

But What do They Really Think?

Analyzing Student Tutorial Feedback

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UNIVERSITY OF ARIZONA LIBRARIES

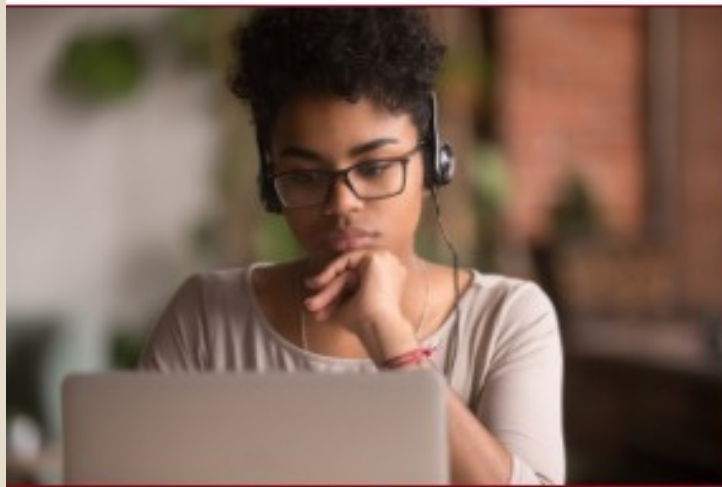
OUR TUTORIALS

What Kind of Researcher Are You?

(2 min)

Helps you decide which tutorial to start with.

Fun personality quiz



Should I Rethink My Search?

(6 min)

★★★★★ Comments

Average rating 4.53 of 5 (1,936 responses)



What Types of Sources Do I Need?

(8 min)

★★★★★ Comments

Average rating 4.47 of 5 (4,181 responses)



How Do I Evaluate Online Information?

(11 min)

★★★★★ Comments

Average rating 4.46 of 5 (4,946 responses)



How Do I Create a Search Strategy?

(7 min)

★★★★★ Comments

Average rating 4.58 of 5 (6,062 responses)



How Do I Give Credit to the Ideas of Others?

(10 min)

★★★★★ Comments

Average rating 4.49 of 5 (6,589 responses)



GIVE US FEEDBACK

How effective was this tutorial for you? *



1 star = Not effective, 5 stars = Very effective

Your status *

Please Select ▾

Let us know what you thought. We welcome your comments!

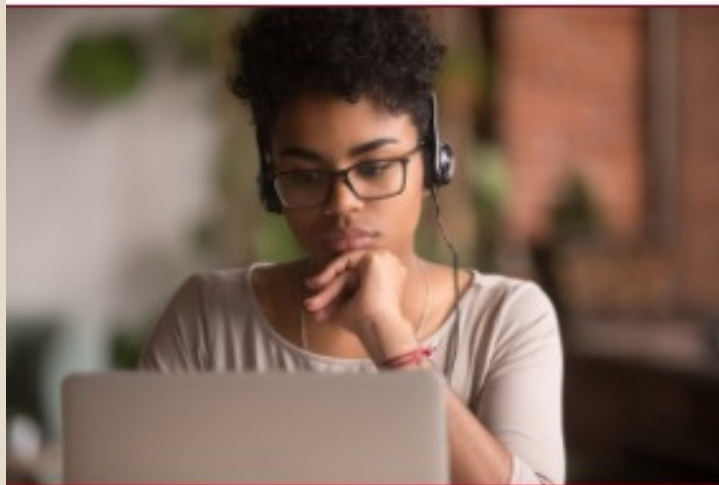
COMMENTS

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CORE INFORMATION LITERACY TUTOIALS

- WHAT TYPES OF SOURCES DO I NEED?
- HOW DO I CREATE A SEARCH STRATEGY?
- SHOULD I RETHINK MY SEARCH?
- HOW DO I EVALUATE ONLINE INFORMATION?
- HOW DO I GIVE CREDIT TO THE IDEAS OF OTHERS?

