

**LIS Graduate Exit Survey May 2014**  
**Presentation of Results**  
**July 10, 2014**

*Survey Details:*

**No. of Respondents:** 7 (10 total submissions, 3 submissions with no content)  
**Method:** Select Survey online survey tool, sent to list of 38 targeted graduates for May 2014 degree conferral  
**Survey Status:** Closed  
**Launched Date:** 5/5/2014  
**Closed Date:** 5/26/2014

*Request for participation:*

Dear #FirstName#,

Congratulations on your upcoming graduation from our program! I'm delighted to hear of your success, and hope that your job search is going well. Please do keep in touch, and let us know your news from time to time.

I'm writing to ask that you provide us with some feedback on your experiences in the MLS program, so that we may know where we're doing a good job, and work towards making improvements where needed. The survey should take only 10 minutes or less—please help us create positive MLS experiences for current and future students. The link to the survey is:

#SurveyLink#

Please complete this survey by Monday, May 19, 2014.

We would also like to keep connected with you in the future as we look to strengthen our ties to our alumni and create a bright future for our program. Would you please provide your permanent contact information by sending an e-mail with your name, permanent mailing address, and permanent e-mail address to [bmporems@buffalo.edu](mailto:bmporems@buffalo.edu)?

Please continue to keep in touch with your fellow UB LIS alumni and the Department of Library and Information Studies for networking, surveys, and other communications and announcements, and update the department of your accomplishments:

Facebook : Department of Library and Information Studies official page - [www.facebook.com/ublisofficial](http://www.facebook.com/ublisofficial)

LinkedIn : University at Buffalo Library and Information Studies Network -  
<http://www.linkedin.com/groups/University-Buffalo-Library-Information-Studies-2936203>

LIS Listservs : <http://gse.buffalo.edu/lis/incoming/listserv>

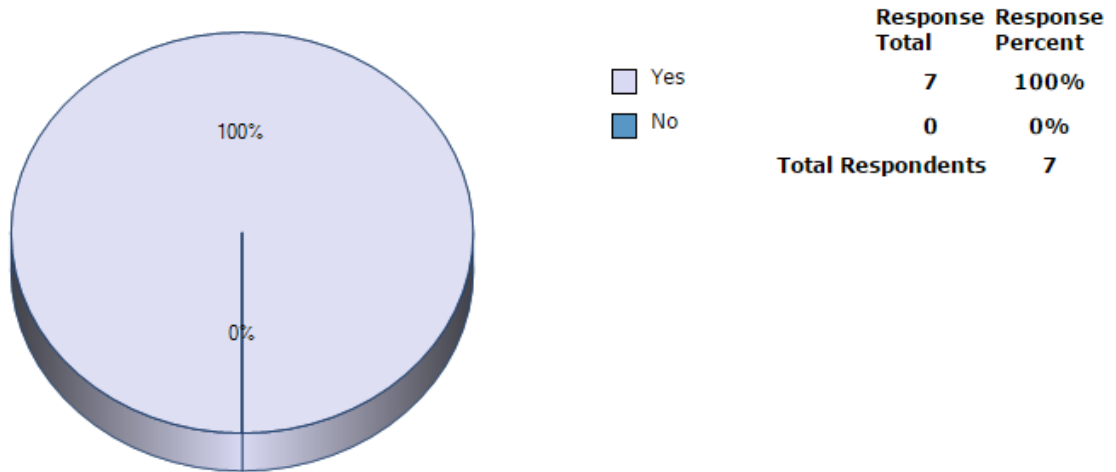
Sincere Thanks,

Dr. Heidi Julien

Results:

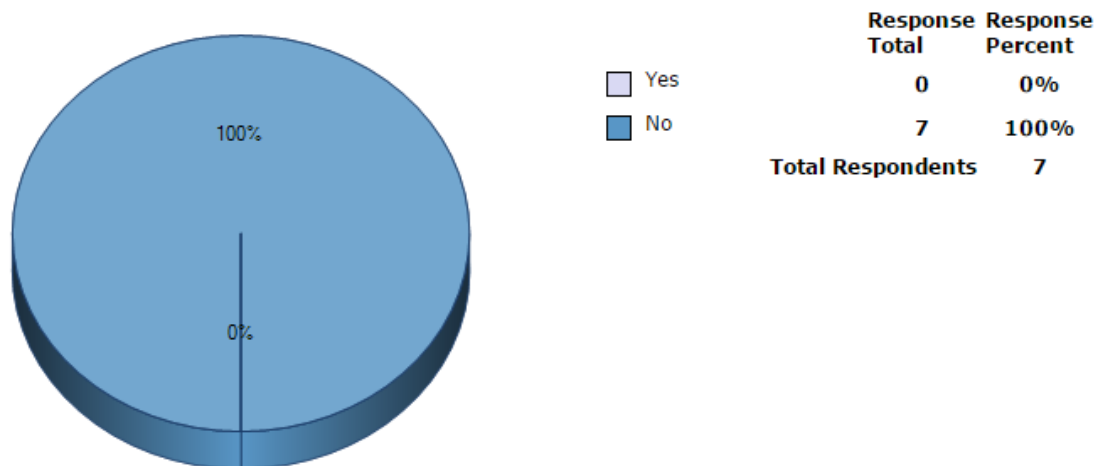
Question No.	Question Abbreviation	Question	Question Format
1	confirmdegree	Please confirm: My degree will be conferred in May 2014 (I will have finished all my coursework and will be receiving my degree).	Pull-down (Yes/No)

