2015 Spring Extended Hours Student Feedback Transcription & Analysis (J. Burton)

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I. 2015 SPRING

I.a.

Example Student Comments

Thank you for the dogs, they really put a smile on my face and make me less stressed.

Love the dogs – brought down (tense week) stress levels.

Helps many people that work during the day and have classes. Thank you!

I really like how you guys sacrifice to stay extra-long hours to make sure we succeed! I really appreciate it. Thank you!

Thank you! Needed to check out text books over the weekend and place to study with classmates.

Seriously, THANK YOU! This is what we need for finals week!

Thank you library staff for finding variety of ways to help students study and learn. Thanks for your hard work for bettering students learning environment.

This is what you should have done from the beginning of the semester!!

The dogs and snacks help make finals easier. Thank you!

Grateful! Thanks! Plus we got candy from a very nice librarian!

You should bring more dogs! I will stop studying LOL
I.b.

Main Themes Identified

1. Thankfulness (Thanks)
2. Studying conditions improved (Improved Studying)
3. Request for more/permanent extended/open hours (Later Hours)
4. Enjoyed the snacks (Snacks)
5. Reduced stress as a result (Reduced Stress)

I.b.i.

Spring 2015 Library Extended Hours
Feedback
Student Comments by Type

I.b.ii.

Spring 2015 Library Extended Hours Feedback
Student Comments by Theme
PERCENTAGES
Images/Pictures as Types

1. Smiling face (Smile)
2. Heart icon (Heart)
3. Liked symbol (Thumbs up)
4. Therapy dog (Dog)
5. Cat as related to Snacks (Cat)

Last updated: 8/11/15 jb
I.d.

Comments Transcribed

1. Yes, till 3am
   a. Permanently open till 3:00am sounds good...
   b. 3am
   c. 3am?! You’re killin us!
2. Some coffee too like other ccs
   a. Yes please [heart]
3. THANK YOU!!!
4. Thank you 😊
5. THANK YOU! THANK YOU! THANK YOU!!! YA’LL R AWESOME!!!
6. Love the doggies 😊 Thank you for the extra hours for studying
7. Thank you for the doggies and also the extra hours 😊
8. Thank you for the extra hours! 😊
9. Thank you for the dogs, they really put a smile on my face and make me less stressed [dog paw print icon]
10. MORE free food!
11. I [heart] the dogs!
12. [Picture of service dogs taped to sheet] Miss them!
13. Thank you!
14. Thanks for the snacks! Yum!
15. Loved the dogs 😊
16. Love the hours want more!
17. Open longer!
18. Love the dogs – brought down (tense week) stress levels. [heart]
19. The dogs doe! Cute! Made my study day better! Thank you [heart]
20. Longer! Now have to pay $5 for parking at CalPoly for 24
21. I appreciate that! I like turtles!
22. Why not till midnight?
   a. Yes
23. Love the candy man. Thanks!
24. Love it! 😊 [heart]
25. Grateful! Thanks! Plus we got candy from a very nice librarian!
26. Great! 😊
27. I love it ... Very convenient especially for finals week. Thank you!
28. Such services were not provided before and I appreciate so much! More hours on the weekend, please.
29. No other community colleges also provide such services.
30. Awesome!! Candy, candy, candy!
31. Library Horas? If 1 librarian was to fulfill 1 semester of 12 units (of English? Of Science?) in the amount of hours they are scheduled in a work week, would there be enough hours to dedicate to class, H.W., & reading?
32. Thank you very much

