

## E-Z Search Satisfaction Survey

This survey is intended to help determine the effectiveness of the library's new "E-Z Search" tool, in order to help improve library services.

### Introduction

This survey asks a series of questions about your use of several kinds of search tools. If you indicate that you have used it before, several questions will focus on the library's E-Z Search tool.

To help you recall whether you may have used this tool before, E-Z Search is illustrated below. It is the orange search box located in the center of the library's homepage at <http://library.shsu.edu>.

Even if you have never used E-Z Search, we are interested in your survey responses, so that we might understand what search tools you are using instead.



Newton Gresham Library  
Sam Houston State University

#### RESEARCH

- Search the Catalog
- Databases and Indexes
- Find a Journal Title
- Government Documents
- Special Collections
- Citation Guides
- Other Library Catalogs
- Research Services

#### E-Z Search (BETA)

Search the Library catalog and a selected group of databases.

Enter term:  Keyword

[Go to Advanced Search](#)

### Part 1: Demographics

Please help us understand what kind of library user you are by answering the following demographic questions.

\* **01: I am:**

Please choose **only one** of the following:

- an undergraduate student
- a Masters-level student
- a Doctoral student
- faculty/staff
- Other

[Only answer this question if you answered 'an undergraduate student' to question '01 ']

**\* 02: My classification is:**

Please choose **only one** of the following:

- Freshman
- Sophomore
- Junior
- Senior

**\* 03: Age Range:**

Please choose **only one** of the following:

- 16-19
- 20
- 21
- 22
- 23-29
- 30-34
- 35-39
- 40-44
- 45-49
- 50-54
- 55+
- Decline to answer

**\* 04: Gender:**

Please choose **only one** of the following:

- Male
- Female

**\* 05: In what college are you a student or employee?**

Please choose **only one** of the following:

- Arts & Sciences
- Business Administration
- Criminal Justice
- Education
- Humanities & Social Sciences
- Other

**\* 06: My major or field of study is:**

Please write your answer here:

**\* 07: In the courses I have taken at SHSU, I have used library resources to complete class assignments.**

Please choose **only one** of the following:

Yes

No

Not applicable

### Part 2: Search Methods

Select the best answers to the following questions to tell us what search methods you have used in the past.

**\* 08: I have used the E-Z Search tool on the library homepage.**

Please choose **only one** of the following:

Yes

No

**\* 09: I have searched one of the library's individual electronic databases (Academic Search Complete, Business Source Complete, JSTOR, Lexis-Nexis, etc.) or the SamCat library catalog WITHOUT using E-Z Search.**

Please choose **only one** of the following:

Yes

No

[Only answer this question if you answered 'Yes' to question '08 ' and if you answered 'Yes' to question '09 ']

**\* 10: If Yes to both Questions 7 and 8, I preferred searching with:**

Please choose **only one** of the following:

Individual databases or library catalog

E-Z Search

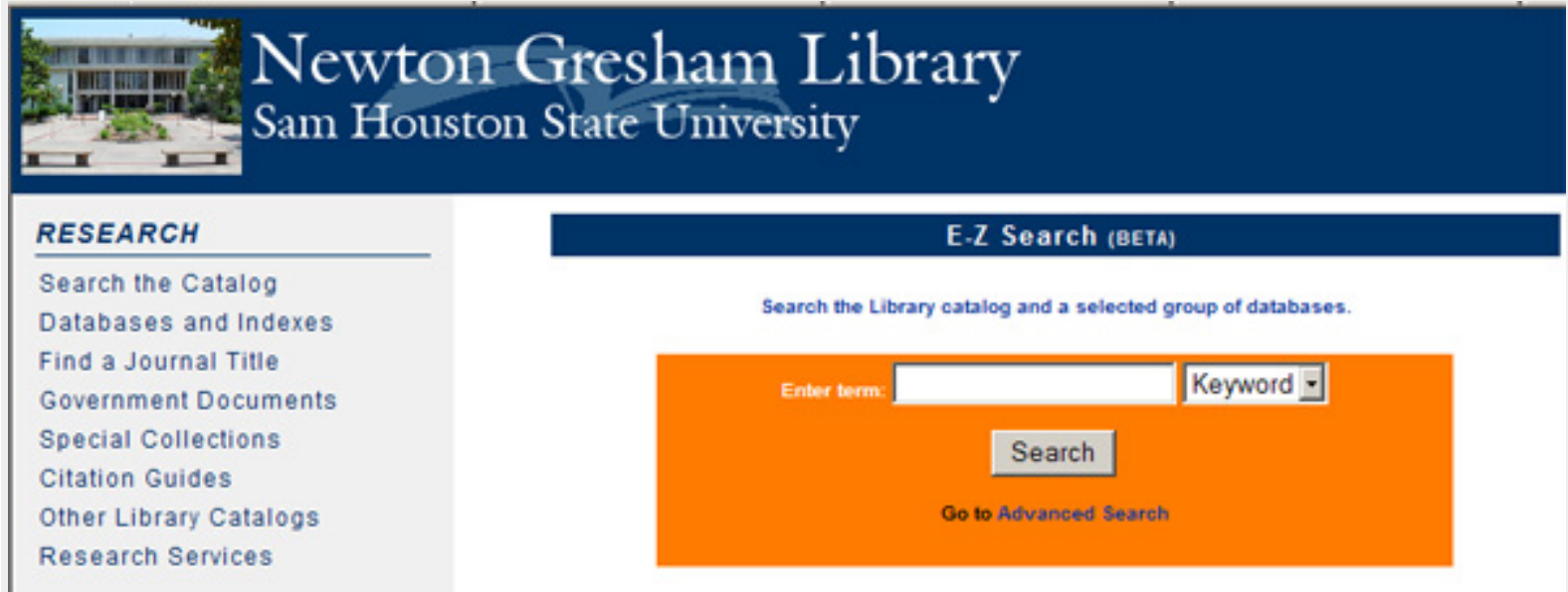
### Part 4: E-Z Search - Technical Difficulties