1. confirmdegree



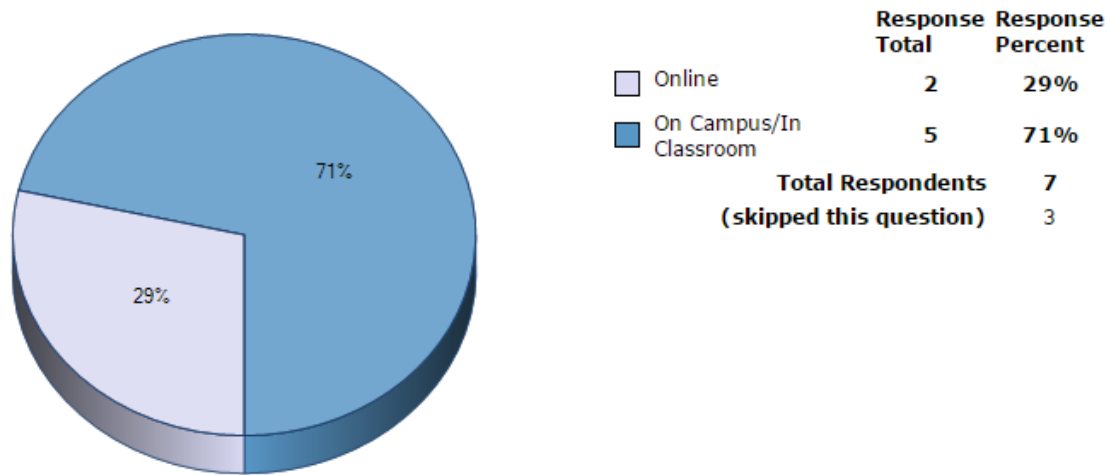
Question No.	Question Abbreviation	Question	Question Format
2	slms	I was in the School Library Media Specialist (SLMS) specialization.	Yes/No

2. slms



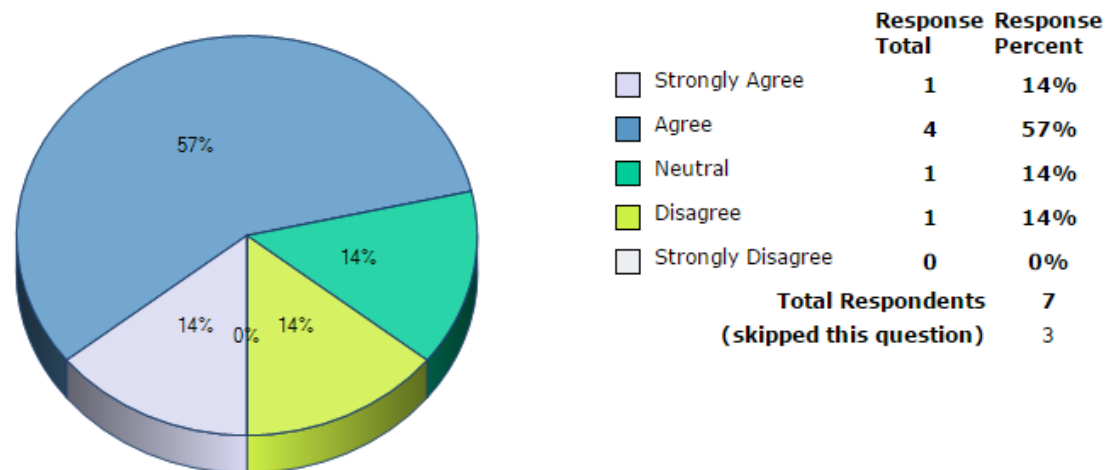
Question No.	Question Abbreviation	Question	Question Format
3	onlinestudent	My coursework was primarily (online or on campus/in classroom).	Pull-down (Online or On Campus/In-Classroom)

3. onlinestudent



Question No.	Question Abbreviation	Question	Question Format
4	instructqual	The quality of instruction in my program was excellent.	Likert Scale (Strongly Agree/Agree/Neutral/Disagree/Strongly Agree)
5	instructqualcom	Please comment on the above question (4).	Comment Box

