



IS Exit Survey 2017-2018



Survey Title: LIS Graduate Exit Survey - 2017-18 Academic Year

Responses By Question Analysis:

1. Please indicate your conferral date below (when you will have finished all coursework and will be receiving your degree).

		Response Total	Response Percent	Points	Avg
February 2018 conferral (last semester was Fall 2017)		8	29%	n/a	n/a
June 2018 conferral (last semester was Spring 2018)		20	71%	n/a	n/a
September 2018 conferral (last semester was Summer 2018)		0	0%	n/a	n/a
None of the above		0	0%	n/a	n/a
Total Respondents		28	100%		
			(skipped this question)	9	

2. My degree is in the School Librarianship program.

		Response Total	Response Percent	Points	Avg
Yes		9	33%	n/a	n/a
No		18	67%	n/a	n/a
Total Respondents		27			
			(skipped this question)	10	




3. My coursework was primarily (online or on campus/in classroom).

		Response Total	Response Percent	Points	Avg
Online		27	100%	n/a	n/a

On Campus/In Classroom	0	0%	n/a	n/a
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Total Respondents	27	100%		
(skipped this question)		10		

4. The quality of instruction in my program was excellent.

		Response Total	Response Percent	Points	Avg
Strongly Agree		10	38%	n/a	n/a
Agree		11	42%	n/a	n/a
Neutral		4	15%	n/a	n/a
Disagree		0	0%	n/a	n/a
Strongly Disagree		0	0%	n/a	n/a
Total Respondents		26			
(skipped this question)			11		

5. Please comment on the above question (4).



- All professors were excellent with their instruction. If clarification was ever required, responses were timely and helpful.
- The program was amazing! Informative, and definitely put me in contact with
The quality of instruction was uneven based on the quality of the instructor. In one class the instructor had her personal assistant grading papers and supplying feedback. I was not made aware of his scholarship nor do I know his credentials. It was frustrating when it appeared that the professor was off to multiple conferences while passing off lectures and grading assignments to an assistant. If the class is not worth her time....is it worth mine?
- I prefer having a professor who spoke native English. I feel that I missed out on not getting the full appreciation of the course due to the language barrier.
I completed the entire degree online and was impressed at how well the instructors and the program catered to this environment. Though there were a few exceptions, for the most part I did not feel disadvantaged by being unable to attend class in person. All of the professors are incredibly knowledgeable and have a real passion for the LIS field. When people ask me about the program, it is the enthusiasm and knowledge of the professors I generally bring up first.
- Most professors were able to make the online learning environment more than just self-directed learning. The use of small discussion groups, recorded lectures and videos about the upcoming weeks work created a space that was positive and successful for my learning.
- Overall, with the exception of one course, the instruction was relevant and incredibly informative.
- I enjoyed my classes and the instructors were knowledgeable and accommodating
The majority of the courses I took in the program had valuable content and were delivered with a great deal of instructor expertise. Particularly valuable courses for me were LIS 506 with Jianqiang Wang, LIS 571 & LIS 587 with Brenda Battleson White, and LIS 503 Scholarly Communication with Christopher Hollister.
- Less useful courses for my personal situation were LIS 581 and LIS 518, but I still picked up a few tips/tidbits that were helpful.
- All the professors had very thorough and in-depth knowledge of the subjects.
- I feel I learned so much in the program.

11. Most professors provided excellent instruction. A couple did not.
12. The LIS professors were excellent. They provided real world scenarios that help to prepare me for school librarianship and working with other educators and students.
13. The quality of the instruction in some of the classes was excellent; in others it was not.
There were some really good teachers, some pretty bad teachers, and some that were just ok. I particularly liked Dr. Battleson White and Dr. Vanscoy. I do not believe that the other courses that I
14. took were an appropriate difficulty for grad school courses. I also felt that with the limited number of course offerings that it was difficult to get more than the most basic information for different fields such as Archives or Academic librarian.

