BIC Patron Satisfaction Survey - Summer/Fall 2010 edition

1. How often do you use the BIC?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Several times a day</td>
<td>18</td>
<td>6%</td>
</tr>
<tr>
<td>Several times a week</td>
<td>89</td>
<td>28%</td>
</tr>
<tr>
<td>Several times a month</td>
<td>125</td>
<td>39%</td>
</tr>
<tr>
<td>Rarely</td>
<td>86</td>
<td>27%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>318</td>
<td>100%</td>
</tr>
</tbody>
</table>

Email Invites: 2128  Visits: 339  Partials: 28 / 29  Completes: 292
### Question 2: Overall BIC Facility for Appearance and Comfort

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

<table>
<thead>
<tr>
<th>The overall BIC facility for appearance and comfort?</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3</td>
<td>35</td>
<td>155</td>
<td>126</td>
</tr>
<tr>
<td></td>
<td>1%</td>
<td>11%</td>
<td>49%</td>
<td>39%</td>
</tr>
</tbody>
</table>

[Bar Chart showing distribution of responses]
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

<table>
<thead>
<tr>
<th>The BIC equipment?</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6</td>
<td>47</td>
<td>161</td>
<td>105</td>
</tr>
<tr>
<td></td>
<td>2%</td>
<td>15%</td>
<td>50%</td>
<td>33%</td>
</tr>
</tbody>
</table>
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

<table>
<thead>
<tr>
<th>Software availability?</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5</td>
<td>29</td>
<td>169</td>
<td>113</td>
</tr>
<tr>
<td></td>
<td>2%</td>
<td>9%</td>
<td>53%</td>
<td>36%</td>
</tr>
</tbody>
</table>

Bar chart showing the distribution of responses for software availability:

- Poor: 5 respondents (2%)
- Fair: 29 respondents (9%)
- Good: 169 respondents (53%)
- Excellent: 113 respondents (36%)
<table>
<thead>
<tr>
<th>Quality of printing offered?</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5</td>
<td>26</td>
<td>156</td>
<td>129</td>
</tr>
<tr>
<td>%</td>
<td>2%</td>
<td>8%</td>
<td>49%</td>
<td>41%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>The assistance to use BIC equipment?</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5</td>
<td>34</td>
<td>132</td>
<td>144</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>
</tr>
<tr>
<td></td>
<td>2%</td>
<td>11%</td>
<td>42%</td>
<td>46%</td>
</tr>
</tbody>
</table>

![Bar chart showing responses to the assistance to use BIC equipment question.](chart.png)
### BIC Patron Satisfaction Survey - Summer/Fall 2010 edition

*Prepared by B. Frelas on 1/3/2011*

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

<table>
<thead>
<tr>
<th>The assistance for reference/information questions?</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7</td>
<td>25</td>
<td>125</td>
<td>160</td>
</tr>
<tr>
<td></td>
<td>2%</td>
<td>8%</td>
<td>39%</td>
<td>50%</td>
</tr>
</tbody>
</table>

![Bar chart showing the distribution of responses for the assistance for reference/information questions.](chart.png)
3. Where do you get your business information if not from the BIC resources?

1. more general on-line sites
2. yahoo finance
3. general Google search and then take it from there into educational resources
4. only from BIC sources
5. yahoo finance, cnbc.com websites
6. From the bic website and the library.nd.edu website. From google searches.
7. Hesburgh Library
8. Online
9. internet, google scholar
10. wall street journal, yahoo finance.
11. yahoo finance, wall street journal
12. I use my home computer and whatever free resources are available to me at home.
13. Only from BIC resources
14. -
15. Internet
16. Library Online Databases
17. Hesburgh library or debart cluster. I wish the BIC had more computers because sometimes the mba/msa students take over
18. Main library
19. Google, BusinessWeek
20. Yahoo Finance Hoover etc
21. internet searches
22. Library
23. Online- google
24. Internet
25. Google
26. google.
27. Financial websites
28. I do not typically need to attain business information.
29. Concourse
30. From the internet, or from professors
31. Research on the web
32. always use the BIC resources
33. I pretty much only use the BIC
34. Rarely need business information. Go for the use of the computers and printing,
35. Hesburgh Library, the Internet
3. Where do you get your business information if not from the BIC resources?

36 News information from general internet sources
37 Library
38 Meeting with professors
39 hesburgh library
40 I don't. ...I like that I can use the resources online, however there are too few Bloomberg terminals...
41 Internet
42 Internet or library
43 library
44 - The library or other online resources
45 on my own
46 Google
47 internet
48 hesburgh library, search websites, yahoo Finance
49 I get them from the BIC or at least the website
50 only from bic
51 google
52 No where
53 Google
54 Google or my little brother
55 Home
56 I only use the BIC!
57 Online or through course material
58 Class
59 The internet, printed newspapers
60 Through other financial websites, like Bloomberg, Morningstar, Moody's, Yahoo, etc.
61 Hesburgh, resources recommended by Professors, independent research performed on BusinessWeek, Forbes, etc.
62 Internet and textbooks.
63 Magazine subscriptions (WSJ, BW, etc)
64 The main library or the internet
65 no place else.
66 Online searches
67 My own laptop computer, directly from a professor, or from other library resources elsewhere on campus.
68 N/A
69 home computer, newspapers
70 regular library or internet resources
3. Where do you get your business information if not from the BIC resources?

71 Internet
72 N/A - all of my resources have been from BIC resources.
73 Other online sources
74 I'm an EMBA student, who lives in the SB area - so I rely on my employers IT dept. for a lot for the IT resource and assistance
75 Online, my computer.
76 Regular internet
77 my own computer, textbooks
78 I use google, yahoo finance, and tools that are included with my scottrade.com account
79 Career Center
80 Yahoo Finance, Bloomberg.com
81 general internet sites
82 online
83 Internet or Hesburgh Library
84 Wall Street Journal, USA Today.
85 google
86 Online
87 I utilize the Bic's website and access the DB's remotely.
88 Off of the BIC's website.
89 online encyclopedia resources such as Galenet
90 company websites
91 I usually use the bic website for reference sources, but usually don't do it while physically in the bic.
92 Online through any of the other clusters on campus or through my own computer (laptop).
93 University Library System
94 Main Hesburgh Library - Online resources
95 Direct resources (free)
96 Basic Internet Sources
97 internet
98 nowhere
99 Online/google
100 Library, professors
101 n/a
102 I use the BIC online, I don't actually GO there.
103 Professors.
104 internet
105 Hesburgh Library
3. Where do you get your business information if not from the BIC resources?

106 The Internet or books (rarely).
107 n/a
109 Google searches.
110 internet
111 newsmap.jp
112 Google searches, but mainly use BIC sources through the online library.
113 google
114 world wide web
115 yahoo finance, bloomberg
116 internet sites
117 NYTimes
118 I would just go to the library or search online.
119 internet
120 Bic website or general online searches
121 Wikipedia and diverse data bases
122 Online
123 library webpage
124 Bloomberg, cnbc, foxnews, cnn, wall street journal, investor business dailey, dow jones newswire,
125 Online
126
127 Hesburgh Library
128 google
129 Online
130 My PC via the internet.
131 Online or library
132 The Internet
133 just use google
134 From using other computer labs.
135 Internet - seach engines and blogs, wikipedia.org
136 web
137 Newspaper
138 online/main library
139 Books, on the job training, news and magazine sources, experts in the field.
140 Online
3. Where do you get your business information if not from the BIC resources?

141 Hesburgh Library
142 Online
143 Library or online
144 at home on my laptop
145 Hesburg, online
146 I have not found any specific needs to get specific business information.
147 wsj and yahoo finance
148 The Internet on my own
149 I only used the BIC
150 search engines, WSJ, yahoo finance
151 Google
152 Online
153 Online Bic resources. Bic is the best
154 Online.
155 Google or the General Library
156 Usually from scholarly websites.
157 Internet
158 online websites and newspapers
159 Primarily from BIC resources accessed from my own computer.
160 from internet
161 Google
162 I subscribe to the Wall Street Journal, but I also use the BIC online services.
163 Research online
164 Online through my own research, Hesburgh Library
165 Street Account & TheMarkets.com
166 Google searching
167 i dont need business information that much.
168 nowhere
169 website
170 Google
171 Online
172 online, other library sources
173 google
174 Online and in the Hesburgh Library.
175 Internet search engines
3. Where do you get your business information if not from the BIC resources?

176 Use the BIC mostly, and sources I've developed from my previous job as a consultant. However, it's rare I have to go outside the BIC resources.
177 Library
178 The internet
179 internet
180 google and wsj
181 Online searches
182 library
183 Other Libraries.
184 The internet or newspapers
185 Capital IQ
186 I mostly just use the computers in the BIC between classes, etc
187 online from home; information from professors
188 I'm not a business major, I just needed a color printer! It was a very nice library though!
189 Hesburgh Library
190 Google Scholar
191 yahoofinance
192 lib
193 Bloomberg, Yahoo Finance
194 Wiki
195 personal research using internet
196 no where else.
197 Online
198 internet
199 Online or from professors
200 general online searching
201 library
202 The company’s own websites.
203 Library
204 Internet
205 google
206 Searching on google
207 I have only ever gone to BIC
208 Google search
209 The BIC is the only place I go
3. Where do you get your business information if not from the BIC resources?

