions add up to more than 100%.

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BCIT 2021 Library Services Survey

- ONLINE SERVICES SATISFACTION -

Please indicate your level of **SATISFACTION** with the BCIT Library **ONLINE** services listed below:

| | Dissatisfied | Neutral | Satisfied | | Dissatisfied | Neutral | Satisfied |

Service	Satisfied % (green)	Satisfied % (blue)
First Search	x 21% / 74%	x 21% / 74%
AskAway/Ebrarian	x 13% / 83%	x 13% / 83%
Peer Tutoring	x 14% / 82%	x 14% / 82%
Writing Centre/Write Away	x 12% / 80%	x 12% / 80%
Interlibrary loans (e-resources from other libraries)	x 90%	x 90%
MediaWorks	x 90%	x 90%
Research Guides (for course, program)	13% / 82%	13% / 82%
E-books	11% / 82%	7% 11% / 82%
E-Journals	86%	8% / 86%
Streaming videos (e.g., Linked in Learning, etc.)	x 22% / 74%	x 22% / 74%
Archives	x x 92%	x x 92%
Institutional Repository (theses, student work, course materials & research)	x x 87%	x x 87%
Online research classes	x 14% / 82%	x 14% / 82%
Online Learning Skills Seminar	x x 86%	x x 86%
Other e-resources (e.g., standards, Simply Analytics, Capital IQ, etc.)	x 15% / 80%	x 15% / 80%

