

CCLASSS TOOLKIT

Student Survey Instrument



ITHAKA S+R



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Through the Community College Libraries & Academic Support for Student Success (CCLASS) project, we examined student goals, challenges, and needs from the perspective of the students themselves. The project's goal was to provide community colleges and their libraries with strategic intelligence on how to adapt their services to most effectively meet student needs. For a toolkit of resources related to this project, please see <https://sr.ithaka.org/our-work/cclass-toolkit>.

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Section I: Goals

Question 1: How important is it to you to achieve each of the following goals as a result of your experience at this college?

	Not at all important	Not too important	Somewhat important	Very important	Extremely important
Gaining knowledge about a specific subject, major, or career	<input type="radio"/>				
Gaining general knowledge on many different topics	<input type="radio"/>				
Building my resume with career-related experiences	<input type="radio"/>				
Improving my ability to find sources of information on a range of topics	<input type="radio"/>				
Having a specific GPA	<input type="radio"/>				
Getting involved in organized extracurricular activities, such as clubs, sports, campus leadership or committees, etc.	<input type="radio"/>				
Developing a professional network	<input type="radio"/>				
Choosing a career or post-graduation plan	<input type="radio"/>				
Collaborating on group projects or in teams with other students	<input type="radio"/>				
Advancing in my current career	<input type="radio"/>				
Transitioning into a new career field	<input type="radio"/>				
Developing social skills	<input type="radio"/>				
Being able to make more money	<input type="radio"/>				
Transferring to another college or university	<input type="radio"/>				

Section II: Challenges

Question 2: How easy or difficult are each of the following for you?

	Very difficult	Somewhat difficult	Neither easy nor difficult	Somewhat easy	Very easy	N/A (I am not currently doing this)
Time management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Balancing work and school responsibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Balancing family, household, and school responsibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having reliable access to the Internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having reliable access to a computer, laptop, or other similar device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting textbooks and other course materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having enough money to pay for my courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having enough money to pay for my basic needs (e.g. housing, food, clothing, transportation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making childcare arrangements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Learning or improving mastery of English	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adjusting to a new community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding reliable transportation to get to class	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding information and resources for navigating college	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Very difficult	Somewhat difficult	Neither easy nor difficult	Somewhat easy	Very easy	N/A (I am not currently doing this)
Finding information and resources for completing coursework	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding quiet space for completing coursework	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Writing research papers for class	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting help with completing assignments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting help from professors outside of class	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Completing developmental or remedial courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Completing required courses for my major and/or program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section III: Service Concepts

On the following pages, you will be presented with a series of services that the college is currently offering or may consider offering. Please review each carefully and answer the questions that follow.

Please assume for each that there would be no additional cost associated with the service beyond what you already would pay for tuition and fees.

All respondents randomly received four out of eight of the service concepts.

Service Concept 1: Social Worker

Imagine that a social worker was readily available at your college to help you any time you needed personal assistance. Depending on your needs, they could assist you with finding housing, securing childcare, finding reliable transportation, seeking public assistance, and/or navigating other life challenges. The social worker would offer drop-in hours, and they would also be “on call” if you had a personal emergency during non-working hours.

Social Worker Question 1: How valuable would this service be for you?

- Not at all valuable
- Not too valuable
- Somewhat valuable
- Very valuable
- Extremely valuable

The following questions within this service concept were only displayed to respondents who indicated that they found this service concept not too valuable, somewhat valuable, very valuable, or extremely valuable.

Social Worker Question 2: How often would you use this service?

- Never
- Once or twice a year
- Once or twice a semester or quarter
- Once or twice a month
- Once or twice a week
- More than twice a week

Social Worker Question 3: How valuable would it be for you to have help from a social worker at your college with each of the following?

	Not at all valuable	Not too valuable	Somewhat valuable	Very valuable	Extremely valuable
Finding housing	<input type="radio"/>				
Navigating personal and family dynamics	<input type="radio"/>				
Securing childcare	<input type="radio"/>				
Finding reliable transportation	<input type="radio"/>				
Seeking public assistance	<input type="radio"/>				
Drop-in hours	<input type="radio"/>				
On call availability during non-working hours	<input type="radio"/>				

Social Worker Question 4: Would you be more likely or less likely to use this service if it were provided by each of the following at your college?