210 no idea
211 Resources recommended by professors, online resources, etc.
212 Yahoo Finance
213 general online searches, newspaper
214 google
215 books from library or internet
216 Mostly just from the BIC, if not from there then the materials are usually provided by the professor through eReserves or printed copies.
217 google 218 no one
219 WSJ
220 N/A
221 Library
222 online newspapers
223 I use the BIC website. I just don’t physically sit at the BIC since its so crowded.
224 online searches
225 The BIC is my main resource.
226 Nowhere
227 Internet
228 General search engines
229 Online Databases from my library at home (Naperville Public Libraries)
230 other library sources
231 The internet, text books, or teachers.
232 internet, contacts
233 Newspapers/ TV
234 Hesburgh Library/Online resources
235 Google, databases, etc.
236 Internet and hard copies of Wall Street Journal.
237 Internet or Public Library
238 Library, internet
239 google
240 Online website or online electronic resources through the ND libraries.
241 Internet, magazines and reference articles.
242 Yahoo finance, other online databases
243 Internet
244 I mainly use BIC resources but sometimes just look at CNN.com or Advertising Age
4. 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. Financial Contracts Advanced Audit
2. Often use the resources at the BIC to work on group projects for graduate accounting and finance courses
3. used BIC for collaborative space for Business Problem Solving (Wendy Angst) and Project Management (Todd Hill)
4. Foresight Marketing classes
5. Foresight class
6. Federal Taxation - Wittenbach
7. Foresight
8. foresight, consumer behavior, intro marketing with kennedy
9. accounting 20200. (rivera) finance 20100. (rossi)
10. marketing, foresight
11. I use the BIC the most for MS Word for writing papers.
12. Intro to Entrepreneurship Funding New Ventures International Marketing
13. Foresight (prof. Miller), Intro to Marketing (prof. Drevs)
14. Many
15. Commercial banking -- Professor Langley
16. I use the BIC to print and to do homework and write papers
17. IT Management
18. Intro to Marketing - Carol Phillips
19. Macroeconomics, marketing, finance
20. Equity Valuation (Shane Corwin)
21. Macroeconomics Analysis
22. IT management
23. All
24. Macro Econ, general research, company research
25. Marketing with Prof Kennedy
27. management, education research
28. I use the BIC as a quiet study space for a variety of my courses, none of which were business courses this past semester. I highly value the large computer screens when working on extensive projects.
29. Advanced Assurance Services, Sustainability: Accounting and Reporting
30. All MSA Courses: Mergers and Acquisitions with Shaffer, Audit with Richuiitte,
31. n/a  32 Foresight
33. MacroEconomics - Fin 60220 Prof. Bergstrand
34. tax research - CCH and RIA material
35. Entrepreneurship - Bernel Assurance - Ricchiute
4. 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)

36 Only use the computer. Useful for every business class at Notre Dame.
37 Intro to Marketing, Bradford
38 I have only been in the BIC for tax research courses, but I study there on a daily basis.
39 Principles of Marketing, IT Management
40 I use the BIC mainly to print documents before class or work on IT Management (MGT 20600) assignments.
41 none in particular
42 RA work for Dr Reilly, research for informational interviews (Bloomberg), MacroEcon, finance classes...
43 Student International Business Council
44 Intro to IT management & Principles of Marketing
45 foresight
46 - It is useful for papers, specifically marketing papers and other business-related papers
47 Marketing - Kennedy
48 Macroeconomics
49 Principles of Marketing
50 IT management
51 The online websites (CCH, Lexis Nexus)
52 for the case competitions. I did not use your resources much for the MBA courses as the course material is very comprehensive.
53 Foresight, Marketing
54 Marketing (Bradford)
55 Investments, Marketing
56 Macroeconomics (MBA); Business Statistics (MBA) (Sarv Devaraj) I just used the computers for this class.
57 business courses including mgt 20200
58 I used the BIC for many of my MNA courses, especially a Marketing (Bradford) small group project. Also used Guide Star quite a bit for research.
59 Macroeconomics, Marketing, Finance
60 Decision Processes - Prof. Michael Morris
61 The Bloomberg machines have been quite useful for Security Analysis with Shane Corwin.
62 Advertising Campaigns (Bailey) International Marketing (Sredl) IT
63 Options and Futures, Professor Hemler. Advanced Investment Strategies, Professor Gao.
64 Every MSA class
65 I used the BIC for my SIBC club as well as my IT management class
66 philosophy (ethics and public health) taught by professor schrader-freschette
67 IT Management
68 Occasionally for my tax class with Professor Milani.
69 Accounting, Finance- all MBA courses
70 Bloomberg (Bond Issue, M&A) research (all classes)
4. 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)

71 I don't have a particular class, but we like to meet for group projects there.
72 Kennedy, Coshow
73 Viva Bartkus - Problem Solving (MBA Course)
74 Problem Solving with Viva Bartkus
75 I utilize the BIC for printing of class projects/documents - appreciate the HIGH quality of printers available. The color printer does an outstanding job and really provides sharp quality.
76 Nothing in particular
77 foresight, investment theory, marketing
78 i use it mostly for investment club and for my own personal research.
79 Professor Centilli's Career Development course
80 Macroeconomics-Bergstrand
81 federal taxation, measurement and disclosure
82 IT Management Accounting Management Business Ethics
83 Foresight 84 Problem Solving
85 It really paid off for my career development class.
86 Business Law- Tonia Murphy
87 EG 40421 01 Integrated Engineering and Business Fundamentals instructors: Bob Alworth and John Brauer
88 Problem Solving Statistics Accounting
89 I haven't really had a class that needed me to use the BIC resources specifically, but I am sure I will in the future as I go further in my major.
90 Theresa Ricke Kiely - Organizational leadership for the third sector
91 Interterm McDonalds Competition Macroeconomics - Bergstrand
92 Marketing with John Kennedy
93 Sometime I study with my friends down there who are business majors - I am an A&L major and don't really need the help that is offered
94 I only use the computers 95 Marketing 201 Kennedy
96 security analysis, advanced investment strategies, any advanced finance class
97 Intro to Marketing - Tonya Bradford's Marketing Case study projects
98 Problem solving....! 99 Group project meetings 100 IT Management, Principles of Management
101 Management Presentation
102 any business class really. as an IT major, I always tend to do my more tedious computer work in the IT lab since it's already mapped to the \T drive
103 I use the bic mostly for sibc projects or the occasional IT assignment.
104 Marketing
4. 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)

105 Mostly to print assignments and complete work while in Mendoza.
106 Problem Solving Mgmt Communications Intl Finance Intl Marketing Intl Management CSR
107 foresight in business and society, miller,
108 Foresight, Marketing
109 Intro to entrepreneurship. Mike Vogel. Mccloskey business plan competition.
110 Foresight (Suzanne Coshow) & Business Problem Solving (Wendy Angst)
111 economics marketing job research  112 business writing, persuasion
113 Marketing as well as SIBC projects
114 Just use for copying and scanning, not for classes
115 I used the BIC to research companies that I had job offers from.
116 Mainly just use it to print things off.
117 foresight
118 Problem solving!
119 Bergstrand, Macroeconomics
120 Marketing with Tonya Bradford
121 Security analysis-Corwin
122 Foresight/Coshow
123 Applied Investment Management (Reilly / Langley)
124 Junior Research: Foresight-Coshow Introduction to Marketing-Mish
125 Decision Processes (acct 30280) microventuring I
126 MARK 20800
127 Macroeconomics- Bergstrand.
128 Kennedy Marketing
129 I didn't use it for any specific classes.
130 Federal Taxation- Wittenbach
131 I have not used it for class
132 I use the BIC in between my classes in Mendoza. Great atmosphere to get work done quickly or do some printing.
133 All of my MBA classes - especially macroeconomics
134 hard-to-find academic research data
135 Career development seminar
136 Marketing
137 Management for homework (Professor Bernel)
138 Marketing 20001 with Kennedy
139 Marketing classes like Intro and International marketing.
140 ?
4. 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)

141 Problem solving
142 I like using the printers in there because they are the closest to where ITM is held.
143 IT Management (MGT 20600)- Professor Brian Proffitt
144 mergers and acquisitions corporate governance
145 SIBC  146 Writing for Accounting Professionals
147 Case Competitions, when doing academic research.
148 Case Competitions Econ  149 I have used BIC to familiarize myself with Bloomberg.
150 Applied Investment Management
151 Oh man, every class. Business problem solving, project management (both angsts), Kennedy marketing, foresight, all my entrepreneurship classes, basically my entire management major
152 Foresight.
153 Foresight, Finance and SIBC projects. For research purposes and as a central place to get together with teammates. Also used the Vault Career Guide
154 Principles of Marketing with Dr. Kennedy
155 Foresight - Samuel Miller Marketing - Tonya Bradford Management - Karen Slaggert IT Management - Barb Miller
156 Problem Solving (Viva Bartkus) Brand Strategy (Tonya Bradford)
157 Marketing Research-Professor Gaski Career Planning-Lissa Bill Foresight-Professor Coshow Consumer Behavior-Professor Bradford  
158 I used the BIC several times for my M+D 2 class this semester.  159 Have not used for class this semester
160 used for Foresight with Chad Harms and Intro to marketing with Carol Phillips
161 Marketing Foresight
162 Intro to Entrepreneurship Marketing Research Building Great Brands
163 i use it mostly to print stuff in mendoza. I had a class there for my intro to marketing, Tonya Bradford. I dont really use the bic. even if we need anything, we could usually get it from online.
164 Management, IT Management
165 foresight, marketing  166 Printing or doing homework for Jeff Bernal.  167 Bradford- Intro to Marketing
168 valuation class- used Bloomberg terminal to find WACC Audit class- used resources for company research
169 Maketing Management, Urbany - marketing research Macro Economics, Bergstrand - Foreign country economic data Inter-term MBA projects
170 Financial Analysis-Frecka Macroeconomics-Bergstrand Statistics-Hartvigsen Marketing-Urbany
171 Advanced Assurance Services, Trading and Markets, Financial Mangagement
172 Any of the core courses for the MBA 2 Year program. I used it a lot for our group projects in Macro, Finance, Organizational Behavior, Ethics, etc.
173 Marketing: used mintel
174 Inter-term (websites provided by BIC staff) Macroeconomics- Bergstrand - same websites
4. 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)

