Survey:

Online Journals & Newspapers List Project Report

SI 622 Assignment 7: Team Tiger (7)

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Executive Summary

In this fourth phase of our team's usability study, we conducted an online user survey. Our team drafted questions designed to help us gauge user satisfaction of a variety of features currently or potentially offered by the Online Journals & Newspapers List. Once we had the data, we performed several types of statistical analysis to get the most information out of our results.

Our survey revealed that the majority of users are happy with the tool even though they still see room for improvement. The vast majority of users were graduate students, and most people used the search function the majority of time. That 10% of overall users remain unhappy with the search tool is a concern that needs to be addressed.

We also discovered that users' preference for the number of results displayed varies significantly. One of the main recommendations to come out of this report is the addition of a function that will allow user choice in the number of results displayed per page.

Additionally, we found that some areas, like the Table of Contents function and the Browse functions, were less frequently used. Even though there is room for improvement on these features, we would recommend that they be low on the priority list for now.

Finally, while the survey has given us a lot of great information about what parts of the Online Journals & Newspapers List would benefit the most from development attention, it is important to look back to past reports and forward to phase 5, our usability testing study, for the specific ways to improve the tool.

Introduction

The Online Journals & Newspapers List is an application on the UM Library web site that provides access to the online journals to which the library subscribes. It is used frequently by administrators, faculty, graduate students, librarians and administrative assistants. In our study, faculty users are the target audience, although their user goals overlap with those of other users. Users rely on the journals and newspapers list as a tool for academic research.

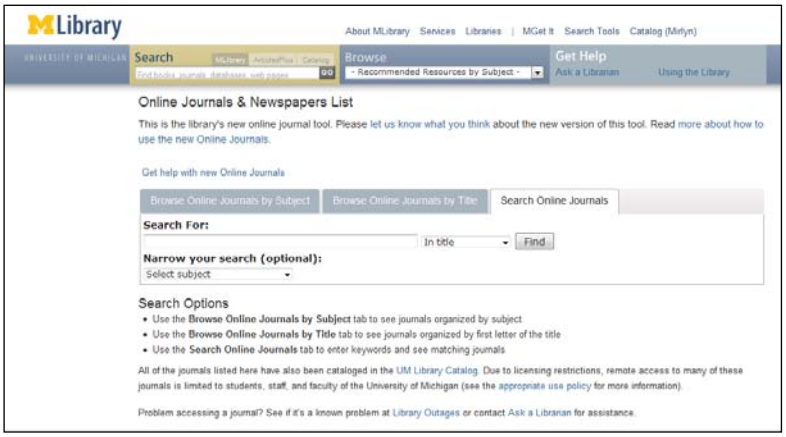

Figure 1. The Online Journals & Newspapers List offers users three search modes and two browse modes. They are accessible from the main page.

The application is linked from the MLibrary Home page, the Search Tools page, and the results of MLibrary catalog searches. From its main page, the journals and newspapers list interface provides three search modes: by search term(s) in title and metadata, by search term(s) in title only, and by terms starting with beginning of title. It provides two browse modes: by subject and subcategory, and by title. The search and browse controls are on a page controlled by three tabs (see Figure 1). The results of a browse or search appear on the main page beneath the controls. The results link to journals on the open web or in commercial reference databases. Users selecting a results page link go to a journal web site with subscriber privileges authenticated through the library.

The usability study our team is performing for our client, the UM Library, involves five research phases. In the first phase, the team interviewed users and created personas to understand user needs and goals; the second phase involved comparing "competitor" web sites' features with those of the journals and newspapers list. For the third phase, a heuristic evaluation that judged the site's "compliance with recognized usability principles ('the heuristics')" (Nielsen, 1994, p. 26) was conducted. In these reports we suggested several issues, including results per page and the desirability of an autocomplete, that could be further explored using a survey.

For this next phase we created web-based survey designed to gauge how users of the Online Journals & Newspapers List felt about these issues. This phase four

report provides findings and recommendations from the survey results as they relate to users' needs and goals. The findings address the concerns from the earlier reports and other problems found by our team. We grouped the findings into the following four topical areas, which will be detailed in the Findings section:

- Search feature issues
- Results listing pages
- Browse functionality
- Table of Contents usability

Methods

Overview

Our target audience for the survey was current users of Online Journals & Newspapers List, whether they are faculty, students, or other. To reach this population, a link to the survey was placed on the front page of journals and newspapers list site (See Figure 2).

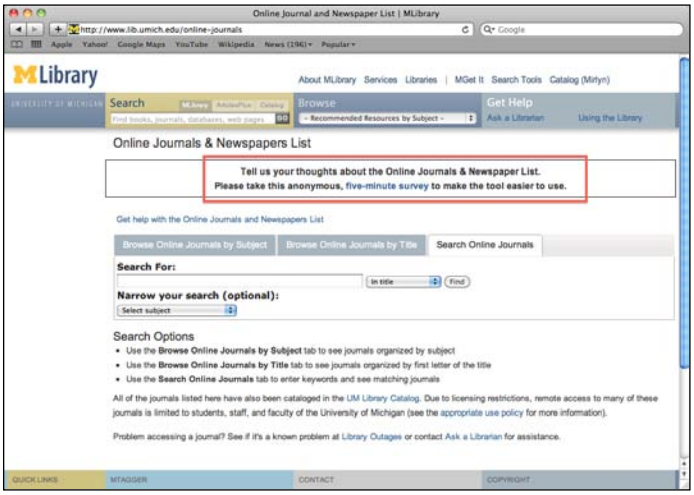

Figure 2. The invitation wording and the link to the survey were placed in a prominent location on the journals and newspapers list front page.

The survey link was posted on Thursday, March 17, and responses were collected through Friday, March 25. In all, 27 users participated in the survey, and 22 completed it.

Questions Asked

Our survey included 12 questions. First, we collected demographic data about the respondents, including occupation and department. Then we asked specific questions about the journals and newspapers list, including a mix of questions about the users' use of the site, their attitudes about the usability and usefulness of specific features, and their overall opinions about the site. We also included two open-ended questions to collect qualitative data about why users use the journals and newspapers list rather than the Mirlyn catalog and whatever else they wanted to say about the site. Finally, we asked respondents who were interested in participating in the upcoming usability test to contact us.

To aid in the creation of our questions we used Kuniavsky's *Observing the User Experience* (2003, pp. 303-322) as well as the in-class lectures. We first

discussed what we wanted to learn from a question in order to let that inform the way we worded the final version of the question. We also tried to keep our target audience of current users in mind. We utilized the "Sample Survey Question Grid" to help map out our final survey questions (Kuniavsky, 2003, pp. 312-313). In addition to the question itself, the grid helps to lay out any instructions necessary to understand or answer the question, the possible answers, and the reasons why we were including each question.

The questions were piloted by the team and a few acquaintances before the survey was published. We timed how long it took the users to complete the survey (5 minutes, on average), and then went through the questions to get feedback on what was unclear. We used this feedback, as well as suggestions from our client, to revise the wording of the questions and answer options.

Analysis of Results

Overview

Q1. Which of the following is your primary affiliation with the University of Michigan?

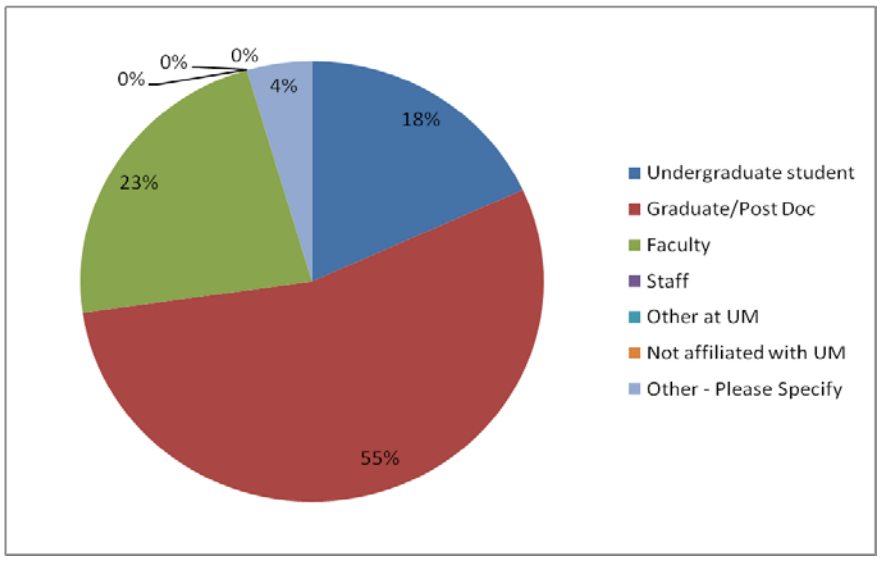

Figure 3. Respondents' primary affiliation with the university.

Figure 3 shows the proportion of users' primary affiliation with the University of Michigan. We can see that the largest percentage of respondents was graduate/post-doctoral students, followed by faculty and undergraduate students. This is consistent with the target user population of the journals and newspapers list. With a proportion of 55%, the graduate/post-doctoral students are the primary users of the tool.

Q2. What is your primary department at UM?

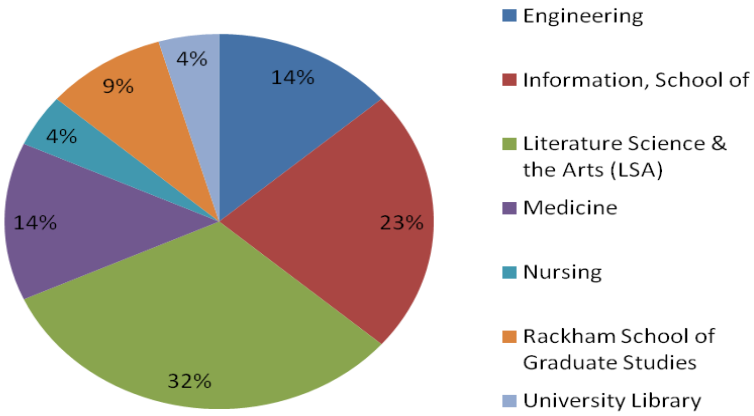

Figure 4. Primary department at the university.

