

Instructions: 2018 DUL biennial survey dashboards

There are four dashboards to assist staff in exploration of the 2018 student and faculty survey data. All four dashboards can be found here: <https://library.duke.edu/about/2018-student-and-faculty-surveys>. Click the name of the dashboard below to jump to instructions for using that dashboard.

[Student survey dashboard](#)

This dashboard provides a way to look at responses to every question in the student survey, faceted by primary library and offering the ability to filter by demographic facets (race, department, academic class, etc.).

[Faculty survey dashboard](#)

This dashboard provides a way to look at responses to every question in the faculty survey, faceted by primary library and offering the ability to filter by demographic facets (tenure status, age, department, etc.).

[General comments dashboard](#)

This dashboard provides a way to browse through the ~2,000 comments left by participants from both the student and faculty surveys on several wholly free-text response questions. All comments were tagged with topical categories, such as “furniture,” “library hours,” etc. Comments can be filtered by topic, question, faculty/student, a user’s primary library, whether the comment was a compliment or a request for improvements, and by demographic facets.

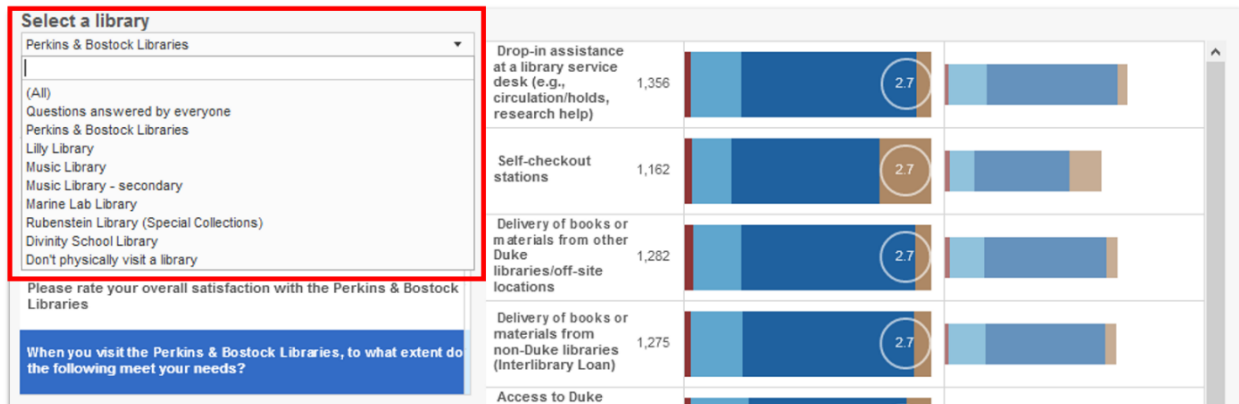
[Extended services comments dashboard](#)

This dashboard provides a way to browse through the ~1,700 comments left by participants from both the student and faculty surveys in response to the question, *“Library staff are considering offering or expanding the following library services. How much would each of the following improve your library experience?”* Within the many services mentioned for that question, there were several opportunities for a free-text response. All comments were tagged with topical categories, such as “bean bag chairs,” “open later, weekends,” etc. Comments can be filtered by topic, question, faculty/student, a user’s primary library, and by demographic facets.

Student and faculty dashboards

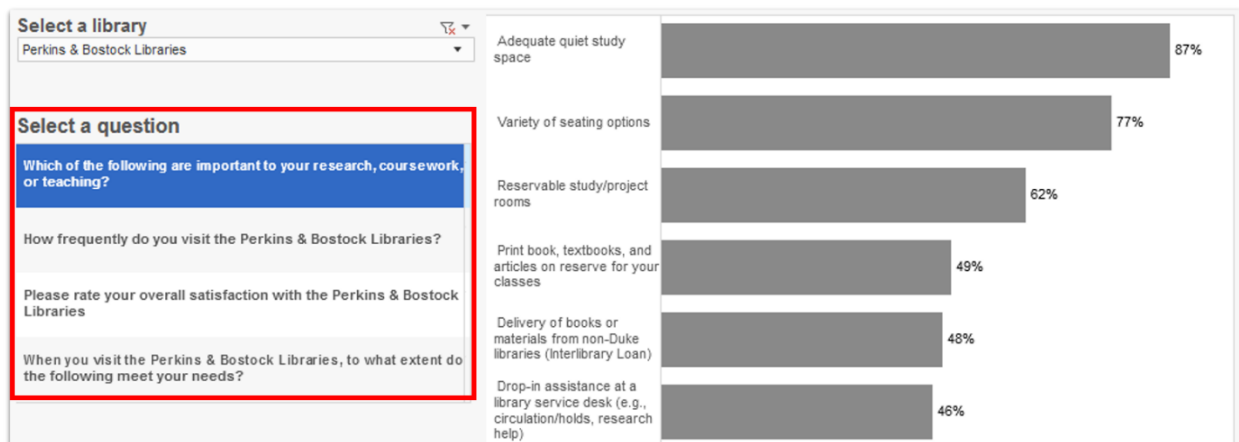
These two dashboards function identically but have different data and demographic facets. Begin by selecting a library from the drop down menu or by selecting “Questions answered by everyone,” which will display the questions that every respondent was asked before selecting their primary library and branching off to respond to library-specific questions.