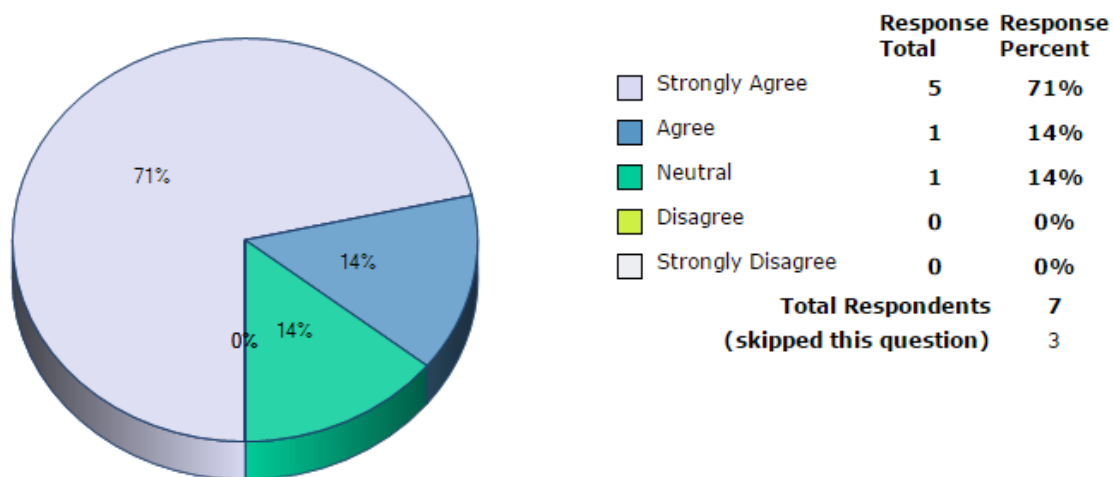
4. instructqual



<b>5. Comments: <i>The quality of instruction in my program was excellent.</i></b>
The quality of instruction was dependent on my instructor.
The one exception was the User Education course I took "taught" by an adjunct. My experience and dissatisfaction are well documented via emails to the Interim Department Chair.
There were a few instances where I had trouble with the professors. One, I could not understand the professor, and was unable to obtain help. Two, I could not understand the professor at all, and the professor's instruction lacked proper lecture.
Several professors do not expect graduate level work or competency. Work was often "too easy."
For the most part, though there were some classes that I reaped no benefit from and were essentially a waste of money because of poor instruction.
Many of my courses were not challenging. While I really enjoyed a handful of courses, most of them were not taught at a graduate level.
Some of the professors were very "old school" with outdated teaching techniques, outdated material, and information learned was not relevant to LIS today.

Question No.	Question Abbreviation	Question	Question Format
6	facultyinteract	My interactions with faculty members were generally positive.	Likert Scale (Strongly Agree/Agree/Neutral/Disagree/Strongly Agree)
7	facultyinteractcom	Please comment on the above question (6).	Comment Box

**6. facultyinteract**



<b>7. Comments: <i>My interactions with faculty members were generally positive.</i></b>
Dr. Nettet was wonderful and really cares about the students. I also had nice interactions with Dr. Battleson.
The exception to this general statement was one professor who was difficult to approach with questions, giving replies that came across as very harsh and unresponsive to student concerns. However, this professor provided excellent course content and timely feedback.
I felt comfortable emailing or seeing the professors face to face to discuss issues.

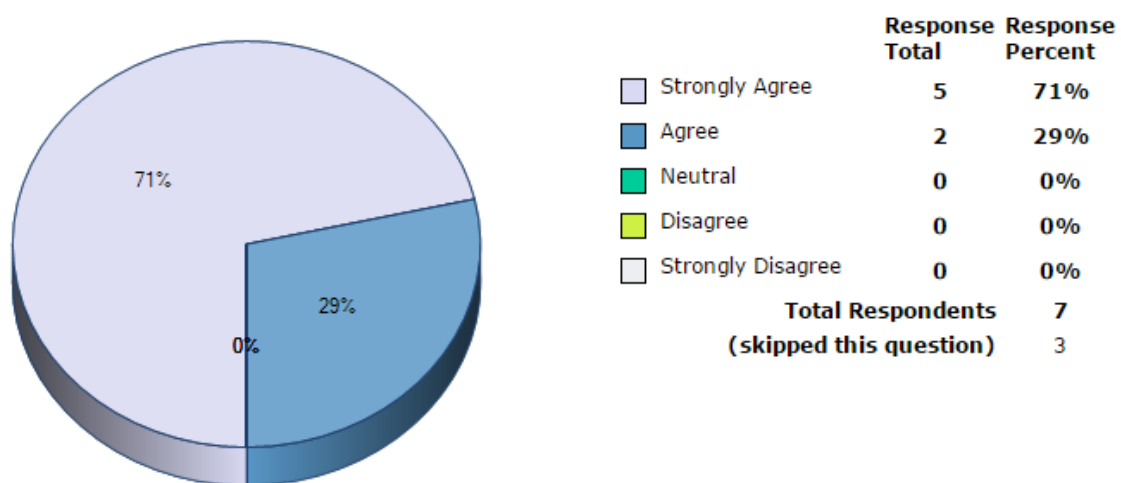
Some professors are not responsive in a timely manner; a couple of professors did not want students to contact them with questions. Figure it out yourself attitude where it was not warranted.