Another demographic question asked about the respondent's department at UM. Figure 4 shows that slightly more than 30% of users were in LSA, followed by School of Information (23%), Medicine (14%), Engineering (14%) and Rackham School of Graduate Studies (9%). The results are diverse, which is consistent with the target population.

Answers to Specific Questions

Q3. For how many years have you used the Online Journals & Newspapers List?

This question was used to collect the length of time respondents had used the journals and newspapers list. Because the survey's link was posted on the front page, we can assume that users who took this survey used the site at least one time. That's why we don't have "never use" option (see Figure 5). Instead, we added a "not sure" option to make it compatible for someone who didn't remember the length of usage.

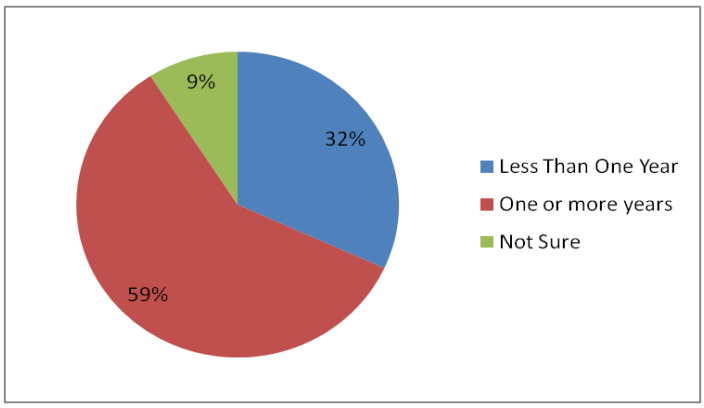

Figure 5. Years respondent has used the site.

In addition, because in 2010 the tool was updated to a new version that is very different from the prior one, we did not provide more options like "two-three years" or "more than three years" because responses referencing those pre-

update versions would not have added any benefit to the analysis beyond what is gained from the “one or more years” option.

The results show that more than half of the respondents have used the site more than one year. Their opinions as longtime users were valuable because they have experience with both the new site and the old. About 32% said they have used the site for less than one year. As new users, their suggestions can be very insightful as they are based off of a substantive period of use.

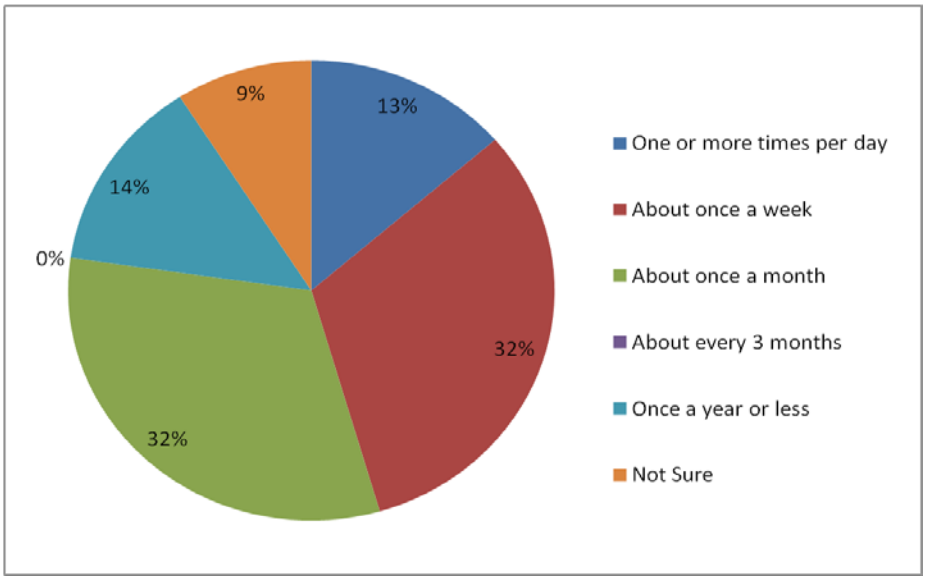

Figure 6. Frequency of journals and newspapers list use.

Q4. How often have you used the Online Journals & Newspapers List in the last year?

Similar to Q3, this question is intended to indicate the respondents’ familiarity with the site, but from a different perspective. Figure 6 shows how frequently users are using the site, which is one of the factors that separate advanced users from novice users.

As mentioned in the beginning, due to the short duration of the survey, there might be self-selection bias. The active users were more likely to encounter the survey, which provided more opportunities to take it. However, with 14% users indicated that they use the site about once a year or less, the results seems acceptable at this point. To make results more accurate, further survey with a longer duration is needed.

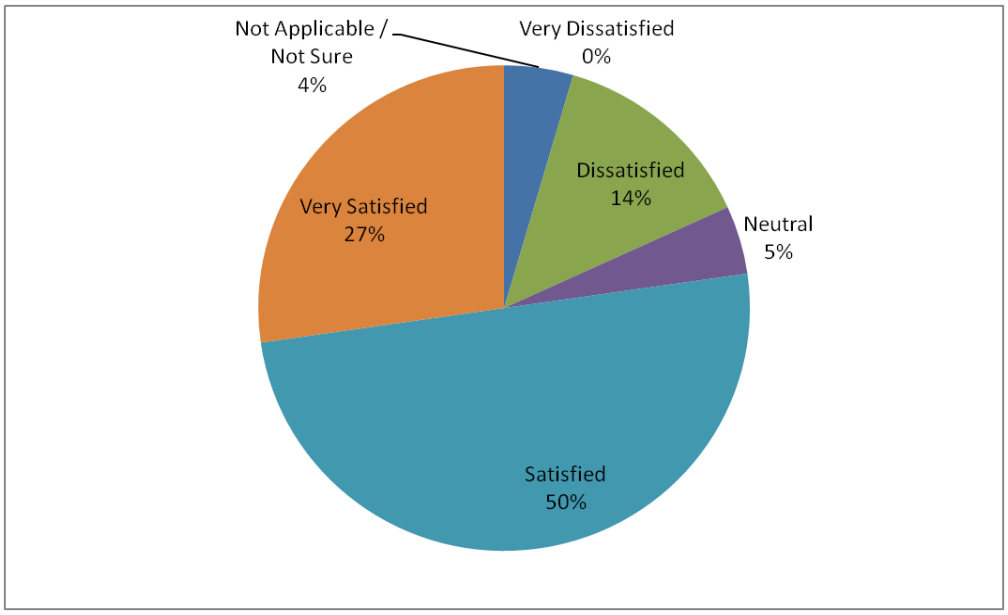

Figure 7. Overall satisfaction with the journals and newspapers list.

Q5. How satisfied are you with the Online Journals & Newspapers List overall?

This question is designed to measure users' overall satisfaction with the site. It was placed in front of other specific questions to ensure they would not influence the overall satisfaction responses regarding the site.

The results are mainly positive (See Figure 7), showing that the majority of users find journals and newspapers list easy to use. But 14% of respondents were dissatisfied with the site, indicating usability issues might be involved.

Q6. When you use the Online Journals & Newspapers List, how often do you use each of the following features?

Question	Never	Infrequently	About Half of the time	Frequently	Always	Not Sure	Total
Search by Title	0.0%	4.5%	4.5%	68.2%	18.2%	4.5%	22
	0	1	1	15	4	1	
Browse by Title	18.2%	59.1%	0.0%	13.6%	4.5%	4.5%	22
	4	13	0	3	1	1	
Browse by Subject	18.2%	40.9%	18.2%	13.6%	0.0%	9.1%	22
	4	9	4	3	0	2	
View Journal Table of Contents	31.8%	27.3%	9.1%	27.3%	0.0%	4.5%	22
	7	6	2	6	0	1	
Save journal to favorites	63.6%	18.2%	4.5%	4.5%	4.5%	4.5%	22
	14	4	1	1	1	1	
Help features	45.5%	36.4%	4.5%	0.0%	0.0%	13.6%	22
	10	8	1	0	0	3	
Recommended journals	40.9%	40.9%	4.5%	4.5%	0.0%	9.1%	22
	9	9	1	1	0	2	

Figure 8. Frequency of use of specific features.

This question asks about 7 specific features of the site and is meant to determine the most frequently used features. The results clearly indicate that “search by title” is the most frequent feature (see Figure 8). The least-used features are the “save journal to favorites,” “help features,” and “recommended journals.”

Q7. How satisfied are you with the following features?

Question	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable	Total
Search by Title	0.0%	9.1%	9.1%	36.4%	40.9%	4.5%	22
	0	2	2	8	9	1	
Browse by Title	0.0%	9.1%	18.2%	40.9%	9.1%	22.7%	22
	0	2	4	9	2	5	
Browse by Subject	0.0%	9.1%	18.2%	36.4%	9.1%	27.3%	22
	0	2	4	8	2	6	
View Journal Table of Contents	0.0%	4.5%	18.2%	22.7%	13.6%	40.9%	22
	0	1	4	5	3	9	
Save journal to favorites	0.0%	4.5%	22.7%	13.6%	9.1%	50.0%	22
	0	1	5	3	2	11	
Help features	0.0%	4.5%	22.7%	13.6%	9.1%	50.0%	22
	0	1	5	3	2	11	
Recommended journals	0.0%	0.0%	18.2%	22.7%	9.1%	50.0%	22
	0	0	4	5	2	11	

Figure 9. Respondents' satisfaction with specific features.

The same 7 features from the previous question are asked about here. The results are very encouraging as they show that there are no features with which respondents are especially dissatisfied.

However, there are several features for which the majority of responses were "neutral," which shows a lower degree of satisfaction and indicates that these features could perhaps be improved.

Q8. When searching for academic journals online, using either the Online Journals & Newspapers List or any other site, how useful have you found the following features?