Figure 1. Select a library to populate the Question list (each library has its own questions)



Next, select a question from the list that populates in the left navigation pane. You will then see the data for the selected question appear in a visualization to the right. A different type of chart will appear based on the question type. (Note: before you select a question, you will see multiple charts on the right.)

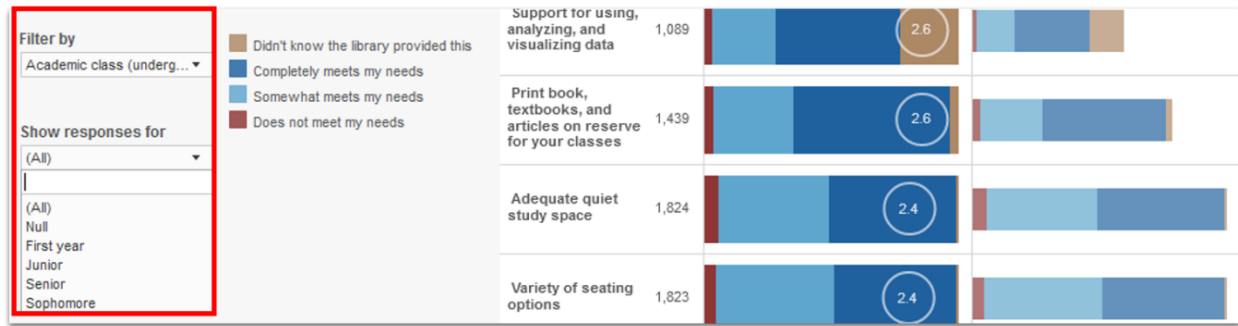
Figure 2. Select a question to view data in the right hand part of the screen



Filtering: You can filter responses by a number of demographic facets. Select a facet in the “Filter by” dropdown menu, shown below. Once you make a selection, the second dropdown menu will populate with all possible values; you can select a value to see the corresponding data.

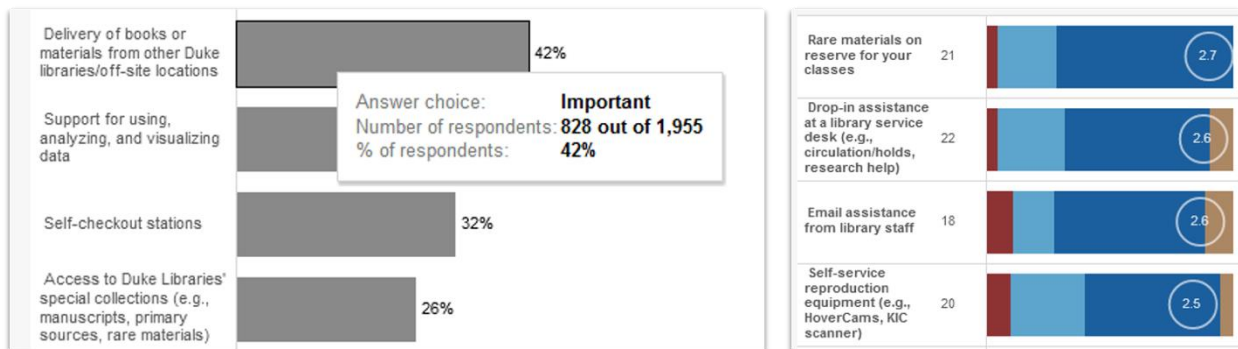
Note: your selection in “Show responses for” will not automatically clear when you change the “Filter by.” You will have to manually reset it to “(All)” when you’re ready to view other data!