	Less Likely	Neither more nor less likely	More likely
Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutoring center or writing center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic advising office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student computer labs, IT helpdesk, or IT office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial aid office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal counseling office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career or job placement office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veterans center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student life office (including student activities, student government, clubs, and organizations on campus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
One-stop center (i.e. location for multiple services including registration, financial aid, bursar, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foreign / international student center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability services office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Service Concept 2: Loaning Tech

Imagine that there was a place at your college where you could access technology either to borrow for use outside class and at home, or use on-site with expert training and assistance. The equipment available might include options such as a ‘one-touch studio’ for recording video presentations, 3-D printers, large-format poster-size printers, virtual reality headsets, multimedia editing computers and software, digital audio/video recorders, laptops, tablets, chromebooks, scientific calculators, wi-fi hotspots, and black/white or color printers for on-site use and/or checkout.

Loaning Tech Question 1

How valuable would this service be for you?

- Not at all valuable
- Not too valuable
- Somewhat valuable
- Very valuable
- Extremely valuable

The following questions within this service concept were only displayed to respondents who indicated that they found this service concept not too valuable, somewhat valuable, very valuable, or extremely valuable.

Loaning Tech Question 2: How valuable would this service be for you for each of the following purposes?

	Not at all valuable	Not too valuable	Somewhat valuable	Very valuable	Extremely valuable
Academics/coursework	<input type="radio"/>				
Career/professional	<input type="radio"/>				
Personal	<input type="radio"/>				

Loaning Tech Question 3: How valuable would it be for you to have access to each of the following technologies?

	Not at all valuable	Not too valuable	Somewhat valuable	Very valuable	Extremely valuable
'One-touch studio' for recording video presentations	<input type="radio"/>				
3-D printers	<input type="radio"/>				
Large-format poster-size printers	<input type="radio"/>				
Virtual reality headsets	<input type="radio"/>				
Multimedia editing computers and software	<input type="radio"/>				
Digital audio/video recorders	<input type="radio"/>				
Laptops	<input type="radio"/>				
Tablets	<input type="radio"/>				
Chromebooks	<input type="radio"/>				
Scientific calculators	<input type="radio"/>				
Wi-fi hotspots	<input type="radio"/>				
Black/white or color printers	<input type="radio"/>				
Other (please specify):	<input type="radio"/>				

Loaning Tech Question 4: For approximately what length of time would you want to borrow or use each of the following technologies? [Contingent – if R answers “not too valuable” to “extremely valuable” to any options in the previous question, those options are pulled forward to this question]

	A few hours	A day	A week	A month	A semester
'One-touch studio' for recording video presentations	<input type="radio"/>				
3-D printers	<input type="radio"/>				
Large-format poster-size printers	<input type="radio"/>				
Virtual reality headsets	<input type="radio"/>				
Multimedia editing computers and software	<input type="radio"/>				
Digital audio/video recorders	<input type="radio"/>				
Laptops	<input type="radio"/>				
Tablets	<input type="radio"/>				
Chromebooks	<input type="radio"/>				
Scientific calculators	<input type="radio"/>				
Wi-fi hotspots	<input type="radio"/>				
Black/white or color printers	<input type="radio"/>				
Other (please specify):	<input type="radio"/>				

Loaning Tech Question 5: Would you be more likely or less likely to use this service if it were provided by each of the following at your college?

	Less Likely	Neither more nor less likely	More likely
Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutoring center or writing center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic advising office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student computer labs, IT helpdesk, or IT office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial aid office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal counseling office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career or job placement office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veterans center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student life office (including student activities, student government, clubs, and organizations on campus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
One-stop center (i.e. location for multiple services including registration, financial aid, bursar, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foreign / international student center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability services office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Service Concept 3: Child Care

Imagine that there were an array of services at the college to accommodate students who have children of their own or are caregivers while you are attending class. These services might include designated spaces for families to study together, both regular and emergency childcare programs, and tutoring and other afterschool services for children.

Child Care Question 1: How valuable would this service be for you?