Most of the faculty members were very kind and wanted very much to help students. Many provided wonderful opportunities outside of the classroom and really tried hard to be engaging.

All professors were available and accessible.

Question No.	Question Abbreviation	Question	Question Format
8	studentinteract	My interactions with my fellow students were generally positive.	Likert Scale (Strongly Agree/Agree/Neutral/Disagree/Strongly Agree)
9	studentinteractcom	Please comment on the above question (8).	Comment Box

**8. studentinteract**



**9. Comments: My interactions with my fellow students were generally positive.**

Interesting and really nice group of students.

I greatly enjoyed interacting with fellow students in the classroom, online and as a part of student lead organizations within the department.

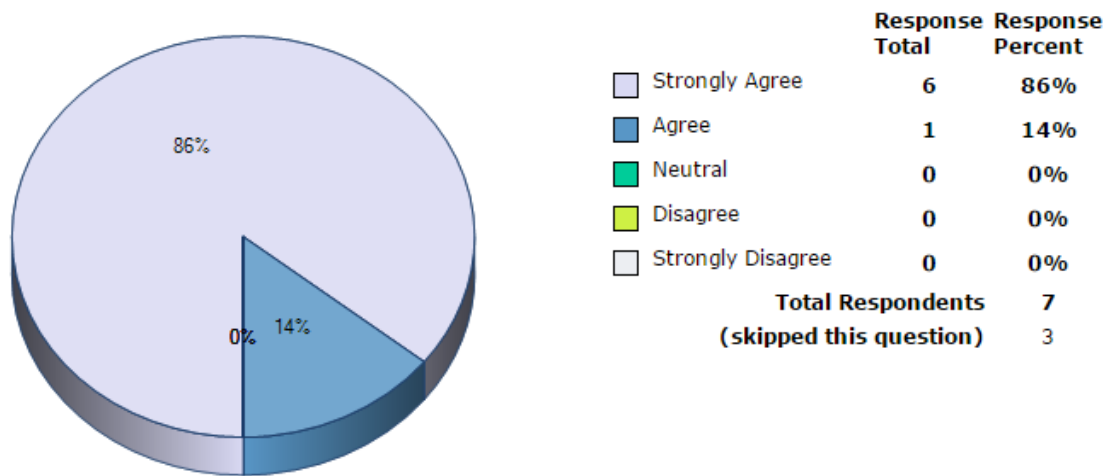
I was able to build a strong connection during my time in the LIS program.

Some students should not be in this program (low technology proficiency and writing skills below graduate level).

My fellow students were all so wonderful and engaging. Though everyone had different backgrounds, most of the students tried very hard to get to know each other and include one another in library-related events. Most were respectful, kind, and open-minded, which gave me hope for the future of librarianship.

Question No.	Question Abbreviation	Question	Question Format
10	staffinteract	My interactions with department administrative staff were generally positive.	Likert Scale (Strongly Agree/Agree/Neutral/Disagree/Strongly Agree)
11	staffinteractcom	Please comment on the above question (10).	Comment Box