Figure 3. Filter data by demographic facet



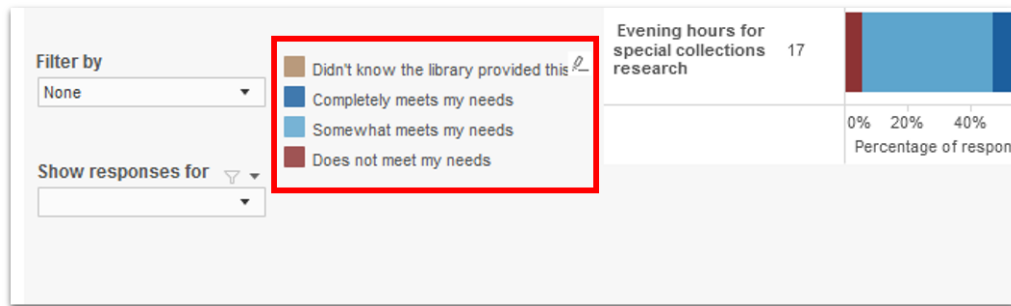
How many people answered a question? Because people were able to skip whichever questions they wanted, each chart shows you the number of respondents. Depending on the chart type, it is either displayed just to the left of each stacked bar chart or in the hover caption for the regular bar charts (note: this number will change as you filter the data). To see the percentage this represents, look in the hover caption.

Figure 4. Hover over a bar to see response counts in a pop up box, or see it to the left of the stacked bar chart



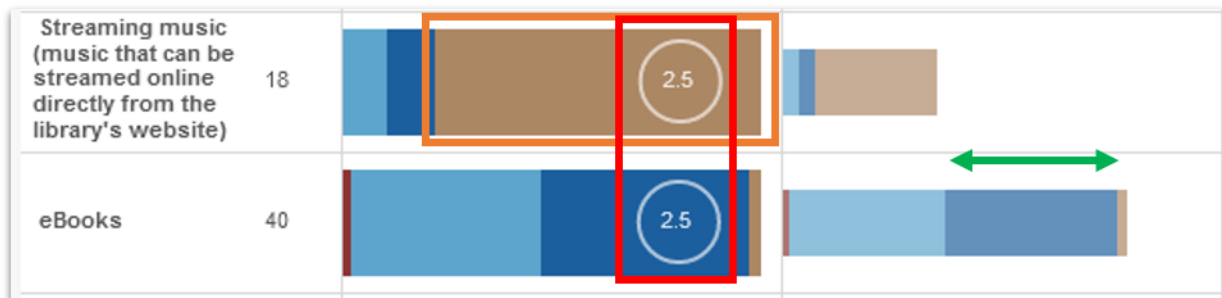
What do the colors mean? Stacked bar charts have a color legend to the right of the filters. Click any color value on a chart to see a pop up box showing the value of the selection and the percent it represents of the total (note: if data is faceted, it will show the percent of the subset of data, not of the full dataset).

Figure 5. Color legend



How do I read the weird two-sided stacked bar charts? Good question! Some questions asked participants how well particular services at the library meet their needs, and also provide the option to say they were unaware the service existed. These questions have a dual visualization: the left side shows the responses broken out as percentages; the right side shows the actual number of responses. Both sides show the same data. The tan color represents the people who didn't know a service existed. Being able to easily see this number helps us identify marketing opportunities. The red-blue scale shows the satisfaction level of people who *are* aware of the service. An average has been calculated for the red-blue scale, and is shown in a circle. The higher the number in the circle, the more satisfied users were overall with this service. Regardless of the percentage of people who didn't know about the service, the services are sorted in descending order to show you which questions had the highest and lowest satisfaction levels of those people who *are* aware of the service.

Figure 6. Explanation of how to read stacked bar visualizations



For example: The chunk of tan on *Streaming music* (in the red rectangle above) shows that 77% of respondents were unaware that this library provides access to streaming music. At the same time, the average satisfaction values for red-blue scale shown in the circles (in the red rectangle on the image above) clarify that of those people who were aware of the product, satisfaction levels are the same for *eBooks* (which most users knew about) and *Streaming music* (which only 23% of participants knew about). On the right hand side of the visualization, we can also easily see that over twice as many people (green arrow) chose to share their thoughts on *eBooks* than *Streaming music*.

What if I want to explore questions everyone answered by respondents' primary library?

Select "Questions answered by everyone" from the library drop down at the top of the dashboard, then Filter By "Primary Library."

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Comments dashboards

There are two dashboards designed to explore free-text comments from the faculty and student surveys. The first dashboard, a general comments dashboard, combines comments from various free-text response questions on both the student and faculty surveys.

