EXECUTIVE SUMMARY

Calculator Lending Program Survey Fall 2018

In Fall 2018, the library began a graphing calculator lending service with 45 TI-84 Plus calculators available for semester long checkout and 5 calculators for three-hour checkout. In Spring 2019, 25 additional calculators were added for a total of 75 devices available for students to borrow.

At the end of the Fall 2018 semester, the library conducted a user satisfaction survey of this service. 30 of 51 student borrowers responded. Of the 30, one respondent did not answer any questions. Findings using the 29 active respondents include:

- Students using the service are enrolled in one of seven mathematics courses OR one chemistry course. The greatest number of students using the service are enrolled in Analytic Geometry and Calculus (1/2/3) (41%).
- The most frequent way students learned about the service were faculty referral (38%) and peer referral (34%).
- 93% of the respondents found the borrowing process easy or very easy; 7% found it neutral (neither easy nor difficult).
- Impact on Students: If, hypothetically, there were no Calculator Loan program
  - 79% noted that they would suffer a financial hardship;
    - 35% of those identifying a financial hardship also noted that the calculator is only necessary for one semester; and
  - 21% identified a negative impact on their student success as they would not have been able to purchase a calculator and thereby not have been able to complete their work successfully.
- 93% would use this service again if needed.
- Additional Comments (19 responses)
  - 63% of respondents expressed gratitude and/or accolades for the program
  - 11% commented on the ease of using the program
  - A few suggestions
    - More calculators please (* see note below)
    - Rent more things for students
    - Clearly state student responsibility in case of loss or damage (student's calculator was stolen)
    - Send a return/item due reminder (email/test) to students

As a result of the survey responses and due to the clear demand, the library added 25 additional calculators for Spring 2019 and is examining lending policies.

Evidence based research finds that adding targeted library services to meet the needs of specific populations on our campuses can lead to higher student retention rates. Haddow's (2013) research on student retention found higher retention rates for those students who
actively use library services and resources and the study recommends that libraries develop “library services to target specific student groups on the basis that higher library use may lead to improved integration and retention.” The library intends to maintain this very popular service into the foreseeable future.