Total Respondents 14

(skipped this question) 23

6. My interactions with faculty members were generally positive.

		Response Total	Response Percent	Points	Avg
Strongly Agree		15	58%	n/a	n/a
Agree		8	31%	n/a	n/a
Neutral		0	0%	n/a	n/a
Disagree		0	0%	n/a	n/a
Strongly Disagree		0	0%	n/a	n/a
Total Respondents		26			

(skipped this question) 11

7. Please comment on the above question (6).





1. All interaction with faculty was to a high standard of excellence and ease.
Most of my interactions was positive. However, my advisor went on sabbatical and it was difficult trying to get in touch with her replacement. When I emailed him, he stated "I am not your advisor"; I had to show him the email alerting me that he was in fact my new temporary advisor for him to actually respond to me. And you can guess how much help he was.
- 2.
3. Faculty went out of their way to make themselves available to students. My emails were always answered promptly and any problems or questions I had addressed respectfully.
4. All professors were willing to offer assistance with any questions that I had.
5. Overall the interactions were positive and instructors were supportive of learning.
6. Quick to respond to emails, and always willing work with me when I had issues.
The LIS faculty I interacted with were: Battleson White, Wang, Brower, Albertson, Nessel, Hollister, and Bright. They were all wonderful to work with. After my first semester, I took advantage of asking around with my fellow students to see if they had recommendations for or against certain faculty, and I took this peer feedback into account.
- 7.
8. The teachers were always available.
9. Some instructors were better suited to instruction than others based on regular interactions from students whether via discussion board or other communications.
10. My interactions were very positive with all, but one, professor.

11. Each professor was readily available to discuss questions and concerns regarding the course as well as work related.
12. Most faculty members did their best to be helpful and supportive. Some were much more proactive about it than others.

Total Respondents 12

(skipped this question) 25

8. My interactions with my fellow students were generally positive.

		Response Total	Response Percent	Points	Avg
Strongly Agree		6	23%	n/a	n/a
Agree		15	58%	n/a	n/a
Neutral		1	4%	n/a	n/a
Disagree		1	4%	n/a	n/a
Strongly Disagree		0	0%	n/a	n/a
Total Respondents		26			

(skipped this question) 11

9. Please comment on the above question (8).

1. Being an online student, interaction with other students was generally limited to group work. Outside of rare professional disagreements with project work, interaction was positive and enlightening. It seems that 60% of my assignments were group related. Invariably one student would not respond to emails nor help in the group assignment. When I would bring my concern to my professors, as if they were reading it on an index card: "In the real world you are going to have situations where co-workers are not pulling their weight";. My response would be...in the real world I would go to my supervisor and expect them to address the situation and not blow me off and make me do twice the amount of work.
2. This is the only area I wish the program could expand on, but the limitations of the online environment make it difficult. The limited interactions I was able to have (discussion board, group work) were generally positive.
3. All discussions and group projects were positive experiences.
4. Though I hate group projects, the professors keep the group members accountable for their part of the project and don't allow it to impact my grade.
5. My experiences with fellow students ranged from neutral to highly positive. Although certain group project assignments were logistically painful at times, since many (most?) students also work full-time, I do value the peer relationships they helped foster. I found most students to be engaged, friendly, and intelligent.
6. Forum discussion posts and group-work are not effective pedagogical tools.
7. Some of the group projects were difficult as they did not necessarily lend themselves to group work, making interactions with fellow students strained at times.
8. Only really interacted with the in the projects or discussion postings.
9. Group work is always a challenge because all individuals have differing work ethics, schedules, and availability to work on projects, but everyone I worked with interacted professionally.
10. Being an online student, there was little interaction with other students. The few courses that required group work was beneficial.
- 11.

12. Most fellow students were easy to work with. Some fellow students really drop the ball when working in groups.

Total Respondents 12

(skipped this question) 25

10. My interactions with department administrative staff were generally positive.

		Response Total	Response Percent	Points	Avg
Strongly Agree		10	38%	n/a	n/a
Agree		10	38%	n/a	n/a
Neutral		3	12%	n/a	n/a
Disagree		0	0%	n/a	n/a
Strongly Disagree		0	0%	n/a	n/a

Total Respondents 26

(skipped this question) 11

11. Please comment on the above question (10).

1. Interaction with department administrative staff was useful.
2. I had limited interactions with administrative.
3. Strongly agree! From the time of my enrollment to my final semester.
4. N/A
5. Quick to respond, in the office when ever I called or stopped by.
6. The LIS Dept. administrative staff, particularly Jennifer Marshall, were very helpful and resolved any minor paperwork problems with a minimum of red tape.
7. Unsure if I ever had such interactions.
8. They were very helpful.
9. I don't recall having any interactions with administrative staff, except through emails, which were always positive.
10. No major complaints.