- Not at all valuable
- Not too valuable
- Somewhat valuable
- Very valuable
- Extremely valuable

The following questions within this service concept were only displayed to respondents who indicated that they found this service concept not too valuable, somewhat valuable, very valuable, or extremely valuable.

Child Care Question 2: How valuable would this service be for you during the following days and times?

	Not at all valuable	Not too valuable	Somewhat valuable	Very valuable	Extremely valuable
Daytime	<input type="radio"/>				
Evening	<input type="radio"/>				
Weekends	<input type="radio"/>				
Weekdays	<input type="radio"/>				

Child Care Question 3: How often would you use this service?

- Never
- Once or twice a year
- Once or twice a semester or quarter
- Once or twice a month
- Once or twice a week
- More than twice a week

Child Care Question 4: How valuable would it be for you to have each of the following services described above?

	Not at all valuable	Not too valuable	Somewhat valuable	Very valuable	Extremely valuable
Designated space for families to study together	<input type="radio"/>				
Regular childcare	<input type="radio"/>				
Emergency childcare	<input type="radio"/>				
Tutoring and other afterschool services for children	<input type="radio"/>				

Child Care Question 5: Would you be more likely or less likely to use this service if it were provided by each of the following at your college?

	Less Likely	Neither more nor less likely	More likely
Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutoring center or writing center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic advising office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student computer labs, IT helpdesk, or IT office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial aid office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal counseling office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career or job placement office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veterans center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student life office (including student activities, student government, clubs, and organizations on campus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
One-stop center (i.e. location for multiple services including registration, financial aid, bursar, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foreign / international student center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability services office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Service Concept 4: Community Advocacy

Imagine the college made available opportunities that would help you better develop your capacity as a member of your community and society. These could include one-time presentations by faculty, members of community groups, industry experts, or fellow students, and could take the form of workshops, ongoing discussion groups, informal meetups, or online resources. Rather than seek to educate you on particular political perspectives, the goal would be help you develop your own perspective and strategies for engagement, so you could participate on issues that are important to you as a citizen, an informed member of society, an activist, or whatever other role you choose to assume.

Community Advocacy Question 1: How valuable would this service be for you?

- Not at all valuable
- Not too valuable
- Somewhat valuable
- Very valuable
- Extremely valuable

The following questions within this service concept were only displayed to respondents who indicated that they found this service concept not too valuable, somewhat valuable, very valuable, or extremely valuable.

Community Advocacy Question 2: How often would you use this service?

- Never
- Once or twice a year
- Once or twice a semester or quarter
- Once or twice a month
- Once or twice a week
- More than twice a week

Community Advocacy Question 3: How valuable would it be for you to have each of the following aspects of the services described above?

	Not at all valuable	Not too valuable	Somewhat valuable	Very valuable	Extremely valuable
Presentations	<input type="radio"/>				
Workshops	<input type="radio"/>				
Discussion groups	<input type="radio"/>				
Informal meetups	<input type="radio"/>				
Online resources	<input type="radio"/>				

Community Advocacy Question 4: How valuable would it be for you to have each of the following individuals or groups of individuals participate in these services?

	Not at all valuable	Not too valuable	Somewhat valuable	Very valuable	Extremely valuable
Faculty	<input type="radio"/>				
Peers / fellow students	<input type="radio"/>				
Community groups	<input type="radio"/>				
Industry experts	<input type="radio"/>				

Community Advocacy Question 5: Would you be more likely or less likely to participate in these services if they were provided by each of the following at your college?

	Less Likely	Neither more nor less likely	More likely
Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutoring center or writing center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic advising office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student computer labs, IT helpdesk, or IT office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial aid office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal counseling office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career or job placement office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veterans center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student life office (including student activities, student government, clubs, and organizations on campus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
One-stop center (i.e. location for multiple services including registration, financial aid, bursar, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foreign / international student center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability services office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Service Concept 5: Privacy

Imagine that there was a workshop you could take about how to operate effectively and safely in today's digital world. This would include a practical guide on how to choose which digital services to use, how to encrypt sensitive communications, and how to delete your activity trail and presence. Each student would be guided in finding the right balance between using personalized services and the privacy interests that these services may minimize.