175 viva bartkus problem solving, equity valuation shane corwin
176 foresight
177 Assurance Services, Accounting Writing,
178 Security Analysis
179 IT management (for printing) and SIBC
180 Problem Solving, marketresearch.com and IBIS
181 I used the BIC for my Introductory Statistics class taught by Roya Ghiaseddin
182 I used the BIC most frequently for my work with Prof. Kennedy's Intro To Marketing class. Since then, I've used it for Audit and Assurance with Prof. Griffing, and Cost Accounting with Prof. Ramanan. I also used it several times for both Process Analytics and Strategic Management (Prof. Mannor).
183 Business Foresight and Strategic Management were the two classes that I used the BIC resources for most frequently.
184 I have not had a class use the BIC before
185 Used mostly for printing
186 it management, sibc projects
187 na
188 Business Foresight (Samuel Miller) Intro to Marketing (John Kennedy) Intro to IT Management
189 Finance
190 Principles of Marketing Marketing Research
191 MNA, for marketing and on Leadership
192 Kennedy's Principles of Marketing Class
193 marketing, finance, business speaking
194 Group Meetings and working on papers or powerpoints as a group
195 kennedy-marketing intro
196 economics, marketing
197 Tonya Bradford's Intro to Marketing
198 Topics in Early Modern History with Brad Gregory
199 I don't have any classes that apply to the BIC
200 Macroeconomics
201 Macroeconomics, case competitions, marketing (to find examples)
202 Foresight, Coshow
203 Job research
204 IT management
205 used for IT Management class
4. 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)

206 No class in particular. Mostly used for printing.
207 Foresight
208 marketing, entrepreneurship
209 marketing classes
210 This year I used the BIC for Foresight and used databases to collect past data and project future trends.
211 ALL
212 this semester-marketing research, consumer behavior, for research also my profs leave their books in there so i don't have to buy them so i just do my homework in the bic - i focus more so it nice and cheap i love the bic.
213 Problem Solving, any class with group projects.
214 Commercial Banking - Langley Very useful because the case studies were stored at the BIC.
215 Foresight class
216 Intro to Marketing, Professor Kennedy
217 Problem Solving, Brand Strategy.
218 I use the BIC for group project meetings for Advertising Campaigns (Bailey), Building Great Brands (Moore), and Marketing Research (Gaski).
219 I used the BIC a lot to find data for my Foresight project.
220 None
221 MBA coursework: Macroeconomics, Finance, Marketing.
222 Intro to Marketing
223 Principles of Marketing. I found Mintel and Business Source Complete were great resources for marketing research.
224 Federal Taxation
225 Marketing with Professor Bradford
226 IT management
227 I use the BIC to print, or to meet with my Accounting tutor
228 Financial Research projects,
229 company research - small cap securities practicum, investment club, AIM etc.
230 Market Research International Marketing Foresight
231 Tax Finance
232 Marketing and research classes. Marketing with Prof. Kennedy and Foresight.
233 I used the BIC for most of my courses for the MNA program. On top of the printing services, I found the staff to be incredibly helpful with my questions and requests.
234 Business Law - Jamie O'Brien Ethics - Joseph Holt The Weave - Patrick Murphy
235 Typically just to use the computers...
236 taxes and business strategy/ james seida
237 security analysis
238 I teach courses on security valuation. The BIC, and the Bloomberg terminals in particular, are extremely valuable for those courses.
239 Most courses for the MNA program. Facilities are most often used.
240 Intro to Marketing
241 IT Management, SIBC groups
242 I don't find it more useful for any particular class, I mainly use the BIC for printing purposes. Everything else I can do from my laptop.
5. Tell us about a memorable BIC experience when the BIC or a BIC staff member was particularly helpful.

1 I was doing research for my real estate fundamentals class and one of the staffers was very helpful in pointing me in the right direction.
2 I like it when we are allowed to stay in the BIC after it closes as long as we turn off the lights.
3 Pete is awesome and is very animated about helping us research and is very helpful.
4 BIC website has a resource center where we can retrieve all the companies information such as net income, revenue. This was handy!
5 n/a 6 Marketing - Kennedy 7 steve was great! so was pete! excellent staff
8 The BIC staff are awesome. I can't remember when I needed help, but the staff are great when I do.
9 A staff kindly showed me how to use the scanner.
10 I have always been impressed with the speediness of the service that I receive from the BIC staff. For my Marketing project, we were stuck and were having difficulty finding worthy information. Stephen Hayes got back to us within a matter of hours even though it was after 5 pm and really provided us with detailed information on good databases and search terms. It was so helpful and really helped us get going!
11 I haven't had a lot of experience with the staff but when I needed to use the fax machine, Pete was very helpful in showing me how to use the machine, and then she hand delivered the confirmation fax which I had neglected to wait for. Every time I see people that work in the bic they are very friendly and cheerful and truly seem to enjoy their work.
12 I needed help finding some useful resources to research companies, and they came back with a few immediately.
13 On our case project, the BIC staff helped alot with gathering data and helping us present our case.
14 Always fast to respond to emails even after hours
15 They met with our marketing group to get specific information and statistics for our project. Super friendly and helpful!
16 Everyone was very helpful when my team was attempting to get information on Brazil and their economy.
17 I inquired about how I could make my own survey and the help lead me in the right direction.
18 I have not had to engage the BIC staff for assistance as of yet.
19 Helpful when I needed to access to the codification
20 n/a
21 BIC staff member was very helpful when the printer wasn't working and got it fixed in no time
22 Left my flash drive in the BIC, and quickly received an e-mail telling me they had it and I could come pick it up.
23 N/a
24 My group was having a great deal of difficulty finding certain specific data, and one of the staff members was able to show us the data base we needed to use instead.
25 on the whole, its pretty easy to figure things out by yourself, but one time the printer was out of paper and the staff member fixed it right away
26 A BIC staff member helped me find articles through an online database
27 BIC staff helped me clear printing problems for a project I needed to have printed for a class in 15 minutes.
28 I did a search on the BIC and I got some really relevant and interesting articles
29 In-class BIC presentations
5. Tell us about a memorable BIC experience when the BIC or a BIC staff member was particularly helpful.

31 I was doing search on a private company. BIC stuff helps me find the information of the private company.
32 I attended an information session.
33 For my SIBC project I got the introduction tour about BIC, that's really helpful.
34 I needed extensive info on various companies I interviewed with. I emailed Pete and she got back to me asap with the exact info I needed. That was very helpful. Another time I asked Pete for resources for our case competition and again she was able to help asap. Thank you again Pete!
35 Nice big monitor screens for group projects
36 My marketing project when I needed to find information on this certain product's market share.
37 During the Inter-Term they were always willing to and constantly did go above and beyond when it came to showing us how to look up information.
38 I had three, Pete helped me with research for inter-term intensive week and Steve Hayes helped me with company research for an interview during orientation week and with help researching country data for a paper.
39 Even with all the technology and online resources, the BIC's best resource is its people. "Pete" and Steve are always ready to help students. Just a few minutes with either is enough to get plenty of ideas for research.
40 N/A
41 The BIC and the Bloomberg machines essentially saved our lives for SIBC. We were in the BIC constantly working on our project and amidst all the financial data we had in front of us, Bloomberg made it much easier to interpret.
42 Having a place to meet as a group to get a project done. Stayed until 6am- it's great that we can stay in the BIC as long as we need.
43 The people helped me reload the paper
44 BIC worker Adrienne Chabot has been particularly helpful. She greets me with a smile every time I enter the BIC and is always willing to assist me with my work. Pete is awesome!!! Always very helpful! None really
45 Pete was especially during my problem solving class when she helped me find various vegetable production statistics of different countries around the world. Pete was especially during my problem solving class when she helped me find various vegetable production statistics of different countries around the world.
46 None really
47 BIC staff were always very helpful during Problem Solving season. There were several times where my group would send an immediate and time sensitive request. The BIC staff were always very responsive to our requests.
48 Pete was especially during my problem solving class when she helped me find various vegetable production statistics of different countries around the world.
49 I was having an issue printing out documents prior to a turn in date for a project for class and the BIC staffer that assisted me was quick, efficient, and knowledgable.
50 I had trouble printing and the staff member who helped me (unfortunately I cannot remember her name) was extremely helpful! She went far beyond the call of duty to help me figure out a solution to my problem, and did it with a big smile on her face. I was totally impressed. I believe that was at about 1:45 PM on Friday Nov 5 if that helps...
51 dont have one
52 when they come into the classroom or bring our classes to the BIC to show us how to best use BIC services
53 I left my flash drive at the BIC and a staff member emailed me and got it back to me.
54 Pete is a great resource
5. Tell us about a memorable BIC experience when the BIC or a BIC staff member was particularly helpful.

