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UNDERSTANDING STRATEGICALLY IMPORTANT POPULATIONS

ASSESSING THE INFORMATION PRACTICES, NEEDS, AND PERCEPTIONS OF INTERNATIONAL GRADUATE STUDENTS

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UNIVERSITY OF ILLINOIS LIBRARY AT URBANA-CHAMPAIGN

https://commons.wikimedia.org/wiki/File:UIUC_main_library_20081010_experiment6.jpg#filehistory

Long Tradition of User Surveys

- Local Survey, 1998
- Local Survey, 1999
- LibQUAL, 2000
- LibQUAL, 2001
- Graduate/Professional Survey, 2004
- Undergraduate Survey, 2005
- Faculty/Staff Survey, 2006
- LibQUAL, 2008
- Ithaka S+R Faculty Survey, 2013
- LibQUAL Lite (Undergraduate Focus), 2014

GRADUATE/PROFESSIONAL STUDENTS 2016 FOCUS

- Large number and great variety of graduate/professional programs
- Cycle: Faculty (2013), Undergraduate (2014), Graduate/Professional (2016)
- Previous graduate student focused survey was 2004
- Graduate/professional user survey in 2004 was transformative for strategy
- Strategic areas of focus in 2016: STEM and international

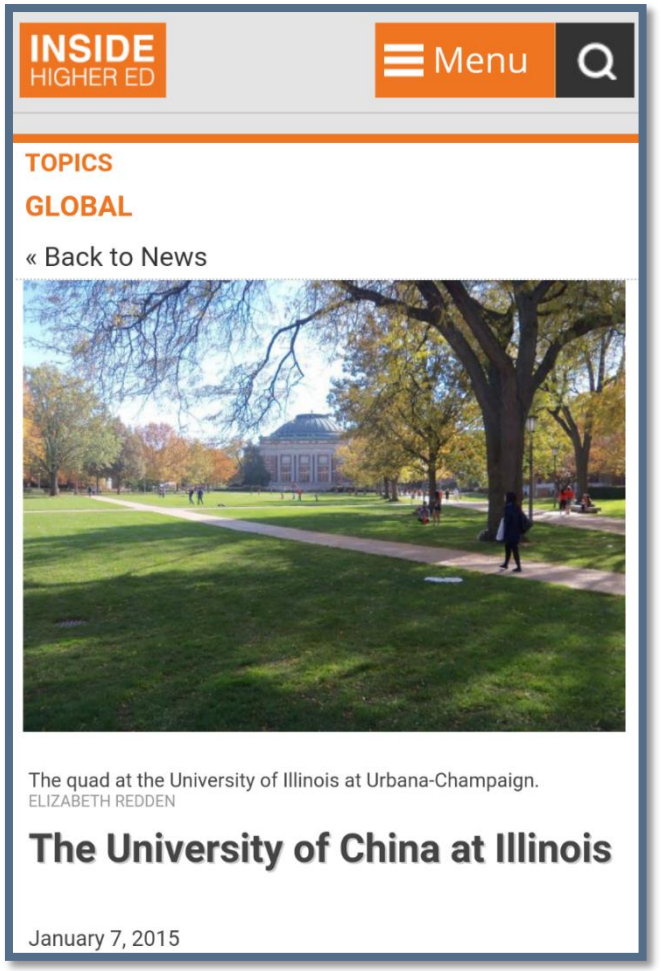
WHY INTERNATIONAL?

Spring 2015:

4,246 of the 9,554 (44%)

Graduate/Professional students at

UIUC are international students



ITHAKA

ITHAKA is a not-for-profit organization that helps the academic community use digital technologies to preserve the scholarly record and to advance research and teaching in sustainable ways.

JSTOR is a not-for-profit digital library of academic journals, books, and primary sources.

Ithaka S+R is a not-for-profit research and consulting service that helps academic, cultural, and publishing communities thrive in the digital environment.

Portico is a not-for-profit preservation service for digital publications, including electronic journals, books, and historical collections.

Artstor provides 2+ million high-quality images and digital asset management software to enhance scholarship and teaching.

LOCAL SURVEYS
PURPOSE & COVERAGE

To help academic libraries plan for the right strategies and future services in support of research, teaching, and learning.