Question	Not useful at all	Not useful	Somewhat useful	Useful	Very useful	Not Applicable	Total
Auto complete	9.1%	9.1%	22.7%	18.2%	9.1%	31.8%	22
	2	2	5	4	2	7	
Full text search within the entire run of journal	0.0%	4.5%	0.0%	45.5%	27.3%	22.7%	22
	0	1	0	10	6	5	
Set number of search results displayed on page	0.0%	9.1%	22.7%	31.8%	18.2%	18.2%	22
	0	2	5	7	4	4	
Results listed by relevance	0.0%	4.5%	22.7%	31.8%	31.8%	9.1%	22
	0	1	5	7	7	2	
Seeing journal's table of contents	0.0%	18.2%	22.7%	22.7%	18.2%	18.2%	22
	0	4	5	5	4	4	

Figure 10. Usefulness of specific features of other interfaces.

Our reason for asking this question is that during our previous interviews, we heard users mention a desire to have features like "auto complete." We also found some features during comparative evaluation such as "full text search," and "set number of search results." To help improve the journals and newspapers list in the future, it is helpful to ask users how useful have they found these features in their searching activities on other sites so we can estimate how useful these features would be if incorporated into the journals and newspapers list.

From these results, we can see that except for "auto complete," other features were perceived as very useful by users (see Figure 10). Most of the respondents like all these functions, while some appreciate them but do not find them essential. This very positive response indicates that these features are a good priority for development.

Q9. When you use search engines, how many results do you like to be displayed on each page?

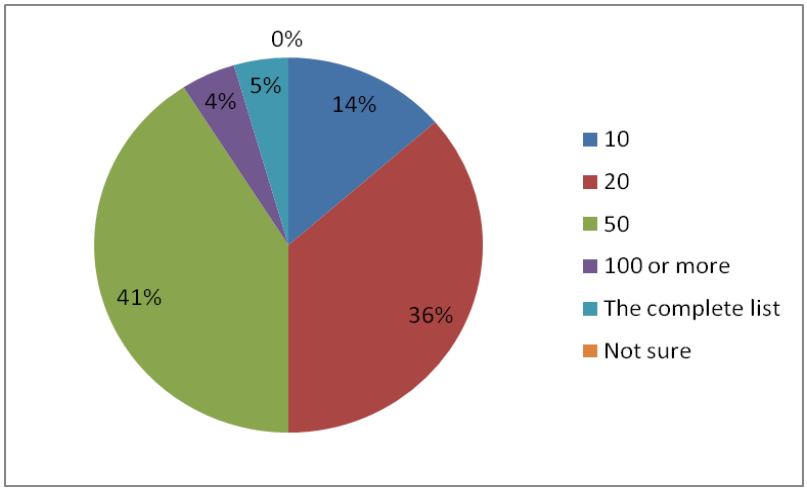

Figure 11. Preferred number of search results to display.

This question collected specific results that can be related to the feature "set number of search results display on page." About 41% of users indicated that they would like to see 50 results displayed on a page (see Figure 11). The answer of this question ranges widely.

Analysis of Responses to Open-ended Questions

Q10. Why do you use the Online Journals & Newspapers List rather than search the Mirlyn catalog to find online journals? Please answer N/A if you do NOT use the Mirlyn catalog.

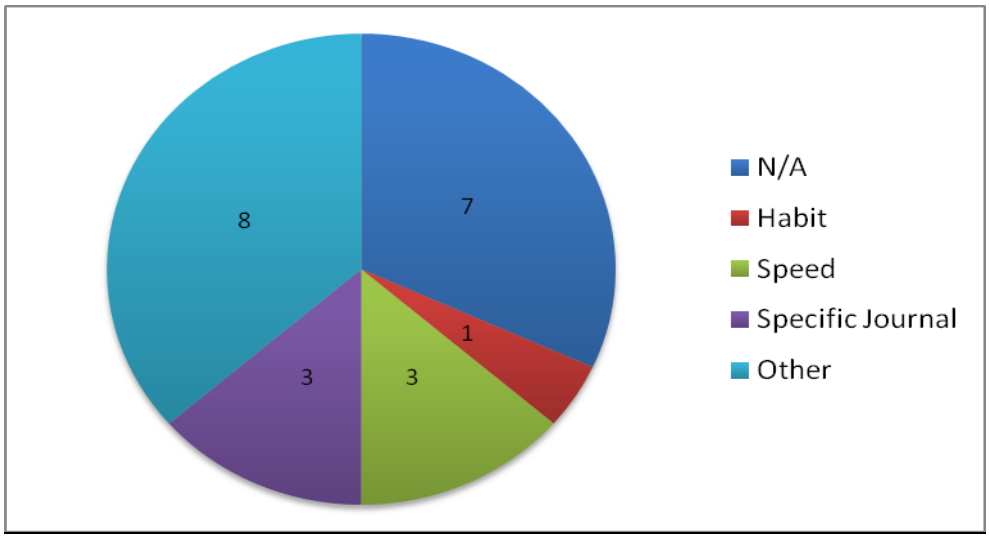

Figure 12. Why the journals and newspapers list is used rather than Mirlyn.

This is a question provided by the client. It seeks to determine the advantages of

the journals and newspapers list compared to the Mirlyn catalog. Eight of the 22 respondents did not answer the questions or answered with N/A (not applicable) (see Figure 12). Of the respondents who chose to answer, eight gave responses that were not meaningful with regards to the question. Of the 15 meaningful responses, three cited speed, three cited the need to find a specific journal, and one respondent cited habit as reasons for choosing the Online Journals & Newspapers List tool over the Mirlyn catalog.

Q11. Is there anything else you would like to tell us about the Online Journals & Newspapers List?

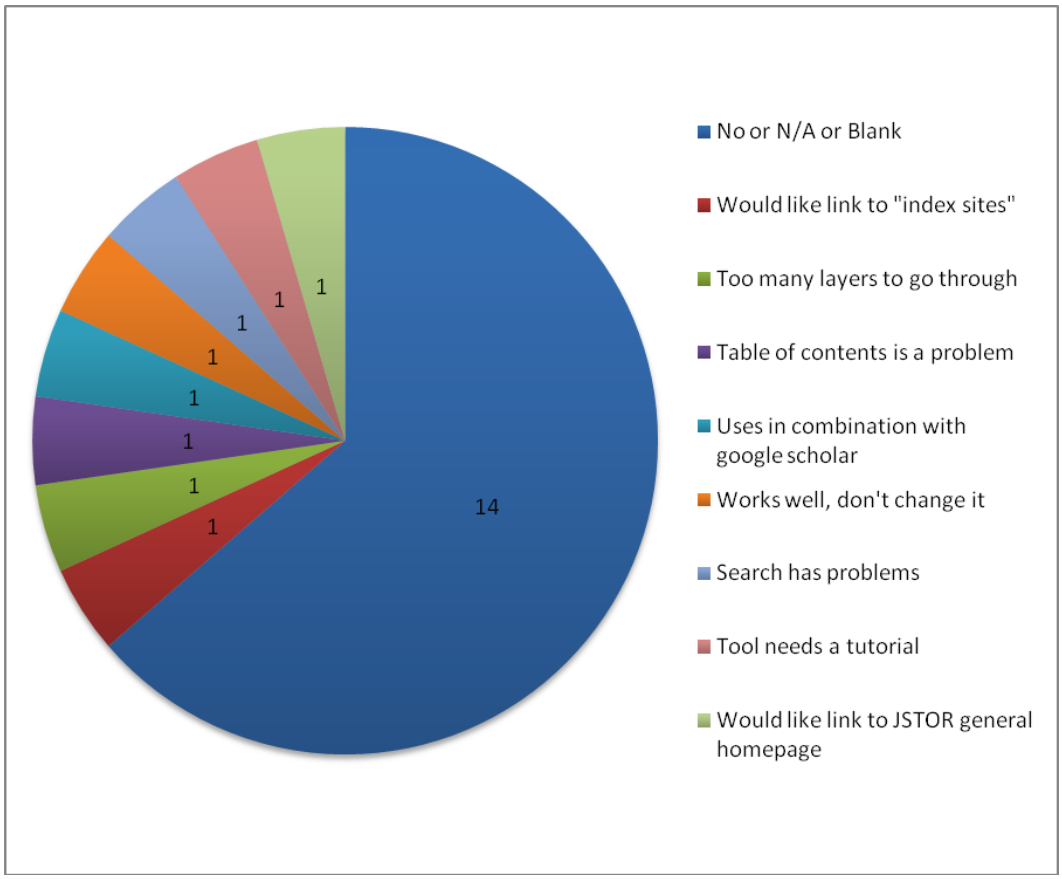

Figure 13. Other comments about the site.

The final question of our survey allowed respondents to express any other feelings or thoughts they may have about the Online Journals & Newspapers List tool that did not come up in the previous questions (see Figure 13). As we expected, a large number of respondents (14 of 22) did not have a response. Of the eight respondents who chose to answer the question, none of the responses could be grouped meaningfully.

Statistical Data Analysis of Survey Results

In our statistical data analysis, we sought to find whether there were any links between any of the basic demographic information collected with the respondents' overall satisfaction with the tool.

Relationship between university affiliation and satisfaction

Our first comparison evaluated the link between affiliation with the university (i.e. undergraduate student, graduate student, faculty, etc.) and the respondents' overall satisfaction. Of our 22 valid responses, respondents fell into three categories. Figure 14 shows the average response to question 5 (overall satisfaction), where 6 is the highest level of satisfaction (very satisfied).

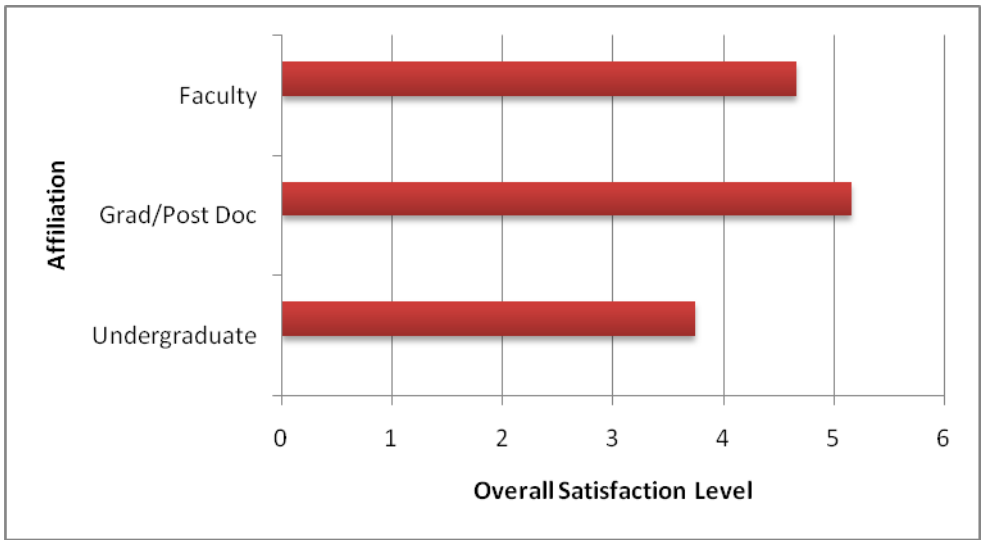

Figure 14. Overall satisfaction level by university affiliation.

