## BIC Patron Satisfaction Survey - Fall 2011

### Change from previous year:

<table>
<thead>
<tr>
<th></th>
<th>Spring 2009</th>
<th>Summer/Fall 2009</th>
<th>Spring 2010</th>
<th>Fall 2010</th>
<th>Spring 2011</th>
<th>Fall 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Invites</td>
<td>1827</td>
<td>3573</td>
<td>1814</td>
<td>2128</td>
<td>2467</td>
<td>1719</td>
</tr>
<tr>
<td>Visits</td>
<td>132</td>
<td>557</td>
<td>367</td>
<td>339</td>
<td>391</td>
<td>393</td>
</tr>
<tr>
<td>Partially</td>
<td>5</td>
<td>57</td>
<td>30</td>
<td>29</td>
<td>20</td>
<td>14</td>
</tr>
<tr>
<td>Completes</td>
<td>112</td>
<td>470</td>
<td>319</td>
<td>292</td>
<td>335</td>
<td>339</td>
</tr>
<tr>
<td>% Visited</td>
<td>7.22%</td>
<td>15.59%</td>
<td>20.23%</td>
<td>15.93%</td>
<td>15.85%</td>
<td>22.86%</td>
</tr>
<tr>
<td>% Participated</td>
<td>6.40%</td>
<td>14.75%</td>
<td>19.24%</td>
<td>15.08%</td>
<td>14.39%</td>
<td>20.54%</td>
</tr>
<tr>
<td>Change</td>
<td>n/a</td>
<td>8.35%</td>
<td>4.49%</td>
<td>-0.69%</td>
<td>6.15%</td>
<td></td>
</tr>
</tbody>
</table>

### 1. Thinking about the BIC and its physical location at Mendoza, how often have you used the following BIC services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Daily</th>
<th>Very often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reserve material</td>
<td>0%</td>
<td>4%</td>
<td>9%</td>
<td>20%</td>
<td>66%</td>
</tr>
</tbody>
</table>

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.
BIC Patron Satisfaction Survey - Fall 2011

1. Thinking about the BIC and its physical location at Mendoza, how often have you used the following BIC services:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

<table>
<thead>
<tr>
<th>Service</th>
<th>Daily</th>
<th>Very often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books checkout</td>
<td>0</td>
<td>3</td>
<td>15</td>
<td>52</td>
<td>260</td>
</tr>
<tr>
<td></td>
<td>0%</td>
<td>1%</td>
<td>5%</td>
<td>16%</td>
<td>79%</td>
</tr>
</tbody>
</table>
BIC Patron Satisfaction Survey - Fall 2011

1. Thinking about the BIC and its physical location at Mendoza, how often have you used the following BIC services:

<table>
<thead>
<tr>
<th>Facility as a study space (no use of computer)</th>
<th>Daily</th>
<th>Very often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>11</td>
<td>30</td>
<td>115</td>
<td>102</td>
<td>77</td>
</tr>
<tr>
<td></td>
<td>3%</td>
<td>9%</td>
<td>34%</td>
<td>30%</td>
<td>23%</td>
</tr>
</tbody>
</table>

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.
## BIC Patron Satisfaction Survey - Fall 2011

1. Thinking about the BIC and its physical location at Mendoza, how often have you used the following BIC services:

<table>
<thead>
<tr>
<th>Computers</th>
<th>Daily</th>
<th>Very often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>41</td>
<td>116</td>
<td>127</td>
<td>49</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>12%</td>
<td>35%</td>
<td>38%</td>
<td>15%</td>
<td>1%</td>
</tr>
</tbody>
</table>

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.
BIC Patron Satisfaction Survey - Fall 2011

1. Thinking about the BIC and its physical location at Mendoza, how often have you used the following BIC services:

<table>
<thead>
<tr>
<th>Photocopy/scanning</th>
<th>Daily</th>
<th>Very often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>10</td>
<td>39</td>
<td>88</td>
<td>67</td>
<td>132</td>
</tr>
<tr>
<td>Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3%</td>
<td>12%</td>
<td>26%</td>
<td>20%</td>
<td>39%</td>
</tr>
</tbody>
</table>

![Bar chart showing the distribution of responses for Photocopy/scanning service usage.]

- Daily: 3% (3 respondents)
- Very often: 12% (12 respondents)
- Sometimes: 26% (26 respondents)
- Rarely: 20% (20 respondents)
- Never: 39% (39 respondents)
BIC Patron Satisfaction Survey - Fall 2011

1. Thinking about the BIC and its physical location at Mendoza, how often have you used the following BIC services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Daily</th>
<th>Very often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fax</td>
<td>1</td>
<td>2%</td>
<td>11%</td>
<td>18%</td>
<td>69%</td>
</tr>
</tbody>
</table>

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.
BIC Patron Satisfaction Survey - Fall 2011

1. Thinking about the BIC and its physical location at Mendoza, how often have you used the following BIC services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Daily</th>
<th>Very often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printer</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.
## BIC Patron Satisfaction Survey - Fall 2011

1. Thinking about the BIC and its physical location at Mendoza, how often have you used the following BIC services:

<table>
<thead>
<tr>
<th>Research assistance - individual</th>
<th>Daily</th>
<th>Very often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4</td>
<td>34</td>
<td>96</td>
<td>64</td>
<td>136</td>
</tr>
<tr>
<td>Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.</td>
<td>1%</td>
<td>10%</td>
<td>29%</td>
<td>19%</td>
<td>41%</td>
</tr>
</tbody>
</table>
1. Thinking about the BIC and its physical location at Mendoza, how often have you used the following BIC services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Daily</th>
<th>Very often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research assistance - group</td>
<td>3</td>
<td>27</td>
<td>110</td>
<td>78</td>
<td>119</td>
</tr>
</tbody>
</table>

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.
BIC Patron Satisfaction Survey - Fall 2011

1. Thinking about the BIC and its physical location at Mendoza, how often have you used the following BIC services:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

<table>
<thead>
<tr>
<th>Service</th>
<th>Daily</th>
<th>Very often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical support with a laptop</td>
<td>1</td>
<td>3</td>
<td>11</td>
<td>41</td>
<td>278</td>
</tr>
<tr>
<td></td>
<td>0%</td>
<td>1%</td>
<td>3%</td>
<td>12%</td>
<td>83%</td>
</tr>
</tbody>
</table>

0% daily, 1% very often, 3% sometimes, 12% rarely, 83% never.
BIC Patron Satisfaction Survey - Fall 2011

1. Thinking about the BIC and its physical location at Mendoza, how often have you used the following BIC services:

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Daily</th>
<th>Very often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help with BIC-supported software (e.g. ESPlanner, SAS Enterprise Miner, Business Plan Pro, etc.)</td>
<td>5</td>
<td>11</td>
<td>31</td>
<td>54</td>
<td>232</td>
</tr>
</tbody>
</table>

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.
1. Thinking about the BIC and its physical location at Mendoza, how often have you used the following BIC services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Daily</th>
<th>Very often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help with citing sources or RefWorks</td>
<td>2</td>
<td>18</td>
<td>34</td>
<td>58</td>
<td>222</td>
</tr>
</tbody>
</table>

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.
2. What is your satisfaction level with the following BIC services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>NA/not used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reserve material</td>
<td>40</td>
<td>39</td>
<td>13</td>
<td>0</td>
<td>244</td>
</tr>
</tbody>
</table>

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.
BIC Patron Satisfaction Survey - Fall 2011

2. What is your satisfaction level with the following BIC services:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>NA/not used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books checkout</td>
<td>27</td>
<td>20</td>
<td>7</td>
<td>1</td>
<td>271</td>
</tr>
<tr>
<td></td>
<td>8%</td>
<td>6%</td>
<td>2%</td>
<td>0%</td>
<td>83%</td>
</tr>
</tbody>
</table>
### BIC Patron Satisfaction Survey - Fall 2011

2. What is your satisfaction level with the following BIC services:

<table>
<thead>
<tr>
<th>Facility as a study space (no use of computer)</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>NA/not used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.</td>
<td>83</td>
<td>90</td>
<td>61</td>
<td>21</td>
<td>78</td>
</tr>
<tr>
<td>Bottom % is percent of the total respondents selecting the option.</td>
<td>25%</td>
<td>27%</td>
<td>18%</td>
<td>6%</td>
<td>23%</td>
</tr>
</tbody>
</table>

![Bar chart showing satisfaction levels](chart.png)
BIC Patron Satisfaction Survey - Fall 2011

2. What is your satisfaction level with the following BIC services:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>NA/not used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computers</td>
<td>149</td>
<td>133</td>
<td>35</td>
<td>7</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>45%</td>
<td>40%</td>
<td>11%</td>
<td>2%</td>
<td>3%</td>
</tr>
</tbody>
</table>

![Bar chart showing satisfaction levels with Computers service]
2. What is your satisfaction level with the following BIC services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>NA/not used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Photocopy/scanning</td>
<td>80</td>
<td>78</td>
<td>25</td>
<td>2</td>
<td>150</td>
</tr>
</tbody>
</table>

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

![Bar chart for Photocopy/scanning satisfaction levels]
### BIC Patron Satisfaction Survey - Fall 2011

2. What is your satisfaction level with the following BIC services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>NA/not used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fax</td>
<td>48</td>
<td>41</td>
<td>12</td>
<td>0</td>
<td>231</td>
</tr>
<tr>
<td></td>
<td>14%</td>
<td>12%</td>
<td>4%</td>
<td>0%</td>
<td>70%</td>
</tr>
</tbody>
</table>

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.
## BIC Patron Satisfaction Survey - Fall 2011

2. What is your satisfaction level with the following BIC services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>NA/not used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printer</td>
<td>160</td>
<td>113</td>
<td>26</td>
<td>4</td>
<td>31</td>
</tr>
<tr>
<td></td>
<td>48%</td>
<td>34%</td>
<td>8%</td>
<td>1%</td>
<td>9%</td>
</tr>
</tbody>
</table>

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.
2. What is your satisfaction level with the following BIC services:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

<table>
<thead>
<tr>
<th>Research assistance - individual</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>NA/not used</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>97</td>
<td>79</td>
<td>10</td>
<td>2</td>
<td>146</td>
</tr>
<tr>
<td></td>
<td>29%</td>
<td>24%</td>
<td>3%</td>
<td>1%</td>
<td>44%</td>
</tr>
</tbody>
</table>

![Bar chart showing satisfaction levels for Research assistance - individual services]

- Excellent: 29%
- Good: 24%
- Fair: 3%
- Poor: 1%
- NA/not used: 44%
BIC Patron Satisfaction Survey - Fall 2011

2. What is your satisfaction level with the following BIC services:

<table>
<thead>
<tr>
<th>Research assistance - group</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>NA/not used</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>91</td>
<td>80</td>
<td>18</td>
<td>3</td>
<td>143</td>
</tr>
<tr>
<td></td>
<td>27%</td>
<td>24%</td>
<td>5%</td>
<td>1%</td>
<td>43%</td>
</tr>
</tbody>
</table>

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.
2. What is your satisfaction level with the following BIC services:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

