94% satisfaction rating with the helpfulness of the library staff

Between 4\textsuperscript{th} December 2014 – 30\textsuperscript{th} January 2015, Library and Information Service Management conducted the LRC Survey 2014 which helps NUMed to uses results internally to facilitate best practice and enhance the student learning experience.

The questionnaires consisted of two (2) sections with Section 1 on Library and Section 2 on IT.

A total number of 238 of you completed the survey, representing 50\% of NUMed student. The respondents:

<table>
<thead>
<tr>
<th>Course</th>
<th>Total no of student</th>
<th>No of respondent</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>BMS</td>
<td>34</td>
<td>17</td>
<td>50%</td>
</tr>
<tr>
<td>MBBS</td>
<td>440</td>
<td>221</td>
<td>50%</td>
</tr>
<tr>
<td>Total</td>
<td>474</td>
<td>238</td>
<td>50%</td>
</tr>
</tbody>
</table>

**Section 1: Library**

The recent survey reveals a 94\% satisfaction rating with the helpfulness of the library staff and 93\% satisfaction rating with information enquiries at LRC Counter.

Self-Service was also rated highly, with 91\% of students agreeing that the self-service at self-loan station is well received. The introduction of the self-loan station has enabled longer opening hours and this enables our students to borrow and return the books in the middle of the night as they would during the day.

In addition to the popular self-service, the library continuously strives to improve the Circulation Services over the LRC Counter and this has received 87\% satisfaction from you.

It is not surprising that longer library opening hours are among the most common requests from students. There is 86\% satisfaction of the current library opening hours. The library already offers round the clock opening during peak periods during Examination Weeks where there is 24/7 access to the library. We will continue to monitor library usage out of hours.

Books collection is always in the list and this year 71\% of you stated that you are satisfied with the book collection. In year 2014, the library made an effort to improve its provision of high demand resources. More copies of high demand books have been purchased. For year 2015, the library will continue to accommodate high demand resources based on their circulation counts of popular texts.

NUMed is also running a social media competition whereby students can win book tokens. From 2014, Stage 1 students were given two core texts as part of their fee in an effort to reduce the circulation of existing library books. We would ask however, that those of you with your own books should bring them to use on campus and not borrow additional copies of library books as this is not fair on your fellow students.

Noise pollution continuous to be an issue, and Senior Management will be looking at ways of reducing this during the summer break.
93% satisfaction rating of the printing quality is good

Section 2: IT

The recent survey reveals printing service being rated highly, with 93% of you agreeing that the printing quality is good. While 80% of you were satisfied with the pull printer services, some of you commented that you usually encountered problem with the pull printers when the printers are out of paper/out of service.

There is 90% satisfaction rating of the computers in IT clusters, 76% satisfaction rating of the computers in Internet Café.

The reliable speed of internet access on campus is always a concern among the students. From the survey, there is 87% satisfaction rating of the speed for campus managed desktop while 84% satisfied with the speed of Internet Access through WiFi. 80% satisfaction rating of the reliability of wireless internet on campus.

NUMed is committed to prioritise good and reliable internet access to our students. Therefore, NUMed IT staff together with NUIT staff at Newcastle University, UK are seeking to improve the availability of internet access throughout the campus.

NUMed students listened to ReCap for the lectures be it ReCap @NUMed or Newcastle UK. There is 71% satisfaction on the quality of ReCap held in NUMed and 61% satisfaction on the quality of ReCap held in Newcastle, UK.

The percentage is low due to the volume as students hardly can hear the lecturers voice. NUIT is aware of this and some improvement to be done in year 2015/16.

Thanks to all of you who took the trouble to complete the survey and this helping us to continually improve our services.