55 I was researching endowments for a history course and the BIC librarian spent a fair amount of time sitting down with me to go through different places to look for the information. She was helpful and friendly.
56 Learning to use the Bloomberg Terminal.
57 Helped me use the scanner to make copies of and send my job acceptance.
58 The copy machine at the entrance to the BIC was misbehaving; BIC staffers were instrumental in fixing the problem and allowing me to make my copies!
59 Pete greatly helped me and pointed me in the right direction when trying to find some market research data.
60 Teaching us how to use the BIC’s website, and how to access sites such as Vault was incredibly helpful.
61 I have not worked with a BIC staff
62 Barbara (Pete) Pietraszewiski was very helpful to me. She pointed out several of the business resources to use to find the exact information that I needed to finish my project successfully.
63 The staff is always extremely helpful. I’ve never encountered a time where I wasn’t completely satisfied.
64 As part of my job at the library I had to interview the branch librarians and ask them questions about their specific branch. The BIC librarian was very helpful and provided a good amount of information for us to use in the project that we were working on.
65 Our orientation presentation where the BIC staff outlined the research tools available online to locate articles was extremely helpful and got my research off the a good start.
66 During the past interterm, BIC staff was extremely helpful in assisting me information search.
67 Dr. Hayes helped us contact Mintel to obtain a report that wasn’t normally available to ND students.
68 I did fax out some internship applications in 2009 and the staff was pretty helpful about helping me figure it out
69 None
70 Help in use of bloomberg machine
71 BIC staff did a presentation to Bradford’s class, outlining useful websites and tools for us.
72 The librarian was very helpful when I set up my Bloomberg account.
73 Pete is awesome…every time I have had a question, she has gone out of her way to help me get it answered.
74 I have not had one of these.  75 not applicable
76 Learning how to print to the outside printers from my laptop.  77 N/A
78 BIC did not return my phone calls or emails over the summer when I was working on an internship with Notre Dame. I ultimately had to use a local college for help on the research. It ruined my opinion of the BIC, as I saw it as not as reliable as it says that it is.
79 They are always helpful!
80 N/A
81 I am down and Chile and Pete sent a lot of reports to us via email that was very valuable to the groups research paper and presentation.
82 N/A
83 I stopped Pete in the middle of the hallway because I had an interview and asked her where to find information on companies.
84 Mintel offers great information for my marketing project.
5. Tell us about a memorable BIC experience when the BIC or a BIC staff member was particularly helpful.

85 none, not very memorable, sorry
86 The librarians were great! I had never used the business online databases, and they helped me navigate them and find valuable information!
87 helped me find data I needed for my foresight project
88 Steve and Pete set up websites for each problem solving case that we did....this was incredibly helpful
89 They are always helpful
90 A report from Mintel wasn't opening/available when we tried accessing it on our own, but one of the people on staff helped us by contacting Mintel and sending us the document.
91 Pete was very kind to come over and help us with our Foresight research paper. She helped us with finding statistics and trends on LexisNexus.
92 All I remember is the BIC computers shutting off 4 times during the night, two of which were without warning. Not very good when working on huge models. 93 N/A
94 When one of the staff members gave a presentation on the resources available to my marketing class.
95 One of the staff members (I can't recall her name, but I believe she was Russian) helped our group with research when we were stuck. 
96 I had forgotten to print out an important paper for my Business Ethics class in Mendoza, and used the BIC to do so at the last minute. It was very helpful.
97 BIC staff is great!! Especially helpful in Foresight, Marketing, Tax. The best part is I feel the staff is very accessible and approachable.
98 when i need to fax a doc, the BIC staff was really helpful.
99 Every time I work with Pete it is awesome. She is extremely helpful as well as friendly.  
100 Pete  101 I asked about international BIC access and they responded quickly.  102 N/A
103 Stephen Hayes was never helpful for us on our project.  104 Needed a book and they found it for me  105 ?
106 When the computer clusters elsewhere on campus were completely full, I was able to go to the BIC to complete an IT assignment. It was a good environment for collaboration as well, and when I needed to get help from my TA on an assignment, it was easy for him to come and help me instead of being cramped like CoMo or other computer cluster locations on campus.
107 foresight research assistance
108 Steve suggested ways to look up financial data on private companies in a small industry. Very helpful.
109 I am in love with Steve Hayes
110 Last year, I was interviewing for an internship. I had a question about a technical component of the interview. While they did not answer the question, they referred me to an MBA student that provided information on this topic and other general information for the interview.
111 Haven't really interacted with staff
112 I had a paper due in my next class and used the printer to print it in time for class.  113 -
114 When Pete and Dr. Hayes came to Dr. Kennedy's class for a presentation about the BIC and its resources.
5. Tell us about a memorable BIC experience when the BIC or a BIC staff member was particularly helpful.

115 Everytime I have needed any help all of the BIC staff have been very kind and helpful. The staff offers a very good service. My only complain (sorry that it is nor part of this question) is that we need more computers and printers. Sometimes it is very hard to find a computer to sit there. My suggestion would be to include computer stations outside the BIC.

116 Pete was very helpful with my Consumer Behavior project. She really cares about students and wants to help.

117 Foresight paper, able to help plan the research

118 My first experience with the BIC was the most memorable, because I had never realized how many resources were available to students. We made extensive use of the resources by accessing journals and databases via the BIC website

119 I e-mailed the staff for help during an interview process and got a response back within minutes.

120 Pete is so nice and helpful. When we had class there, the guy who talked to us seemed nice and knowledgeable.

121 I never had to ask for help...

122 They had good candy there.

125 Interterm case research

126 Some classes in undergrad had BIC information sessions teaching us how to use the resources and from what I remember the staff was very friendly and willing to help

127 Every time I have needed help to find information, the BIC staff is very helpful and have great data sources.

128 The staff was very helpful the first time I was printing work.

129 Can't think of one at the moment

130 The BIC introduction for my marketing class was very informative.

131 The inter-term presentation by Hayes was very helpful!

132 Met with a blond lady who was very helpful in assisting me in finding business search engines I needed for the Assurance class.

133 Steve, Pete, and Michelle have been very helpful to me on a number of occasions.

134 PETE SAVED ME SO MANY TIMES WITH MARKETING! She took such an active interest in our topic and project and we had a very healthy email correspondence for the duration of the semester. Her investment in our project definitely helped contribute to our positive outcome at the end of the semester.

135 There were color printers closer than the library and it was cold outside! Made my night!

136 Pete is always extremely enthusiastic and very determined to help find data/information. She helped point our Foresight group to the right resources and databases in order to find data on non-renewable resource consumption and carbon dioxide emissions specifically for the corporate sector in the United States. Her help was hugely beneficial!

137 I appreciate the free fax machine

138 Working on a consulting sibc project and we were shown how to use some of the database resources such as RIA checkpoint

139 na

140 Every time the two BIC staffers have given my classes lectures on the BIC's capabilities, I've learned something new and extremely useful that I otherwise never would have known.
5. Tell us about a memorable BIC experience when the BIC or a BIC staff member was particularly helpful.

141 Once a book on reserve was no where to be found. But the staff immediately emailed me when the book was found.
142 when they visit during class times and explain what kind of resources would be useful for each presentation topics
143 Their presentation at the beginning of the semester and whenever I had approached them with a request they were always very helpful.
144 the BIC staff was very helpful in explaining how to use the bloomberg computer
145 Pete is the greatest!
146 Helped us find data and gave us suggestions as to where to look
147 Haven't frequented enough to use the staff yet...
148 Didn't have one.
149 The BIC was the place where we handled all of our SIBC project financials.
150 During the McDonald's case competition, Steve H. helped my group use BIC resources to search for more information, and he would often check in on us to see if we needed any more help. His assistance was greatly appreciated.
151 Staffer showed me how to use the business and company resource center. Very helpful.
152 I have had no interaction with staff members
153 Tom Mealey is a very helpful, polite young man. He has helped me on my computer problems often
154 I needed help with the fax machine and the staff member walked me through it step by step.
155 the session for foresight held for find particular data sets was useful
156 nope
157 I was having trouble printing and one of the workers let me use her computer to get it. it was nice of her.
158 Steve and Pete came and presented to our Foresight class and it was a very helpful presentation introducing me to available and applicable resources to be used in our research project.
159 they are always - i love that they are eager to help if its finding a website or source, copying a page, or printing issues. i never feel like i am bothering them which i love! - pete and steve are great
160 Michelle Shaw went above and beyond to help me find articles for a recent projects. General attitude of Pete makes the BIC a great place to get work done.
161 I had to use the BIC for my Entrepreneurship class with Bernel and I had to find information related to the accounting industry and one of the staff members was able to tell me how to find the approriate information that I needed.
5. Tell us about a memorable BIC experience when the BIC or a BIC staff member was particularly helpful.