Relationship between length of use and satisfaction

Our second comparison evaluated the link between the respondents experience with the tool, expressed by length of use, and the respondents' overall satisfaction with the tool. Of our 22 valid responses, respondents fell in to three categories of use (less than a year, more than a year, not sure). Figure 15 shows the average level of satisfaction divided among respondent length of use (question 3).

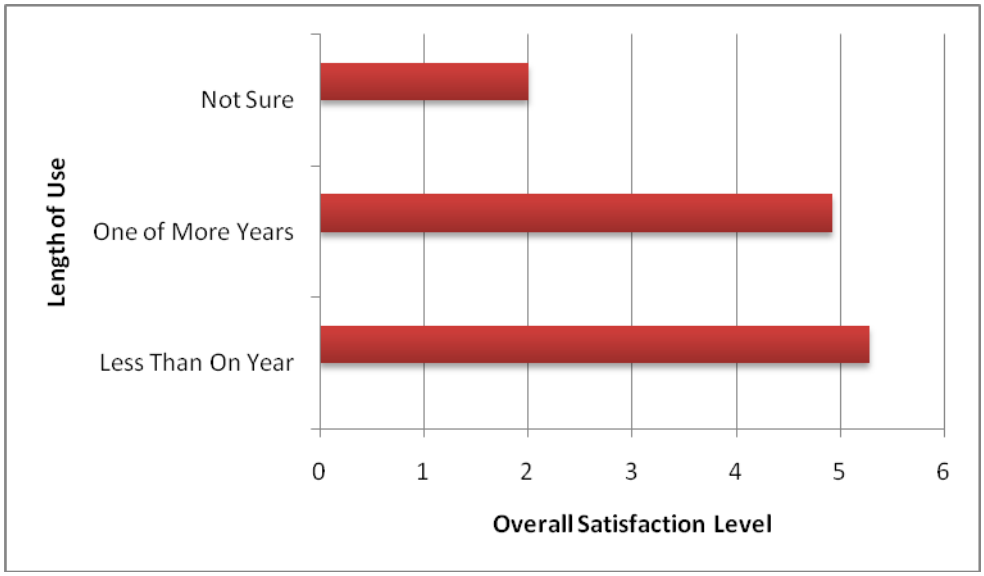

Figure 15. Satisfaction by length of site use.

Relationship between frequency of use and overall satisfaction

Our third comparison evaluated the link between the respondents' frequency of use and their overall satisfaction with the tool. Figure 16 shows the average overall satisfaction of respondents, dividing users by their frequency of use (question 4).

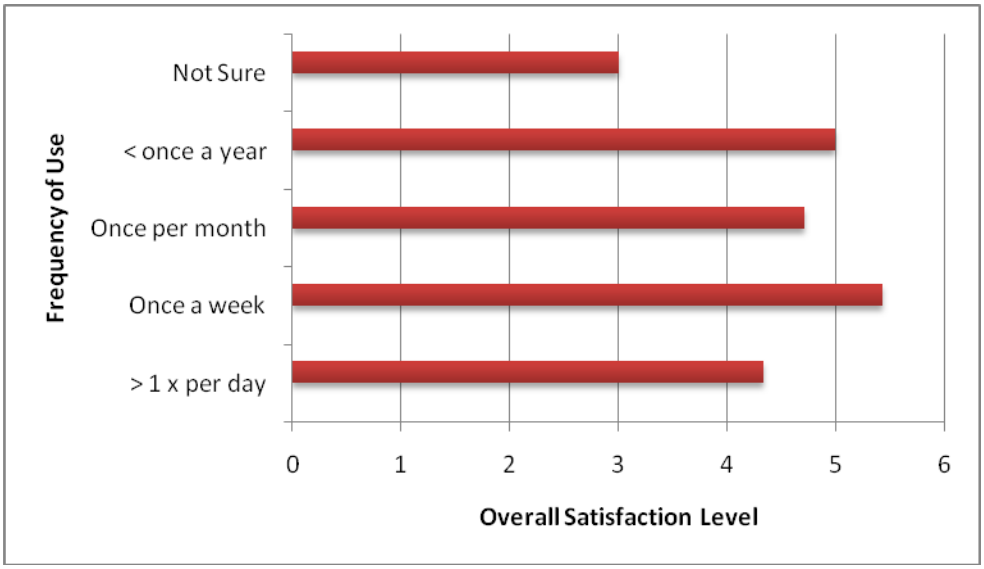

Figure 16. Satisfaction by frequency of site use.

It is worth mentioning that with the use population of 9,612, to reach the 95% confidence level with a sample size 22, the confidence interval is 21% (http://www.surveysystem.com/sscalc.htm). It is not as good as the 5%

commonly used for reporting survey results, but it is tolerable.

In the analysis of variance (ANOVA) tests above, while the F value is fine, the P value is not small enough for us to reject the null hypothesis. In other words, occupation, length of use and frequency do not have much influence on overall satisfaction.

In order to further investigate our findings, we chose to measure the variance in average satisfaction among different subsets within each of the three above mentioned result sets. Unfortunately, because of the low number of respondents, our results were not significant enough to reject the null hypothesis in our ANOVA tests at a 95% confidence level. Due to the insignificant results of the ANOVA test, we were unable to explore the influence affiliation, length of use, or frequency of use have on overall satisfaction with the journals and newspapers list site.

Findings and Recommendations

Summary Results

Graduate students were by far the largest user group, comprising 55% of respondents. They also were the most satisfied of the main user groups. Faculty and undergraduate ranked the tool less positively but were pleased with it, overall. This shows that the Online Journals & Newspapers List is making most of the users happy most of the time.

Key Findings with Recommendations

The most important finding here is that few of the users have any major issues with the tool. While there is always room for improvement, it is good to know that basics of the tool are working well for users. Based on the results, we have come up with some key areas on which to focus, going forward.

Finding 1. Search feature issues

The search feature was by far the most used portion of the site, with more than 86% (see Figure 8) of users always or frequently using that function. Additionally over 76% (See Figure 9) of the users were satisfied or very satisfied with the results. However, about 9% (see Figure 9) of users were dissatisfied with the search function, meaning there is room for improvement. Our recommendation here would be to try and discover, perhaps through a usability test, why that group is unhappy. Finally, addressing the issues with the results pages may also improve users' perception of satisfaction with the search function because the two are very closely related.

Finding 2. Results listing pages

Given that the desired number of search results (see Figure 10) varies widely, we recommend changing the system to allow users to determine in the number of results displayed. If, for any reason, this is not possible it would be acceptable to leave the results listing where it is now, at 50 results per page.

Finding 3. Browse functionality

For both browse by subject and browse by title, more than 50% of the respondents said they infrequently or never used those features (see Figure 8). However, most of those who did use the features were satisfied with the tool as it is (see Figure 9). We recommend leaving those parts of the tool as they are and devoting resources to other, more heavily used, parts of the site.

Finding 4. Table of Contents usability

The Table of Contents feature was not very heavily used by our respondents; 31% said they never used it (see Figure 8). Those who did report using it were mostly satisfied with its performance (see Figure 9). Based on this data, it would be best,

before expending many resources on this feature, to decide if it is necessary or if something like full text search might replace it.

Discussion

When considering the results of this survey, one of the most important things to take into consideration is the built-in bias that comes from the recruitment of the participants. All of our responses were gathered from users who voluntarily clicked on the link to our survey from the site front page. This means that the respondents not only used the tool but, unlike many of the participants we interviewed to create our personas and scenarios in phase one, they were aware that they were using it. This skewed the results in favor of more advanced users. However, by asking participants about their past use of the Online Journals & Newspapers List tool within the survey, we are able to control for some of the selection bias seen within our survey. Our main concern, as outlined by the client, is to improve the experience of current users, not to recruit new users, so this is not necessarily a problem for our overall research project.

Because of the short time the survey was fielded (9 days), there might be self-selection bias on the frequency of use. Frequent users of the site were more likely to fill out the survey. In contrast, less-frequent users, for example those who use it once a year, were less likely to see the link and take the survey. This bias was discussed in question 4.

The Halo Effect may have also introduced bias in to our survey. Many participants who favor online tools, such as the online journal and newspaper list, may be prone to rating their experiences with higher satisfaction, just as those who do not enjoy online tools may give their experiences lower satisfaction. The previous example is just one of many possibilities where there may have been Halo Effect. While impossible to completely control for, we feel that by many of our demographic questions could help alleviate concerns about this type of bias.

Additionally, other methods of recruitment were explored, and rejected by the research team. The number of responses in the first few days was lower than we would have liked, but we decided against more active recruiting. The main reason for this is that we did not want to introduce another bias into the data. Additional recruiting would have complicated the data, skewing it in another direction demographically, and some methods, such as recruiting our colleagues, could have introduced other biases. This would have made the results less clear and harder to analyze, limiting the survey's usefulness.

There also is some hesitation with regards to the responses for the Table of

Contents function. Due to the small number of respondents who were familiar with the tool and our own severe difficulties using the TOC during the heuristic evaluation, it is difficult to believe that users are as satisfied with this feature as the results would suggest.

We also were surprised by the results regarding the autocomplete. It turned out to be the least desired of all of our proposed new features, even though our previous research indicated strong interest. The survey respondents could have valued it less in comparison to the other potential features but still found it desirable. The low ranking could be their attempt to communicate that through the survey.