Please tell us about any technical errors or problems you have experienced with E-Z Search. Please think only about technical performance, not including actual search results or overall searching satisfaction.

[Only answer this question if you answered 'Yes' to question '08 ']

**11:**

You are about to be asked a series of questions specific to E-Z Search. As a reminder, E-Z Search is the large orange search box on the library homepage, illustrated below.



[Only answer this question if you answered 'Yes' to question '08 ']

**\* 12: Have you used E-Z Search from SHSU computers, or from off-campus computers/wireless laptops where you must log in to use E-Z Search?**

**Select locations where you have used E-Z Search; if you select both, then enter "1" by the location where you have MOST frequently used it and "2" by the location where you have LESS frequently used it.**

Please choose all that apply and provide a comment:

On SHSU computers (library, computer lab, dorm, etc.)

On off-campus computers or wireless laptops, where you must log in to use E-Z Search

[Only answer this question if you answered 'Yes' to question '08 ']

**\* 13: Have you experienced any of the following technical problems while using E-Z Search? Choose all that apply.**

Please choose **all** that apply:

- No technical problems
- Not completing search ("crashing," "freezing," "hanging up," etc.)
- Browser issues (related to versions, cookies, pop-ups, etc.)
- Speed issues (completes search, but very slow to do so)
- Inability to access off-campus

Other:

### Part 5: E-Z Search - General

Please tell us about your experiences using E-Z Search. Please think only about the search itself, the results displayed, and your satisfaction (do not consider technical issues in your answers).

[Only answer this question if you answered 'Yes' to question '08 ']

**\* 14: I start my searches for library materials using E-Z Search...**

Please choose **only one** of the following:

- |           |               |            |
|-----------|---------------|------------|
| 1 - Never | 3 - Sometimes | 5 - Always |
| 2         | 4             |            |

[Only answer this question if you answered 'Yes' to question '08 ']

**\* 15: E-Z Search results are easy to understand...**

Please choose **only one** of the following:

- |           |               |            |
|-----------|---------------|------------|
| 1 - Never | 3 - Sometimes | 5 - Always |
| 2         | 4             |            |

[Only answer this question if you answered 'Yes' to question '08 ']

**\* 16: E-Z Search satisfies my search needs...**

Please choose **only one** of the following:

- |           |               |            |
|-----------|---------------|------------|
| 1 - Never | 3 - Sometimes | 5 - Always |
| 2         | 4             |            |

[Only answer this question if you answered 'Yes' to question '08 ']

