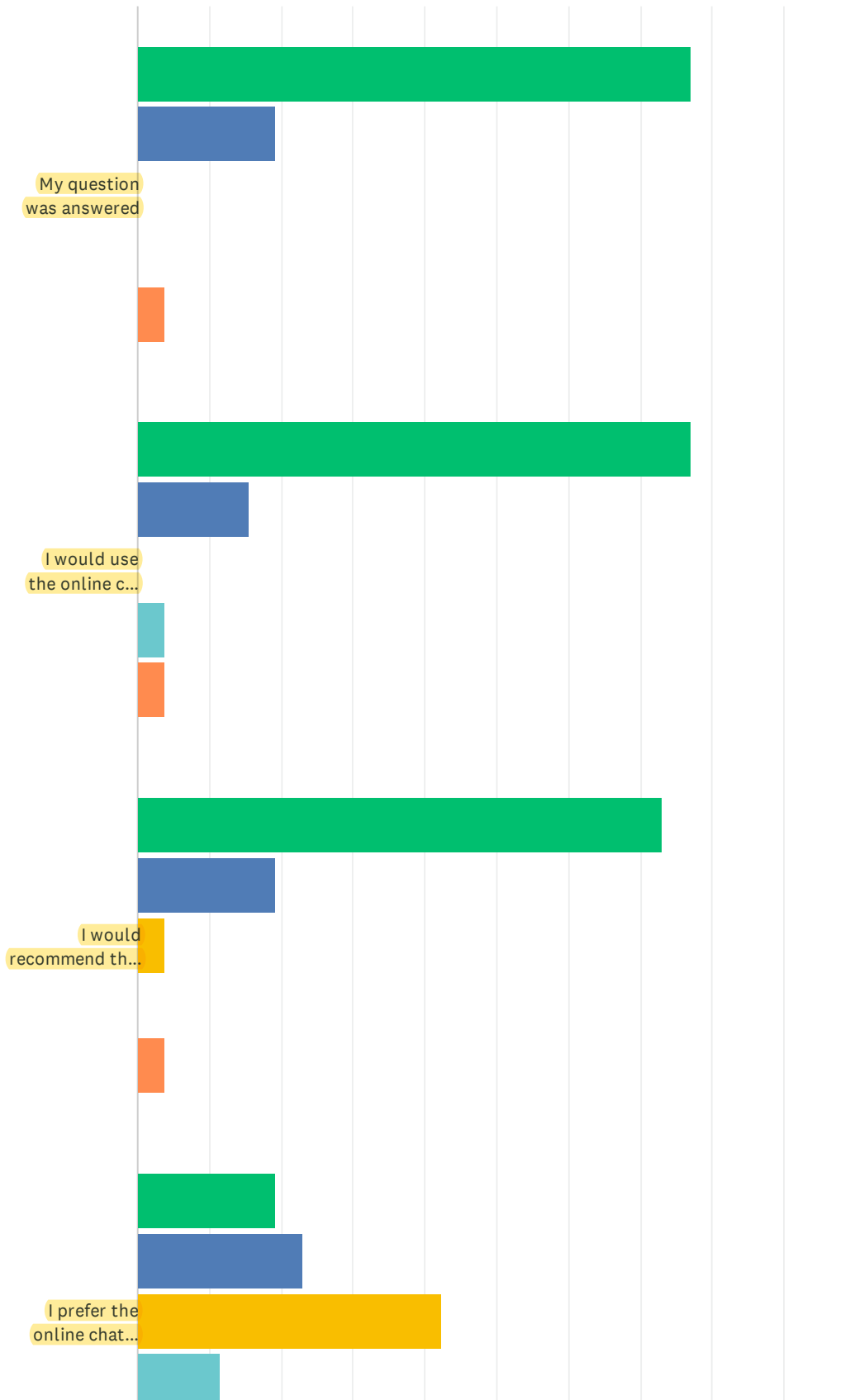
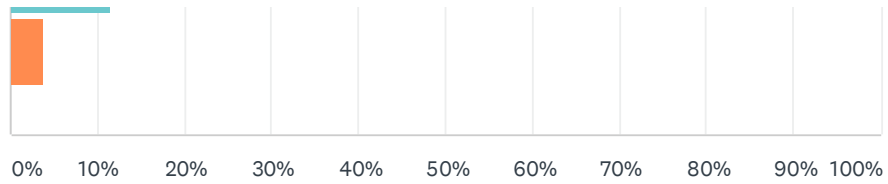


