

Study Room Survey Aggregate Report and Summary

Over the course of three weeks, from April 12th to May 3rd, 2017 the Health Sciences Library (HSL) at Columbia University Medical Center (CUMC) gathered student feedback regarding the use of the Lower Level 1 study rooms. This study follows those done in 2013 and 2015. The survey was distributed via email to individuals who had reserved a study room during the 2016/2017 academic year.

Of 1208 emails, 168 responses representing 14% of users were received. The users were from across the five schools with the following breakdown:

- Mailman School of Public Health – 48%
- Physicians & Surgeons – 24%
- Nursing – 16%
- Graduate School of Arts and Sciences – 7%
- Dental – 2%
- Other – 3%

Most of the respondents will be graduating in 2017 or 2018.

The survey confirmed the following trends, previously recorded in other studies and observed by HSL staff in reservation data:

- Students prefer study session lengths of 2-3 hours
- 70% chose 2-3 hours between the hours of 12 and 6pm.
- Using the rooms for collaborative discussion groups is a priority

Comments fell into several categories:

- Conflicts with other patrons about reservations or using the rooms
- Improve cleanliness and maintenance of the spaces
- Provide white board supplies (markers and erasers) in the rooms
- Provide additional private study spaces
- Upgrade the furniture in the rooms, especially the chairs

Action plan

Short term

We are revisiting our internal procedures for monitoring room maintenance and developing a system to ensure the rooms have adequate supplies and are properly maintained. Instead of an open reservation system that leads to conflicts between users, we changed the reservations to at least 24 hours in advance so that open spaces can be used on a first-come, first-served basis. We purchased new chairs for the rooms that were installed in June 2017.