<table>
<thead>
<tr>
<th>Technical support with a laptop</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>NA/not used</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>22</td>
<td>12</td>
<td>8</td>
<td>3</td>
<td>288</td>
</tr>
<tr>
<td></td>
<td>7%</td>
<td>4%</td>
<td>2%</td>
<td>1%</td>
<td>86%</td>
</tr>
</tbody>
</table>
# BIC Patron Satisfaction Survey - Fall 2011

2. What is your satisfaction level with the following BIC services:

<table>
<thead>
<tr>
<th>Help with BIC-supported software (e.g. ESPiPlanner, SAS Enterprise Miner, Business Plan Pro, etc.)</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>NA/not used</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>39</td>
<td>33</td>
<td>12</td>
<td>3</td>
<td>248</td>
</tr>
<tr>
<td></td>
<td>12%</td>
<td>10%</td>
<td>4%</td>
<td>1%</td>
<td>74%</td>
</tr>
</tbody>
</table>

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.
2. What is your satisfaction level with the following BIC services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>NA/not used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help with citing sources or RefWorks</td>
<td>42</td>
<td>41</td>
<td>13</td>
<td>0</td>
<td>238</td>
</tr>
<tr>
<td></td>
<td>13%</td>
<td>12%</td>
<td>4%</td>
<td>0%</td>
<td>71%</td>
</tr>
</tbody>
</table>
3. Comments about any currently offered BIC services:

1. Great resources for preparing for job interviews! Thanks for making this resource available.
2. The BIC is a great place to study and the people are always very helpful.
3. Pete & Steve have to be two of the most helpful, friendly and knowledgeable people I've met. They both seem to be really passionate about and happy with what they do - give them a raise.
4. Computers are awkwardly positioned and hard to get any privacy
5. It's not a good study space because it's such a small area. Also, there oftentimes aren't any computers open to use.
6. The BIC seems to be like a very helpful place for things like research.
7. I like the computers and space for group meetings.
8. I like the expansion of the Bloomberg screens. Really makes it convenient to use.
9. I think you should make it more well known what all is available in the BIC.
10. All the services at the BIC are excellent, the only negative I can think of is that I don't take full advantage of them.
11. BIC should be open 24/7, accessible by keycard or something, and should not be reservable for classes in my opinion
12. I don't use it much, especially now that I'm an IT Major and have the lab next door.
13. Love the addition of more bloomberg terminals
14. Computers fastest on campus
15. I am sure I will have the opportunity to use more services in the upcoming semester.
16. Pretty good
17. These guys are phenomenal. They are always friendly, helpful, and beyond competent. They are truly good people. As far as services, the scanning function is a little temperamental... And you need to have a domer dollar-funded ID to activate it's free services. It could stand to be larger - students love it, and tend to flock there to work on projects. I think it's more of a limitation of Mendoza, and not any fault of the staff.
18. I believe we need more pc's and graphical softwares in the BIC.
19. The BIC is a great place to study in an environment filled with similarly motivated business students. The few problems I have with current BIC services are simply related to space. There are too few computers during peak study times, and the computer clusters are quite crowded. Also, access to Bloomberg and CapitalIQ remotely would be incredible.
20. Staff is outstanding at the BIC. VERY helpful, positive, and upbeat. Steve, Pete, and the rest of the staff are great. When we had a case competition to do some research for, Pete was amazing to work with.
21. Very pleased to see more Bloomberg terminals!
22. I don't know what the Bloomberg machine are or do.
23. I have no complaints about the services, just wish the BIC was bigger! The color printer is really slow though.
24. I don't really go there.
25. Everything seems to be good the way it is.
26. Computers can be very slow
3. Comments about any currently offered BIC services - continued:

27 I would love to use the BIC as a study space because there aren't many locations in Mendoza. However, please don't make it like the DeBartolo "study lounge" because studying on a futon is uncomfortable. Big tables and individual desks for people to study individually or in groups would be great. More outlets for laptops are needed. Also, more computers in general, so there is no waiting around, or being kicked out for a class.

28 Nice environment.

29 very good. Glad to have bloomberg access. I wish there was better cell phone coverage, but there's not much you can do about that.

30 The website is good and easy to use.

31 Best resource is the personnel. I'm probably known for a) being a techno-dummy and b) unusual requests. The staff was been terrific. They've been able to obtain or provide whatever resources I've needed.

32 Need the H and I drives on all the desktops.

33 I like to use the BIC as a study space but people also use the space for group projects and are VERY LOUD.

34 having bloomberg is huge

35 The business research resources are extremely helpful.

36 Although I have not used it, the bloomberg terminal seems like a very useful tool. I am sure I will use this later.

37 Pete is the best, super helpful!! :)

38 Ensure Bloomberg terminals are available for use, a lot of people just use those computers even though they don't need bloomberg access

39 The place is well equiped, and has a great atmosphere. It had all the course materials as well, which I made a great use out of.

40 none

41

42 Great update with multiple Bloomberg terminals and CapIQ

43 I love all the new financial data workstations.

44 I like how the BIC database is able to be accessed from anywhere, as Mendoza is quite out of the way from my location. Also, it's hours are not always beneficial in relation to the times I study. However, when I have been in the BIC I have gotten a lot of assistance with research and data mining for my foresight and marketing courses.

45 I love the BIC!

46 great

47 n/a

48 Steve and Pete are very great resources and are very useful in helping with research

49 Love Pete!

50 Research assistance is very helpful

51 I think the BIC is a great resource and a great study space. The librarians are very helpful.

52 It is too cold friendly atmosphere less printer problems would be nice

53 None.
3. Comments about any currently offered BIC services - continued:

<table>
<thead>
<tr>
<th>Number</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>54</td>
<td>Textbooks on reserve need to be able to be borrowed for longer periods of time.</td>
</tr>
<tr>
<td>55</td>
<td>I really like the computer spaces and the big computer screens.</td>
</tr>
<tr>
<td>56</td>
<td>I need to use it more.</td>
</tr>
<tr>
<td>57</td>
<td>The BIC research databases are very useful and much more effective than a simple Internet search.</td>
</tr>
<tr>
<td>58</td>
<td>The computers take forever to log on to, so it makes it really difficult to log on quickly and print anything.</td>
</tr>
<tr>
<td>59</td>
<td>I didn't know there was a photocopy machine! That's great. And, Pete is the best!</td>
</tr>
<tr>
<td>60</td>
<td>Nice resource to have if I need it.</td>
</tr>
<tr>
<td>61</td>
<td>Pete is GREAT!</td>
</tr>
<tr>
<td>62</td>
<td>Very helpful.</td>
</tr>
<tr>
<td>63</td>
<td>Please add Prequin to the list of BIC services. It would have been a very useful tool for me this semester and I had no idea we had access because its not listed on the website.</td>
</tr>
<tr>
<td>64</td>
<td>I really appreciate the split screens.</td>
</tr>
<tr>
<td>65</td>
<td>N/A</td>
</tr>
<tr>
<td>66</td>
<td>The online resources and databases are great!</td>
</tr>
<tr>
<td>67</td>
<td>A bigger collection of business related books would be better. More group working space.</td>
</tr>
<tr>
<td>68</td>
<td>It has a very welcoming atmosphere!</td>
</tr>
<tr>
<td>69</td>
<td>Whenever I do go to the BIC to use the computers, they're usually full. This is why I and many others do not think of the BIC when trying to find a place to use computers. We don't want to walk to Mendoza only to have to turn around and go to Debartolo.</td>
</tr>
<tr>
<td>70</td>
<td>I often used the reference section to review past students' resumes and interview experiences. I'd like to see more updated material in that section.</td>
</tr>
<tr>
<td>71</td>
<td>Loved that we can get articles from any source. Michelle followed up with me days after I requested it and when she realized it had not arrived she promptly paid and sent it to me. My favorite thing about the BIC is the knowledgeable staff.</td>
</tr>
<tr>
<td>72</td>
<td>Bloomberg is good. Everyone is very supportive.</td>
</tr>
<tr>
<td>73</td>
<td>The databases available through the BIC have been very useful for research projects.</td>
</tr>
<tr>
<td>74</td>
<td>Pete is awesome and extremely helpful as is the rest of the staff. No complaints at all, but she stands out as exceptionally willing to help students.</td>
</tr>
<tr>
<td>Comments about any currently offered BIC services - continued:</td>
<td></td>
</tr>
<tr>
<td>---------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>82 The computer study space was really nice but there were some people who weren't able to get a spot when they wanted it.</td>
<td></td>
</tr>
<tr>
<td>83 I appreciate how friendly the librarians are! I am sure they must respond to the same questions, from different people, very frequently, but they are always patient with us!</td>
<td></td>
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<tr>
<td>84 N/A</td>
<td></td>
</tr>
<tr>
<td>85 Need faster computers</td>
<td></td>
</tr>
<tr>
<td>86 It would be great if the BIC were bigger. It's a little annoying when there is a class going on while work needs to be done. Also, I'm not sure if this is emphasized by the BIC, but as a study area it is lacking. This might be due to the lack of size, and it really is just a problem at Mendoza in general.</td>
<td></td>
</tr>
<tr>
<td>87 It would be nice to make more information available to undergraduates about the resources that are available to students beyond research assistance.</td>
<td></td>
</tr>
<tr>
<td>88 They should advertise more of their services. I did not know many of them that were in the survey. Great computers, color printer, fax, and photocopier</td>
<td></td>
</tr>
<tr>
<td>89 I think it is great how helpful the entire staff is with any problem that I had or search I was looking for</td>
<td></td>
</tr>
<tr>
<td>90 The BIC is a great space to study, research and learn. I have no complaints about the BIC.</td>
<td></td>
</tr>
<tr>
<td>91 N/A</td>
<td></td>
</tr>
<tr>
<td>92 Working with Pete was very beneficial for my marketing project. It was also very helpful that she created a page within the BIC that had specific resources pertinent to our project.</td>
<td></td>
</tr>
<tr>
<td>93 The computers and entire atmosphere is excellent. It is a great working and business environment and help is readily available always given to those who need it.</td>
<td></td>
</tr>
<tr>
<td>94 Great staff, very helpful if ever I had a question or needed a quick print job.</td>
<td></td>
</tr>
<tr>
<td>95 Good!</td>
<td></td>
</tr>
<tr>
<td>96 I love the computers! I anticipate they'll be harder to come by once winter really sets in. But thank you for providing them now! They are super fast and I love the big screens.</td>
<td></td>
</tr>
<tr>
<td>97 More computers</td>
<td></td>
</tr>
<tr>
<td>98 It can sometimes be difficult to find an open computer during peak hours.</td>
<td></td>
</tr>
<tr>
<td>99 The BIC is a great place to study but it frustrates me that there is no other place to use open computers similar to the BIC when classes reserve it. When it is reserved, it can really frustrate me and mess up my study habits. I feel there needs to be a computer lab area that is open to individuals at all times during office hours and not able to be reserved for classes.</td>
<td></td>
</tr>
<tr>
<td>100 I love using the computers in the BIC, but the tables, especially along the wall, are always dirty with dust, hair, etc. It would be good if they were cleaned once a day. (the dust is the kind that is stuck to the mouse cords so I know it hasn't been cleaned in a while.) Sometimes it's too noisy because groups are talking and that gets distracting. I don't know if there is a solution to that.</td>
<td></td>
</tr>
<tr>
<td>101 Printers and large number of computers are very helpful</td>
<td></td>
</tr>
</tbody>
</table>
BIC Patron Satisfaction Survey - Fall 2011