162 The staff showed how to find data indicators for our foresight project.
163 I needed to turn on the volume for a brief video I had to watch for class and I wasn't able to do so on a lab computer so a staff member helped me switch to the lab computer that has the headphones already attached since she couldn't figure out how to turn on the volume on the other computer and the one with the headphones let you control the volume.
164 Steve and Pete were super helpful with suggesting resources for our Foresight project.
165 None
166 the information for my federal taxation class was extremely helpful. going through examples of where to find everything was great
167 For my Marketing class we came and had the BIC explained to us. I really found it helpful to learn all the different data bases available
168 Whenever I need help, the BIC staff is always there to lend a hand, no matter what
169 helping figure out how to print powerpoint notes
170 Foresight projects
171 Use of the fax machine.
172 Pete is always very helpful.
173 I was completing a paper for a managerial accounting course and was having a hard time finding some Congressional testimony relative to the Bernie Madoff embezzlement case. I called the BIC, spoke with the staff on duty, and -- within 24 hours -- had the citation I needed. They were incredibly helpful. Go BIC!!
174 A young lady approached me and asked me if I was having difficulty with printing in color. I was obviously frustrated during that time and she simply said that the posting on the wall was incorrect and needed to use a different print location on the driver to access the proper printer to print in color. She walked me through the whole process and left me a happy customer. Cannot remember her name but she had a foreign accent and was very polite.
175 I wish I had a cute story, and the staff has always been very nice. However, there has never been a problem with the computers...
176 N/A...just helped me send a fax once
177 Steven Hayes helped us figure out how to narrow our subject searches for the Future Issues course.
6. On a scale of A to F how would you rate the BIC overall?

<table>
<thead>
<tr>
<th>Grade</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>67</td>
<td>23%</td>
</tr>
<tr>
<td>A-</td>
<td>119</td>
<td>40%</td>
</tr>
<tr>
<td>B+</td>
<td>71</td>
<td>24%</td>
</tr>
<tr>
<td>B</td>
<td>24</td>
<td>8%</td>
</tr>
<tr>
<td>B-</td>
<td>8</td>
<td>3%</td>
</tr>
<tr>
<td>C+</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>C</td>
<td>2</td>
<td>1%</td>
</tr>
<tr>
<td>C-</td>
<td>2</td>
<td>1%</td>
</tr>
<tr>
<td>D</td>
<td>2</td>
<td>1%</td>
</tr>
<tr>
<td>F</td>
<td>1</td>
<td>0%</td>
</tr>
</tbody>
</table>

Total: 296 (100%)
7. What is the most important improvement that we could make for you to rate the BIC closer to the top A rating?

1. The computers are really slow.
2. More computers/bigger space, more printers, limited-use computers (e.g. 15 minute logon max) like the ones in the Debatol Hallways for quickly checking email or printing documents.
3. Make the computers faster/higher quality.
4. More collaborative space and more well-informed staff (at least when it comes to what the "Reserve" is).
5. DON'T MAKE IT SO COLD! I'm currently freezing.
6. More computers in the cluster, longer operating hours.
8. Make the computers load faster. For some reason, it takes 3x longer to log into the computers in the BIC than it does anywhere else on campus.
9. Better environment...brighter, cell phone service, more outlets, more open table space to work, etc.
10. More accessible computers for easy printing. Nothing!
13. People, especially the staff from time to time, are WAY WAY TOO LOUD. I know the BIC isn't a library in the traditional sense, but that doesn't mean people should be able to yell across the room, be overly-jovial, and be so loud as to interrupt the work of others.
15. Have equipment that prints out different size posters, like the one in the Engineering library.
16. Provide more studying areas and group discussion areas.
17. Adding more computers.
18. More space for studying and for computers.
19. More machines with faster login times.
20. More computer would be nice. Also, better temperature control... it's quite chill most of the time...
22. GET NEW COMPUTERS- THE LOGIN TIME IS ALMOST 2 MIN and get more printers.
23. The computers take a long time to reboot and there are hardly ever any free computers...too much to fit undergrads, MSAs and MBAs in one research room.
24. Can't think of much... overall it's great!
25. It is very difficult to get a computer at times. The BIC is located in Mendoza, but the computers are taken up by many undergrads. I understand it is important that they have access to the resources, but it is difficult for graduate students to get work done when all of the computers are filled.
26. More computers, not reserved as often.
27. Longer hours might be a nice addition to the BIC, or more computers.
28. Quality of equipment, desks, and chairs.
29. In the intro to the BIC class for the MSA students, tell us how to access the Codification because we will all use it at some point in the year.
30. Make it more clear how it can be useful to students.
31. Change the layout of the desks so that it offers more privacy.
32. More computers available - can sometimes get busy.
7. What is the most important improvement that we could make for you to rate the BIC closer to the top A rating?

33 More computers? So there is more availability. 34 More computers, arrange them to facilitate group work. 35 More machines. 36 Better layout and more computers. 37 Greater emphasis on the resources available to sophomores, who have never used the BIC before. 38 appearance 39 Definitely more Bloomberg terminals or access...
40 I don't know 41 n/a 42 availability of computers 43 24 hour availability - none of the other top ranked business schools ask students to stop work because it is 4pm on a football weekend. Access should be granted to students who have projects to complete. 44 45 - None, it's perfect! 46 more assistance with the information organization. 47 Make the websites easier to understand and use 48 To get more equipments 49 It is often very crowded and hard to find a place to get on a computer or do any work. Perhaps an extra table or more computers? And temperature-wise it's usually pretty chilly 50 the printer left to the fax cannot print landscape word documents. i can only print portrait format - that sucks because i always have to go printing at the mba office. the printer in front of the bic does not allow to scan large volumes at once. whenever i tried to scan a stack of paper, eg. 100 pages or more i get logged of the system while scanning and so the whole scan does not complete. You might want to change the time until you get logged off the system at the printer because the current time set is too low. also when copying more than a couple of pages I have to slide my card every minute again because I get logged out of the system. that also sucks very much! please change that! 51 clean keyboards, maybe a bit faster computers 52 Research was a little complicated 53 More computers would be nice. 54 None, you already are at the top A rating. 55 More printers 56 Revamp the space. Needs to be larger with plenty of room for individual and collaborative work at both computer stations and lounge-type areas. As is the case with Mendoza as a whole, it's ill-planned and needs comfortable renovation. 57 Longer weekend hours. Availability of machines that do not require a log in. Often times, I just need to access gmail to print out an assignment, but logging into the machines wastes too much time. Everything is on the cloud now, and machines in the BIC should reflect that. 58 more computers 59 I think you should promote the Morningstar and Bloomberg certification process more to students. Those skills are very helpful, especially once out of college. Additionally, along with that, I think a couple special seminars should be offered to juniors and seniors about financial modeling in Excel. Obviously that would have to be in conjunction with some Mendoza professors, but I think the BIC has the necessary resources for such a thing.
7. What is the most important improvement that we could make for you to rate the BIC closer to the top A rating?

60 More comfortable furniture to meet with groups (the couches and little stools are not comfortable... and there's not enough of them.)
61 Leave the BIC doors unlocked after closing so we can get back in if we need to leave the BIC for a few minutes. Also, finding a way to get cell phone service would be awesome.
62 Make the computers faster and have a few more -- there is always a queue
63 Nothing
64 hot chocolate for these cold winter months (to be kept outside in the atrium of course)
65 It is a really crowded room, I would love to have some more space and privacy.
66 More available computers. At peak times it will sometimes be too crowded.
67 More computers.
68 To many classes scheduled- occasionally, unable to get a computer
69 open at 7:45 so we could print color before class, or put a color printer in MBA Lounge
70 More printers
71 Give more incentive to go to the physical location. Too often it is just easier to sit in my room and use the website, but I know actually going in is a better experience.
72 I find that logging in to the computers in the BIC is the biggest inconvenience. This is the main reason why I do not use the BIC as often as I would like. It would also be nice to have more desk space to study down here when I do not need a computer. It is also inconvenient when the BIC staff hold classes in the BIC during lunch (when most people would like to use the facilities).
73 Sometimes Pete seems to be the only one available for research related needs, but other than that you guys are great!
74 Well, the helpful service I received is really the main reason for my A rating. It was SO excellent.
75 More computer spots or simply another computer cluster in Mendoza
76 expand it, there are sometimes when all the computers are full and i cannot work there also more table space or rooms for collaborative work would be great.
77 nothing
78 More computers, more tables for group work
79 More room for non-computer work, ie seating to study.
80 Faster equipment. Takes way too long to load personal settings when you log on to a computer.
81
82 none
83 Printing - Every time I've tried to print, I've encountered a problem. Sometimes it is a software problem, sometimes it is a jam, sometimes it is a lack of ink, but I've had a problem every time. I would hope more resources could be devoted to increase the consistency of printing.
84 The BIC is great as it is, but I cannot think of anything major at this time that could improve it even more.
85 More workstations.
86 I think it is a very good facility... Perhaps if it had more room to expand it would be even better!
87 More availability of equipment
88 Faster Computers
89 Keep it open later
90 Faster computers. The BICs are really slow
7. What is the most important improvement that we could make for you to rate the BIC closer to the top A rating?