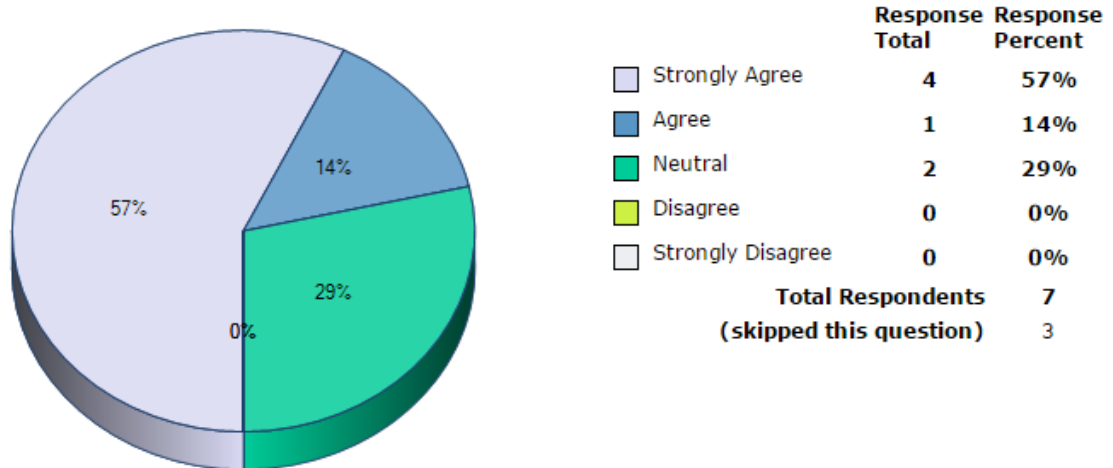
**10.** staffinteract



<b>11. Comments: <i>My interactions with department administrative staff were generally positive.</i></b>
Any communication from department administrative staff were timely and professional.
I have not had a negative interaction with the department administrative staff. They are so friendly and helpful.
Excellent support staff which includes computer people as well as office staff. My online account was set up properly and I never had issues with online access.

Question No.	Question Abbreviation	Question	Question Format
12	chairinteract	My interactions with the Department Chair were generally positive.	Likert Scale (Strongly Agree/Agree/Neutral/Disagree/Strongly Agree)
13	chairinteractcom	Please comment on the above question (12).	Comment Box

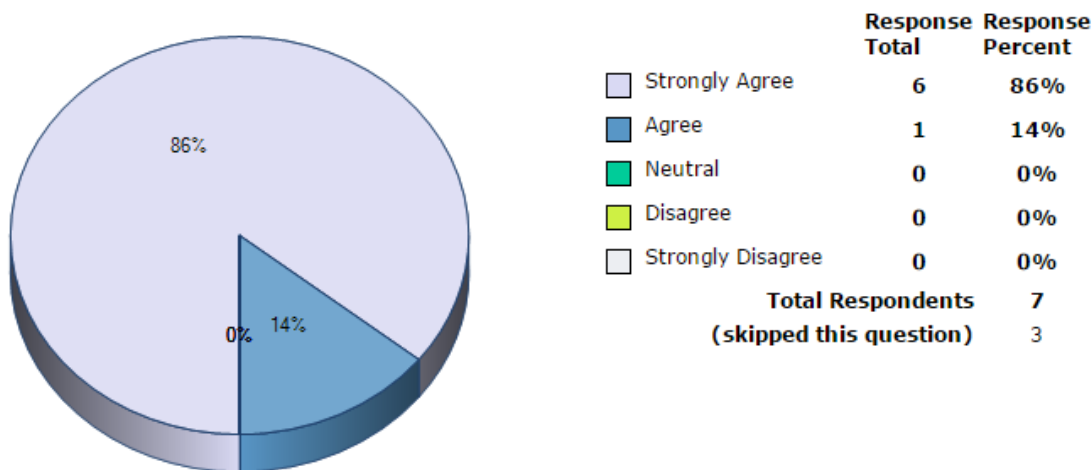
## 12. chairinteract



13. Comments: <i>My interactions with the Department Chair were generally positive.</i>
I did not have any.
My concerns were heard regarding the User Education course, though I was not satisfied with the outcome. (Interim Chair)
The Chair is open to communication and responsive.
My final semester almost faced a hurdle, but I was able to go to the chair, sit down with her and discuss and resolve my issue.
I had no interactions with dept. chair.
My interactions with Dr. Julien were always positive. She was always friendly and engaging.
The Dept Chair changed a couple of times in the 3 years I was in the program but they all seemed committed and dedicated. I am very happy with the current chair because information about the department is trickling down to me - re classes, graduation, etc.

Question No.	Question Abbreviation	Question	Question Format
14	advisorinfo	I received useful information from my faculty advisor.	Likert Scale (Strongly Agree/Agree/Neutral/Disagree/Strongly Agree)
15	advisorinfocom	Please comment on the above question (14).	Comment Box

