# UC Santa Cruz Students' Satisfaction with Library Resources and Skill Levels in Library Research
## 2022 UC Undergraduate Experience Survey (UCUES)
## Report by IRAPS, Spring 2023

The 2022 UC Undergraduate Experience Survey (UCUES) asked students about their satisfaction with the availability of library resources (among a list of other aspects of their experience), and asked them to rate their library and online information research skills (among a list of other skills).

The survey was open from April 5, 2022 to July 1, 2022.  All undergraduate students enrolled in Winter 2022 were invited to participate.

## Results

We present results separately for **first-year** students and **second-year** students (based on calendar year of entry).  For students with **junior or senior status, we show results by division**.  Students without a declared major, students with majors in multiple divisions, and transfer students with less than junior status (for example, sophomore transfers), are included in the total only.

## Satisfaction with availability of library resources

- Students in their first and second year were similarly satisfied with the availability of library resources (61-63% fully *satisfied*).

- Among upper-division students, satisfaction with the availability of library resources varied by division:  57%-78% reported that they were *satisfied/very satisfied*.   Humanities students were the most satisfied, and Engineering students were least satisfied.

- Very few students (4%-7%) across all divisions were *dissatisfied/very dissatisfied*.  See Table 1.

**Table 1. Student satisfaction with availability of library resources**

| | First-year | Second-year | Junior/Senior | | | | | Total |
| | | | Arts | Humanities | Social Sciences | PBSci | Baskin Engineering | |
|---|---|---|---|---|---|---|---|---|
| | N = 1087 | N = 907 | N = 163 | N = 158 | N = 746 | N = 507 | N = 445 | N = 4193 |
| Satisfied/ Very satisfied | 63% | 61% | 62% | 78% | 69% | 67% | 57% | 65% |
| Somewhat satisfied/ Somewhat dissatisfied | 32% | 35% | 32% | 17% | 28% | 28% | 36% | 31% |
| Dissatisfied/ Very dissatisfied | 5% | 4% | 6% | 5% | 4% | 5% | 7% | 5% |

*Question text:  Overall, how satisfied or dissatisfied were you with each of the following aspects of your educational experience? ... Availability of library resources.*
*Note:  Total includes some students not shown in specific columns.*

# Student self-reported levels of skills in library and online information research

## *Beginning* levels of skills among seniors who *started as frosh* at UC Santa Cruz

- The percentage of seniors who reported that they started at UC Santa Cruz with *very good/excellent* library and online information research skills was similar across divisions (17%-20%).

- About 3 in 5 (60%) seniors who started as frosh reported that upon entering UC Santa Cruz, at first their library research skills were *fair/good*.

- About 1 in 5 students (19-25%) across divisions rated their starting skills as *poor/very poor*. See Table 2.

**Table 2. Starting library skills, by academic division of eventual major (seniors who started as frosh)**

|  | Seniors who started as frosh | | | | | |
|---|---|---|---|---|---|---|
|  | **Arts** | **Humanities** | **Social Sciences** | **PBSci** | **Baskin Engineering** | **Total** |
|  | N = 69 | N = 41 | N = 300 | N = 280 | N = 271 | N = 1043 |
| Very good/Excellent | 20% | 18% | 17% | 17% | 19% | 19% |
| Fair/Good | 58% | 59% | 58% | 64% | 59% | 60% |
| Poor/Very poor | 22% | 24% | 25% | 19% | 21% | 21% |

*Question text:  Please rate your level of proficiency in the following areas <u>when you started</u> at this university and <u>now</u> …*
*Library and online information research skills.*

## *Current* levels of skills among seniors who *started as frosh* at UC Santa Cruz

- Among seniors who started as frosh, at least 3 in 5 Humanities (66%), Social Sciences (63%), or PBSci (60%) students reported *very good/excellent* current library and online information research skills. Half (51%) in the Arts Division reported *very good/excellent* library research skills, as did 2 in 5 (41%) Engineering students.

- Of seniors who started as frosh, just over half (55%) in Engineering reported *fair/good* current library research skills, followed by 46% in Art, 39% in PBSci, 35% in Social Sciences, and 32% in Humanities.

