An Assessment Project of
TESC Media Services

by Lin Crowley
The Evergreen State College
Spring, 2006
Executive Summary

This assessment project serves as the first use assessment by the Media Services of the Evergreen State College. The goal of the survey was to understand what and how often the current college community including students, staff and faculty use Media Services. In addition, satisfaction level was also surveyed to reveal what areas of Media Services may need additional attention. Respondents are also requested to share what other services they may be interested.

The resulted survey data showed that Media Services enjoyed a good usage by the students, staff and faculty. Although some respondents revealed that they do not know about some of the services, those who used the current services shared that they are generally pretty satisfied with each of the services that they use. Many respondents are not aware of the new development of the Digital Communication Technology Studio (DCTS) facility, and yet still expressed interests in seeing the college investigating new equipment options in digital technology to be used for learning and teaching at the college.

The use of a web survey tool also was an experimentation. The community survey tool Drupal has its limitation, as experienced by this project director. Nevertheless, the ease of use to the potential respondents and the far reaching ability by the web survey tool makes this survey tool very attractive. It could also permit additional surveys to be done in a short time frame with maximum outreach possibility.
Additional studies and future follow-up surveys are recommended to be conducted to compare whether the reasons for people to use each service have changed, and to evaluate the satisfaction levels for each type of services by patron types. These data can then be used to develop long term strategic plan for the Media Services and the library service alike.

II. Introduction

Performance funding and outcomes assessment are a growing but still a limited practice. They have captured the attention of public institutions of higher education, legislators, and accrediting associations for the past twenty years. (Banta & Pike, 1989)\(^1\). Many states have adopted performance funding to give colleges and universities incentives to improve higher education. Some authors believe that the focus on accountability was driven in part by limited resources (Ewell, 1994)\(^2\). The call for accountability in higher education has led to increased emphasis on assessment by both college administrators and accrediting agencies. Institutions embracing assessment generally have found that the process contributes to educational improvement. More administrative units within the colleges and universities also use various methods of assessment to help improve their services and support their requests for additional funding. My project is an example of a new process of use assessment for the Media Services at the Evergreen State College. It will be used for establishing future long term service plans for the Media Service.

According to the statement Media Service published on its Evergreen’s web site: “Media Services at The Evergreen State College is dedicated to providing students, staff, and faculty with interdisciplinary access to media tools. In order to accomplish this, media staff work
with the faculty to provide quality instruction, coordinate access to facilities, and research new technologies. To this end, Media Services is administered as part of the Library system and is not directly affiliated with any specific campus specialty area. The current Media Services are divided into four major areas: Electronic Media, Media Loan, Photo Services, and the Sound and Image Library. As stated in its overview web site: “Media Services” is a term that includes the following areas:

- Photoland (Digital Imaging Studio, Instructional Photography, Photo Production Services)
- Electronic Media (Audio Studios, Electronic Music, Event Production, Film, Instructional Support, Projection Services and Video)
- Media Loan
- Sound and Image Library

Each area has two to seven staff in 2006 providing various types of services to the Evergreen community of faculty, staff and students. Media Services provide a full array of media resources, which included a complete broadcast color video production studio, video editing rooms, audio recording studios, portable 16mm film production equipment with comprehensive editing hardware, film and computer animation facilities, electronic music studios, slide, video and audio libraries, and a broad cross selection of photographic, graphic and media production facilities. These tools are available for use by students for credit generating activities under an access policy which delegates these resources based on changing academic demands.
Because Media Services is part of the library and part of the academic division, the current policy states that the support for academic coordinated studies is the number one priority for Media Service. Staff encourages any academic users who plan to use more than occasionally to use the Media Request Form to indicate their potential use. Media Services staff in turn will coordinate with program users to accommodate all the requests as much as the resources can allow. Many individual contract users and campus business units make up the rest of the services users. Sometimes, priority has to be determined in order to make sure the academic users will receive the highest priority among all users.