91 more machines, especially another bloomberg terminal
92 Hours that are more aligned with Hesburgh Library's. Having help available from 9-5 for business research questions is great, but college students rarely are doing homework and working on projects at this time - we're in class. Offering later hours with human resources available would be more helpful for our age group.
93 Either have librarians present more hours, or better train the students to handle questions.
94 When we log on to the computers, it takes FOREVER for them to boot up.
95 Databases that are easier to use. Wall Street Journal subscriptions online for all students.
96 N/a 97 N/a 98 Set up a direct mapped connection to the T drive.
99 Maybe more computers with two screens, more computers overall, group project space, more bloomberg computers.
100 reliability
101 None, the BIC seems to emit the advancement in the present day business world.
102 Knowing precisely how bic can help for certain classes at the beginning of our time here.
103 better layout
104 More space and possibly hardcover books.
105 Cell phone service in the BIC.
106 More spaces for group meetings
107 more terminals & faster terminals. those machines take a while to start up after log-in
108 not as cramped, more computer availability or sitting space for reading
109 Create more computer space
110 more computers 111 You get an A! 112 Really not that many computers.
113 more seating & places to work in groups
114 Faster computers
115 Make the computers faster to load up
116 It is at times cramped and there is little room to work. Changing how the space is set up could be helpful.
117 Have longer hours
118 I feel the BIC is too small. There is a lot of competition to get a hold of a computer.
119 All computers should be double monitors. Bigger space, more computers. DEFINITELY MORE BLOOMBERG TERMINALS
120 The best improvement would be making the features of the BIC more readily known, with an emphasis on the practical application of such tools and when it is advantageous to use a particular resource.
121 I think it would be better if the BIC were larger and had more computer stations.
122 The staff and software available are fantastic - the computers themselves are often frustratingly slow
123 more computers/space
124 More staff members
125 I would like it to have a couple more tables.
7. What is the most important improvement that we could make for you to rate the BIC closer to the top A rating?

126 Perhaps more study spaces or flat tables would be useful, aside from the computers
127 More computers are needed. Some computers need to be fixed
128 Newer computer/equipment. The computers log on very slowly. Also, more computer terminals would be good.
129 Bigger
130 gave the highest rating
131 The BIC could be more visual and intuitive to search.
132 More computers and lounge chairs. Bigger space. It's always crowded
133 Improved help from BIC advisors. Stephen Hayes did not respond to emails we sent requesting help researching a topic.
134 Computers take way too long to load.
135 faster computers
136 More computers and more assistance and free printing
137 The layout could foster more machines without sacrificing the luxury of space if the desks weren't so bulky because then more people could work.
138 more workspaces for groups
139 More technology to help making research either.
140 The computers can be very slow.
141 Faster computers; More Computers; Download Firefox
142 If it wasn't filled with classes when I needed to use it. 143 more computers
144 I do not use the BIC enough to accurately comment.
145 Sometimes a bit hot in the BIC when large numbers of people are in at the same time. Powerpoint freezes frequently. Overall, however, a great place to do work,
146 New MAC computers
147 More technology.
148 More computers available. Courses on how to use the Bloomberg machine
149 Group meeting areas/rooms; SmartBoard.
150 More group space
151 Include more computer stations. I see that there is not enough space inside the BIC, but outside the BIC there are room for at least five more computers, (under the stairs) that would be very useful.
152 The BIC needs to be bigger. Expand the area. Have more tables for study space.
153 Get the computers to start up faster.
154 More computer equipment, often full
155 The equipment is still extremely slow.
156 -
157 Idk. stay open for me to print and possibly use a computer.
158 None I can think of
159 Make it bigger and have better colors
160 Improve computer and log in speed and reduce computer issues
161 The BIC could have faster computers and a less cluttered space.
7. What is the most important improvement that we could make for you to rate the BIC closer to the top A rating?

162 My only issue with the BIC has been printing. For some reason, when the regular black and white computer prints power point slides it takes FOREVER, and pauses in between each page. Many people frequently print power point notes for class, and it causes a huge backup in the line whenever this happens.
163 More computers 164 Logging in takes a long time.
165 Needs to be bigger with more computers to accomodate the crowds during the busier times of the day and it is hard to do group work in the BIC
166 Improve the computer systems so it doesn't take so long for them to boot up. I know they are always loading a fresh copy of the computer to avoid lasting viruses/malware/etc, but this takes awhile on slower machines.
167 More direction on how to use the resources or descriptions of what each database entails.
168 More and faster computers. It takes 6 minutes to log on!
169 Improve the speed at which computers take to sign in. The lighting/wall paint is a bit dreary and appears gloomy.
170 Faster computers, more seating, different layout that is more open and welcoming (maybe put the seating in a different corner)
171 The ideal BIC for me would have more computers, more chairs, more space, and cell phone reception. I realize that these are not easy changes :-) 172 More computers available
173 Add Capital IQ to the information databases
174 It would be helpful if the computers were faster
175 More space. I know that's not feasible but it always seems packed and I've had several times where I've had issues finding a computer or place to work.
176 Maybe offer more computer workspaces? 177 More computers/comfortable work stations
178 Quicker computers 179 more computers
180 More information on how to use the bloomberg terminal 181 Better Hours
182 More Bloomberg
183 equipments. Frankly, the keyboards in BIC are quite disgusting 184 Continue the same service.
185 The computers are slow to log on. 186 more computers or add group areas
187 the computers are too slow. they take forever to load
188 more space
189 While it is already at an A, as a sophmore in Mendoza the BIC is new territory, and can seem a wee bit intimidating. Some type of program/packet potentially explaining more about the BIC could be helpful.
190 You're there. 191 Get Mac computers.
192 More computers available (often so busy I can't find one that's open); also, I wish it were not closed so often for classes held in the BIC, or at least that these closures were advertised one week in advance (post this week's and next week's times when the BIC will be closed on the entrance doors or in another prominent place)
193 I've noticed that it gets crowded very easily. Put in some more computers and another table might be nice.
194 none 195 i dont know 196 BIGGER
7. What is the most important improvement that we could make for you to rate the BIC closer to the top A rating?

197 Add professional printing/binding services and increase the accessibility of those available to answer questions.
198 More computers available. It seems like they are all taken up a significant percentage of the time I'm in there.
199 the computers seemed to freeze quite a bit 200 computers are slow - internet connection lags, need to find WSJ
201 It gets too crowded and there aren't enough computers 202 I was completely satisfied.
203 more computers, hard to find a computer a lot of times. Also have a computer dedicated for scanning so that if you just need a quick scan you don't have to wait for someone to get off who is using it for other purposes
204 I know you "need" it for class sometimes but I really love working in there and there are four other class rooms with computers so...I'm not sure you need to hold classes in there. Or at least can we have a like a weekly board that shows when it's gonna be closed - I hate getting down there and realizing I have to go to DeBart for their computer lab - I don't carry my computer and sometimes I even just have to print things out so it would be good to know when it's closed ahead of time.
205 Quicker computers 206 More computers 207 None 208 A division between group space and quiet space
209 Phone service
210 Have NDID card access so that we can access the BIC anytime.
211 More databases of past advertising campaigns and creative. I have to do all of this just by searching online and a lot of times the sites that have the advertisement I need won't let me access them without a paid subscription. The BIC needs to offer marketing majors at least one comprehensive advertising database resource.
212 I wouldn't change anything about the BIC. 213 Notre Dame needs a technology overhaul.
214 It is very crowded all the time. 215 Faster computers. 216 N/A 217 Faster Computers
218 Faster computers/network...whatever is making the computers slow
219 More machines, 24 hour access, more bloomberg terminals, in case the bic cannot be open 24 hours, access to bloomberg outside of BIC when it is closed, dedicated machines for grad students, not using the bic for undergrad classes (at least reserve a portion of the bic for grad students during that time. Assignment deadlines are hard, and missing a whole afternoon can be dangerous, availability of better databases like Thomson, capIQ etc.
220 More computers more space for group work!!!!!
221 Availability of computers.
222 The computers seem awfully slow at times. Maybe some faster processors?
223 It needs to be bigger. I have ended up waiting for a computer on numerous occasions and have often not gotten a table when I wanted one. Plus, more selection from the vending machine or an eatery that was open later would be nice. Plus, the computer lab could use more modern looking tables.
224 The staff at the BIC does a wonderful job with everything, except for opening on time. That would be my only gripe, in my experience they have opened about 7-10 minutes late when I showed up early.
225 More computers
226 The MNA hours during the summer were not always in alignment with the BIC hours. This was a problem at times - particularly on Sat.
227 More space 228 More computers
229 Not sure..
8. The Hesburgh Libraries’ which includes the BIC is in the process of strategic planning. As part of this process, we are asking our clientele some questions: What services of the Libraries do you use? What services would you like to see offered? What is your one most used service? Please indicate your answers below.