As mentioned within the Analysis of Results section, the low number of respondents did not allow for significant findings within our statistical analysis. In order to better measure relationships between responses, we would need a larger number of respondents to conduct an ANOVA analysis with a high enough confidence level and low enough confidence interval to find meaningful results.

Conclusion

Our survey allowed us to gather input from many different people about the journals and newspapers list in a relatively short amount of time. After clicking on the link located on the site's front page, respondents were taken to a 12-question survey designed to identify the key areas of use and the features with which the users were most and least satisfied. Using this information, we were able to draw conclusions about where the users were satisfied with the site and where it would be beneficial to focus improvement efforts.

The search function was the most highly used part of the tool. It was given a good rating by the majority of users, but because nearly 10% of users were actively dissatisfied, it could benefit from improvement.

Our query regarding the number of results listed had the expected response. User preference for results listings varies greatly, which indicates that users would appreciate having control over the number of results displayed.

We discovered that the least used features were the Table of Contents and the Browse. Most of the users indicated that they were satisfied with their performance, so we recommend that any development resources be directed elsewhere.

The most important finding, however, was that most of the respondents were satisfied with the site most of the time. Further research in phase five of our study, usability testing, will help to clarify our results further.

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Appendix A: Survey Questions

The following questions and the answer options for each one constituted the survey. Each question also has a stated "research goal/reason for inclusion" that helped guide the creation of the survey.

Question: What is your primary affiliation with the University of Michigan?
Answers: [radio buttons]
Staff
Undergrad
Graduate/Post doc
Other at UM
Faculty
Not affiliated
Other (specify) [input box]

Reasons/research goal: Determine affiliation with university to link with user types

Question: What is your primary department at University of Michigan?
Answers: [radio buttons]
Architecture & Urban Planning
Art & Design
Business
Dentistry
Education
Engineering
Information, School of
Kinesiology
Law
Literature Science & the Arts (LSA)
Medicine
Music, Theatre & Dance
Natural Resources and Environment
Nursing
Pharmacy
Public Health
Public Policy
Rackham School of Graduate Studies
Social Work

University of Michigan Health System
University Library
University of Michigan Dearborn
University of Michigan Flint
Other at UM (Please specify)
Not affiliated with UM
Other (specify) [input box]
Not sure

Reasons/research goal: Determine role at university

Question: For how many years have you used the Journal Finder Tool?
Answers: [radio buttons]
Less than one
One to three
More than three
Not sure

Reasons/research goal: Establish longevity of use

Question: How often have you used the Online Journal Finder in the past 12 months?
Instructions: Pick the response that best describes your usage.
Answers: [radio buttons]
One or more times per day
A few times a week
Between one and four times a month
About once every 3 months
Once a year or less
Not sure

Reasons/research goal: How long (many years) have you used the tool

BEHAVIORAL CATEGORIES

Question: How satisfied are you with the Online Journal Finder site?
Answers: Scale
5- Very satisfied
4
3- Neutral
2
1- Not at all satisfied

Not applicable/ not sure

Reasons/research goal: Establish satisfaction with site overall

Question: When you use the Online Journal Finder, how often do you use each of the following features:
Search
Browse by Title
Browse by Subject
Table of Contents
Save links to favorite journals in a list
Help
Recommended Journals

Answers:
Six buttons without numbers
5 Always
4
3 About half of the time
2
1- Never
Unaware of this feature
Not sure

Question: How satisfied are you with the following features?
Search by Title
Browse by Title
Browse by Subject
View table of contents
Save links to favorite journals in a list
Help
Recommended Journals

Answers: [Likert scale]
5- Very satisfied
4
3- Neutral
2
1- Not at all satisfied
Not applicable/ not sure

Question: Why do you use the Online Journal Finder tool rather than search the Mirlyn catalog to find online journals?
Answers: Open ended
Reasons/research goal: Why do people use Journal finder rather than Mirlyn catalog?

ATTITUDINAL CATEGORIES

Question: When searching for academic journals online, using either the Online Journal Finder or any other site, how useful have you found the following features?
Automated search term assistance (also known as "autocomplete")
Keyword search within entire run of journal
Ability to set number of search or browse results displayed on page
Results listed by relevance
Seeing journal's table of contents

Answers: [Likert scale]
7 unnumbered radio buttons- very useful to not at all useful, somewhat useful in the middle
not sure
Reasons/research goal: Pagination - Preference # of results wanted on page?

Question: When you use search engines, how many results do you like to be displayed on each page?
Answers:
10
20
50
100 or more
The complete list of results
Not sure

Reasons/research goal: Pagination - Desire for u control over # of displayed results?

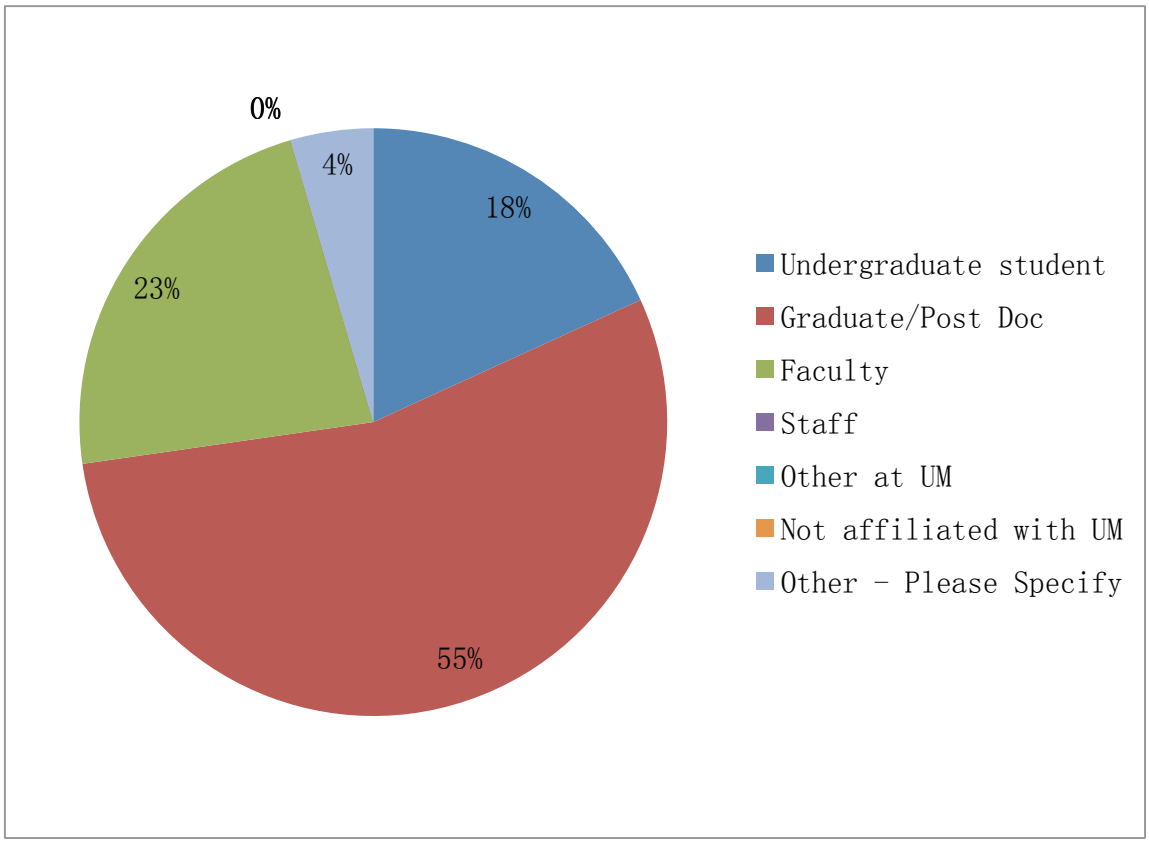
Question: Is there anything else you would like to tell us about the Online Journal Finder Tool?
Answers:[open text box]
Reasons/research goal: Open-ended anything else they want to tell us - collecting ideas, complaints

Conclusion

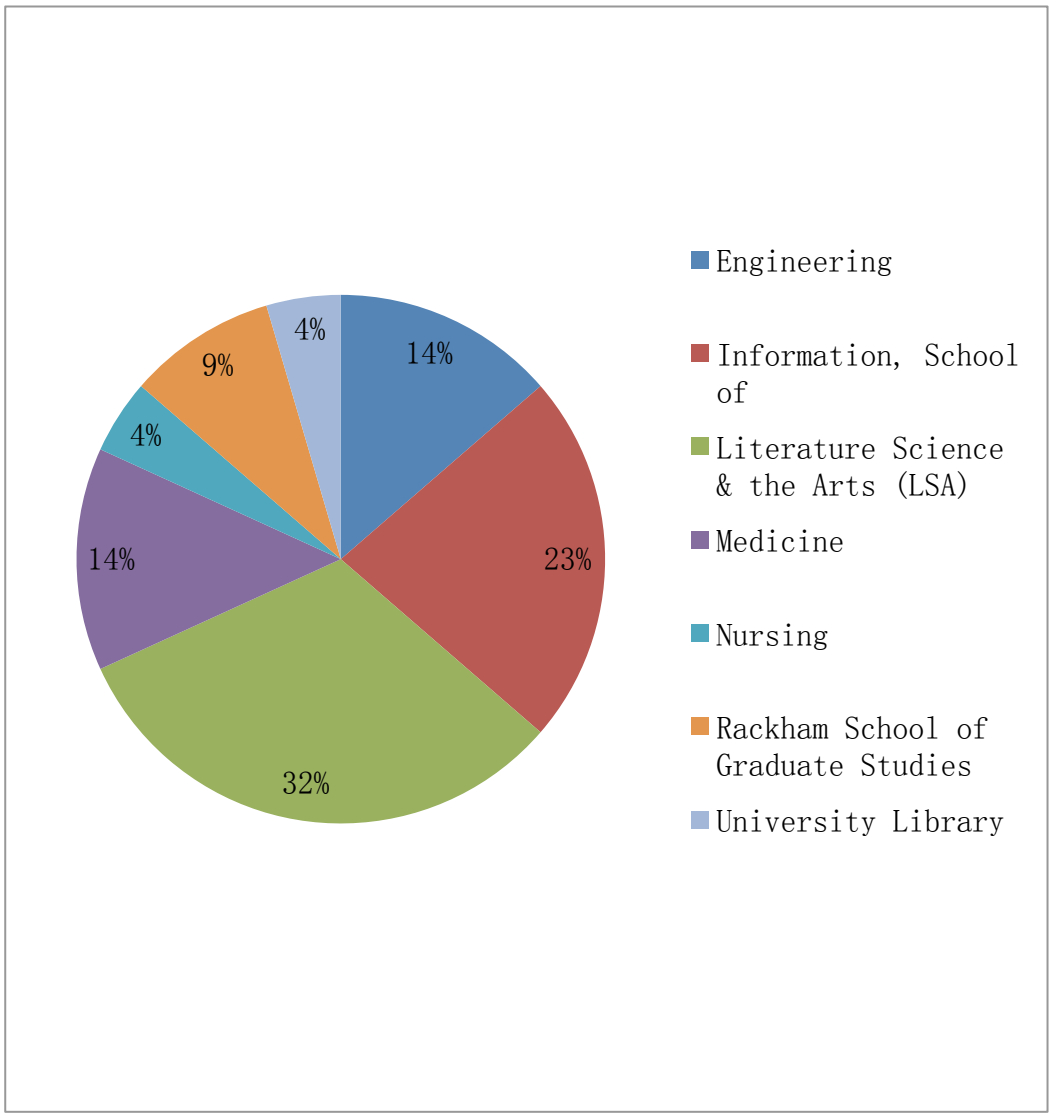
Thank You message ... include: **"As we look for ways to improve the Online Journal Finder, we will be conducting usability testing from March 18-April 9. Would you be interested in participating?"**