0   0

FILTER SELECTION

Residency
All

School
All

Degree Type
All

Program Delivery
All

Program Title
All

Program Type
All

Program Code
All

NOTES

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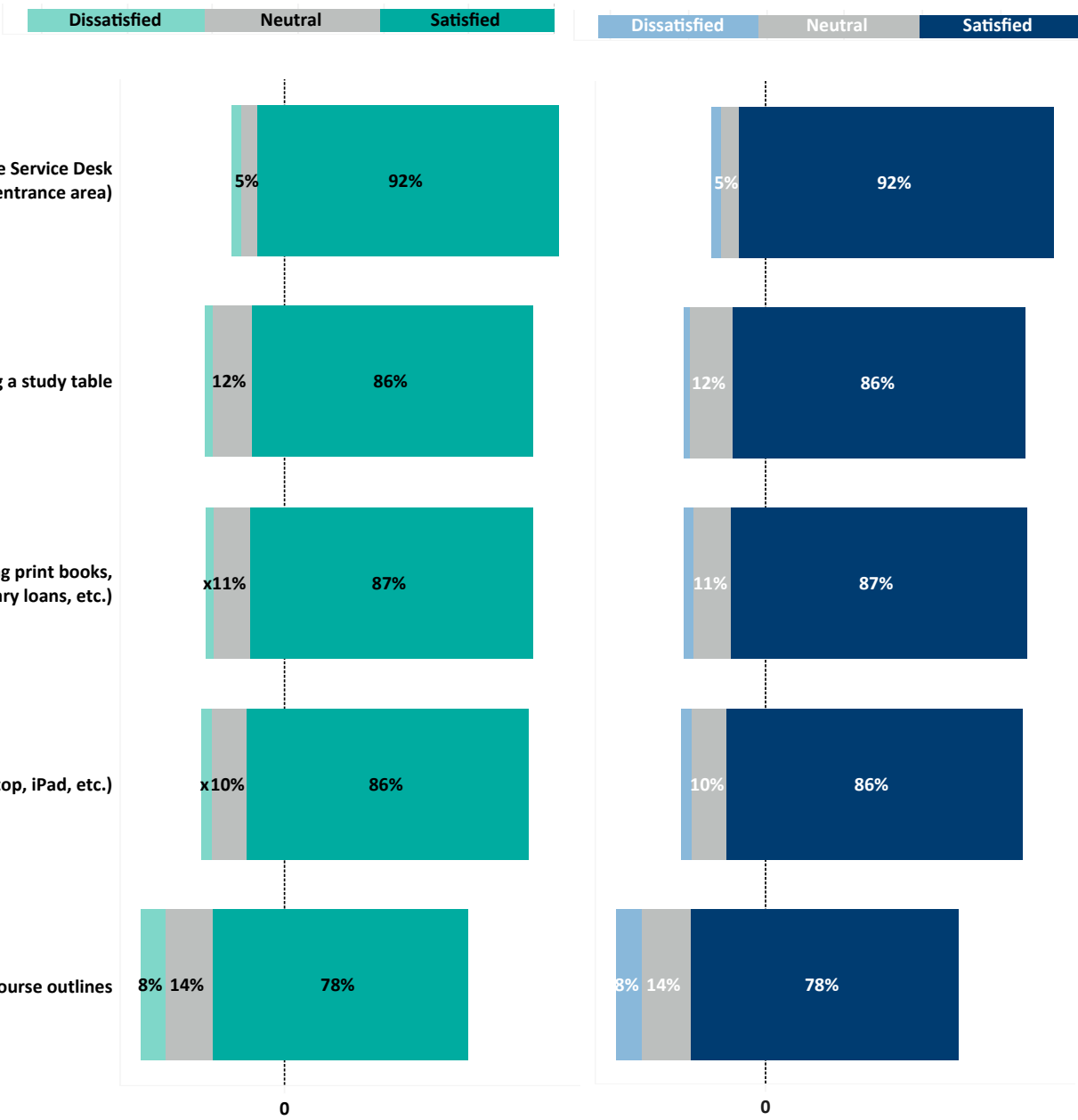**Institute-level** results are displayed with **blue-coloured charts**.
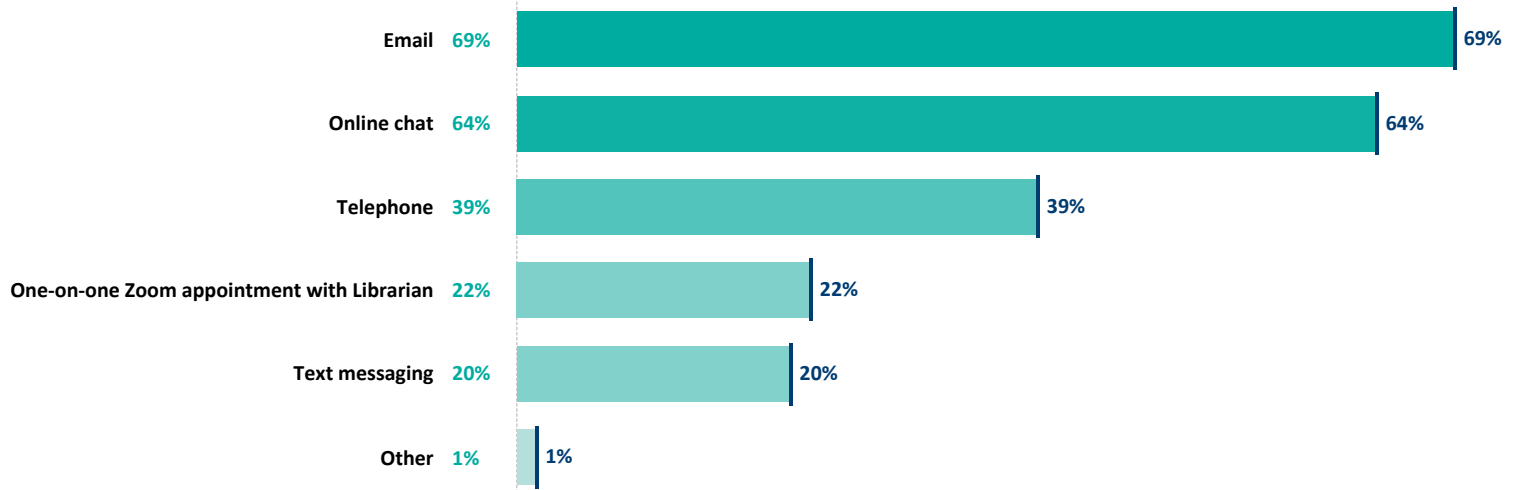
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Please rate your level of **SATISFACTION** with the BCIT Library **IN-PERSON** services listed below:

| Dissatisfied | Neutral | Satisfied | | Dissatisfied | Neutral | Satisfied |

Help from staff at the Service Desk (entrance area)
5%   92%
5%   92%

Booking a study table
12%   86%
12%   86%

Library Materials pick-up (including print books, DVDs, course reserves, interlibrary loans, etc.)
x11%   87%
11%   87%

