

SUMMON NOW AND THEN: STUDENT SATISFACTION TWO YEARS ON

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PROJECT OVERVIEW

- To assess the discovery layer and explore how well the tool served our user needs.
- Feedback collected used evaluate investment in the tool.
- Project began in the summer of 2013.
- Project approved by Ryerson
- Research Ethics Funding supported by the Ryerson Library

AUGUST 2011
Summon launched at Ryerson Library as "Search Everything"

NOVEMBER 2011
Second survey on satisfaction with Summon

FEBRUARY 2012
Focus groups with survey respondent volunteers

NOVEMBER 2013
Third survey on satisfaction with Summon

SUMMON AT RYERSON TIMELINE

SURVEY PROMOTION AND RESPONDENTS

- Online survey (Survey Monkey)
- Advertised on Library homepage, posters, LCD screens
- Sent out email to Ryerson community to 10,000 population sample
- For faculty, staff and students
- 15 questions about user experience of 'Search Everything'
- Open and closed ended questions
- Incentive – iPad Mini (had to enter @ryerson.ca email)
- 2997 responses
- Recruited sample population for focus groups/interviews
- 241 students agreed to participate in focus groups
- 12 faculty members agree to be interviewed

BREAKDOWN BY STATUS

UNDERGRADUATE STUDENT
88.1%

MASTERS STUDENT
7.1%

ALUMNI OR COMMUNITY MEMBER
1.9%

PHD STUDENT
1.3%

STAFF
1.0%

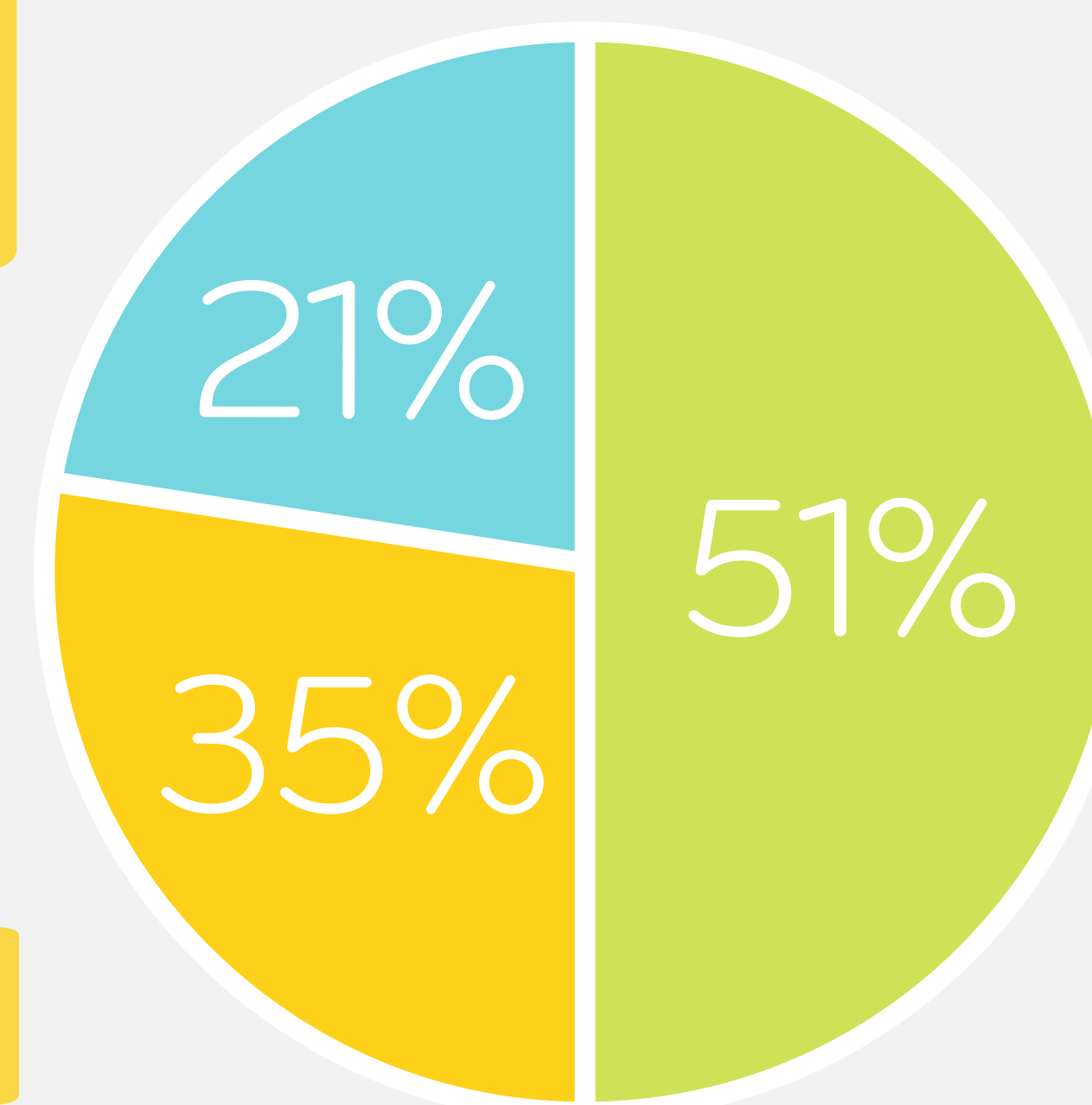
FACULTY
0.4%

RESEARCH ASSISTANT
0.2%

OPEN FEEDBACK COMMENTS

It is not as easy to use as Google Scholar. For academic articles it should be easier to see the dates. Downloading a PDF should require only one click.

POSITIVE
NEGATIVE
NEUTRAL



It is really broad, so it is very time consuming

Search Everything is not a one-stop shop to finding all the resources. It acts like Google but there should be more teaching and theory behind finding better and useable sources.

Absolutely amazing! I recommend it to anyone that is looking for quick and easy resources.

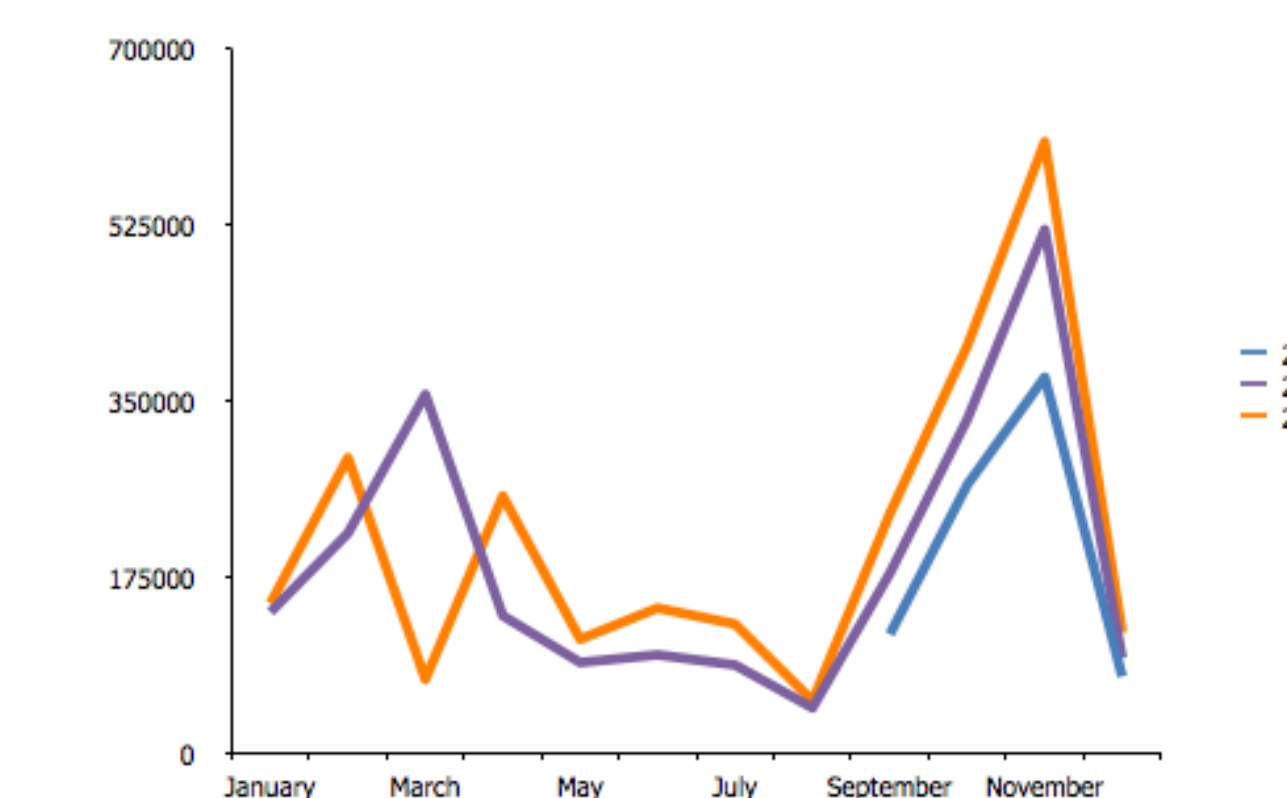
It's the best resource a student can dream of.

I can look for resources that I need without even having to leave my home.