Additionally, media support is often needed in various conference events that are held on campus, Media Services production support are, as a result, requested to support many of the off campus community members who use the Evergreen State College. Rental and staffing charges could be incurred by these organizations as a result when they require media support. The charges are posted on Electronic Media’s web site at:

https://www.evergreen.edu/media/em/mediarates.html. According to the current Media Services Media Loan’s policy, to insure equipment is available for on-going academic purposes, the college or non-academic users such as student activities or programs would receive lower priorities when limited resources are requested and needed by the academic users.

III. Methodology

As any other Public service or administrative units of a public institution, Media Services gather statistics on quarterly basis on the use of the various services. Data are then used to
support annual equipment request or personnel related inquiry. The staff of the Media Services, however, is becoming more interested in finding out more information about how their services are perceived by the general users. Are the current services serving the needs of the campus users? How satisfied are the users with the services rendered by the Media Services? These fundamental questions inspire this researcher to conduct this study in the services provided by Media Services. Additionally, staff of Media Services is interested in finding out what users may want for additional services. So a web based survey was designed to help develop an assessment of Media Services of The Evergreen State College. The project director designed the web-based survey, with input from the staff of Media Services, the Library, and the Institutional Research and Assessment, to research the use and interests of the broad community members of student, staff, and faculty for their media resources use at the college. The desire of the project director, who is also part of the Media Service staff, is to use the survey findings and the assessment to help develop a multi-year long plan after this research project to anticipate the curriculum needs that Media Services could provide support for in the future.

The survey questions included in this research project are locatable in the appendix section of this report.

Finally, data was collected from selective sources, including literature review, administrator interview, and survey. Qualitative information was collected primarily from the survey responses of the survey participants and the interviews following the web-based survey.
Survey questions were developed and were posted on a web site developed specifically for this project. The project director used Drupal statistical tool to post the questions to the Evergreen State College’s student, faculty and staff Email Distribution List on April 25, 2006. Participation was encouraged but not mandatory nor required to any individuals. The project director requested in the introductory message of the survey that all survey participants are to complete and submit their responses by May 10, which was two weeks after the initial starting date of the request. A second email request went out to the faculty and staff distribution list as well as the TESC crier list, to prompt and remind for additional responses. Each of the planning unit faculty coordinators was also contacted by the project director to request for additional reminders to be sent to each planning unit faculty members. TESC Student Activities and Housing employees also were contacted to assist in publicizing the survey to students in general. As a result, 202 responses were received at the closing date, May 10. The project director then coded the responses and processes the output data using SPSS software to test the hypothesis posted at the start of this project.

An administrator interview was conducted on May 22, 2006 at the Evergreen State College. The Manager of Media Service went over the organizational structure and illustrated the need for future strategic planning. He requested that the survey results be shared with the entire body of Media Services to aid in developing such strategic planning.

IV. Findings

The survey received 202 responses. To reach statistical validity at 90 percent confidence level, a community like Evergreen’s with 4200 total student population and 500+ faculty
and staff combined employees, 256 sample respondents are needed in order to be considered statistical valid. Therefore, the 202 responses fell short of the required number. However, the data generated do give a good indication of what services are being used by the Evergreen’s community, and how satisfied each user group is with each service. Respondents also provided many written comments and recommendations on what services they would like to receive from the various areas of Media Services.

Out of the 202 respondents, fifty percent of the respondents are students (92 full time and 10 part time students). 22% of respondents identified themselves as faculty (34 full time, 13 part time), 29% of respondents are staff (58 total), and 4% are users who identified themselves as others (8 respondents).

The respondents’ make-up is graphed as follows:
Why do users use Media Services?