Total Respondents 10

(skipped this question) 27

12. My interactions with the Department Chair were generally positive.

		Response Total	Response Percent	Points	Avg
Strongly Agree		11	42%	n/a	n/a
Agree		7	27%	n/a	n/a
Neutral		5	19%	n/a	n/a
Disagree		0	0%	n/a	n/a

Strongly Disagree 0 0% n/a n/a

Total Respondents 26

(skipped this question) 11

13. Please comment on the above question (12).

1. Interaction with Department Chair was positive as well. Having took a course with the current chair, their feedback was essential to my success.
2. I had no interactions with the department chair.
3. I don't believe I had any interactions with the department chair, aside from emails sent to the listserv. But, again, I completed the degree entirely online. I did enjoy the emails, even to events I could not attend.
4. N/A
5. The department chair is amazing. She fixed my program issue at the beginning and helped me set up and independent study of my choice with another faculty member.
6. I did not have prolonged or frequent interactions with the Dept. Chair, but I appreciated that she would be available if/when needed, and she does a good job sharing information and steering the dept.
7. Unsure if I ever had such interactions.
8. She was helpful when i needed help.
9. We only spoke once, at the graduation reception, but her emails were always positive, and I enjoyed meeting her at the reception.

Total Respondents 9

(skipped this question) 28

14. I received useful information from my faculty advisor.

		Response Total	Response Percent	Points	Avg
Strongly Agree		12	46%	n/a	n/a
Agree		7	27%	n/a	n/a
Neutral		3	12%	n/a	n/a
Disagree		1	4%	n/a	n/a
Strongly Disagree		0	0%	n/a	n/a

Total Respondents 26

(skipped this question) 11

15. Please comment on the above question (14).

1. My faculty advisor provided timely responses to my questions and inquiries, and provided me necessary support early on in the program.
2. I do not know what I would have done without the guidance of Mary Jo. She is amazing. I am so glad that she took over this position shortly after I started at UB.
3. Very happy with the amount of attention and information from my advisor.
4. Dr. Valerie Nessel was my advisor and she has been wonderful. From the beginning I felt she was invested in my success in the program.

5. My advisor was not as helpful or encouraging as I would have expected. I was initially discouraged from taking 12 credits but pushed back that I was capable of doing so. I knew if another student who was also discouraged from taking 12 credits from the same advisor. My advisor didn't offer any really guidance on my course selection and I was able to navigate it on my own. It didn't feel like the advisor took any interest or cared about my academic success.
6. Quick to answer, always willing to provide links to specific needed forms.
7. My particular faculty advisor was very helpful and flexible in coming up with ideas for my personal program, and operates in a somewhat hands-off style. This was 100% fine for my situation, but other students who prefer more active guidance/mentoring may have needed to push for this proactively themselves.
8. A lot of changes throughout the program.
9. Responses from my faculty advisor were not sufficiently timely and warranted my consulting other faculty members for advising.
10. Mary Jo was the best advocate and encourager!
11. My adviser is excellent. Ms Sicurella is knowledgeable and always available to answer questions.
12. I wish the advisor role had been more proactive.

Total Respondents 12

(skipped this question) 25

16. I had access to appropriate specialized library software and related technology to support my educational needs.

		Response Total	Response Percent	Points	Avg
Strongly Agree		14	54%	n/a	n/a
Agree		9	35%	n/a	n/a
Neutral		0	0%	n/a	n/a
Disagree		0	0%	n/a	n/a
Strongly Disagree		0	0%	n/a	n/a

Total Respondents 26

(skipped this question) 11

17. Please comment on the above question (16).

1. All professors provided easy access to websites required to complete coursework. The UB Libraries website had occasional errors, but those were easily circumnavigated.
2. Yes, the university has done an excellent job providing access to technology, especially for those of us not on campus.
3. The software available from UBIT met my educational needs.
4. The software offered through UB IT was satisfactory, but it seems they cut back in recent years (some Adobe software like Dreamweaver was no longer offered?). Blackboard was a little intimidating to navigate my first semester, but I doubt that other course management software is much better.
5. I was not aware of all that is offered to us until my last year. This needs to be advertised more.
6. Cataloguing and technology resources met the needs of the coursework.

Total Respondents 6

(skipped this question) 31

18. I am prepared to enter the workforce in my chosen field.

		Response Total	Response Percent	Points	Avg
Strongly Agree		12	46%	n/a	n/a
Agree		11	42%	n/a	n/a
Neutral		0	0%	n/a	n/a
Disagree		0	0%	n/a	n/a
Strongly Disagree		0	0%	n/a	n/a

Total Respondents 26

(skipped this question) 11

19. Please comment on the above question (18).

- I already am a part of the workforce.
- I would have liked to have more field experience while in the program. I would have liked spending more time at each practicum placement or to have only one placement. I felt the time was rushed with everything that had to be accomplished.
- I feel that I am most prepared because of the practicum I took on. This should be essential for all students as it allows you to put into practice all we learn.
- My classes prepared me for the information technology field and I especially enjoyed my practicum opportunities.
- I already work as a full-time library paraprofessional with good prospects to move into an official librarian position soon.
- I know there is more I will learn on the job, but I have a great foundation upon which to build a satisfying and successful career.
- I was fortunate enough to obtain an Internship license and was hired as a librarian in the fall of 2017.