Privacy Question 1: How valuable would this service be for you?

- Not at all valuable
- Not too valuable
- Somewhat valuable
- Very valuable
- Extremely valuable

The following questions within this service concept were only displayed to respondents who indicated that they found this service concept not too valuable, somewhat valuable, very valuable, or extremely valuable.

Privacy Question 2: How interested are you in attending this workshop?

- Not at all interested
- Not too interested
- Somewhat interested
- Very interested
- Extremely interested

Privacy Question 3: Would you be more interested in attending this workshop in person or online?

- In person
- Online

Privacy Question 4: Would you be more likely or less likely to attend this workshop if it were provided by each of the following at your college?

	Less Likely	Neither more nor less likely	More likely
Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutoring center or writing center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic advising office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student computer labs, IT helpdesk, or IT office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial aid office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal counseling office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career or job placement office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veterans center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student life office (including student activities, student government, clubs, and organizations on campus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
One-stop center (i.e. location for multiple services including registration, financial aid, bursar, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foreign / international student center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability services office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Service Concept 6: Knowledge base

Imagine that the college offered a single point of contact for whenever you need help navigating any part of college including advising, registering for classes, applying for financial aid, securing personal counseling, and obtaining tutoring or other coursework assistance. This service would offer expertise in connecting you with the right college employee for assistance.

Knowledge Base Question 1: How valuable would this service be for you?

- Not at all valuable
- Not too valuable
- Somewhat valuable
- Very valuable
- Extremely valuable

The following questions within this service concept were only displayed to respondents who indicated that they found this service concept not too valuable, somewhat valuable, very valuable, or extremely valuable.

Knowledge Base Question 2: How often would you use this service?

- Never
- Once or twice a year
- Once or twice a semester or quarter
- Once or twice a month
- Once or twice a week
- More than twice a week

Knowledge Base Question 3: How valuable would this service be for you in each of the following formats?

	Not at all valuable	Not too valuable	Somewhat valuable	Very valuable	Extremely valuable
Online chat	<input type="radio"/>				
Email	<input type="radio"/>				
In-person	<input type="radio"/>				
Online database of pre-populated Q&A	<input type="radio"/>				

Knowledge Base Question 4: Would you be more likely or less likely to use this service if it were provided by each of the following at your college?

	Less Likely	Neither more nor less likely	More likely
Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutoring center or writing center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic advising office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student computer labs, IT helpdesk, or IT office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial aid office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal counseling office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career or job placement office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veterans center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student life office (including student activities, student government, clubs, and organizations on campus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
One-stop center (i.e. location for multiple services including registration, financial aid, bursar, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foreign / international student center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability services office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Service Concept 7: Personal librarian

Imagine that a dedicated professional employed by the college would be available to help you find and use all kinds of content sources you might need for your coursework, including books and journals, in paper, and on the internet. This professional would provide help in person or via email, phone, or chat on any assignment.

Personal Librarian Question 1: How valuable would this service be for you?

- Not at all valuable
- Not too valuable
- Somewhat valuable
- Very valuable
- Extremely valuable

The following questions within this service concept were only displayed to respondents who indicated that they found this service concept not too valuable, somewhat valuable, very valuable, or extremely valuable.

Personal Librarian Question 2: How often would you use this service?

- Never
- Once or twice a year
- Once or twice a semester or quarter
- Once or twice a month
- Once or twice a week
- More than twice a week

Personal Librarian Question 3: How valuable would this service be for you in each of the following formats?

	Not at all valuable	Not too valuable	Somewhat valuable	Very valuable	Extremely valuable
Online chat	<input type="radio"/>				
Email	<input type="radio"/>				
In-person	<input type="radio"/>				
Phone	<input type="radio"/>				

Personal Librarian Question 4: Would you be more likely or less likely to use this service if it were provided by each of the following at your college?