Faculty Members

» Discovery & access

» Scholarly communications

» Research practices, including data curation

» Student research skills

» The role of the library

Students

» Higher education objectives

» Academics & coursework

» The role of the library

MODULE DEVELOPMENT
PARTNERSHIP & PROCESS

» Exploratory conversations to shape scope

» Iterative questionnaire design

» Review by library working group

» User testing

» Finalizing

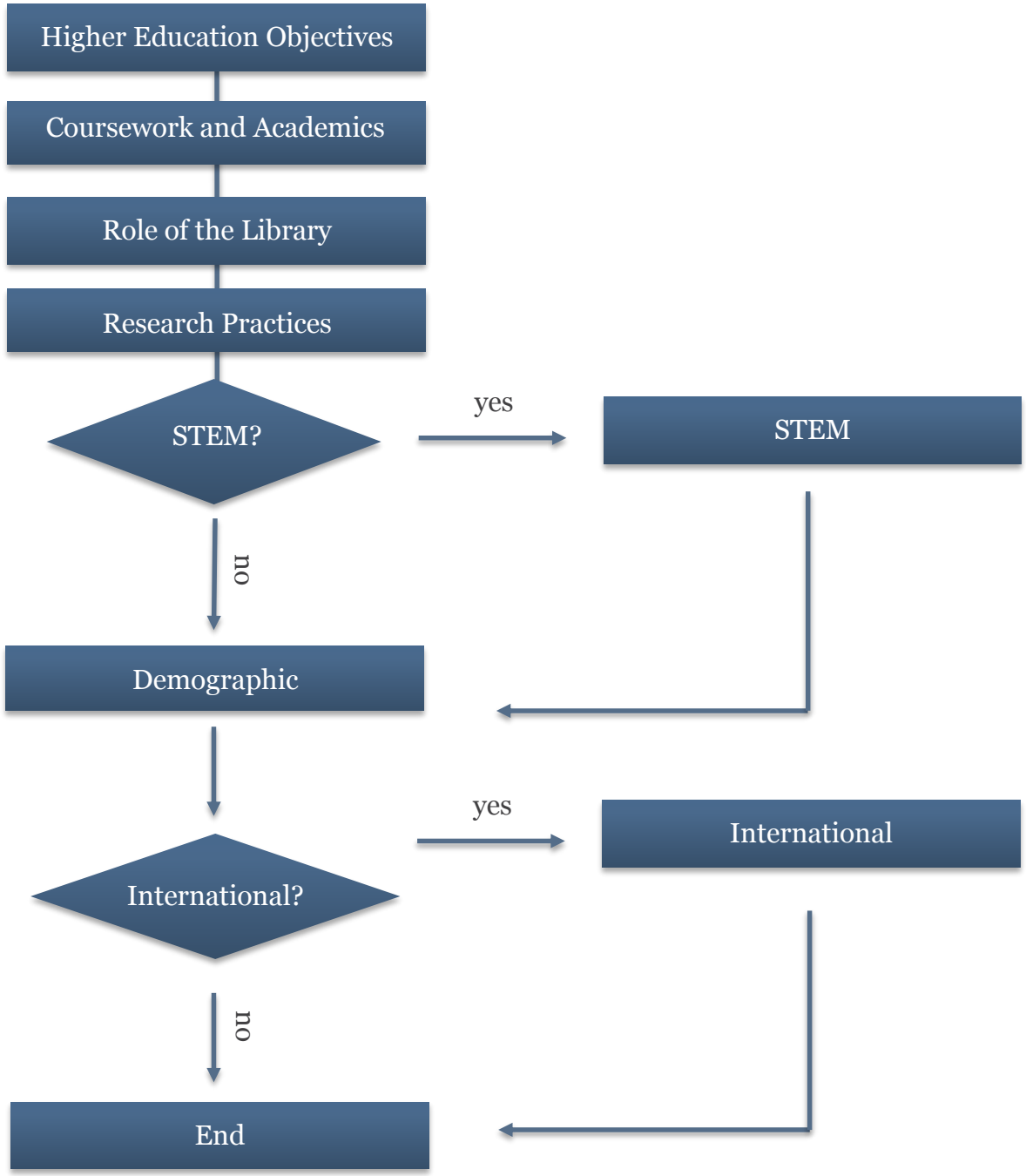
USER TESTING
COGNITIVE INTERVIEWS

Administration of survey draft questions with retrospective probing to collect additional verbal information about the survey responses