Appendix B: Results Summary

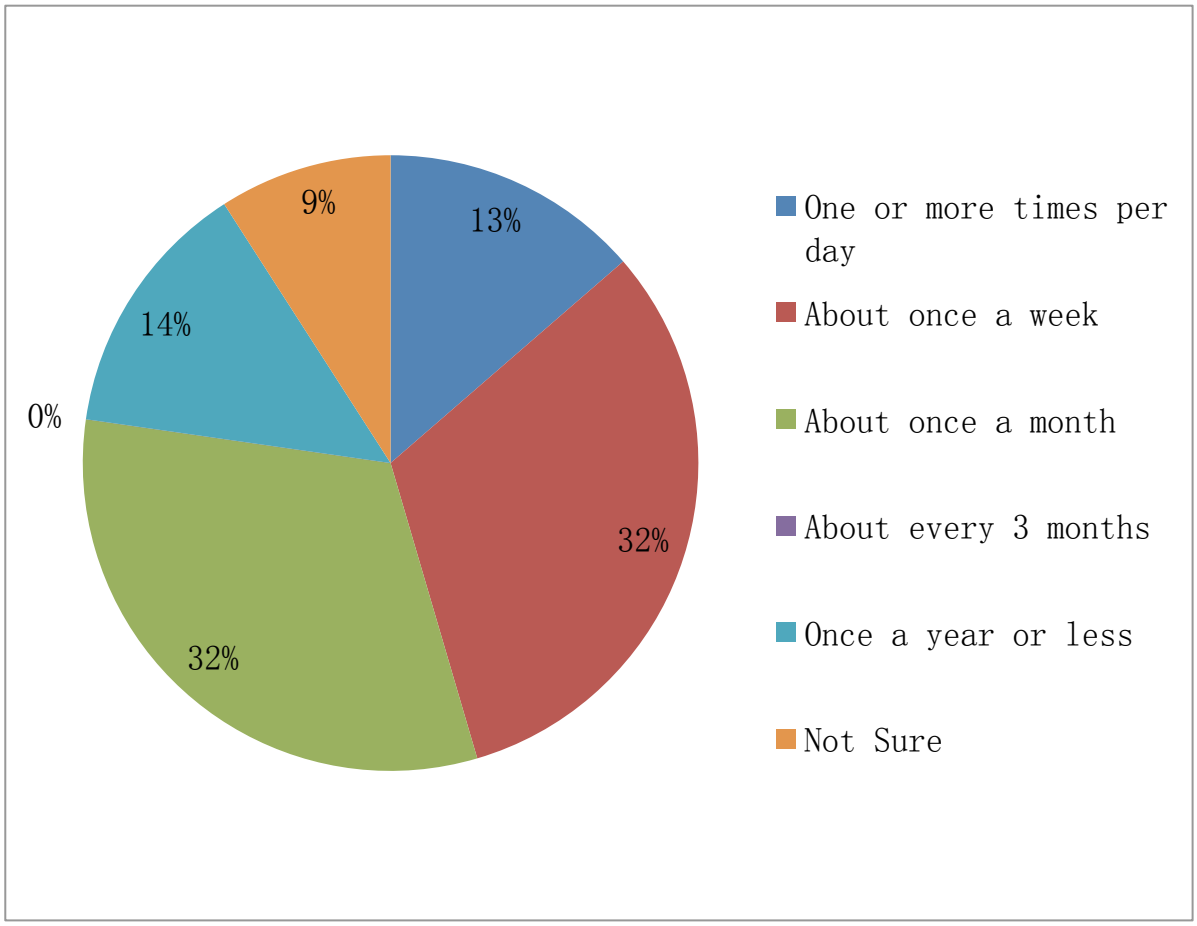
#	Answer	Response
1	Undergraduate student	4
2	Graduate/Post Doc	12
3	Faculty	5
4	Staff	0
5	Other at UM	0
6	Not affiliated with UM	0
7	Other - Please Specify	1
	Total	22



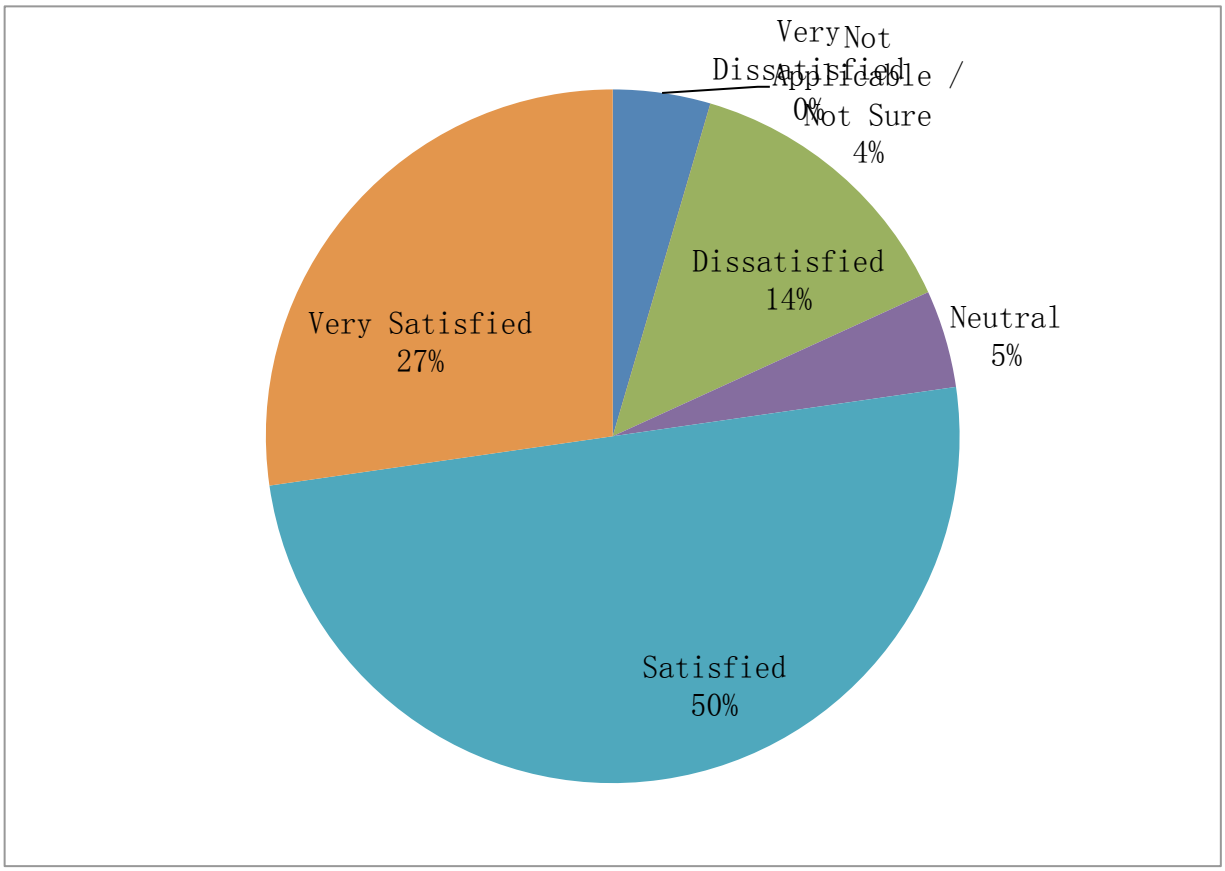
#	Answer	Response
6	Engineering	3
7	Information, School of	5
10	Literature Science & the Arts	7
11	Medicine	3
14	Nursing	1
18	Rackham School of Graduate Stu	2
21	University Library	1
	Total	22



1 One or more times per day	3
2 About once a week	7
3 About once a month	7
4 About every 3 months	0
5 Once a year or less	3
6 Not Sure	2
	22



	Not Applicable / Not Sure	1	5%
2	Very Dissatisfied	0	0%
3	Dissatisfied	3	14%
4	Neutral	1	5%
5	Satisfied	11	50%
6	Very Satisfied	6	27%
		22	