Last updated: 8/11/15 jb
33. Great
34. Very helpful
35. Amazing! [thumbs up]
36. I needed this!
37. Thank the library god!!
38. Awesome!!!
39. Love ya!
40. Its’ the greatest (PS – I’m 10)
41. I could benefit from it. That’s for sure.
42. Helps many people that work during the day and have classes. Thank you!
43. Much appreciated!
44. Do it Monday through Thursday every semester
45. Need Beds
46. It’s cool, I guess.
47. Live saver!!!
48. It’s a great step in the right direction, but maybe enforce the quiet policy for all people in the library a little better so we can focus? 😊
49. Super helpful!
50. Thank you
51. I love it! Very helpful! Hopefully it can be 24 hrs in the future! Love Mt. SAC #grad2015
52. Love the extended hours!! 😊 Very helpful!
53. Definitely appreciate the extended hours 😊
54. Helps with cramming for finals 😊
55. Thank you much!
56. Much appreciated. Thank you staff and Mt. SAC
57. I really like how you guys sacrifice to stay extra long hours to make sure we succeed! I really appreciate it. Thank you!
58. Great idea!
59. Extended hours keep me sane...
60. Grateful for extra hours but I have to study at Cal Poly because this library is wayyyyyy too loud!
61. Love the hours
62. I want food!!
63. Better ventilation in the study rooms
64. Thanks so much!
65. Live Saver! [heart]
66. Love you [heart]
67. I really appreciate!!! Thank you!
68. Thank you! Needed to check out text books over the weekend and place to study with classmates
69. Thank you [hearts]
70. Thank you, much needed!!
71. grade-saver
72. Thank God!
73. Superb!
74. Praise to the staff; hard work pays off!! 😊
75. Thank you!
76. Thank you so MUCH!
77. Thank you!
78. Seriously, THANK YOU! This is what we need for finals week!
79. We need a student ID 24/7 access computer lab!
80. This is a great idea!
81. Stress reliever
82. Love the dogs!!
83. THANK YOU for the snacks and puppies! [heart]
84. Thank you library staff for finding variety of ways to help students study and learn. Thanks for your hard work for bettering students learning environment.
85. APPRECIATE IT!!
86. Muchos gracias
87. Thank you for the puppies [smiling dog picture]
88. Thanks Linda!
89. [heart]
90. 😊 [thumbs up]
91. Thank you library staff for the extra stay
92. Helpful / useful!!!
93. Happy as a clam wrapped in an enigma covered in spandex
94. Super helpful 😊
95. Best idea ever! 😊
96. Love the extended hours! So helpful!
97. Great student centered decision!
98. Tanya likes this! [thumbs up]
99. Much Thanks! [heart]
100. Terrific!
101. Thanks so much [heart]
102. Awesome! 😊
103. Yaaaasss!
104. Thank you for opening early, it is as if I never left.
105. Yes, please!
106. Yes, we need them!
107. 24 hours maybe?
108. Amazing
109. [thumbs up]
110. Extended hours = 😊
111. [picture of cat taped to sheet that says “Y U NO FEED ME?”]
112. Thank you for your time and care for our success!
113. Appreciate your efforts VERY, VERY much! GBU!!
114. Mega thans!!
115. Thank you!! 😊
The dogs helped a lot! Thank you!
Thank you Jesus!!! We really appreciated these extended hours for our success!
[Picture of a dog taped to sheet that says, “A dog is the only thing on earth that loves you more that he loves himself.”]
[Picture of cat taped to sheet that says, “What the heck, wheres my food!”]
Loved the dogs!
[Picture of dog taped to sheet that says “We miss you”]
Coffee would be nice!
Love it 😊
Amazing!! Should do it more often please!
This is what you should have done from the beginning of the semester!!
Awesome! Thanks!
Thanks! 😊
Should be overnight 😊
Should that be kept through the whole semester?
Sunday was fantastic for studying here! 😊 [heart]
Keep it all the time
It was great! Thanks for sacrificing your time.
Very nice, thank you.
Would enjoy extended hours all semester.
Awesome [heart] its really helpful 😊
Pls kill me
You should bring more dogs! I will stop studying LOL
[Picture of cat taped to sheet that says “Trail mix? You mean M&Ms with obstacles].
[something written in Arabic]
Thanks for providing us the environment!!!
Awesome Thanks! 😊
Happy!
I thank AS for making it possible :P
Thanks for the convenience!
Library is where I called my HOME [heart]
Yes! Our taxes pay for the extra hours
a. It’s not who or what pays for them it’s the awesome convenience! Thanks!
Gracias! Merci!
Love it [heart]
Thanks! 😊
It helps a lot! [heart] 😊
[big heart]
Thank you
The dogs are extremely helpful 😊
Extremely helpful!
Where are the dogs today? 😊
The dogs and snacks help make finals easier. Thank you!
Very nice, thanks a lot!
I.e.

Data Sets (for Comments, Images/Pictures by Themes)

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II. WORD CLOUDS

II.a.

Word Cloud 2014 Fall

II.b.

Word Cloud 2015 Spring
II.c.

Word Cloud Combined 2014 Fall & 2015 Spring

Thank