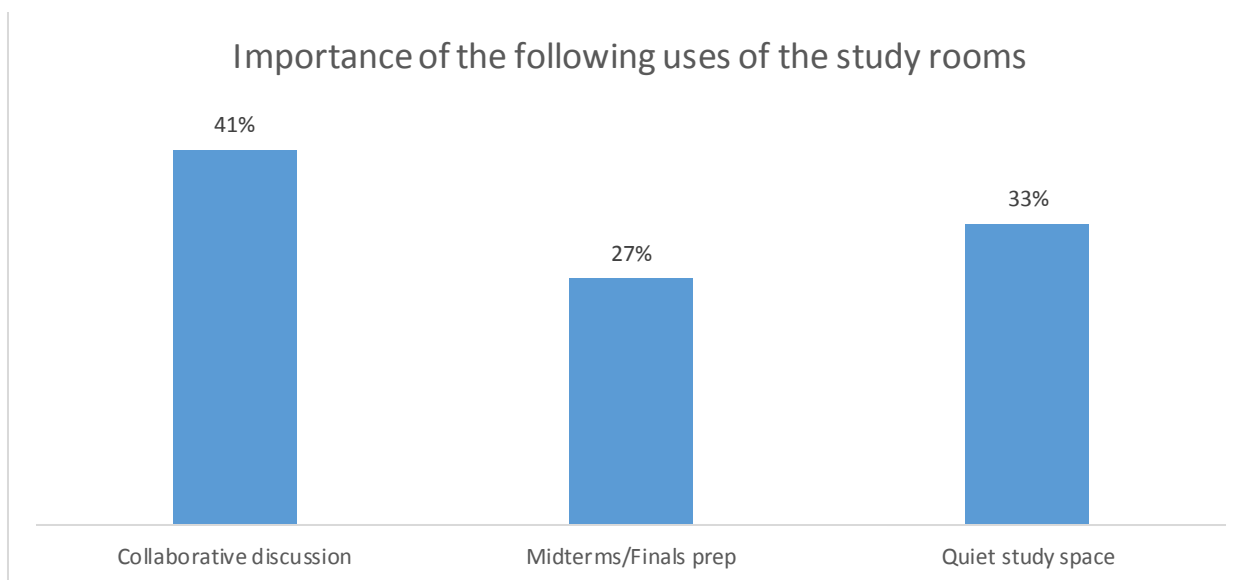
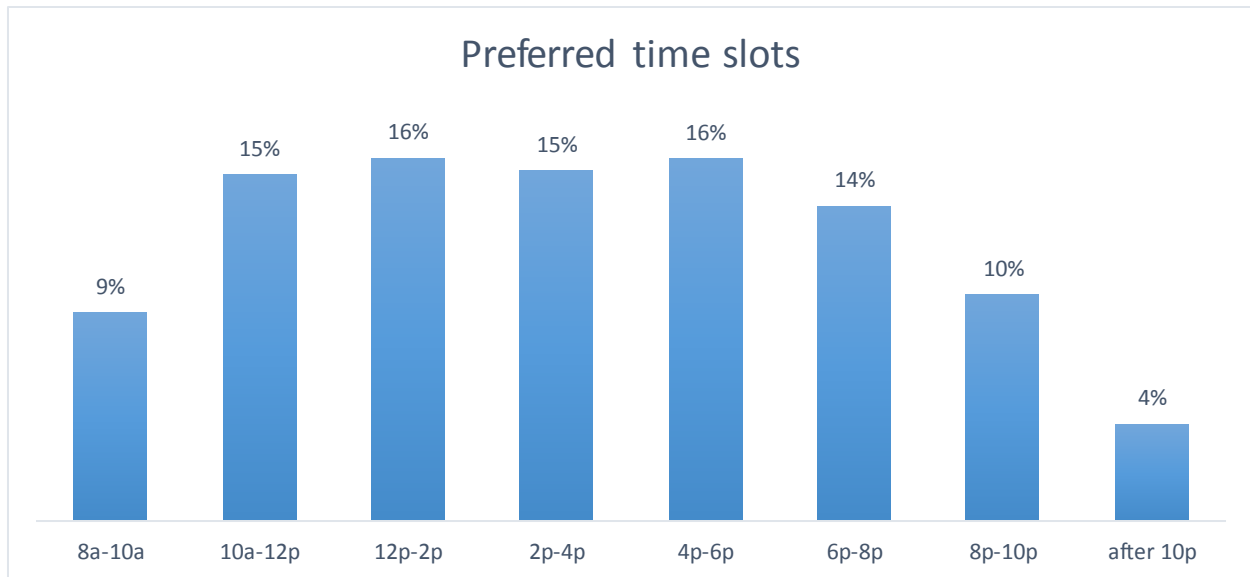
Medium term