- Round 1: Three interviews
- Library working group discussion
- Round 2: Five interviews

MODULE SEQUENCING

- All students received five core modules of questions, including demographic questions
- STEM and/or international students presented with additional modules



USER CONSENT & DATA SECURITY

- User consent form: confidentiality (not anonymity)
- User identifiers stored: separate from responses with crosswalk codes with identifiers only accessible to PI (not full research team)
- Followed UIUC policies: data security, management, and storage (e.g, file access [not email attachments], Box + secure network drives [not personal Dropbox])

SURVEY DETAILS

- Fielded March-April 2016
- Response rate: 18%
    - 1,388 complete responses (10,918 invited)
    - 492 international students (38% of respondents)

RESEARCH QUESTIONS

» RQ1: How are international graduate/professional students different than graduate/professional domestic students?

» RQ2: How are international graduate/professional students who completed their undergraduate degree in the United States different from those who did not complete their undergraduate degree in the United States?

ROLE OF THE LIBRARY

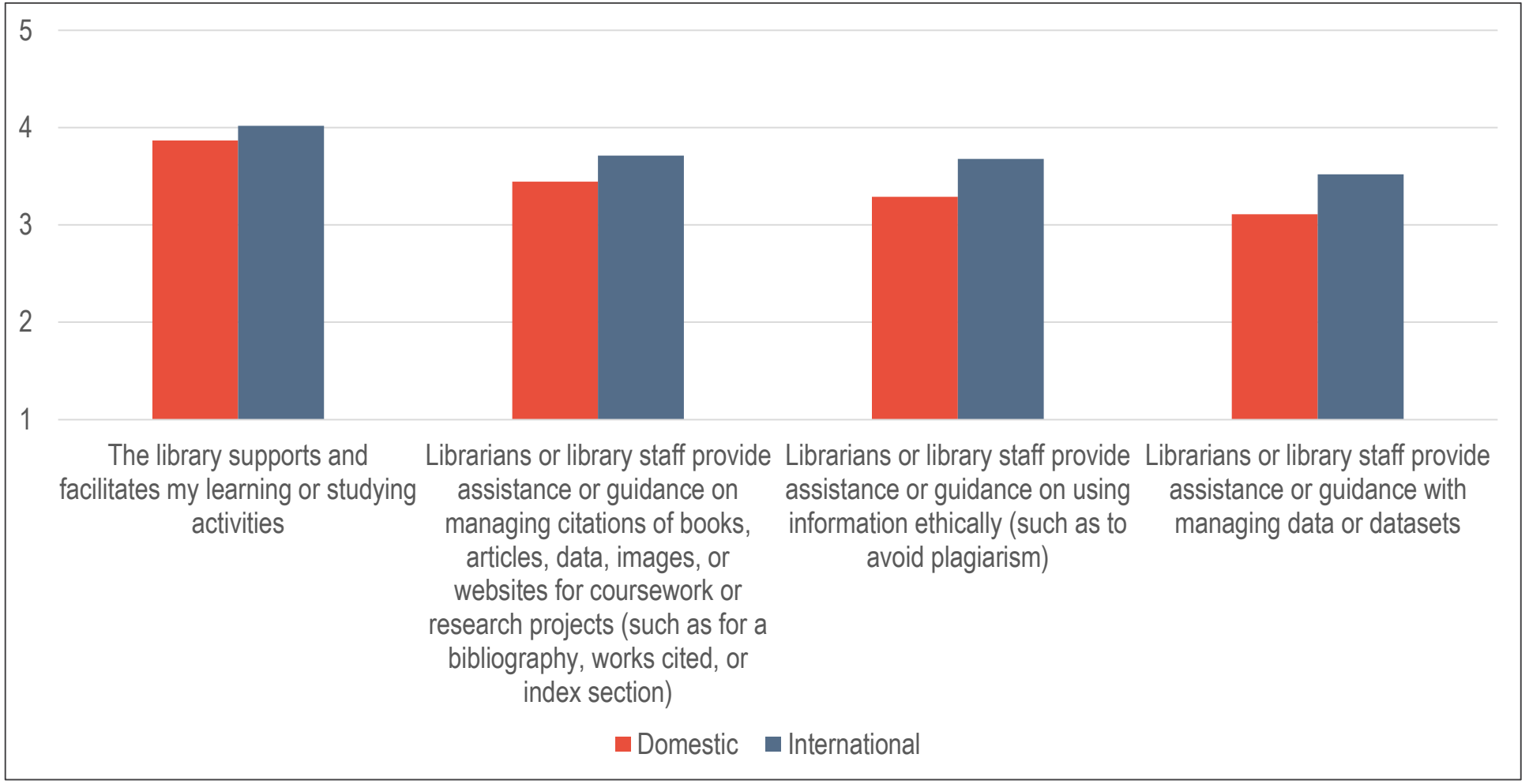
How useful is it to you personally that your campus library provides each of the services listed below?