Q1 Please indicate your level of agreement with the following statements:

Answered: 26 Skipped: 0



Online Chat Survey (Spring 2020)

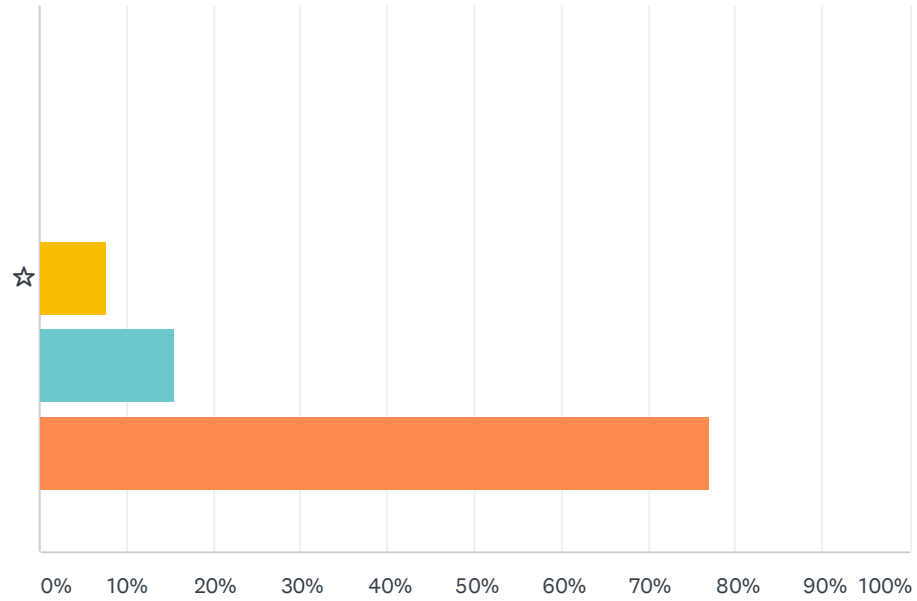


■ Strongly Agree
 ■ Agree
 ■ Neither Agree nor Disagree
 ■ Disagree
■ Strongly Disagree

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
My question was answered	76.92% 20	19.23% 5	0.00% 0	0.00% 0	3.85% 1	26	4.65
I would use the online chat service again in the future	76.92% 20	15.38% 4	0.00% 0	3.85% 1	3.85% 1	26	4.58
I would recommend the online chat service to a fellow student	73.08% 19	19.23% 5	3.85% 1	0.00% 0	3.85% 1	26	4.58
I prefer the online chat service to a face-to-face experience with a librarian?	19.23% 5	23.08% 6	42.31% 11	11.54% 3	3.85% 1	26	3.42

Q2 Please rate the SCC online chat service on a scale of 1-5 stars (5 being the best).

Answered: 26 Skipped: 0



■ Lowest
 ■ (no label)
 ■ (no label)
 ■ (no label)
 ■ Highest

	LOWEST	(NO LABEL)	(NO LABEL)	(NO LABEL)	HIGHEST	TOTAL	WEIGHTED AVERAGE
☆	0.00% 0	0.00% 0	7.69% 2	15.38% 4	76.92% 20	26	4.69

Q3 What can the library do to improve the online chat service?

Answered: 15 Skipped: 11

Q4 Please provide any additional feedback so that the SCC Library can serve you better in the future:

Answered: 6 Skipped: 20