Borrowing devices (e.g., Laptop, iPad, etc.)
x10%   86%
10%   86%

Course outlines
8% 14%   78%
8% 14%   78%

0

0

BCIT INSTITUTIONAL RESEARCH

Suppose you are doing research or looking for information, and you have a question for the BCIT Library. How would you prefer to ask? (Select all that apply)

Email	69% — 69%
Online chat	64% — 64%
Telephone	39% — 39%
One-on-one Zoom appointment with Librarian	22% — 22%
Text messaging	20% — 20%
Other	1% — 1%

What kind of social networking tools do you currently use? (Select all that apply)

YouTube	75% — 75%
Instagram	74% — 74%
Facebook	71% — 71%
WhatsApp	69% — 69%
LinkedIn	46% — 46%
Snapchat	44% — 44%
Twitter	26% — 26%
TikTok	23% — 23%
Pinterest	20% — 20%
I do not use any	2% — 2%
Other	4% — 4%

FILTER SELECTION

Residency
All

School
All

Degree Type
All

Program Delivery
All

Program Title
All

Program Type
All

Program Code
All

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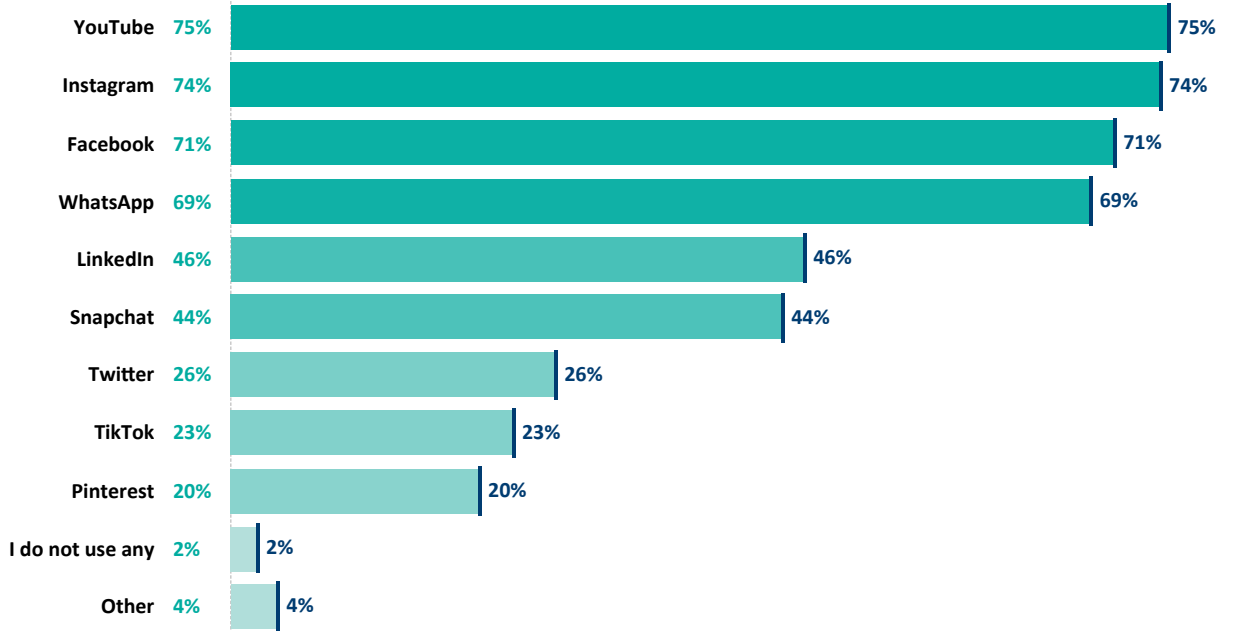Multiple-selection questions add up to more than 100%.

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