Average (mean) responses, where 1 = not useful at all and 5 = extremely useful.

p < .01 all statements.

How useful is it to you personally that your campus librarians or library staff provide each of the services listed below?

Average (mean) responses, where 1 = not useful at all and 5 = extremely useful.



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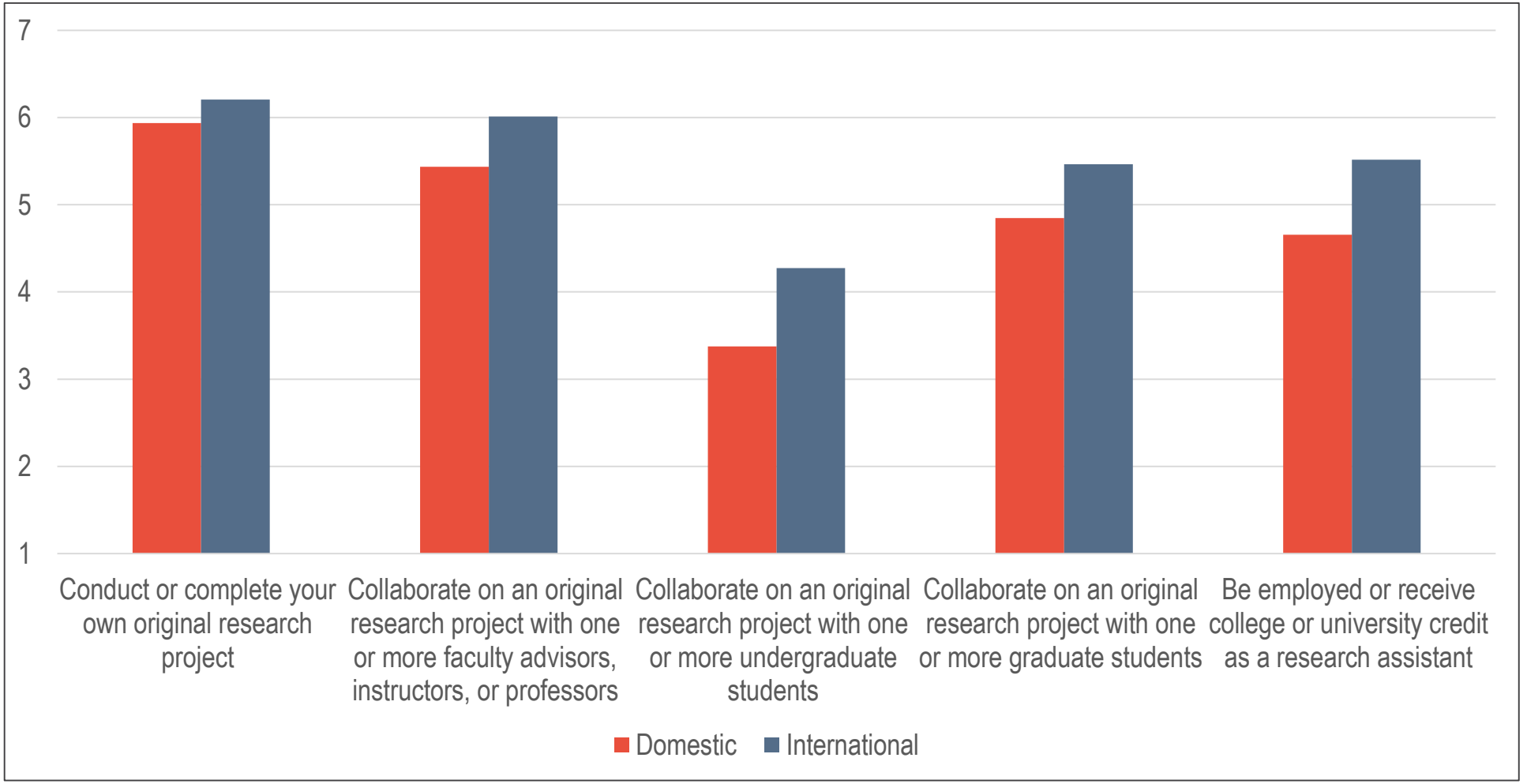
RESEARCH PRACTICES

How important or unimportant is it to you to do each of the following before you graduate from this college or university?