Users use Media Services for various reasons. From the three charts below it is important to note that Media Loan and Electronic Media are used to support fairly evenly for academic instruction needs, academic program requirement, and personal development. A smaller percentage of the respondents cited using the services because of the knowledgeable/helpful staff and for student activities or events.
Sound and Image Library (see chart below) enjoys a good percentage of users who use the service for instruction needs and academic requirements. Personal development was cited as the reason for 1/3 of the respondents who used Sound and Image Library.
Satisfaction Level with each service

As stated earlier, users use various services with differing level of satisfaction. The few tables below indicated the satisfaction level by the average mean, on a scale of 2 to 4. The project director excluded those who checked 1, which is “never use the service”, for statistical calculation.

The table below indicated that 56 out of 194 respondents indicated their satisfaction level. The average mean for the Electronic Media’s Media Production Service is 3.46.
For EM-Classroom AV Support service, 100 respondents out of the 202 selected their satisfaction level of two or better. The mean indicated the level of satisfaction on a scale of 2 to 4, so a mean of 3.44 indicated the users are fairly satisfied. The standard deviation .656 indicated that a relatively moderate span was selected.

<table>
<thead>
<tr>
<th>Descriptive Statistics</th>
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<tbody>
<tr>
<td></td>
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<tr>
<td>EM-mediaprodsat</td>
</tr>
<tr>
<td>Valid N (listwise)</td>
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</tbody>
</table>

See below for the satisfaction level for EM-Audio/Video/Film/Animation facilities. The Mean for these facilities is 3.32:

<table>
<thead>
<tr>
<th>Descriptive Statistics</th>
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<tr>
<td>EM-classavfsup</td>
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<tr>
<td>Valid N (listwise)</td>
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</tbody>
</table>

The next table indicated the users’ satisfaction level for EM-Multimedia Lab. This facility enjoys a very high mean—3.62:

<table>
<thead>
<tr>
<th>Descriptive Statistics</th>
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<tbody>
<tr>
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<tr>
<td>EM-multiaudiofaci</td>
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<tr>
<td>Valid N (listwise)</td>
</tr>
</tbody>
</table>
Below is the table for the satisfaction level for Media Loan’s Equipment checkout:

<table>
<thead>
<tr>
<th>Descriptive Statistics</th>
<th>N</th>
<th>Sum</th>
<th>Mean</th>
<th>Std. Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>BM-multimedia lab</td>
<td>53</td>
<td>192</td>
<td>3.62</td>
<td>.596</td>
</tr>
<tr>
<td>Valid N (distwise)</td>
<td>53</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Below is the table for the satisfaction level for Media Loan’s equipment proficiency:

<table>
<thead>
<tr>
<th>Descriptive Statistics</th>
<th>N</th>
<th>Sum</th>
<th>Mean</th>
<th>Std. Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>ML-eq checkout</td>
<td>153</td>
<td>489</td>
<td>3.20</td>
<td>.753</td>
</tr>
<tr>
<td>Valid N (distwise)</td>
<td>153</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Below is the table for the satisfaction level for Media Loan’s Advanced Production Service:

<table>
<thead>
<tr>
<th>Descriptive Statistics</th>
<th>N</th>
<th>Sum</th>
<th>Mean</th>
<th>Std. Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>ML-apt</td>
<td>39</td>
<td>141</td>
<td>3.62</td>
<td>.544</td>
</tr>
<tr>
<td>Valid N (distwise)</td>
<td>39</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The respondents’ satisfaction level for the Photo Services’ facilities are listed below. The tables show that although less users responded that they use photo services as compared to the use by Media Loan and Electronic Media users, the satisfaction level is comparable to those of the other facilities listed above, with a mean of 3.5 and 3.44 respectively.
The overall side by side comparison for the satisfaction level is as follows:

What would users like to see the new DCTS do in the future?
Digital Communication Technology Studio (DCTS) is a new facility proposed by the Media Services group. It will replace the old TV studio to provide a broader range of services to the campus community, including teleconferencing and interactive performance or production. The result is shown below. Please note that although many respondents selected 1, 3 and 4 as the areas they would like to see served by the new facility, many of the survey respondents really do not know about this new facility development. It would be a good idea for the Media Services group to communicate the planning with the broader community.