	Less Likely	Neither more nor less likely	More likely
Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutoring center or writing center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic advising office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student computer labs, IT helpdesk, or IT office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial aid office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal counseling office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career or job placement office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veterans center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student life office (including student activities, student government, clubs, and organizations on campus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
One-stop center (i.e. location for multiple services including registration, financial aid, bursar, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foreign / international student center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability services office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Service Concept 8: Student showcase

Imagine that the college offered you and fellow students an opportunity to publicly display work from your classes, or to contribute personal and professional expertise developed outside of classes, through various displays, presentations, workshops, and more, either in person or virtually. You would have a space in which you could gather with other students to share your experience, expertise, and work, as well as learn from other students.

Student Showcase Question 1: How valuable would this service be for you?

- Not at all valuable
- Not too valuable
- Somewhat valuable
- Very valuable
- Extremely valuable

The following questions within this service concept were only displayed to respondents who indicated that they found this service concept not too valuable, somewhat valuable, very valuable, or extremely valuable.

Student Showcase Question 2: How often would you use this service?

- Never
- Once or twice a year
- Once or twice a semester or quarter
- Once or twice a month
- Once or twice a week
- More than twice a week

Student Showcase Question 3: Would you be more interested in using this service in person or online?

- In person
- Online

Student Showcase Question 4: Would you be more likely or less likely to use this service if it were provided by each of the following at your college?

	Less Likely	Neither more nor less likely	More likely
Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutoring center or writing center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic advising office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student computer labs, IT helpdesk, or IT office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial aid office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal counseling office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career or job placement office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veterans center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student life office (including student activities, student government, clubs, and organizations on campus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
One-stop center (i.e. location for multiple services including registration, financial aid, bursar, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foreign / international student center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability services office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Demographic Questions

Demographic Question 1: Please select the type(s) of degree(s) and/or credentials you are currently pursuing [Multiple selections possible]

- Associate of Applied Arts / Associate in Applied Arts Scientific (such as slides, biological specimens, samples, etc.)
- Associate of Applied Sciences / Associate in Applied Sciences
- Associate of Arts / Associate in Arts
- Associate of Fine Arts / Associate in Fine Arts
- Associate of Sciences / Associate in Sciences
- Pre-college program (e.g. Adult Basic Education; ESL)
- Dual enrollment (e.g. high school / college)
- Career studies certificate (college credit)
- Workforce certificate (non-college credit)
- General Equivalency Development/Diploma (GED)
- Bachelor's degree
- Other (please specify)

Demographic Question 2: Are you currently enrolled as a full-time or part-time student?

- Full-time
- Part-time

Demographic Question 3: Are you currently enrolled in one or more classes in-person, online, or both?

- In-person
- Online
- Both in-person and online

Demographic Question 4: During what days and times are you currently enrolled in classes? Please select all that apply [Multiple selections possible]

- Daytime
- Evening
- Weekdays
- Weekends
- N/A (all of my classes are online at an unspecified time)

Demographic Question 5: Please select all forms of employment that currently apply for you [Multiple selections possible]:

- A full-time job (on campus)
- A full-time job (off campus)
- A part-time job (on campus)
- A part-time job (off campus)

Demographic Question 6: Have you ever done any of the following? Please select all that apply [Multiple selections possible]:

- Attended another college or university where I earned another degree and/or credential
- Attended another college or university where I did not earn another degree and/or credential
- Transferred credits from another college or university to my current college
- Considered transferring to another college or university without earning my current degree and/or credential
- Considered transferring to another college or university after earning my current degree and/or credential

Demographic Question 7: What is your age?

Demographic Question 8: With which gender identity do you most identify?

- Woman
- Man
- I don't identify with either of these. I identify as:

Demographic Question 9: Are you a parent or guardian of a dependent minor?

- Yes
- No

Demographic Question 10: Were you born in the United States?

- Yes
- No

Demographic Question 11: Please select the population group or groups that you most closely identify with from the list below [Multiple selections possible]:

- American Indian or Alaska Native
- Asian
- Native Hawaiian or Other Pacific Islander
- Black or African American
- White
- Hispanic or Latino
- Other

Demographic Question 12: Did one or more of your parents complete a college or university degree?

- Yes
- No

Demographic Question 13: Are you currently serving on active duty or are you a veteran of the U.S. Armed Forces, National Guard, or Reserves?

- Yes
- No

Demographic Question 14: Have you received or are you currently eligible for a Federal Pell Grant?

- Yes
- No
- Don't know / Not sure