1 Most often use MS Excel and Word on the computers to work on group projects, also to print documents
2 internet and space - more space - study space and printing
3 library reserves
4 I just use library as a studying place
5 I use the research function the most. I use these for classes and research for class projects.
6 1) use the libraries to print, check out books, use study areas. 2) all the services I would use are currently offered. 3) my most used service is definitely printing.
7 use computers the most, rarely use books/magazines/journals.
8 I only wish the computers loaded faster. That is, after I enter my username and password, the desktop should show up much quicker. Instead of connecting network drives and other systems automagically at login, they should be connected on demand considering not everyone requires the drives.
9 Research and Printing
10 I use the catalog database search a lot. I would like to see more specific company info.
11 Self study To provide more desks for self study at BIC
12 I use the computers, printing, taking out books
13 Online library, printers, office supplies, computers, study spaces, audio/visual center, interlibrary loan, book checkouts, scanners
14 Services Used- Ask a Librarian; Reference desk Most used service - Ask a Librarian via eMail
15 I rarely use the specific services of the library but look forward to using them more in future classes when I will be better able to answer this question.
16 services used: internet, printing services to be offered: n/a most used service: printing
17 To ask questions. It'd be nice if they could direct you to exact information you're looking for. I used the online BIC alot this year.
18 I normally just use the BIC. I like the services offered, but do wish there were more computers available to use.
19 I use the library reference desk for many answers to random questions I have
20 I do not typically use too many resources from the Hesburgh Libraries, although I like to study/do assignments in a variety of their locations. My one most used service is likely access to the internet.
21 ASC Codification, Lexis Nexis, Mergent, Bloomberg
22 I use the printing, the info desk, the scanning, the computers, etc. In hesburgh, a typewriter would be nice. Also, is there a fax machine? I use the printing most.
23 Most used service - Hoovers, Mergent, Factiva, Econlit
24 only use tax research services, printing and the internet for access to email
25 I mostly use the computers and study space. I would like to see more study space like the basement of the library, because that is a really nice area but always too crowded.
26 Research, checkout
27 I generally use the tax and research materials, as well as, the computer for completion of papers and assignments.
28 I mainly use the computers/ study areas of the library.
29 computers for paper writing and researching and checking out books I use the most, and I can't think of anything else that should be offered.
30 Work spaces... sometimes get books for class A cafe with fresh food and coffee Desks/tables
8. The Hesburgh Libraries' which includes the BIC is in the process of strategic planning. As part of this process, we are asking our clientele some questions: What services of the Libraries do you use? What services would you like to see offered? What is your one most used service? Please indicate your answers below.

31 I frequently use the E-Reserves at the library, as well as the group collaboration area on the first floor of Hesburgh. I don't know of any services that are not offered that I would like to use through Hesburgh. My most used service through Hesburgh is the E-Reserve system.

32 used: chat with librarians for help/questions computers/printing e-reserves writing center

33 printing and research.

34 - I use the online library resource, I would like to see more articles on the online library if possible, and my one most used service is the article search on the online library

35 computers, printers, media center. I use the media center most.

36 PC

37 I really only use the online websites and I do not know of that many other services that the library can offer.

38 see above no 7. 39 the online research resources are great

40 1) Books for research and the printers 2) None others needed 3) Printing

41 Computers for report writing 42 - computing services - don't know - printing services

43 Services I use: study space, computers, checking out books for leisure reading. Most used service is the study space (tables, carrels)

44 I mainly use the library to study. I use the BIC for research and group projects. I think more "business" books should be available, especially in modern investing. Also, I don't know if this already exists or not, but I think having a database of ND alumni and their current jobs/companies should be available to students in case they wish to contact some individuals about career questions, etc. Obviously the alumni would have to consent to this and send their own information in.

45 Online resources (but I usually do it from my apartment) I wish you guys had Adobe Illustrator. I use Photoshop/Dreamweaver there.

46 Computers with windows (I have a mac at home) 47 Tax databases is what I use most frequently

48 The internet and resource center 49 I mostly use the library for quiet study space

50 I use - computer clusters, checking out books, study areas in Hesburgh and Mendoza, research for English literature classes. Most Used Service - Study areas 51 Research, internet, Bloomberg terminal

52 I use the internet resources a lot. I would like to see the inter-loan library process move more efficiently.

53 I use mainly the library website. I would like to see more books and articles in digital form. I think it is much easier to get and handle books when they aren't physical. I use the BIC most frequently.

54 I use the BIC computers most often. I would like to see more desk space for me to study in Mendoza. My most used service are the BIC computers and the library resources online.

55 Printing, Copying, Scanning, Research Related needs All current services are adequate Printing and Interview Reserarch

56 Most Used: Hesburgh Library for Studying 57 Library website research and the computers

58 i use the website and the computers and the Bloomberg terminals. i would like to be able to chat online with someone from the BIC so i don't have to go all the way over there. my most used service is the online databases.

59 I use online course packets, which are very helpful.

60 library website and related sources found through the website (most used). Simplification and streamlining of the websites to more efficiently and effectively find relevant information would be very helpful
8. The Hesburgh Libraries' which includes the BIC is in the process of strategic planning. As part of this process, we are asking our clientele some questions: What services of the Libraries do you use? What services would you like to see offered? What is your one most used service? Please indicate your answers below.

61 Online databases. More access to online services. The online database.
62 I use the library website and resources for sources for papers. Mostly, I find Refworks most helpful.
63 I use the online articles searches all of the time. I would like more study space in the engineering library which was just down-sized!
64 Computers/Printing/Information Nothing additional Printing and academic search links
65 Computer clusters, study rooms, ask-a-librarian/subject librarians, and scanning services. I cannot think of any other services that I would like to see offered at this time. Use of the computer clusters for printing/scanning.
66 More electronic resources, in particular access to e-books. 67 Most used service = Computer Labs
68 Electronic Library to conduct company research; printing
69 I used the libraries primarily as a study locations. Important features include electrical outlets for laptop use and internet service.
70 I use the library search functions, the computer labs, and the study spaces I would like to see labs open later, an easier search function for academic article I use the library search site the most 71 Article search online Cheaper color printing Printing
72 archives, books, searches
73 Computers, Tables, Online Journals etc. Better hours - many college campuses offer 24 hour library space and our libraries are lacking in this capacity. Further, we simply do not have enough computers and study space available for our needs. As a competitive college, this is simply unacceptable. We are not on par with other top universities in terms of our library resources, and simply adding more study space, computers, and better hours would do a lot to help.
74 Study space and printing.
75 I use the scholar search engines. I do not know about new services. I check out a lot of books. 76 E-Reserves.
77 I use the study space, online resources, and books occasionally. I do not know at this time what services I would like to see offered. My most one used service would be either the study space or the multi paneled computers at the bic.
78 Books and resources More study spaces Books
79 Use the space of the libraries to study and work. I would like to, if possible, see opinions by professors and others about present day trends in the business world, on a national and international scale. I use the computers which have programs necessary for my IT Management class. 80 None.
81 Study Rooms.
82 - services used: online databases & study/meeting spaces I use the online databases the most to search for academic/business articles
83 USED: printing, online research tools, hole puncher OFFERED: unsure MOST-USED: printing
84 KIC scanning system at the BIC, more textbooks available for reference 85 I do not use many services in the Library
86 none
87 I use the library for reference class materials, research project, and scholarly journal searching.
88 take out books for recreational reading 89 I only use the library to study...have never gone there for books or other resources
90 None 91 I mostly use the online services and that is generally sufficient.
8. The Hesburgh Libraries' which includes the BIC is in the process of strategic planning. As part of this process, we are asking our clientele some questions: What services of the Libraries do you use? What services would you like to see offered? What is your one most used service? Please indicate your answers below.

92 The study rooms because they allow us to work as a group in an uninterrupted setting.
93 I use the library for space to meet with group projects. I also enjoy going to the library for quiet space for studying.
94 Computers, online resources especially Mergent Online and Bloomberg
95 Online Reosurse Retrieval is the most used resource. A more integrated way to access relevant data/articles would be helpful. The way in which we have to search/query articles in the Library is counterintuitive and no has ever explained how to do so in a way that can find meaningful results across multiple databases.
96 - computers, audio center - more efficient way to help students find books they need - computers
97 I usually just use the library to check out books and study. It would be nice to have a cafe in the Hesburgh Library.
98 when i need to quote something, then I will use libraries to research.
99 Using all the BIC resources - like Lexis Nexus, Mintel, IBIS World for company research for interviews and class projects.
100 Online journals and databases you pay for
101 fax machine, computers, and bloomberg. Updated mba resume books would be helpful.
102 Guidestar, other nonprofit engines Data mining training Guidestar
103 Scanning/printing and Electronic journal article services are most used. I mainly just use those services only. I would like a bigger selection of normal library things like teen novels, fiction books, Media (cds/dvds), and more.
104 I like to study in the library. 105 website for articles, study spaces, online resources.
106 search engine prescriptions coffee couches
107 I use Hesburgh study rooms in the basement. I use the computer/study space on the first floor of Hesburg.
108 I most often use the libraries for IT assignments because I do not have Access or Excel on my personal computer. I also check out books from the main library for my Lit class. I definitely utilize the libraries more often as a sophomore than I did last year. I wish there were more color printers available, because they are only available in Bond and Hesburgh, and when the Bond printer was malfunctioning I did not have time to walk all the way to Hesburgh to print out my document.
109 computers, bloomberg 110 The Library section 111 I use the resources on the BIC website.
112 I have studied in the library, had group meetings in the library, used the library to find research material for projects.
113 Use Bloomberg, Mergent Online, Morningstar regularly. Might want to see Cap IQ as well as quick seminars in Excel and Powerpoint that would significantly add to student productivity.
114 Internet internet internet. E books.
115 I use the books for researching, and sometimes use the online database. I would like to see some books available to read/check out online.
116 - Online research tools like EBSCO, books, computer clusters and study areas - more comfortable study areas - online research tools
117 I use computers the most.
118 use online resources, library books, library computers, printing, librarians for research help I would like to see it become a lot easier to find the right online reference to use to find what i am looking for. I use the online resources the most frequently
119 The services that I use most are: Mintel, google and Lexis Nexis.
120 I use the library as a study space. I think more students would come and use the BIC if there was more space to work.
121 - in-class sessions, online access - no suggestions - online access to databases/journals/etc. 122 BIC
8. The Hesburgh Libraries' which includes the BIC is in the process of strategic planning. As part of this process, we are asking our clientele some questions: What services of the Libraries do you use? What services would you like to see offered? What is your one most used service? Please indicate your answers below.