![Graph showing preferences for DCTS future services]

**What would people like to see DCTS do in the future?**

1. Investigating new equipment options for teaching and learning with digital technology
2. Invest more resources to interactive production, performance, and communications
3. Expand traditional studio services
4. Expand teleconference services
5. Do not know

How often do users use Media Services?

As indicated below in the four bar charts, all of the Media Services facilities enjoy very good overall usage. Some, such as the Electronic Media and Media Loan’s services, received significantly more frequent use than the more specialized Photo Services.’
Nevertheless, there is room for improvement as to serving more users, who indicated interests, but admitted never using, or not knowing the existence of some of the services.

### How often do people use any of the EM services?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - Once a year</td>
<td>12</td>
</tr>
<tr>
<td>2 - 2 to 6 times a year</td>
<td>32</td>
</tr>
<tr>
<td>3 - 7 to 12 times a year</td>
<td>13</td>
</tr>
<tr>
<td>4 - More than 13 times a year</td>
<td>30</td>
</tr>
<tr>
<td>5 - Never</td>
<td>83</td>
</tr>
</tbody>
</table>

### How often do people use ML services?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - Once a year</td>
<td>10</td>
</tr>
<tr>
<td>2 - 2 to 6 times a year</td>
<td>68</td>
</tr>
<tr>
<td>3 - 7 to 12 times a year</td>
<td>25</td>
</tr>
<tr>
<td>4 - More than 13 times a year</td>
<td>46</td>
</tr>
<tr>
<td>5 - Never</td>
<td>36</td>
</tr>
</tbody>
</table>
How often do people use Photo Services?

As informed by the graphs above, Sound and Image Library have received fair use, but higher percentage of respondents did not use its Services.
The qualitative analysis of the survey data provided the following findings, that respondents are interested in:

**More Media Services workshops and resources made available:** Many survey respondents expressed an interest for additional workshops in various areas, such as in audio/video mixing, and in software training such as After Effect. Others like more advanced production equipment, resources and trainings. Three respondents specifically named digital photo workshops are what they would like to see offered. Teleconferencing facilities are also mentioned by three of the respondents as desirable. One of the respondents likes to see training of teleconferencing being offered by Media Services employees, and be made available to student groups. Another likes to know how to get involved in a television production.

Some of the respondents want to see the acquisition budget for more media and slide collections to be allocated to accommodate the growing needs for media related collections, in addition to the current great selection. A motion capture studio is desired by one of the respondents.

**Better and more open hours and equipment:** Other suggestions concern mostly in better equipment and open hours, such as: sound production stage, more technical support offered in morning and at night and on Fridays, Media Loan has longer Friday evening opening hours, more projectors being available for users, smaller and more portable projectors, and cutting edge technology. Two respondents expressed that areas such as Media Loan and
Sound and Image Library need to acquire more new equipment to replace older or broken equipment. Two respondents would like to see a better TV studio being built and made available soon. And another likes to see more availability for evening and weekend students. Better and newer laptops were suggested by two respondents. More overhead projectors were also suggested.

**More readily available information about Media Services:** Some of the comments from the respondents suggest that there are faculty, staff, and students that do not know some of the services available to general users, so more communication and advertising about the services were suggested, including providing tours. Three of the respondents expressed wanting to know the services available when they first entered the college, and another respondent would like to see the web site be better designed so it is less confusing. A one-stop service for all media related questions was recommended by one of the respondents. Suggestion is also made to have a brochure to explain all the services that Media Services offer. Better information on the web and in the areas about where to locate various Media Services temporary locations during the library remodel was suggested.

**Services and facilities are made more accessible and available:** One respondent is concerned about keeping the film editing and transfer facilities, and another likes to see more built-in equipment to be in each of the classroom and meeting spaces. One commented on needs for Media Services to continue working on making services accessible to students with disability. Another likes to see more services could be made available to evening and weekend students. More open access and podcasting were also suggested. One likes to see
the check out process in Media Service made easier by improving the storage and cataloging system. Another suggests that Media Services staff in general should make all services accessible to all users.