Average (mean) responses, where 1 = very unimportant and 7 = very important.



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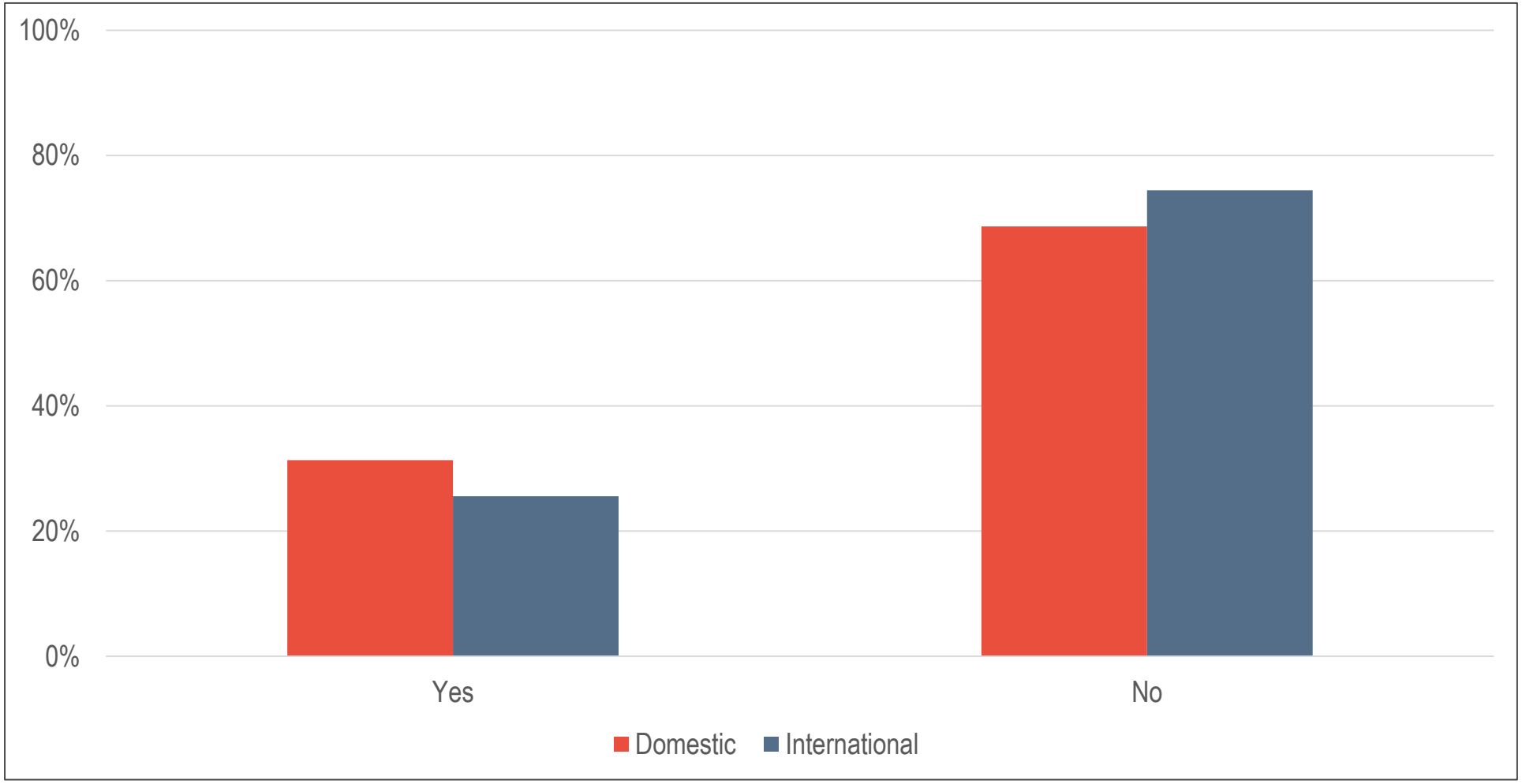
Have you ever been directed by a faculty advisor, instructor, or professor to consult with a subject librarian or departmental library liaison at this college or university (i.e. a librarian who specializes in your major, field, or program of study)?