123 - 124 I use the computer, the printing and scanning a lot.
125 I use to print mostly but sometimes I use the computers as well.
126 I use the catalogs of libraries, do not know what services I would like to see, and use the catalog to search for books I need.
127 Printing
128 I use study spaces and group rooms most often. I have also used the databases through the BIC for research.
129 I use printing services the most, so I'd like to see faster, more reliable printing.
130 1. services I use: Bloomberg, many databases 2. ? 3. Bloomberg 131 Printing
132 I use the BIC and Hesburgh Library for research and as a study space. Besides being just a study area, the service I use the most is probably the online databases for research. A service that would nice to have would be extended building hours.
133 Access to the paid databases are the things I use the most.
134 I utilize the online articles from the library as well as books from the library. More books available online would be more convenient. I use the online articles most often. 135 I have used the libraries for studying but no research
136 Printing, Online Databases, Bloomberg, Colored Printing and Bloomberg 137 Printing
138 Online library and catalog; ILL
139 I most frequently use the library and the BIC for study space. White board walls are FABULOUS.
140 The BIC is the only Library resource I ever really use...Hesburgh scares me and isn't as useful for a business major, so I only ever go there for quiet study space if I need to work somewhere my friends would never think to find me :)
141 Interlibrary loans are great
142 I love the study rooms in the Library and would love to see more of those. I think the computer workspaces (particularly the double screen computers) in the BIC are extremely valuable for group work. I would love to see a few more group-work rooms (like the ones just redone in the LaFortune basement computer lab).
143 - mostly just the databases for research papers - more software that students may not have - the computer stations
144 Printing Service
145 I use the databases and financial information on companies 146 na
147 1. The BIC, the first floor of Hesburgh for studying 2. There are no other services that I would like to see offered 3. The BIC
148 I dont use the library
149 - books - newspapers and economic journals (wallstreet journals, newsweek...) - book
150 I mostly use scholarly articles for my research paper and bic was very helpful in getting those peer reviewed scholarly articles of my topic.
151 I like to use study rooms, maybe more window study spots, also more computers on the 1st level
152 Printing and study areas
153 I use the website for the BIC a LOT. Other than that, I haven't used the BIC enough to answer the other questions.
154 Scanning. 155 None 156 I use the searches most often; pertaining to the BIC, I like to search the Wall Street Journal
157 I mostly use Ereserves and online catalog 158 Computers none Computers 159 the availability of computers
160 more computers and bigger space in the BIC
8. The Hesburgh Libraries' which includes the BIC is in the process of strategic planning. As part of this process, we are asking our clientele some questions: What services of the Libraries do you use? What services would you like to see offered? What is your one most used service? Please indicate your answers below.

161 I use the libraries mostly as a study space and a place to print. The biggest library service that I think needs to be added is more hours. The lack of a 24 hour library is a large disadvantage for Notre Dame students.
162 -Printing, and Quiet study space. -No additional services. -Printing, the journal resources and databases, also the magazines and newspapers.
163 better placement of business week and harvard reviews cases
164 I am content with what the bic does
165 I use the Bic for access to specific business databases. I occasionally check books out of the library. I also have used the scanner at the library. This year, my most used service was the audio visual center of the Library where I would watch movies for my French film and literature class. 167 -
166 I use the library for research. everything seemed great when i i used the library for my foresight project
167 I use the computers and online access to articles and newspapers. This is very helpful as is.
168 -I use the access to the databases such as Proquest etc. I also use printing in black and white and color. Additionally I use the "Book-eye" scanner at Hesburgh. I also study and have group meetings there. -The BIC needs to offer marketing majors at least one comprehensive advertising database resource. -the access to the databases such as Proquest etc.
169 I use the libraries primarily for printing.
170 Computers and study space
171 I use the library online resources the most. Second most I use the actual books. Mostly I am at the library to be productive and get work done though.
172 I use the search service and I use the books. I would love to have more comfortable areas like the basement. Mintel.
173 need more power outlets
174 the bic databases bloomberg like to see offered: capIQ, 24 hour access to bloomberg especially
175 Study space More outlets to plug in computers! Study tables
176 1.Computer access/fax/scanning 2.-n/a- 3.Computer access
177 Mostly for studying (in the basement of the Hesburgh). I used the printing services extensivly.
178 computers, study area, books 24 HOUR STUDY SPACE. At Ivy league schools there are numerous libraries open 24 hours. Here, unless we are an engineering student, we are forced to study in the basement of La Fortune if we are pulling an all-nighter. That is a restaurant, not a study space. I don't know what the reason is that we don't have a space open 24 hours, but it probably isn't a good enough one...
179 internet databases, computers, bloomberg
180 I use primarily the electronic data resources and electronic journals. Factiva and Bloomberg are probably the two resources I use most often.
181 I quite like having the Hesburgh app on my Blackberry.
182 I use the "find articles" search, especially those that you can find available online.
183 1. place to study, printing, color printing, scanning 2. more outlets 3. study space
9. Other comments?

1 please! Lets have 24 hours open service
2 n/a
3 Please quit being so loud. I know the library isn't that exciting, but still. The staff seem to be low monitors in that they are often loud in communicating with each other. Every time you are loud, I lose concentration. Just imagine how many minutes I have lost due to loud noises. Otherwise, I love you guys! The staff are smart and knowledgeable.
4 The main library is not bright enough. Lighting system needs major renovation.
5 I love the bic!
6 Compared to most computer clusters on campus, I think the BIC is great. However, I really think it (or Mendoza in general) could use more places for students to study in.
7 Whether it is the BIC or the Hesburgh library, I have always received such great help from the resource professionals.
8 I have no other comments at this time.
9 n/a
10 Great service, great staff. Just may be a bit too small and I sometimes can't get on a computer.
11 none
12 no
13 None
14 I wish the BIC was larger... I know this is probs an impossibility due to space in Mendoza however. Also, you guys have literally NO books... expand your book selection (and maybe include popular business books that students would read, like "The Brand Gap," "The Long Tail," etc).
15 If there is a way to move the vents away from the back room and corner computers, it gets very cold at certain places around the BIC and is hot at others.
16 Na 17 N/A 18 no 19 no 20 n/a 21 n/a 22 n/a 23 n/a 24 N/A
25 I wish I had learned about BIC resources sooner! I am an engineering student, and had no idea the BIC existed until this semester (my fall semester senior year) - I think it would be great to do a small intro to BIC resources in the Business and Engineering Fundamentals class (taught by Profs. Brauer and Alworth).
26 None 27 Nope
28 I would perhaps think of revamping the BIC as far as appearance. It is a bit outdated.
29 Pete and Steve are the best! 30 N/A 31 Steve rocks!
32 It is hard to remember that the BIC exists from the other side of the world. The BIC should be more integrated to one of the frequently used services such as inside ND or our email accounts.
33 No 34 - 35 N/A 36 Yes, the staff is the nicest on campus. 37 None
38 no 39 none 40 Nope 41 n/a 42 I think Steve and Pete are a great duo. 43 its great! thanks!
44 none 45 none. 46 no
47 Staff are helpful, and sessions are helpful
48 n/a
49 Thanks for providing a great service and for doing it in such a pleasant manner.
BIC Patron Satisfaction Survey - Summer/Fall 2010 edition  (Prepared by B. Frelas on 1/3/2011)

10. Our survey is anonymous, but we would like to know your status for statistical purposes:

<table>
<thead>
<tr>
<th>Status</th>
<th>Responses</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alumni</td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td>EMBA</td>
<td>5</td>
<td>2%</td>
</tr>
<tr>
<td>Faculty</td>
<td>3</td>
<td>1%</td>
</tr>
<tr>
<td>First Year</td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td>Junior</td>
<td>47</td>
<td>16%</td>
</tr>
<tr>
<td>MBA</td>
<td>54</td>
<td>18%</td>
</tr>
<tr>
<td>MS in Accountancy</td>
<td>26</td>
<td>9%</td>
</tr>
<tr>
<td>MNA</td>
<td>5</td>
<td>2%</td>
</tr>
<tr>
<td>Senior</td>
<td>75</td>
<td>26%</td>
</tr>
<tr>
<td>Sophomore</td>
<td>70</td>
<td>24%</td>
</tr>
<tr>
<td>Staff</td>
<td>2</td>
<td>1%</td>
</tr>
<tr>
<td>Visitor</td>
<td>4</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>294</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
11. In order to enter a gift card drawing we will need to have your NetID. Would you like to participate?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>273</td>
<td>21</td>
</tr>
<tr>
<td>No</td>
<td>21</td>
<td>7%</td>
</tr>
<tr>
<td>Total</td>
<td>294</td>
<td>100%</td>
</tr>
</tbody>
</table>