Better trained staff: Although more than half of the respondents who answered the survey indicated moderate to high satisfaction with the Media Services staff, one respondent expressed the desire to see Media Services to hire students who are better trained in customer service and are knowledgeable in equipment, and be able to be proactive in asking to offer help. One likes to see Media Services employees to be more flexible and accessible, and another suggests that improvement is needed in front desk and telephone manners. Another suggested that Media Services need to improve reliability of technical support and designate what could or could not be supported. One respondent mentioned the need to do audio streaming capturing, and was experiencing difficulty with that request even with staff’s help.

Other requests include: possible simple food and drink made available such as donuts and coffee, continue to fund additional staff positions to provide more support to the community, and to fund more staff development. One suggests correcting staff classifications to better match the IT works they are doing. Tighter checkout process for the Sound and Image Library’s slide collection and video collection was also suggested to prevent loss of valuable slides or video collection. It is desired by one respondent to reduce the charge back amount of various equipment and production rate.
V. Conclusion

Media Services have had statistics to support the fact that many users are using media for their schooling and for their works. This survey confirms that. What this survey also was able to convey, is many users are still not very familiar with the various services Media Services offer to the campus community of the Evergreen State College. Another confirmed fact is that the Evergreen’s users in general are satisfied with the many Media Services’ services they do utilize. However, there are many suggestions and recommendation through the respondents of this survey that indicated students, staff and faculty of Evergreen do expect to see improvement made. Among them, **More Media Services workshops and resources made available, Better and more open hours and equipment, More readily available information about Media Services, Services and facilities are made more accessible and available, and Better trained staff** are among those that surface as recurring interests expressed by many of the respondents.

The project director also recommend that future follow-up surveys be conducted to compare whether the reasons for people to use each service have changed, and to evaluate the satisfaction levels for each type of services by patron types. Additional assessment and strategic planning will also help to improve the services Media Services offer to the TESC community.
VI. Appendix

i. Human Subject Review submitted to the Evergreen State College

Abstract
This project’s objective is to develop an assessment of Media Services of The Evergreen State College. The project director will design a survey to research the use and interests of the broader community members of student, staff, and faculty for their media resources support at the college. With the survey findings and the assessment, a multi-year long plan will be developed later to anticipate the curriculum needs for services Media Services could provide in the future. The findings and the assessment will be presented to the Media Services staff and the library group at one of their future meetings in 2006.

Research Procedures
The project will involve a survey and interviews. The project director will conduct a web-based survey of the students, staff and faculty users at The Evergreen State College. Additional interviews or focus groups may be conducted to gain information and insight into what has worked for the organization in the past, and what their organizational goals may be for the future. Research will also be conducted to identify academic needs of the various planning units to be included in the analysis of the assessment. The results will be published in a report written by the Project Director.

Subject
Subjects for the web survey will be limited to the students, staff, and faculty of The Evergreen State College. Email distribution list will be used to request for the community
members of the college to participate in the survey. An analysis of the survey results will be completed to form the final report.

**Risks of Participation and Information Use**

The risks involved in participating in the survey are considered to be minimal, as confidentiality will be ensured by the project director. All participants will remain anonymous unless they would like to be contacted for follow up interviews. The surveyor will not require participation, so consent is assumed given when participants choose to participate in the survey. Survey results will be separated from participants’ names to keep participants’ names confidential. Participants are under no obligation to participate in the project.

**Benefits of Participation**

More and more academic programs incorporate some types of media in their curriculum planning. As a public institution, the college is also used by various state agencies and community organizations or groups. Almost all of the conferences or meetings taking place at the college require some form of media support. This project aims to develop a better understanding of the users’ needs and interests in the use of media resources on the campus of The Evergreen State College. By participating in the survey, participants will help in developing future plans to better support the community of The Evergreen State College.