POSITIVE COMMENTS UP TO 19% FROM 2011

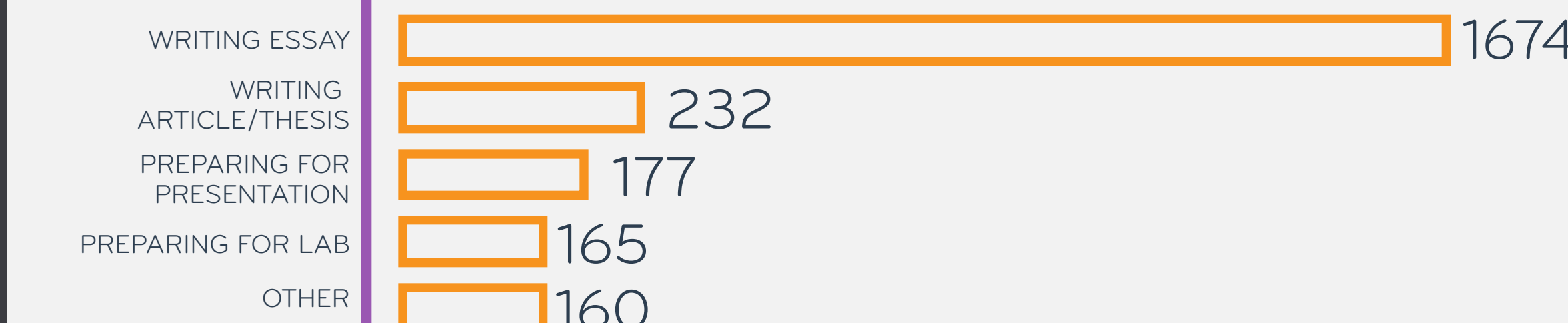
RESULTS

SEARCH EVERYTHING SEARCHES TREND 2011-2013

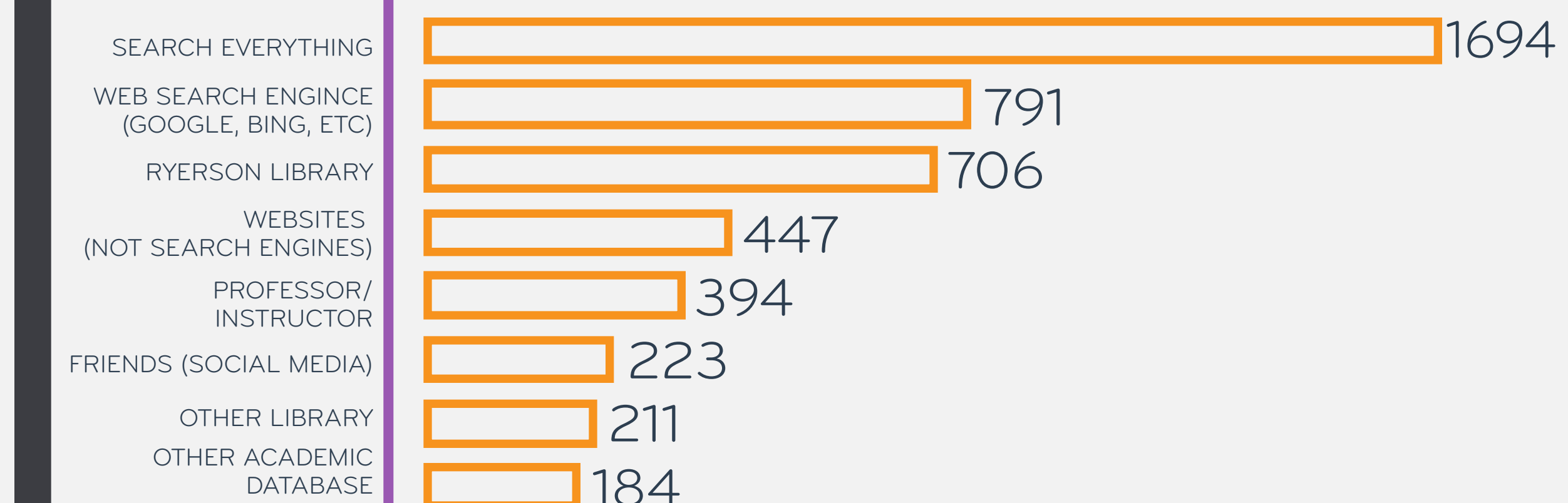


TYPE OF ASSIGNMENT AND RESOURCES

WHAT TYPE OF ASSIGNMENT WERE YOU COMPLETING?



RESOURCES USED IN YOUR ACADEMIC SEARCH



DID YOU USE SEARCH EVERYTHING IN SEARCHING FOR ACADEMIC INFORMATION?

YES
NO

19% INCREASE SINCE 2011