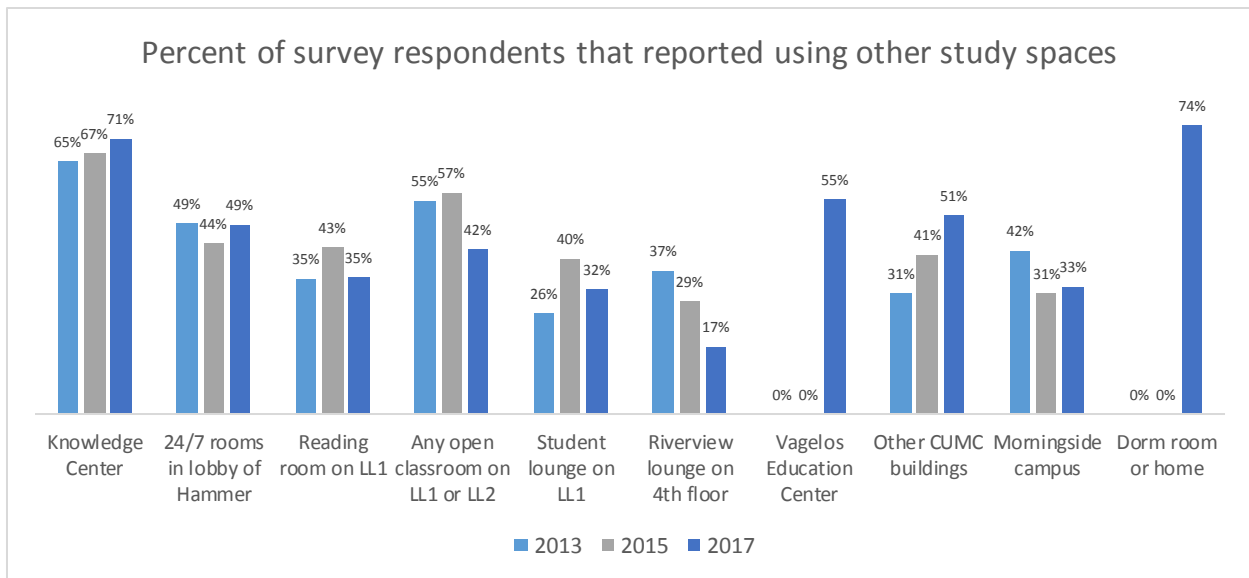
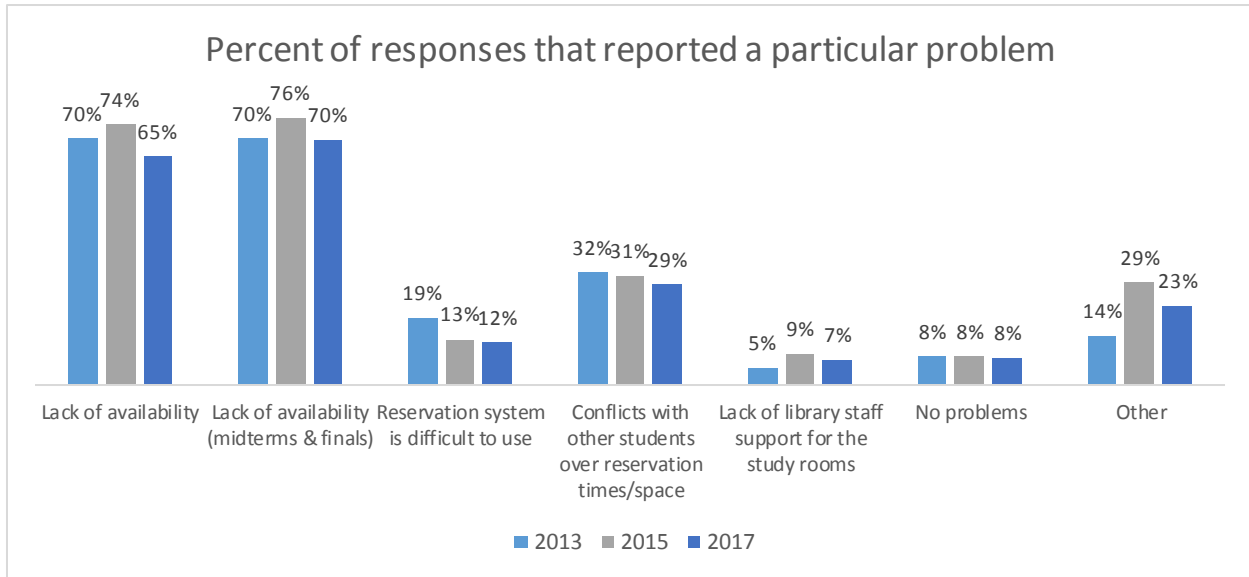
We are exploring options to add the LL1 individual study carrels and the Knowledge Center collaborative digital spaces to the reservation system, so these can be booked in advance. We are also developing better signage for the spaces, so that users know who to contact when an issue arises.

Long term

We will investigate using digital displays for the room bookings that would allow for instant updates. We will review options for renovating elements in the rooms to improve the user experience.

Data details





*Note: questions about studying in the Vagelos building or users' dorm rooms/homes were not on the 2013 or 2015 surveys.

For additional information or comments, please contact Eric Dillalogue, Access Services Manager, at ed2747@columbia.edu.