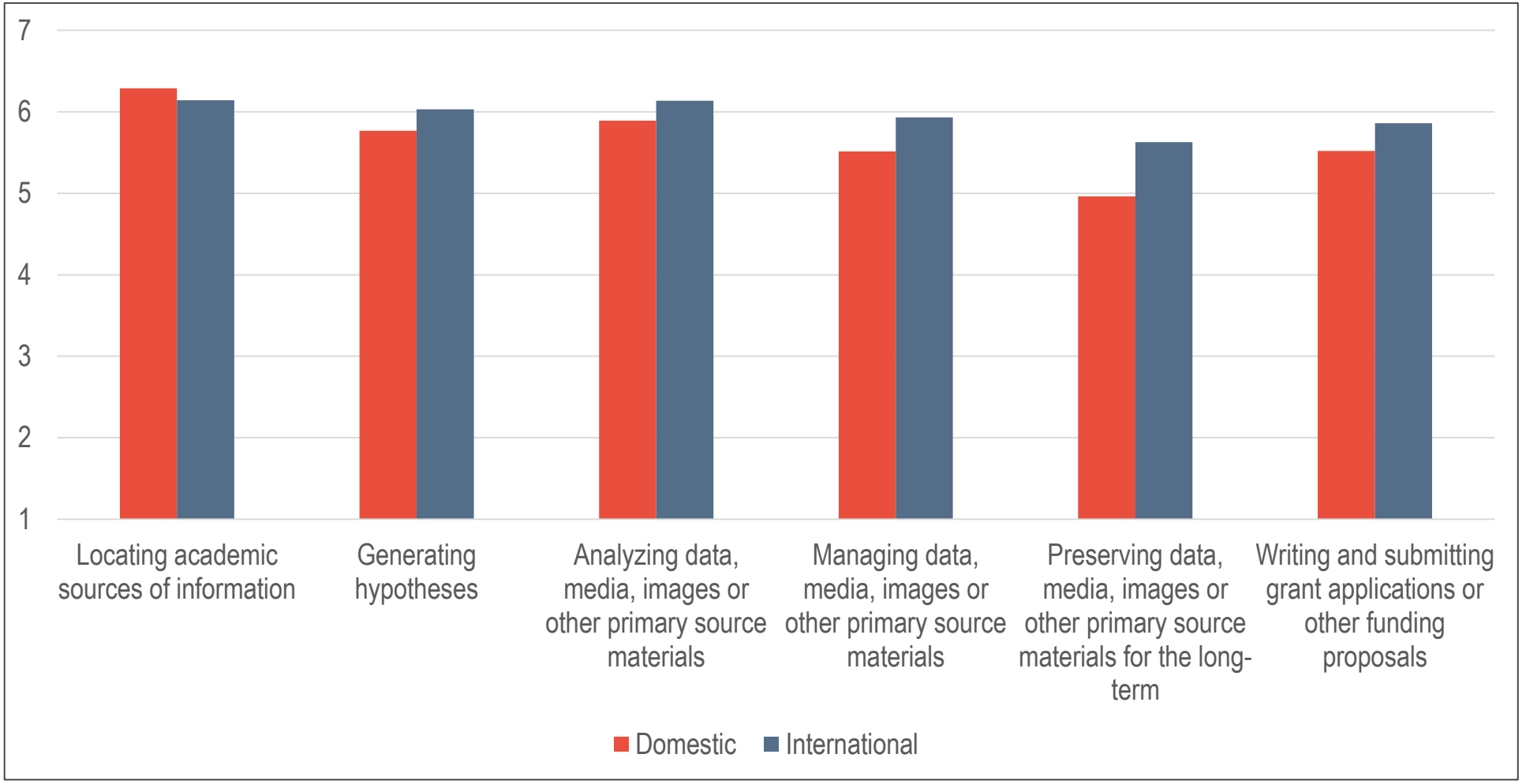
Percentage of respondents that indicated yes or no.



$p < .01$.