**Distribution:**

The findings of this project will be published by the Project Director in June of 2006. Participants could obtain information about the findings from the project director.

**ii. Survey Questions**
Media Services Assessment Survey

Media Services of The Evergreen State College’s Library is conducting this use assessment survey of Media Services by students, staff, and faculty. The project is planned in conjunction with a MPA Capstone project in support of the teaching and learning experience at Evergreen. With the survey findings and the assessment, Media Services staff will work on a multi-year development plan. Therefore, your input is of vital interest to us. Please complete and return the survey by May 10, 2006.

The results of this survey will be shared with Media Services and Library staff to help us develop ways of working together to better serve your needs. **You will remain anonymous, as the survey does not require you to include your name.** If you choose to include your name, we will keep your identity confidential. Thanks for taking the time to participate in this survey.

1. **Media Services include four distinctive areas that offer different services to campus users. Please check all those services that you have used at the Evergreen State College during academic year 05/06:** (Please check all that apply)

   **Electronic Media**
   0 - Media production workshops
   1 - Classroom AV/ Production support
   2 - Audio/Video/Film/Animation facilities
   3 - Multimedia Lab

   **Media Loan**
   4 - General equipment checkout
   5 - Equipment proficiency tests/workshops
   6 - Advanced Production Services (APS)

   **Photo Services**
25

7 - Instructional Photo/Photo Center/Dark rooms
8 - Photo Services/photo stores
9 - Digital Imaging Studio

Sound & Image Library

10 - Slide library
11 - AV copying/multimedia stations
12 - Video library

2. Please rate your satisfaction with each of the following services:

From Electronic Media

Media production workshops

0 - High Satisfaction
1 - Moderate Satisfaction
2 - Low Satisfaction
3 - Never used this service

Classroom AV/Production support

0 - High Satisfaction
1 - Moderate Satisfaction
2 - Low Satisfaction
3 - Never used this service

Audio/Video/Film/Animation facilities

0 - High Satisfaction
1 - Moderate Satisfaction
2 - Low Satisfaction
3 - Never used this service

Multimedia Lab
Comments on the above services:

From Media Loan

General equipment checkout

Equipment proficiency tests/workshops

Advanced Production Services (APS)

Comments on the above services:

From Photo Services

Instructional Photo/Photo Center/Dark rooms

0 - High Satisfaction
1 - Moderate Satisfaction
2 - Low Satisfaction
3 - Never used this service

Photo Services/Photo Stores

0 - High Satisfaction
1 - Moderate Satisfaction
2 - Low Satisfaction
3 - Never used this service

Digital Imaging Studio

0 - High Satisfaction
1 - Moderate Satisfaction
2 - Low Satisfaction
3 - Never used this service

**Comments on the above services:**

**From** Sound & Image Library

Slide library

0 - High Satisfaction
1 - Moderate Satisfaction
2 - Low Satisfaction
3 - Never used this service

AV coping/multimedia stations

0 - High Satisfaction
1 - Moderate Satisfaction
2 - Low Satisfaction
3 - Never used this service

Video library
0 - High Satisfaction
1 - Moderate Satisfaction
2 - Low Satisfaction
3 - Never used this service

Comments on the above services:

3. Which of the following reasons prevent you from using any one of the services: (Please check all that apply)

Electronic Media’s services:

0 - Never used the services
1 - The procedures are too complex for me to learn the use of the media tools I am interested in using
2 - Training or workshops are not available for me to learn the tools I am interested in using
3 - The equipment I want to use is not available
4 - Not interested in using media tools
5 - Not aware the services are available
6 - Other __________________________(Please fill in)

Media Loan’s services:

0 - Never used the services
1 - The procedures are too complex for me to learn the use of the media tools I am interested in using
2 - Training or workshops are not available for me to learn the tools I am interested in using
3 - The equipment I want to use is not available
4 - Not interested in using media tools
5 - Not aware the services are available
6 - Other _____________________(Please fill in)