Total Respondents 7

(skipped this question) 30

20. I am confident that I will be professionally successful.

		Response Total	Response Percent	Points	Avg
Strongly Agree		13	50%	n/a	n/a
Agree		10	38%	n/a	n/a
Neutral		0	0%	n/a	n/a
Disagree		0	0%	n/a	n/a
Strongly Disagree		0	0%	n/a	n/a

Total Respondents 26

(skipped this question) 11




21. Please comment on the above question (20).

1. This program has indeed prepared me to become an information professional. Program professors have assured me of my future success.
2. I am confident in the education I received that I will be a success in the field.
3. I do have some long-term doubts about my job security/earning potential as a traditional librarian without many "hard" tech or programming skills, but I expect I will have stability and opportunities for advancement in the short-medium term.
4. There are areas of the profession where I feel weak, but the knowledge and resources I've gained through my coursework will be invaluable for guiding me toward a successful career.
5. The LIS program has given me the tools and knowledge to be successful in my future endeavors. I look forward to the opportunities that will come along with my MLIS.

Total Respondents 5

(skipped this question) 32

22. I would recommend this program to others.

		Response Total	Response Percent	Points	Avg
Strongly Agree		15	58%	n/a	n/a
Agree		7	27%	n/a	n/a
Neutral		1	4%	n/a	n/a
Disagree		0	0%	n/a	n/a
Strongly Disagree		0	0%	n/a	n/a
Total Respondents		26			

(skipped this question) 11

23. Please comment on the above question (22).

1. This was a wonderful program to be a part of. I will look back at my time in attendance with fondness.
2. I would recommend the program but with some warning. The concentrations that are listed on the LIS webpage were most unavailable to me in classes. Of my original plan of study I think maybe one class was actually offered. I was originally interested in the JD/MLS dual program, but now that I realized there were zero classes relating to anything dealing with the legal system, privacy, ethics, or government I am glad I chose not to pursue that program.
3. I would strongly encourage anyone who is interested in organization and data to enter the field and get a better idea what library science is all about.
4. UB's MS ILS was attractive to me because of its in-state tuition (<\$500/credit hour), lack of GRE requirement, and lack of thesis requirement. Before beginning classes, I expected the program might be a somewhat unpleasant, less-than-interesting way to get the job done (earn the MS credential), but I was pleasantly surprised. I would definitely recommend this program to anyone already working in libraries who needs to take the next step in their career while pragmatically balancing scheduling and financial matters.
5. I loved learning what I did in this program.
6. I have already recommended the UB MLIS program to colleagues. I truly hope they enroll in the program.

Total Respondents 6

(skipped
this
question)

31

24. What were the major strengths of your program?

1. Wonderful professors who provided students with informative assignments at a reasonable pace, as well as professional feedback that pointed out both the strengths and weaknesses of my efforts.
2. Professors Hollister, Vanscoy, and Battleson White are the strengths of your program. Something tells me you already know that.
3. The quality of the instruction and the knowledge of the professors.
4. The professors and the projects that allowed us to creatively address what we saw as issues in LIS.
5. The instructors were knowledgeable and approachable. The online format allowed me to live at home with my family while pursuing my degree. I would not have been able to attend had the classwork been held at UB.
6. Cataloging and systems studies.
7. Please see previous free-text responses -- flexible Plan of Study; valuable individual courses & professors.
8. Providing hands on activities to give real life skills usable in the library field.
9. Faculty support and opportunities to work in a real world setting via practicum.
10. I feel this program was great at giving us hands on assignments and it helped us to really get a feel of the career.
11. The knowledge the professors shared with their students.
12. The professors who are currently working as school librarians. They were able to provide real world scenarios and situations.
13. The major strengths were professors VanScoy, Battleson and Hollister.
14. It was a well rounded program and offered many courses covering the basic areas of library and information science. Most of the faculty and staff were very friendly and more than willing to help with anything that you need help with. They were very pleasant to work with.