How important or unimportant is it to you to acquire each of the following research skills as a result of your experience at this college or university?

Average (mean) responses, where 1 = very unimportant and 7 = very important.



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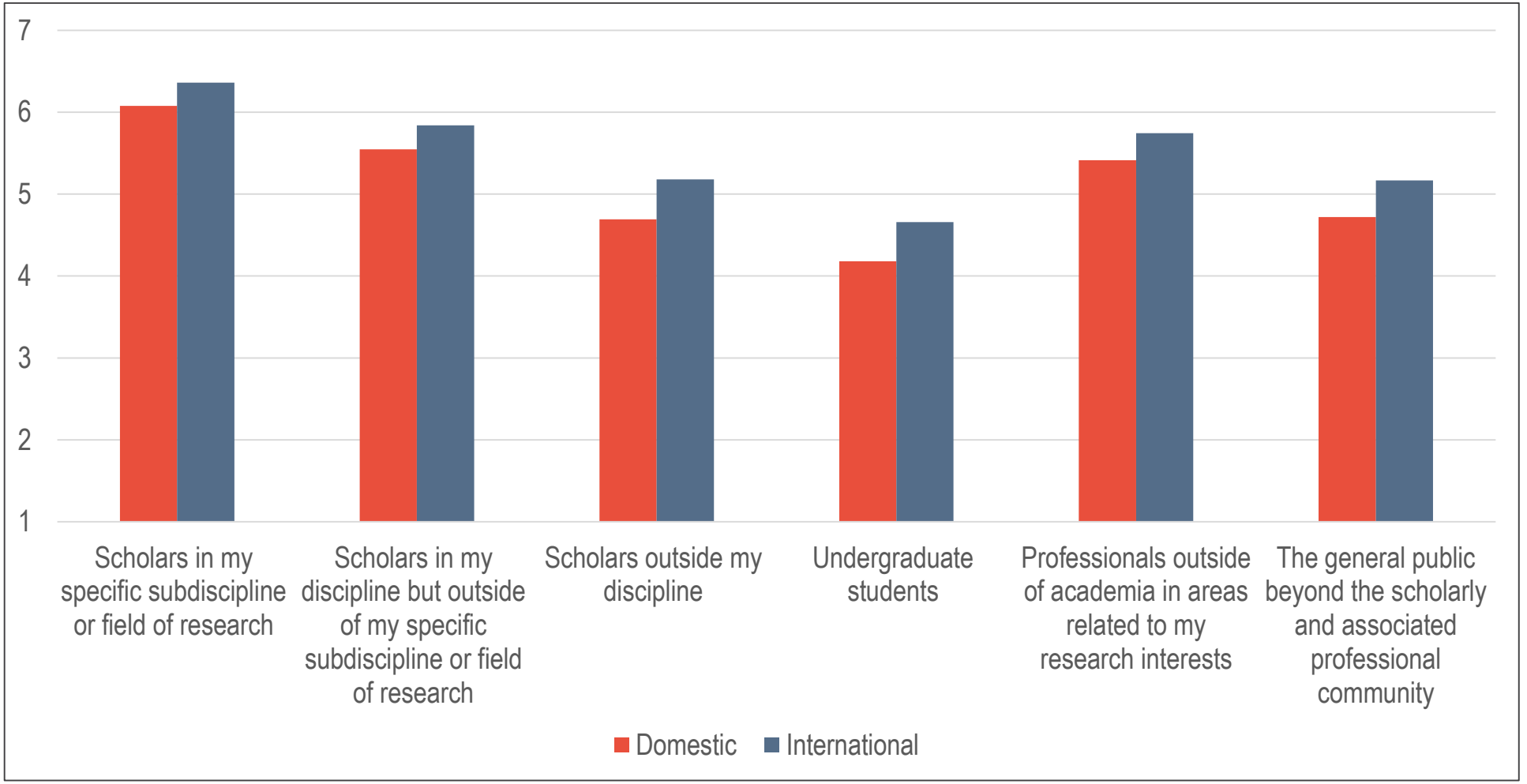
How important or unimportant is it to you that your research reaches each of the following possible audiences?

Average (mean) responses, where 1 = very unimportant and 7 = very important.