The second dashboard, an “extended services comments” dashboard, combines comments provided in response to the question, *“Library staff are considering offering or expanding the following library services. How much would each of the following improve your library experience?”* Several specific services listed among the choices for this question gave an opportunity for free-text responses. Students were offered the opportunity to comment on: *different types of furniture* (furniture); *additional devices or equipment to check out* (tech lending); *additional specialized spaces for honors researchers, graduate students, or other student populations* (specialized spaces); and *extended library hours* (hours). Faculty could comment on: *more and/or different types of scanners* (scanners).

Each comment has been manually tagged for topical category. Any comment may have multiple topical categories assigned to it, and may therefore appear in multiple comment categories. In the case of the general comments dashboard, comments have also been tagged as either a compliment, a request, or neutral.

Both dashboards are divided into three sections, from top to bottom: filters, comments, and tags. Comments can be filtered by faculty/student, by question, by primary library, by demographics, by whether the comment is a compliment or a request (general comments only), and by topic. To filter the comments, select one or more options for filters and click the “Apply Filters” button. Clicking the “Clear Filters” button will return you to the full comments list and allow you to start over with filter selections.

Figure 7. Set filters before clicking Apply Filters. Clear Filters to make different selections.

Comments dashboard

The Libraries received about 2,000 comments on the 2018 biennial student and faculty surveys. You can explore the comments below. Each comment was tagged with 1-9 topical tags. Any comment with multiple tags appears once per each tag.

Search comments for text:

Students or faculty?

(All)

Limit by question

(All)

Limit by primary library

(All)

Limit to compliments or requests

(All)

Limit by topic

(All)

Use “Filter by” below to select a top-level category. The values will then populate the “Show responses for” drop down menu below. Select a demographics group for which you wish to see results.

Filter by top-level category

None

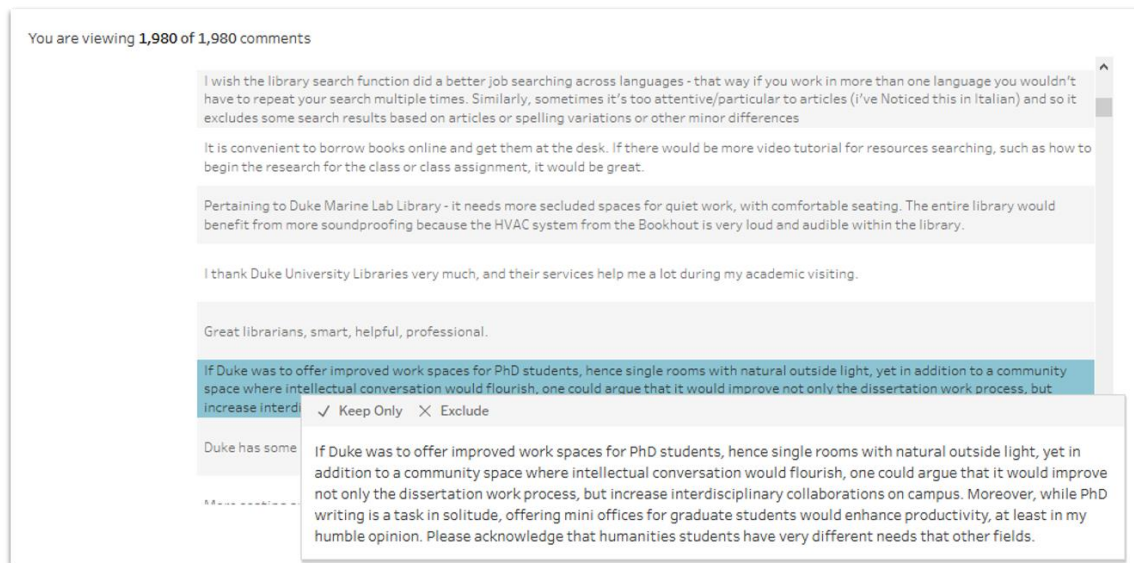
Select demographics group

Apply Filters

Clear Filters

The text of comments is shown below the filters, grouped by the question that elicited the comment. At the top of the comments dashboard, you will see how many comments you are viewing. If the text of the comment doesn’t fit inside the table, hover over it or try clicking it to see the full text in a pop up box.

Figure 8. If a comment is not fully visible, hover or click on the comment to see the full text.



Under the main comment area on the screen, you will see a bar chart showing the full list of topical tags, ordered by the number of comments that pertain to each tag. Clicking on a label or a bar segment will filter the comments in the table above, but it will also override any filters set at the top of the dashboard. Click again on the label or bar segment to remove the bar chart filter.

Figure 9. Filter comments by topical category by clicking.