**14.** advisorinfo

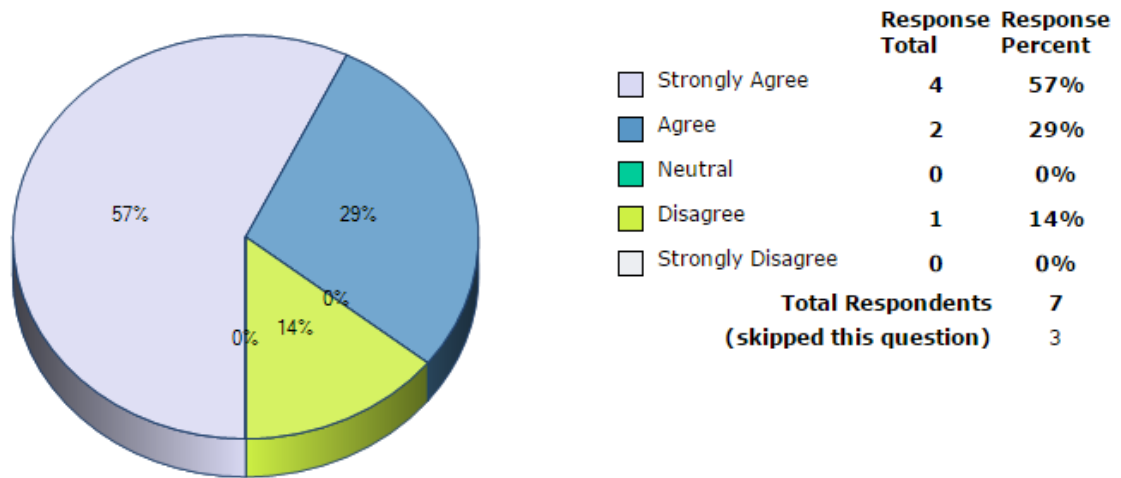


<b>15. Comments: I received useful information from my faculty advisor.</b>
Dr. Wang was always helpful and prompt with responses.
Dr. Anne Perrault was engaged in my progress, interested in updates as I progressed, provided my with support to address my concerns and address department requirements. Dr. Perrault made herself available to me via email, over the phone and in person as needed.
Dr. Soergel always helped me to find new opportunities to help with my studies. This included internships and library-related projects. He also directed me to a lot of helpful resources for my studies.
I was very lucky, my advisor was on top of requirements as well as very knowledgeable about classes - direct study and practicum.



Question No.	Question Abbreviation	Question	Question Format
16	technology	I had access to appropriate specialized library software and related technology to support my educational needs.	Likert Scale (Strongly Agree/Agree/Neutral/Disagree/Strongly Agree)
17	technologycom	Please comment on the above question (16).	Comment Box

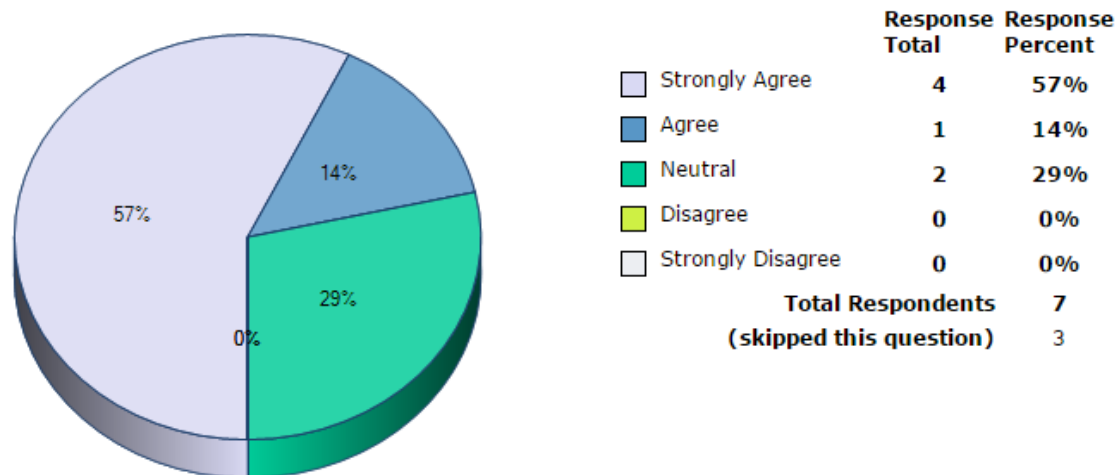
**16. technology**



<b>17. Comments: <i>I had access to appropriate specialized library software and related technology to support my educational needs.</i></b>
The computer lab was very helpful for me as was the "Cybrary".
Throughout my time in the program the lab's software was severely outdated. It wasn't until my last semester that this problem was finally addressed.
Though I did have access to specialized library software and related technology, I wish that I had been given more insight into how to use them. Many times, I had to teach myself, as the instructor didn't know how to use the software or did not provide clear instructions on how to use the software.
Once again, they did their job so well I didn't notice any issues. They did a great job!

Question No.	Question Abbreviation	Question	Question Format
18	preparation	I am prepared to enter the workforce in my chosen field.	Likert Scale (Strongly Agree/Agree/Neutral/Disagree/Strongly Agree)
19	preparationcom	Please comment on the above question (18).	Comment Box