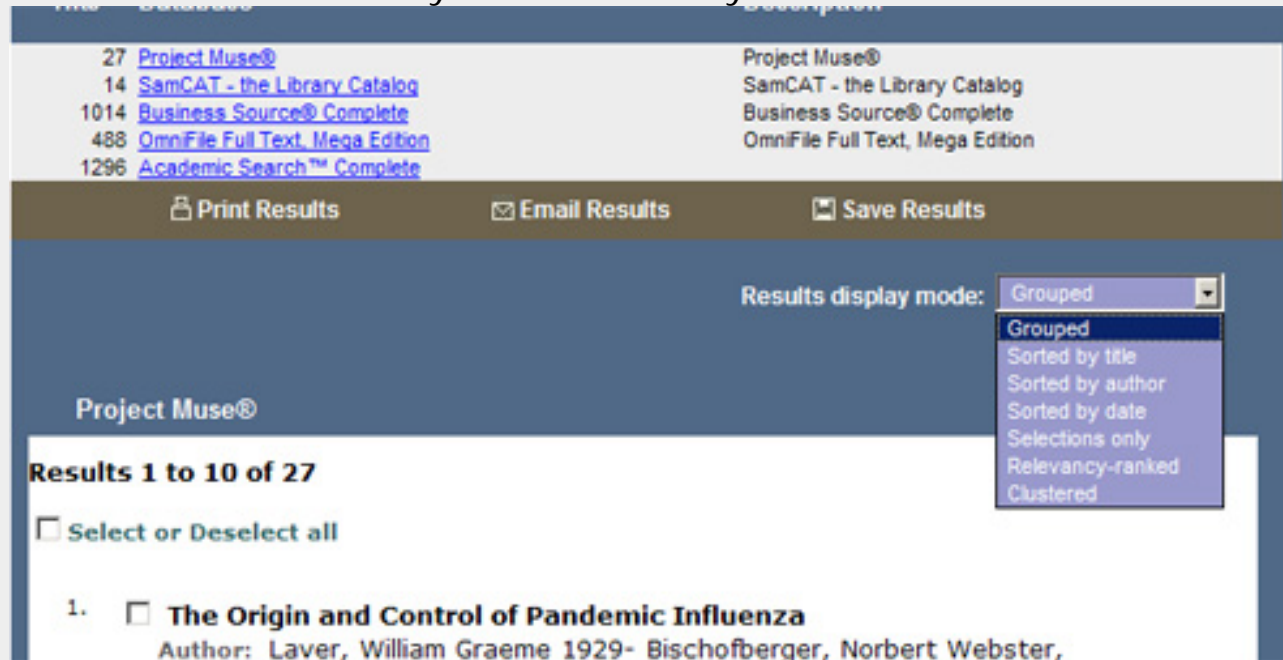
**\* 17: I feel the number of search results with E-Z Search is...**

Please choose **only one** of the following:

- |             |                |              |
|-------------|----------------|--------------|
| 1 - Too low | 3 - Just right | 5 - Too high |
| 2           | 4              |              |

## Part 6: E-Z Search - Sorting Results

Please tell us how you have viewed your results in E-Z Search.



[Only answer this question if you answered 'Yes' to question '08 ']

**\* 18: I have used the display options (Sort By Title, Author, Date, etc.) on the search results page in E-Z Search.**

Please choose **only one** of the following:

Yes

No

[Only answer this question if you answered 'Yes' to question '08 ' *and* if you answered 'Yes' to question '18 ']

**\* 19: If Yes, I have found these display options to be helpful...**

Please choose **only one** of the following:

1 - Never

3 - Sometimes

5 - Always

2

4

## Part 7: E-Z Search - Advanced Search

Please tell us about your use of the Advanced Search features in E-Z Search. Please consider only the resources included in E-Z Search and your satisfaction with searches and results (do not consider technical difficulties in your answers).

[Only answer this question if you answered 'Yes' to question '08 ']

**\* 20: I have used the E-Z Search Advanced Search function.**

Please choose **only one** of the following:

Yes

No

[Only answer this question if you answered 'Yes' to question '08 ' *and* if you answered 'Yes' to question '20 ']

\* **21: The databases and indexes searched through the Advanced Search are appropriate to my discipline.**

Please choose **only one** of the following:

Yes

No

[Only answer this question if you answered 'Yes' to question '08 ']

**22: I wish the following database(s) would be added to the search.**

Please write your answer here:

[Only answer this question if you answered 'Yes' to question '08 ']

**23: How could we make E-Z Search a more useful tool? Please share your thoughts and comments.**

Please write your answer here:

### Part 8: Search Engines

Please tell us about your use of Internet search engines like Google, Yahoo!, and others. Please consider your use of these tools for class assignments only; do not include recreational or personal use.

[Only answer this question if you answered 'a Doctoral student' or 'a Masters-level student' or 'an undergraduate student' to question '01 ']

\* **24: I conduct searches FOR CLASS ASSIGNMENTS using Google, Yahoo!, Ask, or similar Internet search engines...**

Please choose **only one** of the following:

1 - Never

3 - Sometimes

5 - Always

2

4

[Only answer this question if you answered 'an undergraduate student' or 'a Masters-level student' or 'a Doctoral student' to question '01 ']

\* **25: The results from those search engines are satisfactory for completing my class assignments...**

Please choose **only one** of the following:

1 - Never

3 - Sometimes

5 - Always

2

4

[Only answer this question if you answered 'an undergraduate student' or 'a Masters-level student' or 'a Doctoral student' to question '01 ']

**\* 26: The results from \_\_\_\_\_ were MOST satisfactory for completing my class assignments:**

Please choose **only one** of the following:

Google, Yahoo!, or other search engines

E-Z Search

Other library resources (individual databases, SamCat online catalog, etc.)

### **Part 9: Conclusion**

OPTIONAL: Please provide your name and an SHSU email address if you would like to be entered in the drawing to win one of several prizes.

This information IS NOT REQUIRED to complete the survey, though it is needed to be eligible for the prize drawing.

**27: Provide your name and an SHSU email address ONLY if you would like to be entered in the prize drawing.**

Please write your answer(s) here:

Name: :

SHSU Email: :

Confirm SHSU Email: :

### **Submit Your Survey.**

Thank you for completing this survey. Please fax your completed survey to: 936-294-3780 by 2008-04-30.