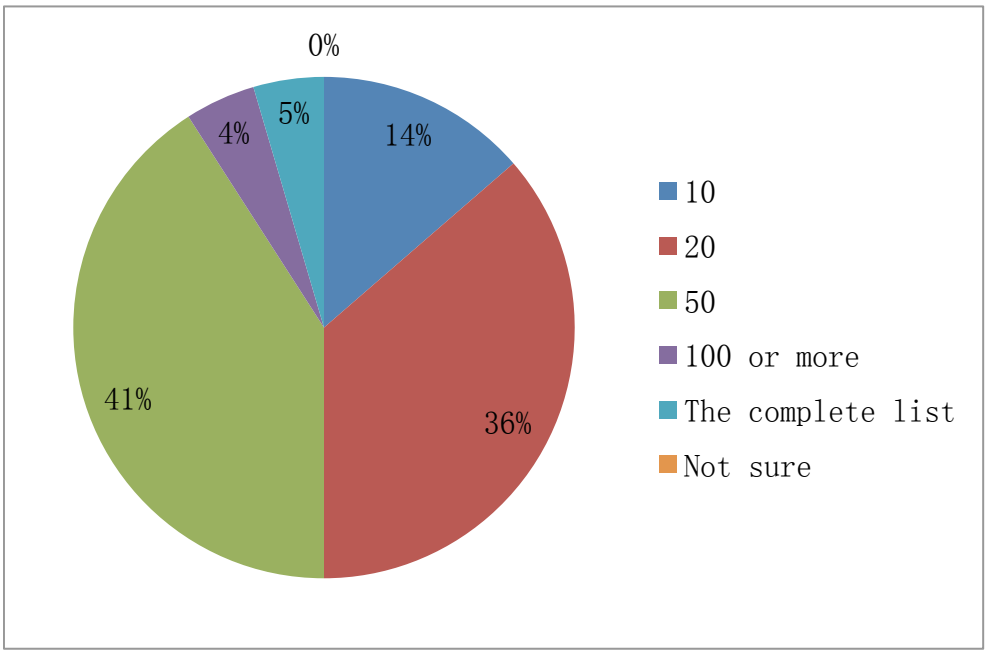


Question	Never	Infrequently	About Half of the time	Frequently	Always	Not Sure	Total
Search by Title	0.0%	4.5%	4.5%	68.2%	18.2%	4.5%	22
	0	1	1	15	4	1	
Browse by Title	18.2%	59.1%	0.0%	13.6%	4.5%	4.5%	22
	4	13	0	3	1	1	
Browse by Subject	18.2%	40.9%	18.2%	13.6%	0.0%	9.1%	22
	4	9	4	3	0	2	
View Journal Table of Contents	31.8%	27.3%	9.1%	27.3%	0.0%	4.5%	22
	7	6	2	6	0	1	
Save journal to favorites	63.6%	18.2%	4.5%	4.5%	4.5%	4.5%	22
	14	4	1	1	1	1	
Help features	45.5%	36.4%	4.5%	0.0%	0.0%	13.6%	22
	10	8	1	0	0	3	
Recommended journals	40.9%	40.9%	4.5%	4.5%	0.0%	9.1%	22
	9	9	1	1	0	2	

Question	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable	Total
Search by Title	0.0%	9.1%	9.1%	36.4%	40.9%	4.5%	22
	0	2	2	8	9	1	
Browse by Title	0.0%	9.1%	18.2%	40.9%	9.1%	22.7%	22
	0	2	4	9	2	5	
Browse by Subject	0.0%	9.1%	18.2%	36.4%	9.1%	27.3%	22
	0	2	4	8	2	6	
View Journal Table of Contents	0.0%	4.5%	18.2%	22.7%	13.6%	40.9%	22
	0	1	4	5	3	9	
Save journal to favorites	0.0%	4.5%	22.7%	13.6%	9.1%	50.0%	22
	0	1	5	3	2	11	
Help features	0.0%	4.5%	22.7%	13.6%	9.1%	50.0%	22
	0	1	5	3	2	11	
Recommended journals	0.0%	0.0%	18.2%	22.7%	9.1%	50.0%	22
	0	0	4	5	2	11	

Question	Not useful at all	Not useful	Somewhat useful	Useful	Very useful	Not Applicable	Total
Auto complete	9.1%	9.1%	22.7%	18.2%	9.1%	31.8%	22
	2	2	5	4	2	7	
Full text search within the entire run of journal	0.0%	4.5%	0.0%	45.5%	27.3%	22.7%	22
	0	1	0	10	6	5	
Set number of search results displayed on page	0.0%	9.1%	22.7%	31.8%	18.2%	18.2%	22
	0	2	5	7	4	4	
Results listed by relevance	0.0%	4.5%	22.7%	31.8%	31.8%	9.1%	22
	0	1	5	7	7	2	
Seeing journal’ s table of contents	0.0%	18.2%	22.7%	22.7%	18.2%	18.2%	22
	0	4	5	5	4	4	

1	10	3
2	20	8
3	50	9
4	100 or more	1
5	The complete list	1
6	Not sure	0



Affiliation	Satisfaction
3	6
2	6
2	5
2	4
2	5
2	6
1	5
3	3
2	5
3	5
2	5
2	6
2	5
2	5
1	1
2	5
3	5
1	6
2	5
1	3
3	3
3	6

Oneway

Notes

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	Cases Used	Statistics for each analysis are based on cases with no missing data for any variable in the analysis.
Syntax		ONEWAY VAR00002 BY VAR00001 /STATISTICS DESCRIPTIVES EFFECTS HOMOGENEITY BROWNFORSYTHE WELCH /PLOT MEANS /MISSING ANALYSIS.
Resources	Processor Time	00:00:00.703
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[DataSet0]

Descriptives

VAR00002

		N	Mean	Std. Deviation	Std. Error	Mean		Minimum	Maximum	Between-Component Variance
						Lower Bound	Upper Bound			
Undergraduate		4	3.7500	2.21736	1.10868	.2217	7.2783	1.00	6.00	
Grad/Post Doc		12	5.1667	.57735	.16667	4.7998	5.5335	4.00	6.00	
Faculty		6	4.6667	1.36626	.55777	3.2329	6.1005	3.00	6.00	
Total		22	4.7727	1.26986	.27074	4.2097	5.3358	1.00	6.00	
Model	Fixed Effects			1.20852	.25766	4.2334	5.3120			
	Random Effects				.40638	3.0242	6.5213			.24388

Test of Homogeneity of Variances

VAR00002

Levene Statistic	df1	df2	Sig.
9.331	2	19	.002

ANOVA

VAR00002

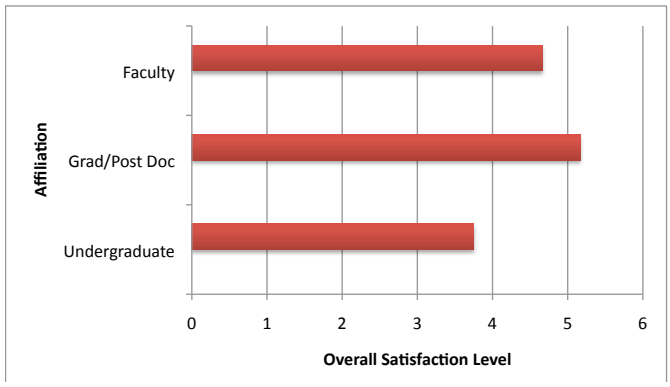
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	6.114	2	3.057	2.093	.151
Within Groups	27.750	19	1.461		
Total	33.864	21			

Robust Tests of Equality of Means

VAR00002

	Statistic[a]	df1	df2	Sig.
Welch	1.000	2	5.442	.427
Brown-Forsythe	1.105	2	5.308	.397

a. Asymptotically F distributed.



Length of Use	Satisfaction
2	6
2	6
2	5
2	4
1	5
1	6
2	5
2	3
2	5
2	5
1	5
1	6
1	5
1	5
3	1
1	5
2	5
2	6
2	5
3	3
2	3
2	6

Oneway

Notes

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	Cases Used	Statistics for each analysis are based on cases with no missing data for any variable in the analysis.
Syntax		ONEWAY Satisfaction BY LengthOfUse /STATISTICS DESCRIPTIVES EFFECTS HOMOGENEITY BROWNFORSYTHE WELCH /PLOT MEANS /MISSING ANALYSIS.
Resources	Processor Time	00:00:00.297
	Elapsed Time	00:00:00.281

[DataSet1]

Descriptives

Satisfaction

		N	Mean	Std. Deviation	Std. Error	Mean		Minimum	Maximum	Between-Component Variance
						Lower Bound	Upper Bound			
Less Than On Year		7	5.2857	.48795	.18443	4.8344	5.7370	5.00	6.00	
One of More Years		13	4.9231	1.03775	.28782	4.2960	5.5502	3.00	6.00	
Not Sure		2	2.0000	1.41421	1.00000	-10.7062	14.7062	1.00	3.00	
Total		22	4.7727	1.26986	.27074	4.2097	5.3358	1.00	6.00	
Model	Fixed Effects			.92769	.19778	4.3588	5.1867			
	Random Effects				.80455	1.3110	8.2344			1.32594

Test of Homogeneity of Variances

Satisfaction

Levene Statistic	df1	df2	Sig.
1.144	2	19	.339

ANOVA

Satisfaction

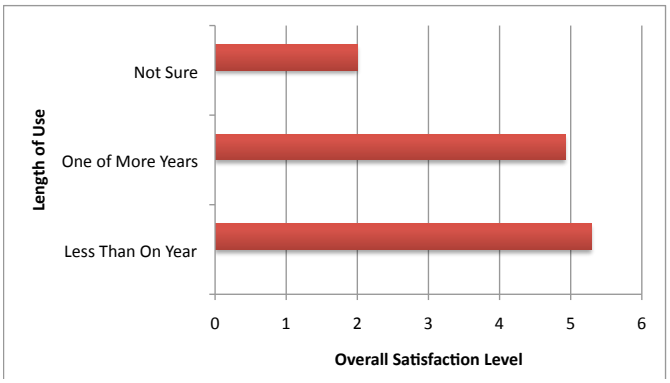
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	17.512	2	8.756	10.174	.001
Within Groups	16.352	19	.861		
Total	33.864	21			

Robust Tests of Equality of Means

Satisfaction

	Statistic[a]	df1	df2	Sig.
Welch	4.390	2	2.635	.145
Brown-Forsythe	7.233	2	1.762	.141

a. Asymptotically F distributed.