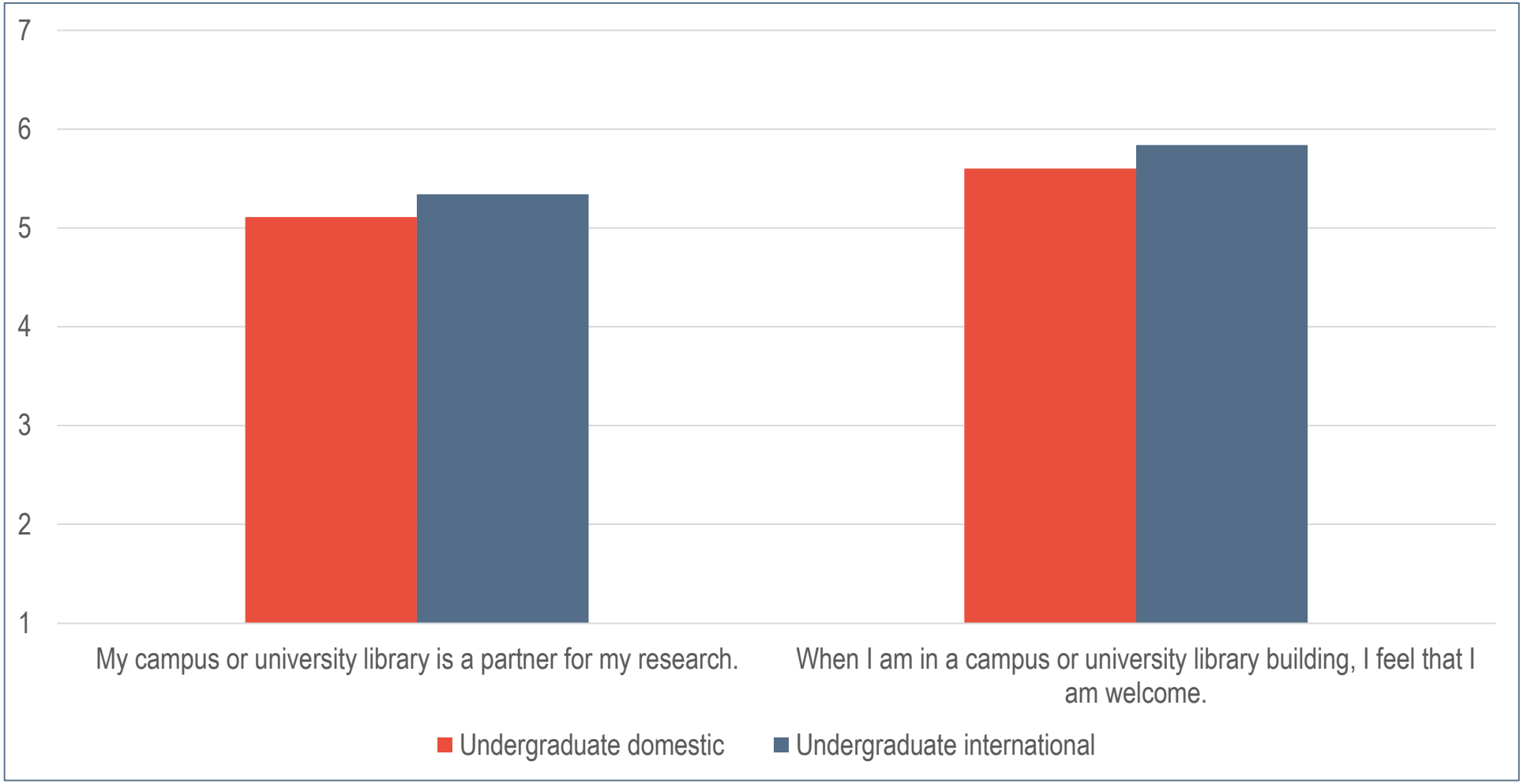


p < .01 all statements.

EFFECT OF UNDERGRADUATE COLLEGIATE EXPERIENCE

Please read the following statements and tell us whether you strongly agree with the statement, agree, somewhat agree, neither agree nor disagree, somewhat disagree, disagree, or strongly disagree.

Average (mean) responses, where 1 = strongly disagree and 7 = strongly agree.



Mean differences were not statistically significant.

REFLECTIONS

- Librarians report observed differences between international and domestic students
- Previous studies have found substantial differences in experiences and perceptions of international graduate students compared to domestic students
- Differences appear to be decreasing

Questions & Discussion

Thank You