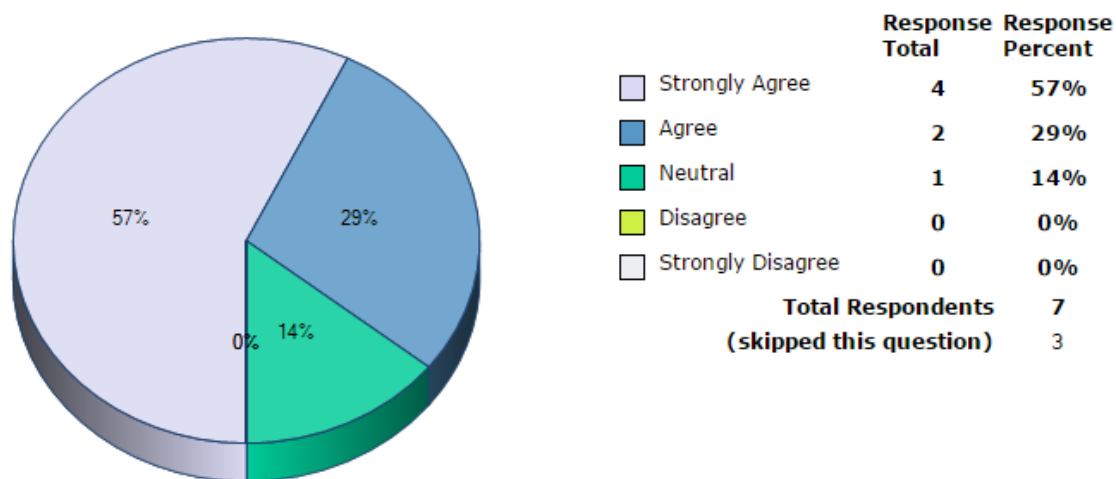
**18.** preparation



<b>19. Comments : I am prepared to enter the workforce in my chosen field.</b>
I hope so!
I have a solid foundation in Information Science upon which to build. I am counting on receiving any needed training in the field as appropriate. My hands-on experiences while in the program are a great asset.
I feel like I need more practical experience than I came out with. Should require more field work.
I feel to some degree I could be better prepared in some areas.
Though the program gave me some skills, most of my preparation came from hands-on library experience.
A few courses fell apart so I don't think I could ever catalogue or do computer technology which could hurt me in the future.

Question No.	Question Abbreviation	Question	Question Format
20	confidence	I am confident that I will be professionally successful.	Likert Scale (Strongly Agree/Agree/Neutral/Disagree/Strongly Agree)
21	confidencecom	Please comment on the above question (20).	Comment Box

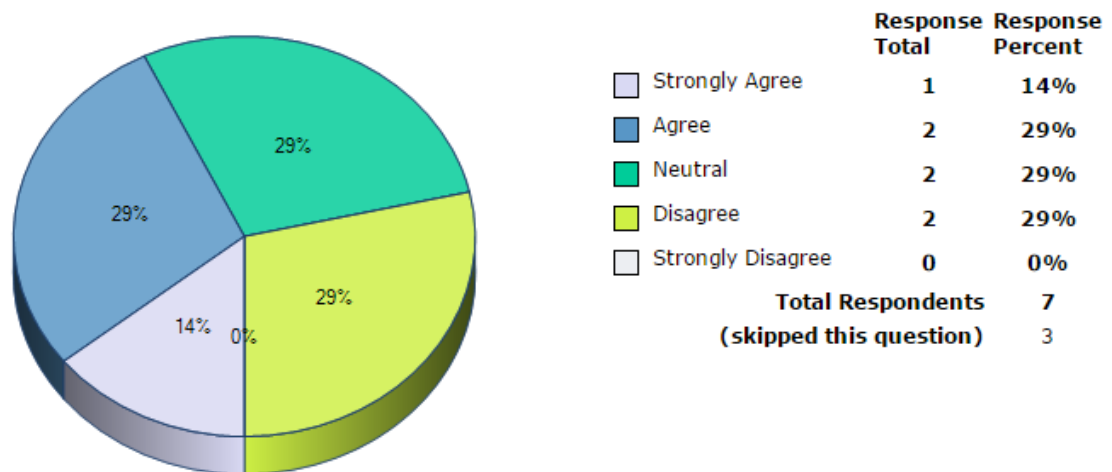
**20.** confidence



<b>21. Comments: <i>I am confident that I will be professionally successful.</i></b>
I am relegated to searching in one area, so I will need to be patient.
I have grown and learned a tremendous amount as a result of the Library and Information Studies program. I am in a position to leverage what I have learned to add to the profession and continue my personal growth.
Due to my prior work history and knowledge, I think I can be successful.

Question No.	Question Abbreviation	Question	Question Format
22	recommend	I would recommend this program to others.	Likert Scale (Strongly Agree/Agree/Neutral/Disagree/Strongly Agree)
23	recommendcom	Please comment on the above question (22).	Comment Box

## 22. recommend



## 23. Comments: *I would recommend this program to others.*

At times it felt a tad disorganized but I am happy that I pursued my degree.

That depends, of course on the person. I can confidently recommend the program.

There are a lot of changes taking place, but program was not rigorous enough to adequately prepare for career in library/information fields.

At this point, no. Further down the road after more improvements have been made? Gladly.

I want so much to be proud of the program, but I think that some parts of it really let me down. Some of my instructors were not prepared to teach, though they were really wonderful people. Other instructors were absolutely brilliant, but did not know how to engage a younger audience in a classroom environment. Some instructors were unclear when giving assignment instructions, while others gave students too much busy work. Most of my learning came from hands-on work outside of school. I think this point should really be emphasized in our courses, as some students are really not aware that experience is as important as the degree.