- Very few seniors who started as frosh (1%-4%) reported *poor/very poor* levels of skills. See Table 3.

**Table 3. Current library skills (seniors who started as frosh)**

|  | Seniors who started as frosh | | | | | |
|---|---|---|---|---|---|---|
|  | **Arts** | **Humanities** | **Social Sciences** | **PBSci** | **Engineering** | **Total** |
|  | N = 69 | N = 41 | N = 300 | N = 280 | N = 271 | N = 1043 |
| Very good/Excellent | 51% | 66% | 63% | 60% | 41% | 56% |
| Fair/Good | 46% | 32% | 35% | 39% | 55% | 42% |
| Poor/Very poor | 3% | 2% | 2% | 1% | 4% | 3% |

## *Gains in skills* among seniors who *started as frosh* at UC Santa Cruz

- Among seniors who started as frosh, significantly more (p < .05) students in Humanities, Social Sciences, and PBSci increased their skills than in Engineering.  See Table 4.

**Table 4. Gains in library research skills (seniors who started as frosh)**

|  | Seniors who started as frosh | | | | | |
|---|---|---|---|---|---|---|
|  | **Arts** | **Humanities** | **Social Sciences** | **PBSci** | **Engineering** | **Total** |
|  | N = 69 | N = 41 | N = 300 | N = 280 | N = 271 | N = 1043 |
| Started very good/excellent | 20% | 18% | 17% | 17% | 19% | 19% |
| Improved by at least one level | 56% | 75% | 65% | 67% | 49% | 61% |
| No change | 24% | 7% | 17% | 16% | 32% | 21% |

## *Current* levels of skills among seniors who were *transfer students*

- Among seniors who were transfer students, 9 out of 10 students (90%) who had majors in more than one division reported that their current library and online information research skills were **very good/excellent.**

- Within each division, levels of current library research skills among seniors who were transfer students were similar to those of seniors who started as frosh.

- Only 2 in 5 (41%) Engineering students reported that their skills reported that their library skills were very good/excellent, while over half (54%) reported **fair/good** current library research skills.

- Very few (0-5%) senior transfer students reported **poor/very poor** levels of skills.  See Table 5.

**Table 5. Current library skills (seniors who were transfer students)**

|  | Seniors who were transfer students | | | | | |
|---|---|---|---|---|---|---|
|  | **Arts** | **Humanities** | **Social Sciences** | **PBSci** | **Engineering** | **Total** |
|  | N = 66 | N = 72 | N = 228 | N = 142 | N = 142 | N = 666 |
| Very good/Excellent | 52% | 65% | 65% | 62% | 41% | 59% |
| Fair/Good | 48% | 35% | 33% | 37% | 54% | 39% |
| Poor/Very poor | 0% | 0% | 2% | 1% | 5% | 2% |

*Note:  Figures rounded to the nearest percent, so "0%" means less than 0.5%.*


## *Comparing current levels of skills* among seniors who started as frosh and transfer students

- Within each division or overall, by the time students were about to graduate, there were no differences between senior students who started as frosh, and seniors who were transfer students.


## *Gains in skills* among seniors who were *transfer students*

- Overall, nearly 2 in 5 (39%) of transfer students started at UC Santa Cruz with very good or excellent skills.

- Among seniors who were transfer students, significantly more (p < .05) in the Arts Division increased their skills than did students in PBSci or Engineering.  See Table 6.

**Table 6. Gains in library research skills (seniors who were transfer students)**

|  | Seniors who were transfer students | | | | | |
|---|---|---|---|---|---|---|
|  | **Arts** | **Humanities** | **Social Sciences** | **PBSci** | **Engineering** | **Total** |
|  | N = 66 | N = 72 | N = 228 | N = 142 | N = 142 | N = 666 |
| Started very good/excellent | 26% | 44% | 41% | 48% | 30% | 39% |
| Improved by at least one level | 42% | 37% | 37% | 24% | 24% | 32% |
| No change | 32% | 19% | 22% | 28% | 46% | 29% |