Frequency of Use	Satisfaction
3	6
2	6
3	5
2	4
5	5
2	6
3	5
1	3
2	5
2	5
5	5
3	6
5	5
6	5
6	1
3	5
1	5
2	6
1	5
3	3
3	3
2	6

Oneway

Notes

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	Split File	<none>
	N of Rows in Working Data File	22
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each analysis are based on cases with no missing data for any variable in the analysis.
Syntax		ONEWAY Satisfaction BY FreqOfUse /STATISTICS DESCRIPTIVES EFFECTS HOMOGENEITY BROWNFORSYTHE WELCH /PLOT MEANS /MISSING ANALYSIS.
Resources	Processor Time	00:00:00.328
	Elapsed Time	00:00:00.265

[DataSet2]

Descriptives

Satisfaction

					Mean			Between-Component

		N	Mean	Std. Deviation	Std. Error	Lower Bound	Upper Bound	Minimum	Maximum	Component Variance
> 1 x per day		3	4.3333	1.15470	.66667	1.4649	7.2018	3.00	5.00	
Once a week		7	5.4286	.78680	.29738	4.7009	6.1562	4.00	6.00	
Once per month		7	4.7143	1.25357	.47380	3.5549	5.8736	3.00	6.00	
< once a year		3	5.0000	.00000	.00000	5.0000	5.0000	5.00	5.00	
Not Sure		2	3.0000	2.82843	2.00000	-22.4124	28.4124	1.00	5.00	
Total		22	4.7727	1.26986	.27074	4.2097	5.3358	1.00	6.00	
Model	Fixed Effects			1.18345	.25231	4.2404	5.3051			
	Random Effects				.36107	3.7702	5.7752			.26907

Test of Homogeneity of Variances

Satisfaction

Levene Statistic	df1	df2	Sig.
5.903	4	17	.004

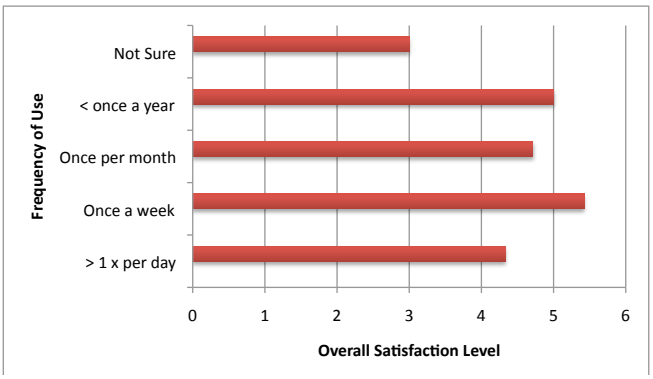
ANOVA

Satisfaction

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	10.054	4	2.514	1.795	.176
Within Groups	23.810	17	1.401		
Total	33.864	21			

Robust Tests of Equality of Means[b]

Satisfaction

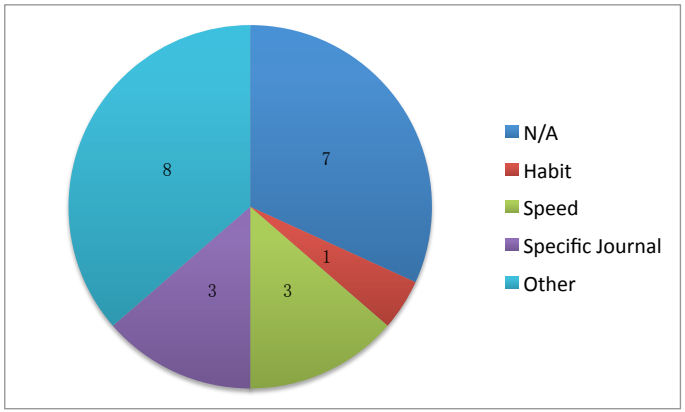


More specific
I think it is just habit - it is the first thing I learned here at U of M.
I find the new Mirlyn difficult to use. The Online Journal List gives only what I'm looking for (journals) and quick links to get articles from that journal online.
it's faster and gives me holdings info immediately. Plus it's only journals, so I won't have to weed out books. And I think there's only one entry for each journal, whereas in mir
N/A
I tended to use the Mirlyn catalog, just because I did not know about the Online Journal & Newspaper List. But this is much easier to use, and there are fewer steps to get to the

N/A
N/A
N/A
N/A
To search for a newspaper article, or to browse recent contents of a journal.
N/A
When there is a specific journal or newspaper I am looking for.
N/A
I use both. I use the Journal Finder when I know a specific title of a journal
It is easier to find the journal. Just the electronic resource is displayed and not a lot of irrelevant info.

I do not know how to search online journals through the Mirlyn catalog - it's confusing, not straightforward. With the Online Journal & Newspaper List, by looking up the list by
Often I do not have time to go to the library to get sources I need to write my papers, so I only want to use what is available online.
NOT
While I use the Merlyn (Classic) catelog for nonjournal references I usually have a specific journal citation in hand so I go directly to the Online Journal & Newspaper List. Occa

N/A
Habit
Speed
Specific Journal
Other



lyn sometimes I think there are more than one (like holdings for Flint)...maybe I just ahven't noticed them in the list thoguh

information I want (finding a specific journal issue).

title or subject, I get exactly what I'm looking for. I would love to use the "Save journal to favorites" option but I wish it were more understandable or evident how to use

asionally I know that the specific journal has to be in the UM holdings even if it doesn't always show immediately when entering journal title words. Sometimes abbreviations

it.. Thanks.

or punctuations mess up the searches.

n/a

no

One of my most common uses for the Online Journal List is not to access specific journals but to get to the index sites (such as sciencedirect.com) with the university login so that I can search for articles across all of the index's journals and have access to the articles using the U of M login. I find myself often just clicking a random journal through the Browse Online Journals so that I can access sciencedirect or ingenta connect, etc. / / I would like to see a link to these index sites at the top of the Online Journals page that users could click to get the U of M login for searching journals at these sites.

not sure. didn't think about it before now

Very poorly populated. My main criticism is with the feature for obtaining full texts of articles. It seems quite inefficient to have to go through multiple poorly linked layers to eventually access the paper.

No

No

I have only recently begun using this service, on a friend's recommendation. I am about to complete two years of graduate school, and I had no idea it existed. Based on my little use of the service, the Table of Contents function seems to be kind of messed up; the box that comes up is kind of weird and doesn't seem to display everything. Also, the availability dates are a little hard to read. In many cases, only a single date is given, which I think presumably means from that date until the current one, but it would be nice if it just said that. It would also be nice if there was a simpler way to find the date you want.

No!

I have heard about this, but have never actually used it.

I use the tool in combination with google scholar. Google scholar allow me to search across many journals on a specific topic. The journal tool allows me to find specific journals and articles.

Works well. Keep it available and don't monkey with it.

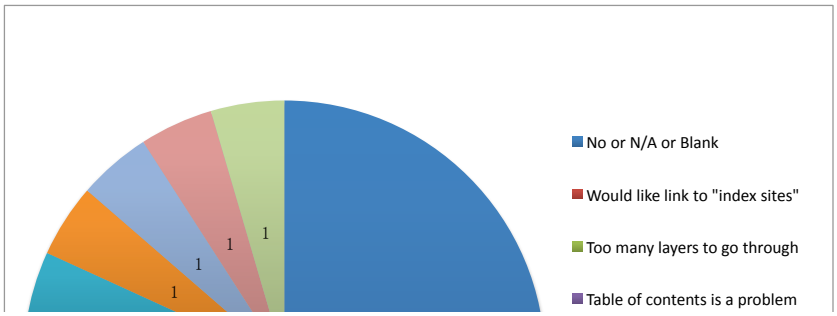
N/A

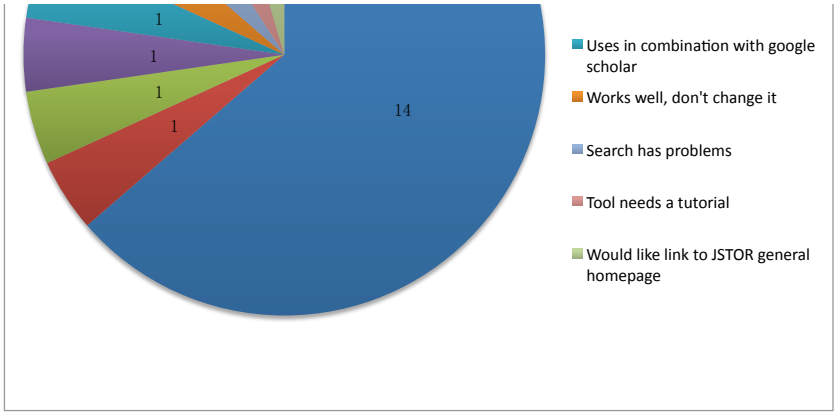
For some reason the search feature doesn't work sometimes, like when you search for a particular title which the library clearly has online, it still says "no results found." And browsing by subject might be helpful when, for example, you are looking for radical US newspapers, but it seems that the "by subject" lists aren't finished because even when you are trying to look for a news and events periodical featuring US news, it shows zero results.

I think that I need a tutorial to know how to use it. Things like this are usually obvious, but to me this does not work well. There may be some way to use it that I am not aware.

I've been a fan of the system and its predecessors for many years. Coupled with 7-Fast for access to offline journals it's provided me with much information on scientific and engineering subjects. I also like JSTOR for archived journals. (A direct link to JSTOR would be nice rather than having to enter JSTOR into the general homepage search and then clicking on it. Same for Dissertations Abstracts a direct link would be nice.

No or N/A or Blank	14
Would like link to "index sites"	1
Too many layers to go through	1
Table of contents is a problem	1
Uses in combination with google scholar	1
Works well, don't change it	1
Search has problems	1
Tool needs a tutorial	1
Would like link to JSTOR general homepage	1
	22




1
1
1
1
14
Uses in combination with google scholar
Works well, don't change it
Search has problems
Tool needs a tutorial
Would like link to JSTOR general homepage