

## PATRON SURVEY RESULTS – IU STUDENTS AT DORMITORY

YEAR: 2018

<b>Survey Time:</b> Nov, 2018	<b>Surveyed Population:</b> Students
<b>Focus:</b> Opening hours	<b>Forms Delivered:</b> 400 (at VNU Dormitory A)
<b>Location:</b> IU students at VNU Dorm	<b>Forms Received:</b> 118

Objectives: to survey the needs of IU students residing at VNU Dormitory in accessing the library at late afternoon and night.

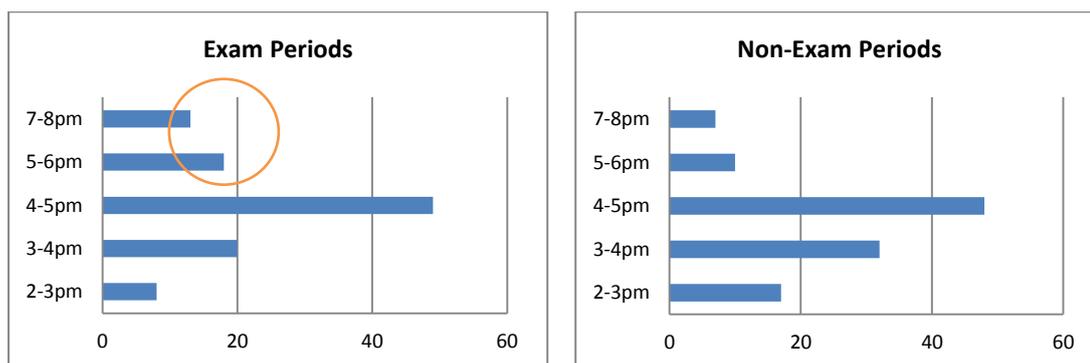
### I. KEY FINDINGS:

#### ➤ **IU Library & Students living at VNU Dormitory:**

In Nov 2018, there are 1.017 IU students staying at the VNU Dormitory, mostly at the Dorm A – 400m away from IU Campus. The survey suggests that 75% of IU students in Dorm A commuting to campus on foot while nearly a quarter using bikes/motorbikes. 50% of respondents reported going to the library regularly (at least 3-4 times per week).

#### ➤ **Leaving the Campus: Exam and Non-Exam Periods:**

At present, students at dormitory often leave the campus from 3-5pm, with 64% during exam periods and 70% during non-exam periods. They have a tendency to stay on campus longer during exam periods: number of students staying until 6-or-8pm reaches 29% during exam seasons in comparison to 14% in non-exam ones (Graph 1).

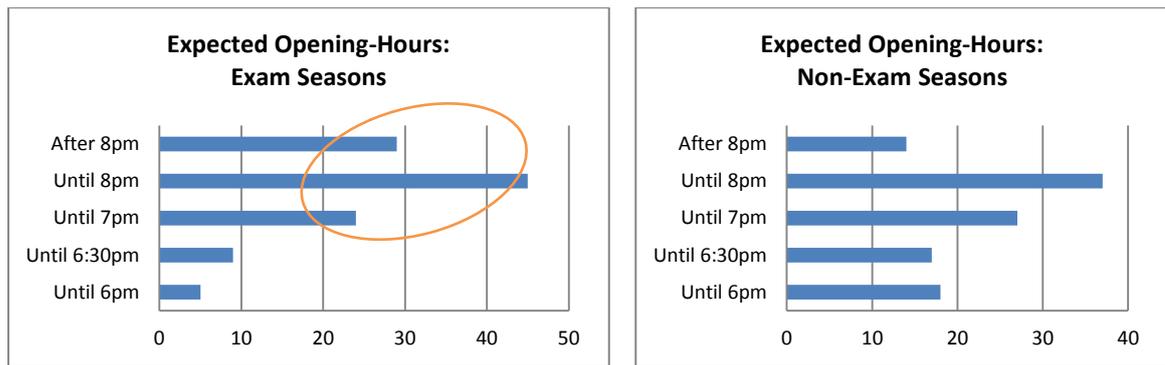


Graph 1: Time for leaving the campus, exam vs. non-exam periods

#### ➤ **Needs for Accessing the Library after Office Hours:**

When being asked about the necessity of expanding library opening-hours, two-third of the respondents believes this is “necessary” and “very-necessary” while 27% maintains neutral. The results also indicate that those who stay at the dorm expect to

stay longer in the library during exam seasons (78 votes in total for the range from 7pm to after-8pm) (Graph 2).



Graph 2: Expected opening-hours: exam vs. non-exam periods

➤ **Students’ Concerns When Staying Late on Campus**

The survey also tries to understand students’ concerns when staying late on campus, because this could affect their decision to visit the library in reality. The most notable response is about their safety when going/walking back to the dorm (65 responses). The second is food/meal – health – toiletry issues (35 responses). Other concerns include personal safety on campus and public transport. In contrast, 32 students believe there is no reason to worry about.

Concern	No. of Response
No or lack of public transport to get back to the dorm	14
Personal safety on campus	22
Personal safety when going/walking back to the dorm	65
Food/meal – health – toiletry issues	35
Other concerns	0
No concerns at all	32

**II. CONCLUSIONS & FOLLOW-UPS:**

There appears to be a growing demand for staying late on campus particularly in exam periods. Probably, recent changes in residence arrangements, public transportation, learning schedules, and canteen operation have made it feasible to stay longer on campus. The findings, therefore, suggest that the current opening-hour policy needs to be revised.

A number of students in this survey did indicate their intention to stay if the library expands its opening hours. But it is important to note that – at present – a large number of patrons still leave for home at around 4-5pm even in exam seasons. Besides, the concerns about personal safety and other issues might also affect their decision to access the library. The prospective library-opening-hour scheme, therefore, would probably benefit a certain user-segment only.

The new opening-hour schedule, if revised, should consider the following factors:

- Differences in the needs for accessing the library in exam periods vs. in non-exam periods.

## IU LIBRARY

- Concerns about staying late at the univeristy, especially about walking back to the dorm at night given the security situation of the town.
- Needs in accessing the library 1-2 weeks prior to the fixed-exam-schedule in order to prepare for the exams.
- Needs from other user groups (students from other locations, staff, etc.)
- Costs for maintaining operation in low-patron periods.
- Library staffing.