3. Comments about any currently offered BIC services - continued:

102 Well performed
103 I do not use the BIC services enough.
104 n/a
105 I love the new faster computers.
106 Not really. I do wish maybe there was a way to have office hours with the librarians for help doing research
107 need larger space, more adequate space for groups
108 Excellent place to work on individual or group projects
109 Study area could be bigger- always very crowded. Good set up with computers.
110 None
111 I have had all wonderful experiences with the staff, however I find the space very disappointing. There are never enough computers. I would say that about 80% of the time I come in, I cannot find a computer. There need to be more resources for a college of this size.
112 Overall, I think the BIC is great. The staff is terrific. However, there definitely needs to be more printers (color and black). Even just one extra of each would be a huge help not only in the frequent event that lines develop, but also in the event that a printer is experiencing issues where time is of the essence and cannot afford to wait for a printer problem to be corrected.
113 More computer terminals would be helpful... grad students tend to take over the entire area at all hours. There also isn’t much useful space for studying.
114 Research advice is fantastic
115 Expand subscriptions to market reach data bases like Global Industry Analysts and increase the accessibility of reports under our academic subscription ex. to marketresearch.com
116 The computers in the BIC currently dont have a I drive hookup on the desktop like the other computers in Mendoza, which makes it frustrating to work on class assignments. Is there a way to have the “Connect to I Drive...” feature on the BIC computers as well?
117 I don’t use them
118 The BIC is a great place to go between classes when I need to get work done. The large/dual monitors especially help.
119 No complaints about the services of the BIC.
120 The services are great -- but I didn’t know about a lot of the resources until Junior year.
121 The fax/scanning services are really nice, especially since pretty much no students have either of those things available at their dorm or house.
122 Great location
123 Very noisy.
3. Comments about any currently offered BIC services - continued:

124 Scanning would be easier (since it is free anyway) if we did not have to have Domer Dollars on our cards to use it.
125 The online resources are really useful for my research projects.
126 The BIC is a great place to get some work done between classes. It does though get way to crowded at times and is hard to work in. My favorite service is the free scanning, it is a great help.
127 The research databases are very helpful.
128 I mainly just use the one book on reserve—a professor’s textbook. I enjoy the tables without computers as well.
129 -
130 The help is great for group projects
131 Sometimes when I needed help with research, I couldn't find an employee to assist me (no one in their office)
132 The two monitor computers make doing my IT Management homework very easy.
133 I mainly use the BIC for bloomberg and its been as good as can be expected.
134 Access to databases has been extremely helpful with my projects this semester
135 I have had a great experience in the BIC.
136 The only problem I have with the BIC is when a class is scheduled in the BIC and students not in the class are not allowed to use the BIC. I don't think the BIC should be used as a class room, it should be reserved for studying and research.
137 I think it would be great if it was open later.
138 Appreciate the access to all the data sources.
139 The space is nice and convenient, and there are plenty of computers to be almost always available.
140 Everyone is always very willing to help, and very knowledgeable about the BIC services.
141 They seem adequate to the needs of the business school.
142 Earlier this year I couldn't access the H and I drives on the computer and haven't been back since.
143 I'm extremely satisfied every time I come to the BIC. The staff is always friendly and has never been unable to help me with any issues that arise.
144 I love how big the computers are
145 I've asked the resources at the BIC for assistance at times and have not gotten responses back, just ignored completely
146 I would like to see more tables and/or couches where students can sit and study
147 Computers often full and have too many popup alerts. Photocopying should be allowed on my account. Otherwise great!
148 The librarians at the BIC are very helpful. They are knowledgeable and are always willing to go above and beyond to help students with projects.
149 BIC services are outstanding. More please.
150 Pete was extremely helpful and pleasant to work with!
151 Computers take forever to log in
3. Comments about any currently offered BIC services - continued:

152 I know space is an issue but please do not close the bic off for classes in the middle of the day. This was really bad especially for MBA students. If there is no other way around this, please let us know in advance so that we may bring our laptops or something.

153 I just don't know enough about the services that they offer- and I am a senior.

154 The dual monitors are great.

155 I feel like I'm annoying the BIC staff if I ask for research help, or like they will think I'm just lazy.... you should tell students that it's ok to do (if that is in fact the case)

156 The BIC services I have used have all been useful. I don't spend a whole lot of time in the BIC as I usually study from my apartment.

157 Staff are excellent and very welcoming and service minded.

158 I really appreciate the use of the Bloomberg computers and resources

159 The services are good, the space can get really crowded though since it's pretty small for all the business students so the noise level/people level can make it hard to work.

160 I never knew we had a book check out facility

161 Bloomberg terminals are great

162 The staff is great and very helpful!

163 I don't really use the BIC, I used it once.

164 The librarians are amazing, helpful and friendly. Their insight experience has helped me during a difficult time in my studies. Thanks!

165 possibly more business/finance books (not reference)

166 N/A

167 The computers take quite a while to log on, which is frustrating when trying to use them in between classes. The BIC staff is extremely knowledgeable and helpful with any questions I've had.

168 I think it is helpful to have this facility available; however, I feel like sometimes there are not enough computers for all the students.

169 The BIC staff have been extremely helpful and professional in all my experiences with them. Thanks.

170 The computers aren't mapped to all the drives, which is inconvenient, and means I can't use them for a number of the things I need to do.
3. Comments about any currently offered BIC services - continued:

171 I wish there were more computers or that the area wasn't blocked off for classes during busy times. Could maybe fit more computers in the space if changed layout?
172 Excellent web-based services and databases!
173 Nice friendly staff
174 During the Summer, BIC was open 8AM to 5PM. Those were the hours of my classes.
175 extremly helpful
176 Great staff! Very knowledgeable and helpful with just about anything.
177 The BIC is great. Lessons on how to use Bloomberg would be helpful.
178 The color printer is EXTREMELY slow. May consider getting another one as queues can get very long on submission day. Also, BIC should implement the "silence" rule as in libraries - too many loud discussions affect others.
179 Computers have improved a lot in speed since last year! Thank you!
180 very good
181 There should be more bloomberg terminals
182 Much improved computer speed since last year.
183 None
184 printer set up is confusing. Not enough study space and too noisy. Also, the fact that classes can reserve the space limits study space use for individuals
185 I like the BIC. I just wish we had windows
186 I like the help for group projects, it is a life saver sometimes.
187 The folks in there are great. They're not "just librarians." They know their stuff and are very helpful.
4. What other service(s) would you like to see offered at/by the BIC?

1. None
2. Provide the "Case in Point" book on reserve for prospective consulting interviewees.
3. Play Bloomberg tv instead of those windbags on cnbc. Further, more resources from career services (resume books, career/placement statistics etc.).
4. None come to mind
5. I wish there was more study space. Mendoza does not have enough quiet spaces.
6. Capital IQ (there is only one workstation which has it)
7. Can't think of anything
8. I can't think of any services but it would be nice if it was a little larger. The BIC can get crowded really easily and there's not a whole lot of space down there that's good for studying.
9. Can't think of any
10. Reuters service, equity/macro research materials
11. None
12. None that I can think of at this time.
14. Offering a teleconference hub might be useful for coordinating off-campus activities - more companies are offering it as a way to keep in touch
15. Graphical softwares
16. CapitalIQ and Bloomberg remote access, as well as more computers. We need more space!
17. Additional space for more computers would be nice; undergrads tend to jam up the facility. With the Exec MBA moving soon, it would be great to expand the size of the BIC along with its number of computers.
18. It would be great to be able to copy and directly use the print quota rather than scan, receive in email and send to the printer.
19. It would be awesome to have FactSet
20. I don't know.
21. The BIC needs to be marketed to sophomores more. I would never go there if it wasn't for SIBC. I still have no idea what it really offers other than computers and Bloomberg terminals, and I don't think I'm alone.
22. It would be nice if there was more study space; maybe quiet rooms to reserve, there isn't a lot of study space in Mendoza
23. It would be great if the BIC were open later.
24. Make it more obvious to patrons that the BIC can help with the job search.
25. More books.
26. More split screen computers, another non-computer group study table
27. N/a
28. I would like to see the H and I drives on all of the desktops. I would also like it if the BIC was accessible 7 days a week.
4. What other service(s) would you like to see offered at/by the BIC? - continued:

29 I would love it if there were team rooms for this space.
30 more bloomberg terminals
31 What the BIC has is great for my purposes.
32 More computers would be nice.
33 Longer hours during the summer
34 Better cell-phone reception
35 Given its limited space, I think BIC is fairly well organized in its current outlook. There isn't any additional need for a change.
36 tutoring
37 More tech/research support staff
38
39 more bloomberg machines
40 Somehow get more printers in there
41 In-depth Classes on the Bloomberg would be a huge benefit.
42 I think the printing station could be upgraded, as the computer in front of the BIC is extremely slow, I.E it took me 15 minutes to upload and print a document.
43 more study space
44 I often print things at the BIC, I think those facilities are great!
45 free food
46 Online calendar of when it is reserved for classes.
47 Can't think of anything at the moment
48 more computers
49 None.
50 more seating/study spaces
51 More comfortable study space.
52 None.
53 I would like to see an overview of all the different databases. There are so many it's overwhelming. We've seen how to research companies, but I would like to learn more information regarding what we can actually search and expect to find (outside of company research)
54 I'd love it if they kept a copy of each textbook for the classes taught in the business school for use.
55 coffee
56 -
57 I think they are doing a great job!
58 More printer queues. Sometimes the line for the single printer queue is extraordinarily long
59 Can business information research evolve into a course, if coordinated with stats or/and macro faculty?
4. What other service(s) would you like to see offered at/by the BIC? - continued:

60 none
61 More computers to work with.
62 -
63 More computers with Bloomberg
64 n/a
65 I don't think many students know about the book checkout facility and I don't think this was told in orientation. Would like to know more about it.
66 I wish we could access our N, H, and I drives on all of the computers. I can never do my IT assignments or project using them, but is a definite downside.
67 I would like to see the BIC have more study space like the lounge in DeBartolo.
68 Bic is very good, wish they would extend the hours a bit.
69 I would like to be able to take Excel or Powerpoint workshops. The printable tutorials on the OIT website are helpful, but I think real workshops would be very beneficial.
70 N/A
71 More wall street journals & newspapers. Other online subscriptions like Gartner.
72 Instead of having to walk out to the career center, it would be nice to have some small career center oriented programs run through the BIC. For instance, a resume review person or business plan reviewer, etc. on hand in the BIC would be an incredible service.
73 I think the BIC website could possibly be better organized to help students find the particular database they need for their research.
74 Help contacting corporate recruiters
75 Software tutorials specific to business applications (SAS, Access, advanced Excel, etc.)
76 Tutorials on how to use things such as Bloomberg would be helpful.
77 N/A
78 no suggestions at this time
79 N/A
80 I would appreciate some training programs for some ERP systems.
81 More space for studying
82 Cell phone reception - It is supposed to be the Business INFORMATION Center, yet I can never get a signal?
83 Career advice instant messenger
84 It would be nice to have 2 printers it can get a little crowded in there.
85 A partitioned quiet area might be nice, but I realize the space is not very large and this may not be feasible to implement.
86 N/A
87 Maybe more tables for groupwork
88 None
4. What other service(s) would you like to see offered at/by the BIC? - continued:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>89</td>
<td>None.</td>
</tr>
<tr>
<td>90</td>
<td>Longer hours during the summer.</td>
</tr>
<tr>
<td>91</td>
<td>None, it's great!</td>
</tr>
<tr>
<td>92</td>
<td>Headphones</td>
</tr>
<tr>
<td>93</td>
<td>More computers and a bit more working space, but overall I love the BIC and go there daily</td>
</tr>
<tr>
<td>94</td>
<td>Services are good. Can’t think of anything to add.</td>
</tr>
<tr>
<td>95</td>
<td>I think they have everything needed</td>
</tr>
<tr>
<td>96</td>
<td>None</td>
</tr>
<tr>
<td>97</td>
<td>None at the moment</td>
</tr>
<tr>
<td>98</td>
<td>More printing stations, sometimes some people send hundreds of pages and you have to wait for a while before you are able to print.</td>
</tr>
<tr>
<td>99</td>
<td>Coffee machines</td>
</tr>
<tr>
<td>100</td>
<td>n/a</td>
</tr>
<tr>
<td>101</td>
<td>Individual study spaces</td>
</tr>
<tr>
<td>102</td>
<td>More seating</td>
</tr>
<tr>
<td>103</td>
<td>I would like to see the BIC be open longer hours during the week and have additional copies of the Financial Times and the WSJ available for reading.</td>
</tr>
<tr>
<td>104</td>
<td>None that I can think of. Staff is knowledgeable and helpful</td>
</tr>
<tr>
<td>105</td>
<td>A bigger lab!</td>
</tr>
<tr>
<td>106</td>
<td>More computers and separate spaces for grad students.</td>
</tr>
<tr>
<td>107</td>
<td>More team rooms would be fantastic; although, the current BIC location would not be conducive. This is more of a general recommendation for Mendoza. Thanks!</td>
</tr>
<tr>
<td>108</td>
<td>More visible guide to using the research tools offered on the BIC website</td>
</tr>
<tr>
<td>109</td>
<td>Free copying? Improved study spaces...often times the space is in such demand that there are not enough places for group/individual study (between graduate and undergraduate students)</td>
</tr>
<tr>
<td>110</td>
<td>Expand subscriptions to market reach databases/increase the accessibility of reports under our academic subscription ex. to Global Industry Analysts</td>
</tr>
<tr>
<td>111</td>
<td>I would love to be to rent headphones (like the ones offered at the Hesburgh circulation desk)</td>
</tr>
<tr>
<td>112</td>
<td>Not sure</td>
</tr>
<tr>
<td>113</td>
<td>N/A</td>
</tr>
<tr>
<td>114</td>
<td>Vending machines</td>
</tr>
<tr>
<td>115</td>
<td>FactSet</td>
</tr>
<tr>
<td>116</td>
<td>There is not a lot of study space outside of the computers, that would be a nice addition</td>
</tr>
<tr>
<td>117</td>
<td>More study space; faster printing capabilities</td>
</tr>
<tr>
<td>118</td>
<td>-</td>
</tr>
</tbody>
</table>
119 I would love the BIC to be larger. The computers are usually all taken and there is little space and tables to do work. The business school is very large and our library is incredibly small.

120 Short non-credit classes or tutorials on how to use the research materials. I've had a BIC librarian visit and speak to two of my classes, but still, when faced with a need for research, I'm confused.

121 More two monitor computers

122 None

123 None

124 More casual books to read that can be loaned during breaks

125 Information night that informs students of all the BIC has to offer. I have only recently begun using the BIC, so I am unfamiliar with everything it holds.

126 Maybe more rooms set aside for group study/discussion where the group doesn't distract others and others do not distract the group.

127 More desk space available.

128 I think the current services are fine.

129 none

130 Be more clear about what the BIC resources are there to assist with instead of ignoring requests

131 My students would like more hands on help conducting research, beyond just finding the materials. That may go beyond the scope of the library, but for Mendoza students in particular, they seem to have less resources available than A&L and the BIC would be the most likely place for such.

132 I'm not sure.

133 A version of Stata that will allow you to increase its memory size to 2000M. Their are other version that will allow you to do this.

134 Scheduled "tutorial" courses to learn about the resources available in the BIC without having to wait for an official introduction through a class

135 The BIC is way too cold. WAAAAAAAYYYYYY too cold. I wear several jackets and am still uncomfortable and sometimes just avoid going there if I didn't bring enough coats.

136 A book scanner like the ones in the library.

137 None that I can think of.

138 Continue the good work.

139 More group space.

140 More information on journals and company information
**BIC Patron Satisfaction Survey - Fall 2011**

4. What other service(s) would you like to see offered at/by the BIC? - continued:

142 Slightly expanded hours during the summer sessions.
143 I honestly don't know what the BIC offers, I'm just doing this for the sweatshirt.
144 Tutoring services
145 N/A
146 none
147 More computers!
148 I think what is currently offered is very well-rounded.
149 More drives mapped on the computers.
150 Bigger paper shredder please!!! The current one only can handle 2-4 sheets at a time and often seems filled... It needs to be replaced by something with a bigger shredding capacity and bigger bin (so that the machine doesn't get jammed or filled up).
151 None that I can think of at the moment
152 Additional meeting areas for groups.
153 Longer hours of availability, e.g. 5PM to 9PM, Monday through Friday
154 more study guide selection for classes
155 I would like to see "The Markets" research service offered at the BIC website. That would be awesome. Capital IQ would also be nice.
156 Windows...place is a dungeon
157 Free coffee
158 ---- Standing desks/platforms! Study after study reveals that sitting all day is bad for your physiology. Would love to have some shelf space for standing work.
159 more study places for people using laptop
160 Offer Movies!
161 Grad student only space.
162 None
163 Its well run. It utilizes its size well. Maybe if it were bigger..
164 Perhaps a private study room or two?
165 more study carols/desks
166 Maybe quick guides to finding specific business and industry information, like where to go to look for specific metrics.
167 I'd like to cut an interterm and instead have a week to focus on learning all the awesome research services the university pays a ton for. I know there are tutorials when you first get here and all that, but there is a huge untapped/underutilized resource in the amount of data students can access.
168 more tables, less couches.
5. Students, faculty and staff use the BIC for many different reasons. We would like to get a sense of the classes and faculty for which the BIC is most often used. Please tell us for which classes the BIC and its resources are most useful? (give course names and/or faculty names)

1 1. career search 2. Marketing
2 2. Printer
3 3. Marketing Research, Foresight
4 4. Principles of Marketing with Tonya Bradford
5 5. Marketing- Bradford Foresight- Harms
6 6. We went for my Leadership and Motivation class with Professor Ricke-Kiely.
7 7. Bond Issue Process / Fixed Income / Equity Valuation / Management Speaking / Quant Portfolio Strategies
8 8. Foresight in business and society Management communication
9 9. Intro to Marketing Principles of Management
10 10. Used the BIC a lot for intro to marketing and business foresight.
11 11. Marketing-Urban
12 12. I used to use it for my IT classes to do work. 13 Finance
13 13. Seems most helpful for business students. Sometimes film students as well since it is close to DPAC
14 14. I use it for large print jobs. I have not had the occasion to use it for much else. I don't consider it to be a good study space. 16 Capsim 17 Marketing, Joe Urbany, Leaderhip, Michael Grant.
18 18. Financial accounting II
19 19. Foresight, Intro to Marketing with Kennedy, any business class with group projects really.
20 20. I use the BIC most for the AIM class, as well as other finance courses which require research analyst consensus estimates and other Bloomberg terminal functions. Advanced Investment Strategies has also required limited use of the BIC.
21 21. Security Analysis (Shane Corwin), Business Foresight (Sam Miller) 22 Foresight/Coshow 23 AIM
23 23. SIBC finance projects for bloomberg. That's all I've ever used it for.
24 24. Printing for all classes 29 Coshow, Harms, Spiess, and Mish
30 30. We used the BIC for Dr Kennedy's Principles of Marketing class
32 32. Student International Business Council and independent studying.
33 33. advanced investment strategies (gao) options and futures (hemler)
34 34. Marketing with Professor Kennedy, Measurement and Disclosure
38 38. IT Management
39 39. I used the BIC the most during case competition prep
40 40. Foresight, Business Problem Solving.
41 41. Intro to Marketing- Kennedy Business Foresight- Miller
5. Students, faculty and staff use the BIC for many different reasons. We would like to get a sense of the classes and faculty for which the BIC is most often used. Please tell us for which classes the BIC and its resources are most useful? (give course names and/or faculty names) - Continued:

42 Shane Corwins class, we've come in to use Bloomberg
43 I have never used the BIC for class.
44 Management 20600 ACCT 20100
45 All MNA summer courses on campus
46 AIM and Foresight
47 ACCT 20100, accounting I class. I got the study guide for my accounting textbook, which was really helpful.
48 none 49 Finance, strategic mgt, acct, Sibc 50 Foresight, Marketing projects 51
52 Student international business council
53 Equity Valuation Fixed Income Problem Solving 54 Foresight
55 Urbany, marketing
56 Definitely foresight and marketing courses more than others.
57 The BIC was really helpful with my Foresight class. Prof Coshow brought us down there to get guidance in finding and citing research.
58 Foresight
59 I use it for working at my paid online job. The double screens are very useful. Also, IT Management with two screens is great.
60 Foresight 61 all courses 62 Foresight in Business, Sam Miller 63 Foresight
64 Foresight, Marketing Research 65 Foresight
66 up to this point... MBA Interterm Case Competition Miller - ACCTG
67 Marketing (Kennedy) Tax research (Wittenbach) Foresight (Harms
68 Business Foresight Group project meetings
69 entrepreneurship-benel problem solving- bartkus 70 MNA courses for O'Rourke
71 Course: Principles of Marketing Instructor: Jenny Mish 72 Marketing Research, Consumer Behavior, Persuasion
73 Foresight 74 IT Management and Accounting I 75 Principles of Marketing - Tonya Bradford
76 not too many in the first semester. 77 Foresight (Passport GMID)
78 Very useful for group research.
79 Intro to Marketing - I found the BIC extremely useful for projects in this class.
80 Foresight
81 I use IBIS world and Mintel most frequently. I use the resources to look up information on companies I'm going to meet representatives from, and in my marketing class with Professor Kennedy, my Management class with Professor Sexton, and in my Career Planning class.
82 group project based classes
83 I really only use the BIC to print off Microsoft Word and Excel documents.
84 James O'Rourke - Business Communication
5. Students, faculty and staff use the BIC for many different reasons. We would like to get a sense of the classes and faculty for which the BIC is most often used. Please tell us for which classes the BIC and its resources are most useful? (give course names and/or faculty names) - Continued:

- Microeconomics/Keating
- Venture Capital - Prequin, CapitalIQ
- Marketing Kennedy - All my classes.
- Interterm cases - Bill Brennan, Finance I - John Halloran - 90 Professor Sexton's MGT 20100
- Bloomberg - n/a
- ALL major finance classes.
- Viva Bartkus - Marketing, SIBC 96 Foresight 97 Process analytics 98 IT Management
- Foresight - Chad Harms 100 IT Management, Business Stats, Finance
- Economics, Marketing, Conflict Management, Ethics - many of my classes since they require presentations, research, citing sources.
- One class in which I may benefit from research at the BIC is Marketing Management taught by Joe Urbany. Another is my Directed Reading Course taught by Professor Sherry. I've had to research industries and businesses. A third course that I have found the BIC to be very useful is Career Development. I've used the online research tools extensively to research companies, industries, and markets.
- Board Relations, Marketing, Communications 104 Problem Solving
- As I have never had a class in the BIC, I do not know when the BIC would be most useful to a class; however, perhaps a class like Business Law (undergraduate requirement) where the class would have access to both the physical BIC books as well as the computer services would work well in the space.
- Equity Valuation, Bond Issue Process, Fixed Income Securities
- Foresight - Coshow 108 Foresight in Business & Society with Prof. Sam Miller
- Foresight and Marketing 110 Foresight 111 Case competitions independent of class.
- Security Analysis - Shane Corwin Foresight - Sam Miller 113 Foresight - Professor Samuel Miller
- N/A
- In the MNA program, so I use it for the majority of those classes. In particular Professors Cleveland (Employment Law, Managerial Accounting), O'Brien (Nonprofit Law), Bradford (Marketing), Michel (Capstone Class, strategic planning and implementation), Harvey (Issues and Opportunities in the NP Sector, Fall 2010), and Bob Jones (spring 2011 Philanthropy).
- Advertising and Promotion 117 Problem Solving, Equity Valuation, M&A
- Equity Valuation - Prof. Corwin (bloomberg) 119 Interterm, Consulting Club research
- As a sophomore business student, I have not yet found the need to use the BIC for any specific course needs.
- Most useful resources for me are the printers. That is essentially the only reason that I use it.
- Problem Solving course with Wendy Angst
5. Students, faculty and staff use the BIC for many different reasons. We would like to get a sense of the classes and faculty for which the BIC is most often used. Please tell us for which classes the BIC and its resources are most useful? (give course names and/or faculty names) - Continued:

124 Foresight 125 Marketing 20100
126 Foresight in Business and Society - Sam Miller Intro to Marketing - Bob Drevs
127 Introduction to Marketing- Tonya Bradford
128 None this year. Mainly used it as a group meeting area to work on projects on the computer. Not specific to the resources of the BIC. 129 Federal Taxation, Foresight
130 Nonprofit Marketing (for research purposes) Management Communication (for researching final presentation and for making copies) 131 M&A
132 Security Analysis Practicum - Bloomberg machines are useful for company research.
133 Problem solving with Wendy Angst required use of the BIC because of the need for conducting market research regularly throughout the class.
134 I have only used it for Marketing.
135 I can't say that one class stands out more than another. We have group meetings a lot in there but none of my classes have required me to use the BIC
136 accounting 1 - miller; job interviews; case competitions
137 Accounting for Nonprofits - Margot Cleveland
138 Used for group projects most often for classes by David Ricchiute, Jerry Langley, and John Halloran.
139 Foresight, Decision Processes in Accounting, Intro to Marketing
140 Kennedy Marketing Measurement and Disclosure I, Fuehrmeyer 141 Strategic Management
142 Management Speaking (O'Rourke)--research for speeches, Marketing Management (Urbany)--online coursework
143 Spirituality in the Workplace with Father Williams. Process Analytics with Shri.
144 Foresight, IT Management, Intro to Marketing,
145 Entrepreneurship and Business Planning, Strategic Management, Foresight
146 Principles of Management IT Management 147 Kennedy Marketing 148 Foresight and Marketing
149 Marketing 150 Mark 20100 - Jenny Mish 151 Na 152 Marketing classes; Foresight
153 I have been mainly using it for SIBC 154 Used mostly for my Business Problem Solving class this year.
155 I mainly use it for group projects.
156 Viva Barkus (Problem Solving); Strategic Decision Making (formerly Davis); all Interterm course offerings
157 Foresight, Business Problem Solving 158 Internship search. Interterm immersions - Bill Brennan
159 IT management (working for this class would be easier though if there was the "connect to i: drive" feature offered on the desktop)
160 business courses in general; research for company backgrounds as I prepare for my career search
161 Job interview 162 IT Management (Big Screens), Barbara Miller, SIBC
163 This semester was for Security Analysis with Professor Shane Corwin. We needed to use the Bloomberg Terminals on several occasions. It also served as the meeting place for our group.
5. Students, faculty and staff use the BIC for many different reasons. We would like to get a sense of the classes and faculty for which the BIC is most often used. Please tell us for which classes the BIC and its resources are most useful? (give course names and/or faculty names) - Continued:

164 Most useful for Foresight (Coshow) -- the data resources were great! Would have been helpful for Marketing (Kennedy) - but the project was so unclear that we never really knew which resources to use in the BIC.
165 Marketing and management consulting group projects 166 Foresight  167 Foresight - professor harms
168 I used it last year in my foresight class with Chad Harms and also for investment theory office hours for Sophie Shive.
169 Reserve Material: Financial Accounting II--Fred Mittelstadt
170 Business Problem Solving - Wendy Angst Foresight 171 Tax research-James Wittenbach
172 Foresight, Strategic Management  173 problem solving (wendy) 174 Accounting I, Professor Schuhl.
175 Never used it for a class  176 Marketing (Professor Mish) Intro to Business IT - for the computers
177 IT mgt (I have a mac laptop) 178 IT Management- Ghiasi<dn> 2 monitpr computers
179 Shane Conver's Security Analysis class  180 Marketing and Foresight.  181 I do not have any classes in the BIC
182 As an engineer, I don't necessarily use the BIC for class but I have used it for career research.
183 Problem Solving - Wendy Angst All of my marketing classes. 184 foresight 185 IT Management
186 Problem Solving, Brand Strategy 187 I have used it for my physics research a few times.
188 Foresight (Harms), Principles of Marketing (Kennedy)
189 I honestly can't recall for which classes I've used the BIC.  190 Professor Barbara Miller's IT Management class.
191 I have only used the BIC for case competition research and interview research thus far.
192 Intro to Marketing, Foresight, Marketing Research 193 Sam Miller--Foresight
194 Foresight Business Problem Solving Intro to Marketing (Kennedy) 195 Foresight
196 I've used it for research once for Professor Sexton's Mgt Class.
197 Intro to IT Systems, Application development  198 Bloomberg and general interview research.
199 Finance and Econ classes, also Foresight 200 Marketing, Kennedy  201 Foresight- Chad Harms SIBC
202 No specific courses- just group work and individual study space  203 n/a
204 Course Name: Corporate Communication
205 BIC is helpful for getting reference materials, articles, journals for writing papers and assignments.
206 Foresight
207 Finance classes, and group projects - security analysis - Advanced corporate finance - Mergers and Acquisitions
208 Foresight in Business Marketing Research
209 Mainly used for company search for interview preparation and Case competition
210 Applied Investment Management (Bloomberg terminals) 211 Business classes in general
212 MNA program - The introduction to the resource was helpful.  213 I don't have any business classes.
214 As of now, I have only used it for IT Management (with Barbara Miller). The big computer screens are great for Excel spreadsheets
219 Organizational Leadership, Values-Based Management, Managing Conflict, and all my other courses--particularly over the summer.  220 MGT 20600, BAMG 20100
5. Students, faculty and staff use the BIC for many different reasons. We would like to get a sense of the classes and faculty for which the BIC is most often used. Please tell us for which classes the BIC and its resources are most useful? (give course names and/or faculty names) - Continued:

| 221 | Foresight, Career Planning. |
| 222 | Security Analysis (FIN40610) Equity Valuation (FIN70610) |
| 223 | I've never used the resource material. |
| 224 | I use the BIC in general for all my MBA classes when I have breaks in between classes. I also frequently go to the BIC website to do research for my job search and for classes such as Management Speaking. |
| 225 | Nearly each course I've taken, particularly research-oriented ones, and as I've prepared for interviews |
| 226 | Shane Corwin - Equity Valuation Jerry Langley - Bond Issue Process |
| 227 | Research for Marketing class. Formatting correspondence for Business Communications class. |
| 228 | Marketing- Tonya Bradford |
| 229 | Options and Futures - Hemler Intro Marketing - Kennedy |
| 230 | Brand Strategy Problem Solving |
| 231 | Sibc and investment club projects, not classes. |
| 232 | Advanced Corporate Finance (Cichello), Investment theory (Shive), also SiBC |
| 233 | Problem Solving - Bartkus Qualitative Market Research - Sherry |
| 234 | bigger screen, close to printer, lots of resources |
| 235 | none so far has |
| 236 | General printing. I haven't had to use it for class this year. |
| 237 | Political Development of the Economy Economics of the Family |
| 238 | Foresight with Professor Harms |
| 240 | Foresight, AIM, Intro to Marketing |
| 241 | intro to IT I also use the bloomberg terminal |
| 242 | any class that is in Mendoza, its a convenient place to study |
| 243 | Halloran, FIN 60000 |
| 244 | Foresight - Coshow |
| 245 | career development class, and foresight research class. |
| 246 | I used the BIC most during the interterm. |
| 247 | ESTEEM Research |
| 248 | Marketing |
| 249 | Intro to Marketing - Tonya Bradford Marketing Research - Gaski |
BIC Patron Satisfaction Survey - Fall 2011

6. Tell us about a memorable BIC experience when the BIC or a BIC staff member was particularly helpful.

1. I have not needed any particular help, but I do love the facility.
2. Pete helped a woman with the printer and got a refund to her for lost print quota.
3. Steve staying after hours to help our group with a project. Pete, whom I had never been formally introduced to, totally brightened my day after first, knowing my name and second chatting with me. I was amazed.
4. I love Pete's enthusiasm!
5. We had an orientation that showed us some useful research tips.
6. None in particular. We meet for groups there alot.
7. All members have been helpful on numerous occasions.
8. Pete helped me find graphs and information on a topic for my presentation from their websites. I had no idea about the website and it ended up being very helpful.
9. One of the staff members helped point us to useful databases to find information for our market research project.
10. Can't think of one instance in particular but the research methods I learned from the BIC really helped me out for both of the aforementioned classes. I used the same research methods for my internship last summer as well.
11. Pete was really great with helping me the one time I sent out a fax. She explained how and then followed up to make sure everything worked. Fantastic!
12. Never had staff contact.
13. N/A.
14. The BIC smells nice.
15. Helped fix a computer.
16. Beata, on a last-minute request! From our core group, let us use her office, the digital white board/projector, and partitioned off some additional workspace for us. And before a large presentation, Pete let us rehearse in her office when we had no other place to use. These guys are selfless, and are truly supportive of the students here.
17. During the interterm course, all of the BIC staff were really helpful in our research.
18. I don't have a specific anecdote, but I always enjoy my experiences in the BIC. I love it.
19. As mentioned earlier, Pete was absolutely amazing in helping us with researching for our case competition...she was even flexible enough to meet up with us after hours! Steve and the rest of the staff are also very strong.
20. Pete was helpful in finding information sources.
21. I've spent a few nights in the BIC for AIM, and it's incredibly helpful that the lights are kept on and the Bloombergs are available all night.
22. Steve is always helpful. He sat down with me multiple times when I was in problem solving to help me find material.
23. I printed a couple sheets of paper once. One time I sat on the couch and watched a TV show online.
24. Using bloomberg for financial data.
25. Michelle was kind enough to take the phone I left in the BIC and contact me that she had it and I could pick it up in the BIC.
26. Pete Pietraszewski and Steve Hayes were very helpful to us when they presented twice in our classroom twice this semester about how to research.
6. Tell us about a memorable BIC experience when the BIC or a BIC staff member was particularly helpful. - continued:

27 Pete is SO friendly! When she presented in my Marketing course, it was the first time I considered the BIC as a resource and in subsequent classes I have learned how useful it can be. However, it has definitely been a case of looking for the resources when the need arises.  
28 late nights are always memorable  
29 Researching marketing for Kennedy's class. 
30 Assistance with Bloomberg and Datastream has been extremely helpful. Pete is very knowledgeable and helpful  
31 I get a lot of my IT Mgt homework there. And because of the double screens it makes it a lot easier for my tutor and I to work on my assignments together. 
32 I have had staff members come to several of my classes to help students out. It has been very helpful. 
33 When we were doing research for our foresight project, Steve and Pete were very helpful in gathering data for us 
34 Pete helped with foresight last year!  
35 I had never been to the BIC before and needed to do company research before a job interview. I asked the staff member at the front desk where to start, and she walked me through how to use the different online resources. She was so helpful!  
36 My computer turned off and one of the BIC staff was able to fix the problem without losing my data. 
37 One time we were working on a group project that was due the next day, and the staff let us stay in the lab past hours... We really needed it, so that was great!!!  
38 Joe Hurtekant, a BIC staff member, routinely helps me with any technical difficulties or book look ups. 
39 I always use BIC when I need to make a quick copy or to quickly drop in and print something out. In a lot of ways, it has been helpful. 
40 computer desk people are nice 
41 During the foresight research project, the BIC staff were helpful at identifying sites applicable to our topics and research 
42 Having printing problems, staff was prompt and very courteous to get printer back up and running quickly. 
43 Pete helped me do research on an obscure hedge fund I was applying to. Thanks Pete! 
44 BIC staff has always been extremely friendly! 
45 I was having Internet issues, and the girl at the desk actually went in and fixed the server.  
46 BICA and Steve demonstrated the use of sources and Proquest data. 
47 great place to use computer/print
6. Tell us about a memorable BIC experience when the BIC or a BIC staff member was particularly helpful.  - continued:

50 When our Foresight class met in the BIC and the two BIC people were really helpful with helping us find sites for the research project.
51 The BIC was helpful for research assistance during a Student International Business Council (SIBC) project.
52 Pete is great! Available for walk-ins and via email. Helpful during crunch time as deadlines are approaching.
53 In researching stem cells for my foresight project, the BIC staff was particularly helpful.
54 Junior year Pete helped us find data for a research project
55 Pete and Steve are always helpful, really all the staff is very nice and kind.
56 I came into Mendoza early one morning, hoping to get some work done for one of our classes. The BIC didn't open for another 45 minutes, but Pete took pity on me and let me in early and helped me with some research for my project.
57 None.
58 Member of staff came into Marketing Research class to help us with a huge product. Found it very helpful!
59 When BIC members came to class to discuss their resources
60 I went to the BIC right after class because it is down the hall from my classroom and got the majority of my computer-based homework done in time that I normally waste after class.
61 My marketing class visited the BIC to learn about how we could use its resources for a final project involving Target. Pete introduced us to various databases we could use on the BIC website.
62 The librarians have been extremely helpful with my requests for random research, and giving me ideas about which databases to use. I'd like to be able to do this on my own without their help though (especially when doing work on the weekend, or after I graduate)
63 I needed to print something, but the computer I was using went down. A BIC staff member quickly helped me print it using a USB drive.
64 Our marketing class came in, and one of the staff members ran us through the BIC services and how to find resources on the BIC website. It was extremely helpful, especially since I had never known about the BIC before.
65 I've scene Pete speak - literally 5 times in various classes/events etc. She's always so nice and helpful in finding any information you need. The time I specifically asked for her assistance was in my management class. I had to do research on JM Family Enterprises, which is a private company, and she directed me as best she could to finding information on the company's financials (even though there really weren't any out there - which was to be expected, but...).
66 NA
67 I have never interacted with a BIC staff member.
68 Pete in Mendoza
69 Inter-term case on Sprint, Pete helped us find the industry information we needed.
70 Pete and Steve are always helpful
71 Steve helping us with Simply Maps
72 Staff are helpful.
6. Tell us about a memorable BIC experience when the BIC or a BIC staff member was particularly helpful. - continued:

73 Steve and Pete were helpful during interterm when our group was stuck on how to research a specific company data in a specific area.

74 Using Bloomberg on two screens

75 n/a

76 During our foresight project, Steve sat down with my group and helped us navigate through complicated web queries.

77 Sophomore year marketing group project.

78 -The printer is rarely ever not working...it is in a great location too!

79 Oops...I highlighted that in question 4.

80 While doing research prior to a job interview, I was assisted by Beata who helped me sign up for Vault.com. She walked me through the process, made sure I signed up correctly, and instructed me on how to use it.

81 Researching a corporation for a Communications report.

82 Beata has been very helpful all the time. Particularly when I was a first time user. The orientation presentation was great.

83 My visit to the BIC with my Foresight class was very helpful. Steve and Pete introduced me to many new and useful resources.

84 When my foresight class met in the BIC and learned about some of the research tools offered.

85 My Foresight class went into the BIC to do research and the BIC staff was extremely helpful in guiding us to specific databases that contained data we were having difficulty finding for our group project.

86 Pete provided excellent guidance on BIC's online research resources ahead of a case competition in early November.

87 N/A

88 N/A

89 As I mentioned above, I appreciate how welcoming and friendly the staff are. When I returned to campus this summer, after having been away during the academic year, I walked into the library, and Pete remembered my name! It made me feel so good!

90 When I went with my Ad and Promo class we learned a lot.

91 I always go to Pete for help. She's always there with a smile and does her best to help.

92 Printing preparation during the Interterm was especially helpful.

93 I have never interacted with a BIC staff member.

94 My first class of my MBA experience was O'Rourke's communications class and I had to give 2 speeches on 2 topics and Pete was absolutely wonderful about telling me which database to check and what to search for. I have asked for her help on numerous occasions and it doesn't matter what it is she stops and helps me and always gets me to the place I need to be.

95 I was looking for the book "Risk Takers" and could not find it when a BIC employee approached me and asked me what I was looking for and got me to the book within a minute.

96 Helpful in finding appropriate research for our foresight project.
BIC Patron Satisfaction Survey - Fall 2011

6. Tell us about a memorable BIC experience when the BIC or a BIC staff member was particularly helpful. - continued:

97 Introduction to the BIC was great
98 Finding which databases to go to for particular projects in the classes listed above.
99 My meeting with Pete in regards to the marketing project was very helpful because she taught us how to use the resources specifically for our city and theme.
100 n/a
101 I had to print a document last-minute for a class that morning, and was having trouble doing so. The attendant printed it out herself and did not charge me. I was so grateful for that; it's the little things that make a difference in a customer's experience, and I will always think of the BIC in a positive light because of that experience.
102 During the interterm intensive for MBAs, Steve was helpful in providing a good deal of research material and resources.
103 The BIC librarians are very knowledgeable about the resources available and how to use them.
104 Pete has always been so cheerful and welcoming. When I needed a red pen, Steve helped me out, and whenever a computer goes down I know that I can get assistance. Very pleased with the staff
105 I needed to find sources for a paper and both Pete and Steve were very helpful with suggestions.
106 When working on a case study for our Commercial Banking course taught by Jerry Langley, one of the staff members was extremely helpful in helping us locate industry comparison numbers.
107 Foresight class in the BIC was memorable. We were taught how to use Lexis Nexis - what a great research tool!
108 I needed help with usage of the Morningstar portal, and was graciously helped.
109 Pete was very helpful when the printers were down. She allowed our group to send her our work, which she printed off of her personal printer.
110 Pete and Steve are awesome. They really helped me out this summer doing some research while I was in my internship.
111 Pete rocks
112 In doing research for the Foresight Project it was very useful to have a BIC staff member to help with finding the right resources.
113 staff member informed me of RefWorks
114 Steven Hayes gave our class an introductory presentation on how the BIC works
115 Na
116 During our Foresight project, we have two BIC staff come in to help us. They were so patient and nice!
117 Using bloomberg terminals for SIB
118 N/A
119 During our case competition, Steve was extremely helpful and prompt. I had a question that I emailed in and he wrote back quickly with an extremely detailed and thoughtful response. It helped us immensely with our project. He went above and beyond to help us when he knew we were in a time crunch.
120 The staff is always helpful.
6. Tell us about a memorable BIC experience when the BIC or a BIC staff member was particularly helpful. - continued:

121 Staying at the BIC until 3-4 AM to finish components of the Foresight group project made me very thankful to have this resource.
122 Searching for background on a company that I had an interview with for an internship. I didn't get the offer, but Pete was extremely helpful!
123 Pete was helpful in directing me to primary sources when I was unable to access reports via ND's academic subscription to MarketResearch.com, which was great but I still overall was unable to obtain vital reports due to limited access and the cost of purchasing a report
124 None
125 When I needed to know how to access the Bloomberg Terminals for SIBC.
126 I enjoy how you can work late into the night there.
127 Pete went out of her way to get me an article for a research project that wasn't available at ND.
128 During my sophomore marketing class the BIC was very helpful
129 Pete was very helpful with my project for Kennedy's marketing class last semester
130 Both Pete and Steve are very helpful whenever I need help on research or just want to improve my research skill.
131 Pete was extremely helpful when I was working on a case for a competition with insights into research and general encouragement. Hooray.
132 Last year Steve Hayes came to my Foresight class and gave my group a lot of help deciding on a direction for our project
133 In working with the scan to e-mail, the service was very helpful in making sure I did it right.
134 Research for Foresight
135 I needed help with a research question for a problem solving case. I submitted my question and received a quick and helpful response.
136 Didn't have the textbook yet and was able to get the book on reserve in time to do the homework.
137 -
138 I couldn't figure out how to download something from the i-drive on my first try and was embarrassed that I couldn't figure out how to do something so simple. A staff member approached me and asked if I needed help, then showed me how to do it easily.
139 Two monitor computers
140 N/A
141 My class went to the BIC to learn about the resources available. This helped tremendously in the rest of my semester
142 Showed me how to use the Morningstar stats
143 I asked for some help with the company research tools available and although I could tell the librarian was about to leave, he still sat down and helped me with all of my questions and went through every tool until I was very familiar with it and could work by myself.
144 I can think of several times that the BIC staff were willing and did go out of their way to help me with research or to figure out the best way to print something.
145 Just a couple of weeks ago I needed help with printing color copies of a research article, and the young lady at the front desk, Adrienne, helped me out a great deal to get my pages to print correctly.
146 Pete has helped me every time I had to go to the BIC for a class, and she went out of her way to find resources for us and help us in our search for databases and information. Even after we left the BIC, she emailed us with more information.
147 All of them have been helpful and accessible. Nothing really stands out in my mind.
148 Haven't used it that often
149 Steve Hayes helped my Intro to Marketing group a lot!
150 Last year, the BIC staff was very helpful in helping my group find the research we needed to make our project evidence-based and very credible. The staff is always highly energetic, and will do almost anything to help you out!
151 It was helpful for Pete to come to our Business Problem Solving class with Wendy Angst to show us the specific page created just for that class.
152 Every semester, I hear from my students how helpful the BIC staff was on their team research project. I have too many stories and citations to mention...
153 Pete was extremely helpful when I had a quick impromptu meeting with her.
154 Pete is really great and enthusiastic.
155 Once the printer was broken and I was in a rush and Beata took me in the back to print.
156 printer was jammed, staff couldn't help. Lost binder, staff couldn't help.
157 Stephen Hayes was helpful during interterm when our group had research questions for him.
158 When I was frantically looking for some peer reviewed articles for my topic of assignment before a final, the staff were ever ready to assist me to search for the relevant articles on line and locate them.
159 The BIC librarians are both helpful (Pete and Steve). Using STATA in the BIC and the split screen computers are memorable to me.
160 Pete is always helpful whenever I ask her for help
161 The whole staff was very helpful over the summer. From Pete's intro to the final days. The only thing I would change would be to extend the hours 7:30 - 5:30. It would allow summer students to use the BIC more.
162 The one time I went the receptionist told me where the computers were.
163 Once I had no idea what to do and three of the female staff came to help out at different times. They quickly pointed out what I needed to do. It was great.
164 I have only been in there a few times.
6. Tell us about a memorable BIC experience when the BIC or a BIC staff member was particularly helpful. - continued:

165 We needed some help on a project with online dating and Steven was instantly helpful in helping us find resources we had no idea existed. Both Pete and Steven were also really helpful in helping me find resources on how to find cities that fit certain demographic criteria.

166 Pete

167 The first time I had to use the bloomberg terminal, I had no idea what to do and one of the BIC librarians sat with me and walked me through until I felt comfortable with it.

168 Pete helped a lot with researching the cell phone industry for the Sprint interterm week.

169 Professor Ricke-Kieley brought our class to the BIC for Pete to review the BIC's services and research resources. I thought Pete was very dynamic, helpful and knowledgable. I learned a lot during that "crash course".

170 I really enjoy the presentations we are given every time I attend a class in the BIC.

171 I only ask them questions when I need to find something in the Mendoza basement.

172 They're always very helpful and nice!

173 I have heard Pete speak a few times, and she's been a remarkable help!

174 Pete is very knowledgeable of the databases at the BIC.

175 Staff very willing to help every time I visited.

176 Pete helped with our research for our case analysis project with Target.

177 Pete helped me to get set up with Bloomberg over the summer. There wasn't any headset on the terminal so she let me borrow the BIC headset. She also spent a lot of time helping me to create an account.

178 Haven't really had to ask for help.

179 The lady who helped me find Monkey Business was really nice.

180 Inter-term research - BIC staff went out of their way to help.

181 Mr. Hayes helped me out for Problem Solving.

182 Very helpful. For example, helped me out with how to find out specific material for my class research, helped out even with how to copy to email.

183 For a group project the BIC member helped us find useful resources for doing research.

184 Pete's Bloomberg overview for Prof Reilly's class.

185 Everyone is always willing to help.

186 Great presentations for searching. Learned some tips about google that I didn't know before.

187 The Introduction during our first week was good for MBA school.

188 I went to one of the librarians to look up a tax code mentioned in class, and he was very helpful.

189 For Professor Urbany's 3-circle project, the BIC was packed! Very nice to have the facilities.
7. On a scale of A to F how would you rate the BIC overall?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>A-</th>
<th>B+</th>
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</tr>
</tbody>
</table>
8. What is the most important improvement that we could make for you to rate the BIC closer to the top A rating?

1. Logging into computers is grueling slow. Sometimes printing is as well. It has gotten better this year so mad props to all of you.
2. The open space to study is not big enough. All of the chairs are often being used.
3. More tables
4. More computers
5. Bloomberg tv, more workspaces
6. Different arrangement of computers
7. More computers
8. Make it larger with more seating, maybe tables.
9. More descriptions of helpful tools
10. More study space. But that is not really something that can be changed.
11. Capital IQ More workstations
12. Bigger size
13. Make hours and services more well known
15. More/better computers, 24/7 accessibility
16. More books used in classes.
17. Look at #5
18. Not in Mendoza enough to know
19. Macs.
20. Maybe offer elective educational seminars on how to use the more sophisticated research tools... The MBA intro week went by too fast, and I'm worried I'm missing out on some of the better programs and subscription services.
21. Don't lock the doors until around 3 or 4 close to finals weeks.
22. More computers and more space. Tear down the walls!
23. more computers to reduce crowding
24. More tables and chairs
25. Bigger and more focused on undergrads (even though I know both are nearly impossible)
26. More space and more computers! The computers are often filled up. Also, having classes scheduled in there is a huge pain!! They should be in computer labs or somewhere else. When the Doermer is booked for interviews and the BIC is booked with a class we have no options for a computer or to print (unless we have a laptop).
27. It's already an A
28. Research reports
29. Letting me know how to maximize my experience.
30. More opportunities to learn about software and extended hours, particularly on weekends.
31. You are already an A
32. Make it more of a study space. Also, have a librarian who can help sitting out in a central location for spur-of-the-moment questions. Asking for appointments or trooping to an office can be intimidating.
8. What is the most important improvement that we could make for you to rate the BIC closer to the top A rating? - continued:

33 More space, if possible.
34 cell service and warmer temperature
35 n/a
36 Make it bigger because during certain times there are no computers available. Make more large tables for studying.
37 Putting the H and I drives on all of the desktops.
38 More computers, more space for groups
39 Do the research for me.
40 More BIC librarians
41 It already is an A rating.
42 The printers were quirky; sometimes they worked, sometimes not. Also later hours.
43 Cell-phone reception
44 more study space
45 The bic is awesome but its tiny. You should expand the bic. Blowout the wall and use the other classroom to expand it. Also, another.bloomberg terminal would be very helpful. It's always in use.

53 free food
54 An option to opt-in the audio from the tv-projector on the wall so I could listen to the tv on my headphones through the computer.
55 food!
56 Making the array of services that the BIC has better advertised, having more space to use to study as there is limited room aside from the computer area
57 More awareness of the resources available to students
58 Have more required class involvement. I don't feel like I use the BIC as much as I would like to.
59 N/A
60 warn it up :) sometimes it gets too noisy sometimes i cant get a computer
61 a couple of computers set up to facilitate group work. Right now, it is hard to work with another person if you both need computer access.
62 Nothing.
63 More seating.
64 Bigger study area.
65 More computers.
66 It gets unbearably cold under the computers with the diffusers pointed directly on our heads. Cell phone access would be nice too.
67 It really needs to be bigger, but that is an issue with Mendoza in general.
68 Completely renovate the entire space.
69 I gave the BIC an A. But, my only suggestion would be to make an easier way to use some of the online resources. A lot of them require you to make an account and then are finicky about it - I don't think that is something the BIC can control though.
70 more sitting space
71 I cannot connect to the H and I drives in the BIC, which deters me from using the computers there.
72 Printers are sometimes a hassle and there were days they were not working, so that is something that I would like to see improved
8. What is the most important improvement that we could make for you to rate the BIC closer to the top A rating? - continued:

73 I guess I need updates or briefing about BIC services, not just during orientation, because we may not realize the value of some services from one introduction.
74 N/a
75 More computers.
76 Make it a quiet zone
77 Bigger and more computers and Bloomberg
78 N/A
79 I would want to know if we could get any course materials issued
80 It usually takes very long to log onto computers I haven't previously logged into which is tough because the BIC is usually crowded
81 Bigger space.
82 Have the computers be able to access our N, H, and I drives!
83 I would like to see more study space.
84 Longer Hours
85 More space for studying...to augment the MBA lounge and Doerman center.
86 Updated reference material
87 Faster computers
88 Need more online resources.
89 Including the N and I drives on the computers.
90 More computers
91 I think the BIC could help students better understand which databases and resources to use for their research.
92 Until my foresight class used the BIC (in my junior year) I had no idea what the BIC was. Better publicity about the BIC and its resources, especially in freshman/sophomore business classes, would be beneficial
93 I would like to be more aware of the capabilities and resources that are available to me.
94 More computers, advertise the services more.
95 More computers maybe? Though I haven't used it much so I'm not an expert.
96 I don't know if it is I, being clumsy, or if the info system is a bid hard to maneuver, when I search for info. Perhaps I need more experience. Perhaps it could be easier to use.....
97 Faster computers, more tables for studying
98 I'd appreciate earlier hours or in some cases later hours.
99 Faster computers, more resources such as Gartner and other research databases
100 Improved study areas (if possible).
101 Cell reception
102 Make the computers faster.
103 Not much. I have never needed to research something for my business classes that I could not get at the library. It just seems to me as an inferior, smaller reference center
104 The only thing holding the BIC back is that it is limited in size, making it hard to get a computer sometimes.
105 N/A
BIC Patron Satisfaction Survey - Fall 2011

8. What is the most important improvement that we could make for you to rate the BIC closer to the top A rating? - continued:

106 More tables
107 More group meeting spaces.
108 None
109 Posting the schedule in greater advance as to when the BIC will be used for class sessions/projects etc.
110 None.
111 Certain times are really difficult to access a computer! Also, why is it that certain print jobs go to one printer and not the other?
112 Again, longer summer hours.
113 More group work space
114 A greater sense of how we can incorporate BIC resources into our everyday activities of studying and searching for jobs.
115 I would like to see space allotted for team/group work and space for individual work so the noise was better managed in the facility. Also, the computers are rather slow and some of the screens could use updating.
116 More computers that work faster.
117 More computer space or not allowing it to be reserved for classes
118 Not have it closed at times for classes; frustrating when you just need a place to study or somewhere to use a computer quickly
119 Clean the tables
120 Nothing needed.
121 None
122 Some computers are slow
123 More printing stations.
124 Better group work space
125 Coffee machines
126 Have area/computer layout that facilitates teamwork. The clusters now don't let others see your screen which is good for individual work- but difficult for teams.
127 More space
128 More space
129 Individual study spaces
130 More seating table space
131 Longer hours.
132 Some computers don't work occasionally.
133 More computers/bloomberg terminals
134 More computers
135 More computers!!!!
136 At least 2 more printers (and a few more computers, but this is less of an issue).
137 Faster color printer
138 More space availability
8. What is the most important improvement that we could make for you to rate the BIC closer to the top A rating? - continued:

139 Free Copying, or link it to our print quota. I know this is a campus-wide issue though, not just the BIC.
140 increased access to databases like Global Industry Analysts for market reports
141 More computers, better, perhaps larger, layout for multiple people to work together
142 Ask the student workers to have a smile on their face while working. Some are very stand-offish so I do not want to ask questions.
143 Better/more spaces for just studying, besides the computers
144 More study spaces for business students. Maybe make a room in the Commons with chairs, desks for student workspace because those rooms appear to be rarely used.
145 Not sure
146 Some of the computers in the BIC are /extremely/ slow. If we could get some of the hardware updated, that would be great.
147 Honestly the thing that would help the most has to do with Mendoza as a whole. So many of the doors are locked in the evenings/on Sundays that it makes getting into Mendoza and down to the BIC a hassle. Maybe unlocking a few more doors would be nice.
148 I just wish I had know it was such a great resource in my first two years
149 More computers and more tables for study space/group work
150 Better computers, more Bloomberg machines
151 Less noisy and more computer.
152 No money required for scanning.
153 More study space, make the BIC more than just a computer hub
154 The clutter makes me not want to do work in there at times.
155 Better study space; better printing capabilities
156 Not much. I like it a lot. Especially the two-monitor computers.
157 -
158 More study space!!!!
159 Resources more simple to navigate; sunday, which is the most widely used study/homework day, seems to be the day where I always find the BIC closed. More hours on Sunday.
160 More 2 monitor computers
161 Make it bigger
162 Don't allow classes in the BIC.
163 Open earlier/later.
164 Probably needs to be in a larger area, but dunno if there's much you can do about that.
165 More quiet space where other conversations and discussions don't interfere with my thinking.
166 Additional computing access during peak hours (though that may very well be a pipe dream).
167 More study space and access to the H and I drives.
168 To give students more info on what services they offer at the beginning of each semester.
169 Use some kind of incident tracking tool to keep track of open issues instead of just letting them slip through the cracks and forgetting about them
170 More space to study
8. What is the most important improvement that we could make for you to rate the BIC closer to the top A rating? - continued:

- More non computer related seating for studying.
- The BIC needs more staff to accommodate the level of exemplary service currently provided and the demands of a growing student population. I suggest you to clone Pete.
- I've had a few printing issues!
- Improve speed of computer log in
- Keep the BIC open as much as possible. It's important for the MBA students to always have a resource to study/print material. Space is an issue in Mendoza overall so I can't blame the BIC for not providing a quiet study area but that would be nice. Finally, please update the books that are on the bookshelf, some of the career material is still from the 90's.
- More people like the head library in the BIC. She is great!
- None.
- N/A
- Sometimes the only computers open for use are the Bloomberg Terminal computers, and I'm unfamiliar with those. Also, sometimes some of the computers are off.
- Temperature. And the computers are very slow at times - not sure if that's your deal though.
- Offer some Mac computers
- Continue the good service
- More space!
- More personal interaction
- More space/computers
- More computers and more space.
- Extend the summer hours.
- Free food
- Have a larger book selection and the presence of a conference room would be nice as well
- More books, more Bloomberg terminals
- More space
- More Computers
- Faster computers
- Expand
- Expansion
- Additional printing capability
- More books and letting students know about the resources the BIC offers
- More computers so there are always enough available.
- More drives mapped, free coffee.
- Bigger paper shredder, more computers, longer hours
- More quiet study spots
8. What is the most important improvement that we could make for you to rate the BIC closer to the top A rating? - continued:

- More area for group meetings
- Evening hours during the week, in Summer.
- More study guide options
- More large tables inside (and right outside of) the BIC would be helpful for group work. A lot of groups like to meet in MCOB and more/bigger tables would be helpful.
- Windows
- More space for a group to use Bloomberg at the same time.
- New color printer + less noise
- Temperature control (or offer sweaters!) - Standing area options - More advanced notice of when a class needs the space
- Already A :) although I want more study place, but BIC is not for group study not a self-study room, so, can’t ask too much, can I?
- More WSJ and improve ambience
- More space
- None
- More space, tailored in a more library environment. Currently too noisy and small and tight
- It needs to be bigger. I would also like some place with windows.
- desks
- Nothing really.
- Integrate it more with the learning process
- Have some study rooms.
- Make it nicer inside
- More space
- More available assistance at any given time
- make resources more well-known to students
9. Any other things you think it would be helpful for us to know?

1 Pete's real name is Barb. :)
2 Have a Merry Christmas!
3 no
4 No.
5 Not that I know of
6 free coffee would be nice.
7 Nope
8 Almost perfect service offering
9 N/A
10 Nope
11 The BIC staff are second to none. They have all the occupational knowledge of seasoned librarians, but the way they treat people, the way they are so friendly and dedicated to service, makes them absolutely remarkable.
12 More pc's, space, and creative/graphical softwares.
13 Get a coffee machine
14 The BIC staff are extremely helpful, pleasant and honest. I only wish we had more financial resources to use, such as FactSet, as well as more space. Also, there is an excel-plugin for CapIQ that is incredibly useful for downloading and auditing financial statements.
15 -
16 N/A
17 A BIC info session would be nice.
18 N/A
19 Nope
20 Thanks for being the most proactive library on campus!
21 Nope. Maintain the speed of the computers.
22 n/a
23 Nothing.
24 none
25
26 N/A
27 Thanks for all you do!!
28 none
29 n/a
30 I would use the BIC more often if the computers ran faster.
31 thanks! I love the bic
32 No.
33 Doing a great job!
<p>| | |</p>
<table>
<thead>
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<tbody>
<tr>
<td>34</td>
<td>Maybe add a conference room for groups to meet.</td>
</tr>
<tr>
<td>35</td>
<td>Nope! The course guides are really helpful/appreciated too!</td>
</tr>
<tr>
<td>36</td>
<td>no</td>
</tr>
<tr>
<td>37</td>
<td>-</td>
</tr>
<tr>
<td>38</td>
<td>Cell phone reception is awful, ironically, in the technology center for the business school</td>
</tr>
<tr>
<td>39</td>
<td>its nice, just out of the way</td>
</tr>
<tr>
<td>40</td>
<td>N/A</td>
</tr>
<tr>
<td>41</td>
<td>No</td>
</tr>
<tr>
<td>42</td>
<td>Good location</td>
</tr>
<tr>
<td>43</td>
<td>N/A</td>
</tr>
<tr>
<td>44</td>
<td>-Maybe turn down the TVs a bit</td>
</tr>
<tr>
<td>45</td>
<td>Not at this time</td>
</tr>
<tr>
<td>46</td>
<td>You're great! The staff is amazing!</td>
</tr>
<tr>
<td>47</td>
<td>Many undergraduates do not go into the BIC because they assume that it is reserved for graduate business students.</td>
</tr>
<tr>
<td>48</td>
<td>It's often very loud in there and hard to concentrate (mostly because of the grad students)</td>
</tr>
<tr>
<td>49</td>
<td>The hours are tough in the summer, closing at 5 pm! It would be nice if the BIC were open in the evenings and on weekends. We are in class all day in the MNA program (some weeks we have one weekday off).</td>
</tr>
<tr>
<td>50</td>
<td>N/A</td>
</tr>
<tr>
<td>51</td>
<td>Good for business students who need to print things in Mendoza</td>
</tr>
<tr>
<td>52</td>
<td>N/A</td>
</tr>
<tr>
<td>53</td>
<td>None</td>
</tr>
<tr>
<td>54</td>
<td>N/A</td>
</tr>
<tr>
<td>55</td>
<td>Keep up the great work!</td>
</tr>
<tr>
<td>56</td>
<td>More desks and study space</td>
</tr>
<tr>
<td>57</td>
<td>Possibly more tables</td>
</tr>
<tr>
<td>58</td>
<td>I really like the atmosphere and working in the BIC. However, I wish there were a solution to the group work (loud) vs. individuals working (usually quiet), but there's no space to provide &quot;group work&quot; rooms. Oh well.</td>
</tr>
<tr>
<td>59</td>
<td>Keep it up.</td>
</tr>
<tr>
<td>60</td>
<td>nope</td>
</tr>
<tr>
<td>61</td>
<td>Better study space for groups within the BIC or better lighting in the area outside the BIG</td>
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<tr>
<td>62</td>
<td>n/a</td>
</tr>
<tr>
<td>63</td>
<td>N/A</td>
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<tr>
<td>64</td>
<td>N/A.</td>
</tr>
<tr>
<td>65</td>
<td>No</td>
</tr>
<tr>
<td>66</td>
<td>Always clean. :)</td>
</tr>
</tbody>
</table>
9. Any other things you think it would be helpful for us to know? - Continued:

67 See above.
68 Don't allow students to occupy a computer but not using it.
69 Staff is wonderful and helpful!
70 Great service!
71 No.
72 Keep on trucking.
73 -
74 more hours on Sunday
75 Nia
76 Nope. The BIC is a wonderfully helpful and convenient facility. =)
77 Keep up the great work!
78 none
79 Thanks for everything you do!
80 Your staff is always working with a smile on.
81 More computer would be great, but I know the space is limited.
82 None.
83 Thank you for all the work that you do!!
84 nope
85 NA
86 The BIC is a great resource.
87 Nope
88 N/A
89 I don't think many young business students know much about what the BIC offers, so more information would probably be a good idea.
90 Free coffee would be pretty cool.
91 Don't lock the BIC after hours... hours end early in the evening but students would still like to be in there doing work (don't necessarily need someone on staff during those hours though, just need access to the space)
92 nope
93 Great job. Access to Bloomberg is awesome. My cell phone doesn't work in the BIC. If you could fix that in some way it would be great too.
94 Every web page I go to requires me to authenticate or approve. This includes google. Minor annoyance. Sorry I'm being picky.
95 Thank you!
96 Love that there is Adobe suite.
97 I think you did a perfect job
98 No
99 Nope
100 Go Irish!
101 Better clarity on how to use online resources - online tutorial of what each source is and how to use it
10. Our survey is confidential, but we would like to know your status for statistical purposes:

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<th>Count</th>
<th>Percentage</th>
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<td>EMBA</td>
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<td>0%</td>
</tr>
<tr>
<td>Faculty</td>
<td>3</td>
<td>1%</td>
</tr>
<tr>
<td>First Year</td>
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<tr>
<td>Junior</td>
<td>77</td>
<td>23%</td>
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<tr>
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<tr>
<td>MS in Accountancy</td>
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<td>4%</td>
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<td>Senior</td>
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<td>22%</td>
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<tr>
<td>Sophomore</td>
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<td>20%</td>
</tr>
<tr>
<td>Staff</td>
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</tr>
<tr>
<td>Visitor</td>
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<td>0%</td>
</tr>
<tr>
<td>Other</td>
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</tr>
<tr>
<td><strong>Total</strong></td>
<td>339</td>
<td>100%</td>
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11. In order to enter the drawing for an ND sweatshirt we will need to have your NetID. Would you like to participate?

<table>
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<tr>
<th></th>
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<th>No</th>
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<tbody>
<tr>
<td>Number</td>
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<td>9</td>
</tr>
<tr>
<td>Percent</td>
<td>97%</td>
<td>3%</td>
</tr>
<tr>
<td>Total</td>
<td>339</td>
<td>100%</td>
</tr>
</tbody>
</table>

**Participating in the Prize Drawing:**

- Yes: 97%
- No: 3%