**Photo Services:**

0 - Never used the services
1 - The procedures are too complex for me to learn the use of the media tools I am interested in using
2 - Training or workshops are not available for me to learn the tools I am interested in using
3 - The equipment I want to use is not available
4 - Not interested in using media tools
5 - Not aware the services are available
6 - Other _____________________(Please fill in)

**Sound & Image Library's services:**

0 - Never used the services
1 - The procedures are too complex for me to learn the use of the media tools I am interested in using
2 - Training or workshops are not available for me to learn the tools I am interested in using
3 - The equipment I want to use is not available
4 - Not interested in using media tools
5 - Not aware the services are available
6 - Other _____________________(Please fill in)

4. **If you use some or all of the above services, what are the reasons for you to use these services?** (Please skip to question #5 if you never used these services.)

**Electronic Media's services:**

1 - Academic instruction needs
2 - Academic program requirement
3 - Personal development
4 - Student Activities or event needs
5 - Other _______________________________(Please fill in)
Media Loan's services:
1 - Academic instruction needs
2 - Academic program requirement
3 - Personal development
4 - Student Activities or event needs
5 - Other ____________________________(Please fill in)

Photo Services:
1 - Academic instruction needs
2 - Academic program requirement
3 - Personal development
4 - Student Activities or event needs
5 - Other ____________________________(Please fill in)

Sound and Image Library's services:
1 - Academic instruction needs
2 - Academic program requirement
3 - Personal development
4 - Student Activities or event needs
5 - Other ____________________________(Please fill in)

Additional comments on any of these services:

5. How often have you used any of the following services in academic year 05/06?

Electronic Media:
1 - Once a year
2 - 2 to 6 times a year
3 - 7 to 12 times a year
4 - More than 13 times a year
5 - Never

Media Loan:
1 - Once a year
2 - 2 to 6 times a year
3 - 7 to 12 times a year
4 - More than 13 times a year
5 - Never
Photo Services:
1 - Once a year
2 - 2 to 6 times a year
3 - 7 to 12 times a year
4 - More than 13 times a year
5 - Never

Sound & Image Library:
1 - Once a year
2 - 2 to 6 times a year
3 - 7 to 12 times a year
4 - More than 13 times a year
5 - Never

6. The television studio will be replaced by the Digital Communications Technologies Suite (DCTS). The new suite and Media Control will provide digital innovative production service as well as teleconference services to campus. What do you like to see it accomplish in the new facility? (Please check all that apply)

1 - Investigating new equipment options for teaching and learning with digital technology
2 - Invest more resources to interactive production, performance, & communications
3 - Expand traditional studio services
4 - Expand teleconference services
5 - Do not know

7. What suggestions would you like to offer to help improve our existing services?

8. What additional services would you like to see Media Services offer?

9. When did you last use one of our services?
1- This quarter
2- Last quarter
3- Last year
4- Several years ago (or longer)
5- I have never used Media Services
6- I don’t know

10. Which of the following best describes your role at Evergreen (Please select all that apply):

1- Full-time faculty (visitor, term or regular)
2- Evening and Weekend or Adjunct faculty
3- Full time student
4- Part time student
5- Staff
6- Other

If you checked OTHER - please describe your role:

If you are a faculty, which planning unit do you belong to?

Would you like to be contacted for possible follow up interview or focus group meeting, if needed?
   Yes
   No

(Optional)
Name: _________________________________ Phone: _________________________________
#: __________________________________ Email: _________________________________
VII. References & Work cited


3 [http://www.evergreen.edu/media/home.html](http://www.evergreen.edu/media/home.html)

4 See [http://www.evergreen.edu/media/overview.html](http://www.evergreen.edu/media/overview.html)

5 See [http://www.evergreen.edu/media/overview.html](http://www.evergreen.edu/media/overview.html)

6 See [http://www.evergreen.edu/media/ml/policies.html](http://www.evergreen.edu/media/ml/policies.html)