Total Respondents 14

(skipped
this
question)

23

25. Do you have any suggestions for improvement?

1. Use more up to date technology for interaction between professors and students. Focus more on the strengths of online distance learning rather than try to make it more like campus learning.
 2. Please hire professors that have a vested interest in the program/students. From my view, it seems that some of the instructors are here for a resume booster and putting forth a minimal effort.
 3. I would like to see the course offerings include instruction geared more towards the specialized library environment. Business resources, Competitive Intelligence, law librarianship, etc.
 4. Offer more electives, mainly the ones that are listed on the concentrations page. There were no classes for the academic concentration or legal
 5. Some classes were difficult because the material was outdated and written by the professor. Possible update to material and additional texts.
- The variety of electives for academic libraries/specialty and non-traditional libraries could be improved. Additionally, I was somewhat disappointed when certain advertised electives were

cancelled in multiple consecutive semesters.

6. Another note: internships/special projects currently have a strangely stringent requirement that they be unpaid, unless a special petition is made. I assume this is an attempt to ensure that interns are doing more than fetching coffee, etc., but I urge the dept. to get rid of this "internships should be unpaid" stipulation. It is outdated and helps perpetuate the under-valuing of LIS work. Senior colleagues I have spoken to in the field have unanimously commented to me that they think students should be paid for their contributions to outside organizations (or, at minimum, have the tuition fees for internship credits be drastically reduced/waived).
7. Not doing group projects in courses where work has to be uniform to each other (database courses, specifically)
8. There should be an improvement on the interaction with online students.
9. Some professors could use help in course organization/design, implementation of instruction, and how much reading is realistically going to be able to be absorbed in one week. Kawanna Bright, Brenda Battleson White, and Maria Muhlbauer were the best at this. Maybe they could do workshops for the other professors.
10. I enjoyed the way LIS 505 was facilitated. When I took the course, I used Collaborate to "sit in" on the course. It was a great way to feel as though I was part of the class. It was my first experience with online learning. I wish I had other courses similar to it.
11. A more proactive advisement program and a graduation checklist.
12. I think that more courses should be offered for specific library types. It seemed as if the same classes were being offered each year and by the end you were running out of choices and you didn't really end up with a detailed education in any specific field. Most fields only had one course that only taught the basics. For example, collection development, cataloging, medical libraries, etc. Also, with the courses being graduate level courses they should be more difficult and provide more in depth information. Most of my undergraduate courses were more difficult and more detailed than the courses in this program.

Total Respondents 12

(skipped
this
question) 25

26. How did you find out about the MS/MLS program at UB?

1. Through a vocational counselor.
2. Google Search
3. I believe I asked the librarian at my local library to help me locate online programs.
4. My mother is an alumni.
5. Online
6. Personal research.
7. Not sure -- had been aware of its existence for at least 10 years -- probably originally found out about it from an internet search of a regional library association's "resources for becoming a librarian" page.
8. Work colleagues have attended UB.
9. Google Search
10. Through the ALA website

11. UB website
12. I looked for a local university with an LIS program.
13. NYC DOE Office of Library Services
14. Online search.
15. The UB website

Total Respondents 15

(skipped this question) 22

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

1. I believed it would provide a quality education from a distance, which based on my living situation at the time of my application, was essential.
2. It was the cheapest
3. Number of reasons: it was highly rated, would allow me to complete the degree entirely online, both my parents completed their undergraduate degrees at Buffalo, and the cost of attending a state school compared with a private institution.
4. Affordability and reputation.
5. Online option and in-state tuition
6. Highly recommended by ala and regionally located near me.
7. It was a cheap, simple way to earn my ALA-accredited MS degree as soon as possible. The rolling admissions was also a deciding factor, as my plans to start an LIS program came somewhat late in the academic year cycle. I also looked at San Jose, Valdosta, and other lower-cost programs, but I feared that they had a whiff of "diploma mill" status, which UB seemed free from.
8. It seemed like a good program for long distance education.
9. Proximity to home/SUNY affiliation
10. Online program
11. I could complete the degree online. I was working two part-time jobs through most of my program, so I needed the flexibility of completing coursework when I wasn't working.
12. UB offered a fully online program.
13. Cost, online program.
14. It was local

Total Respondents 14

(skipped this question) 23

28. Please provide any additional feedback for us below.

1. Thank you for everything.
2. I would just repeat my comment about course offerings. I would have liked the opportunity to have taken courses geared towards special libraries.
3. Offer better class selections based on what is listed on the LIS webpage. I felt misled in these

classes and concentrations that would be available to me to have none of them offered.

4. I have a lot of appreciation and affection for several of my professors, and for my time in the program. I hope that I might have the chance to continue these relationships/meet in person in the future!

5. Think about providing a list of school librarians who are willing to work with students. I experienced quite a few no's to my requests to take on a student, and when I persisted with a hesitant school librarian, it ended up a not so positive experience.

Total Respondents 5

(skipped
this
question) 32

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