There are no jobs available but if that is your calling you have to go for it.

Question No.	Question Abbreviation	Question	Question Format
24	strengthcomment	What were the major strengths of your program?	Comment Box

<b>24. What were the major strengths of your program?</b>			
Practicum experience, research experience, great in class lecturers( Nessel, Van Scoy, Battleson)			
The major strengths of my program were the Special Project and Practicum which gave me hands-on experience. They gave me the ability to talk with other professionals, hear their stories and see what they thought about the future of librarianship. I also got a taste of what I liked working in those environments and what I did not like. Participating in some of the student lead groups helped add to my program in a positive way. Several of my professors were passionate about information science, that passion was contagious and encouraging. Dr. Nessel, Dr. Battleson and particularly Ken Fujiuchi were among those who sparked my enthusiasm. While I would have loved to take many other courses, the ones I took gave me a variety of perspectives on the profession. I was particularly appreciative of those that helped my broaden my computer and technology skills.			
The workflow was brilliant, I was not overloaded nor did I feel like I did not have enough, it was great. Most of the teaching was very well done!			
Technology and digital library and related courses were good. Required a lot of instructional presentation creation. Use of software/websites specific to library field good (some professors didn't use these, instead opting for requiring the creation of library guides as word documents. It would make more sense to use something like LibGuides, and I learned exponentially more with professors requiring the use of these and similar programs).			
Faculty advisors. We certainly have some of the best.			
The kindness of the faculty and my wonderful fellow students.			
It was overall a good foundation for future employment. The courses covered a wide range of materials so you could focus on classes of personal interest.			

Question No.	Question Abbreviation	Question	Question Format
25	suggestions	Do you have any suggestions for improvement?	Comment Box

<b>25. Do you have any suggestions for improvement?</b>			
More training for adjuncts - some of the classes that I took with adjuncts were really disorganized and just odd			
While a majority of the courses I took were on-line classes, that was not by choice. I would have preferred more seated courses that fit my interest and schedule. I did change my schedule at works several semesters to take part in seated classes. I am glad to have taken the online courses as they added to my skill set. They were valuable because of the course content and the practice I received in being part of an online community. Online classes may be the trend for some organizations. It is my feeling that service based professionals need to be able to interact face to face as well. Learning those skills will not happen in an online only environment. I hope the department will continue to offer a strong seated course selection.			
I would suggest to just make sure that some professors have adequate teaching methods.			
More rigorous work. Update textbook requirements. Have a minimum technology proficiency level. Offer more technology-related courses. Require more field experience. Offer applications for dept. scholarships--how are these awarded? Make it clear to incoming graduates that the program is on probation. I did not know this until well into my first semester and felt deceived.			
Better screening of adjuncts and better management of online courses. Revisions to the portfolio process.			
Better instruction and more emphasis on hands-on experience.			

Courses should all be top of the line. We are the ones that lead the information pack so our teachers, materials, and computer skills should be top notch. I don't think we are. I noticed that the "outside" professors were significantly better than the strictly academic professors in terms of knowledge, currency, and new techniques for teaching and engagement.

Question No.	Question Abbreviation	Question	Question Format
26	programrefer	How did you find out about the MLS program at UB?	Comment Box

**26. Comments: How did you find out about the MLS program at UB?**

I am a graduate of UB for another program

I believe I heard about the program from a career counselor from my Alma mater, SUNY Brockport. I contacted the career services when I began to explore new career paths.

research online.

A friend was applying to schools in Buffalo when she was looking for another degree program. She stumbled upon it and told me about it.

I found several programs that I was interested in online. My final choice was between Syracuse, UB, and Drexel.

Through a co-worker / friend at a local library.

Question No.	Question Abbreviation	Question	Question Format
27	choicereason	Why did you choose UB for your MLS program?	Comment Box

**27. Why did you choose UB for your MLS program?**

I am local

I wanted the option of seated classes. At the time I applied and was accepted into the program, UBLIS was teaching classes at Rochester Regional Library Counsel. This was ideal for me since I live in the Rochester area.

I was not required to take the GRE, as I struggle with those types of exams.

Proximity and price

It was either here or Dominican in IL. I chose here simply because I did not want to pay out of state tuition.

I chose UB for my MLS program because it was cost effective, and I liked the program's focus on user services.

Cost and location.

Question No.	Question Abbreviation	Question	Question Format
28	addlfeedback	Please provide any additional feedback for us below.	Comment Box

**28. Please provide any additional feedback for us below.**

I don't have any additional feedback at this time.

Overall I rate the program an 8. You need people who can teach to lead the classes. Leave the professors who want to publish at home. You also need to work on strengthening the online portion of the classes.