COMMENTS

24,000 +
SUBMISSIONS

BIASED

I DONT HAVE ANY
OPINION

LIKED IT

AWESOME

EXCELLENT

I ALREDY KNOW THIS
STUFF

MY TEACHER TOLD
ME TO TO THIS

NOPE

TOO LONG

GOOD PRACTICE

THAT WAS HELPFUL

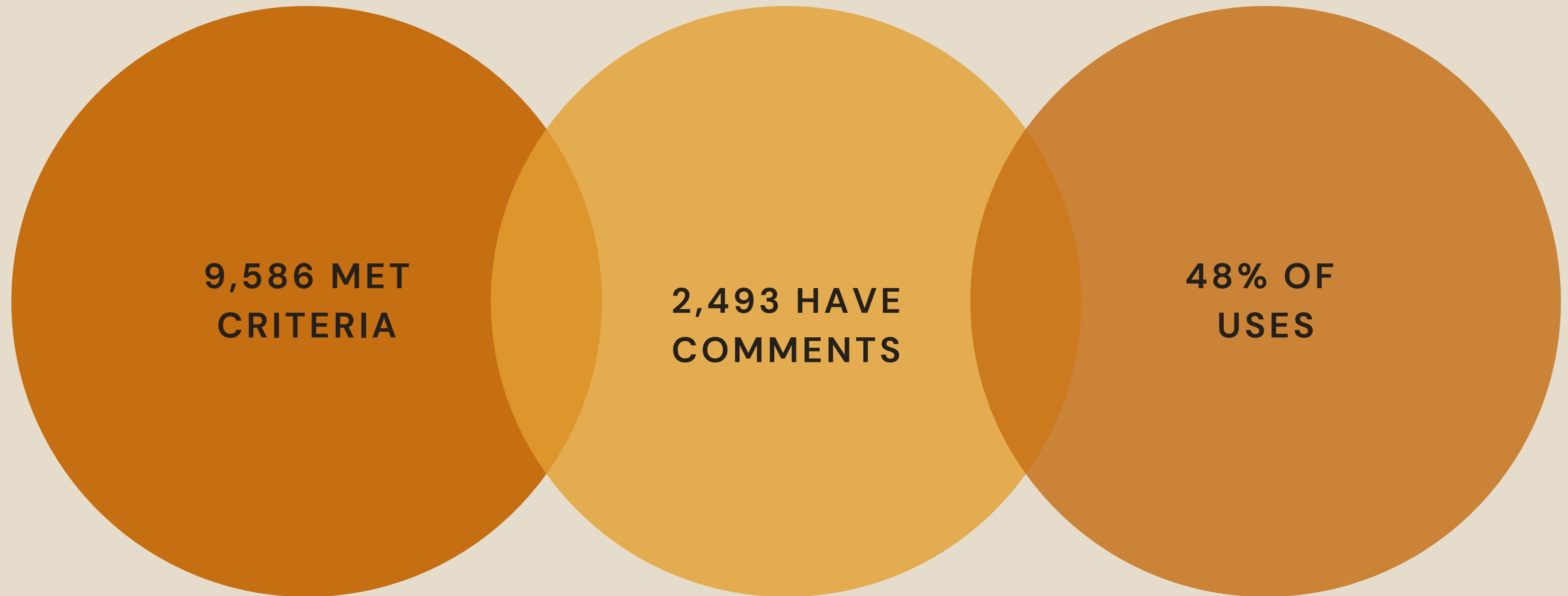
NOT SURE I GET IT

THIS WILL HELP ME IN
MY RESEARCH

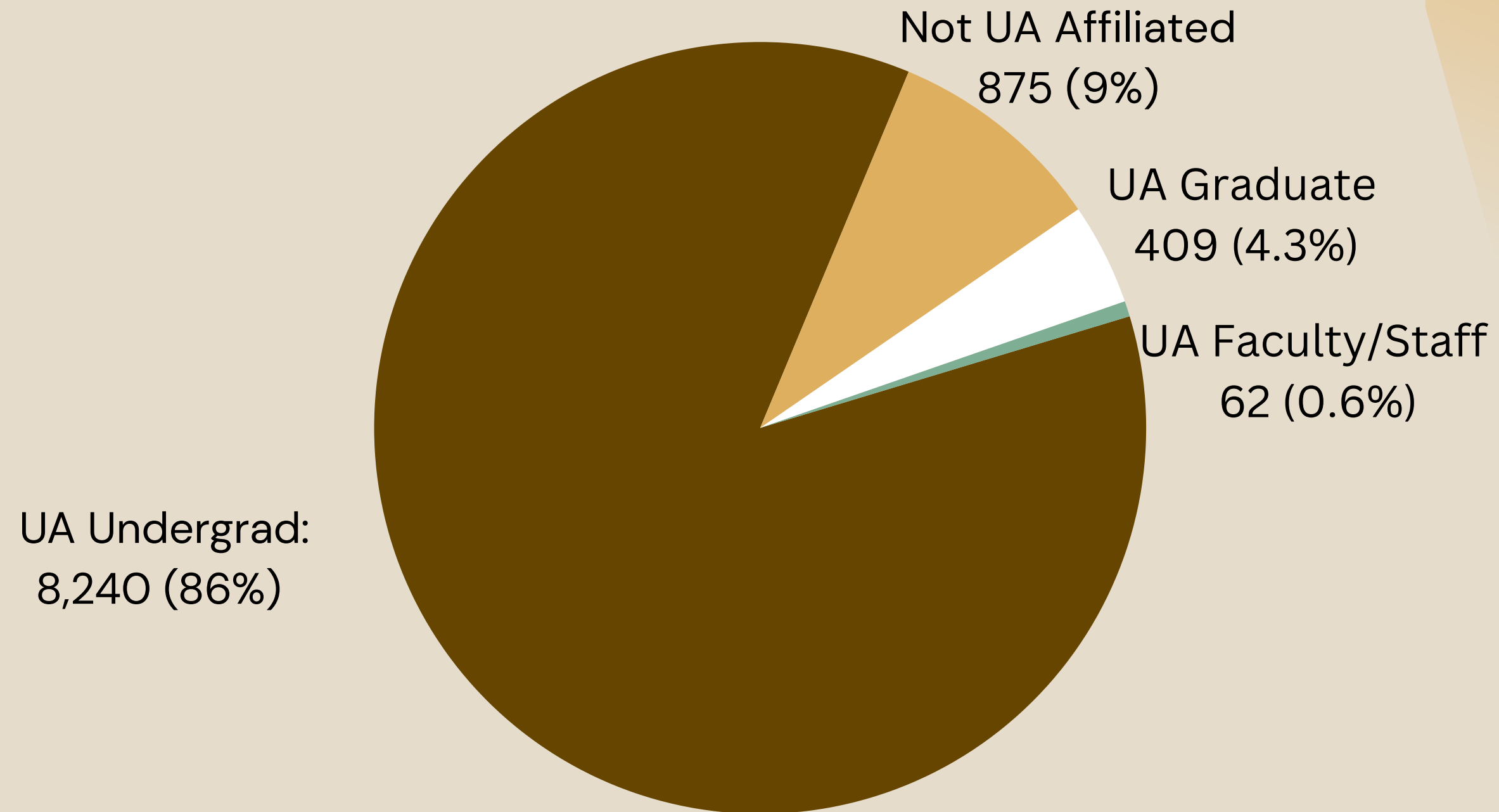
BORING

WHY DO I HAVE TO
DO THIS?

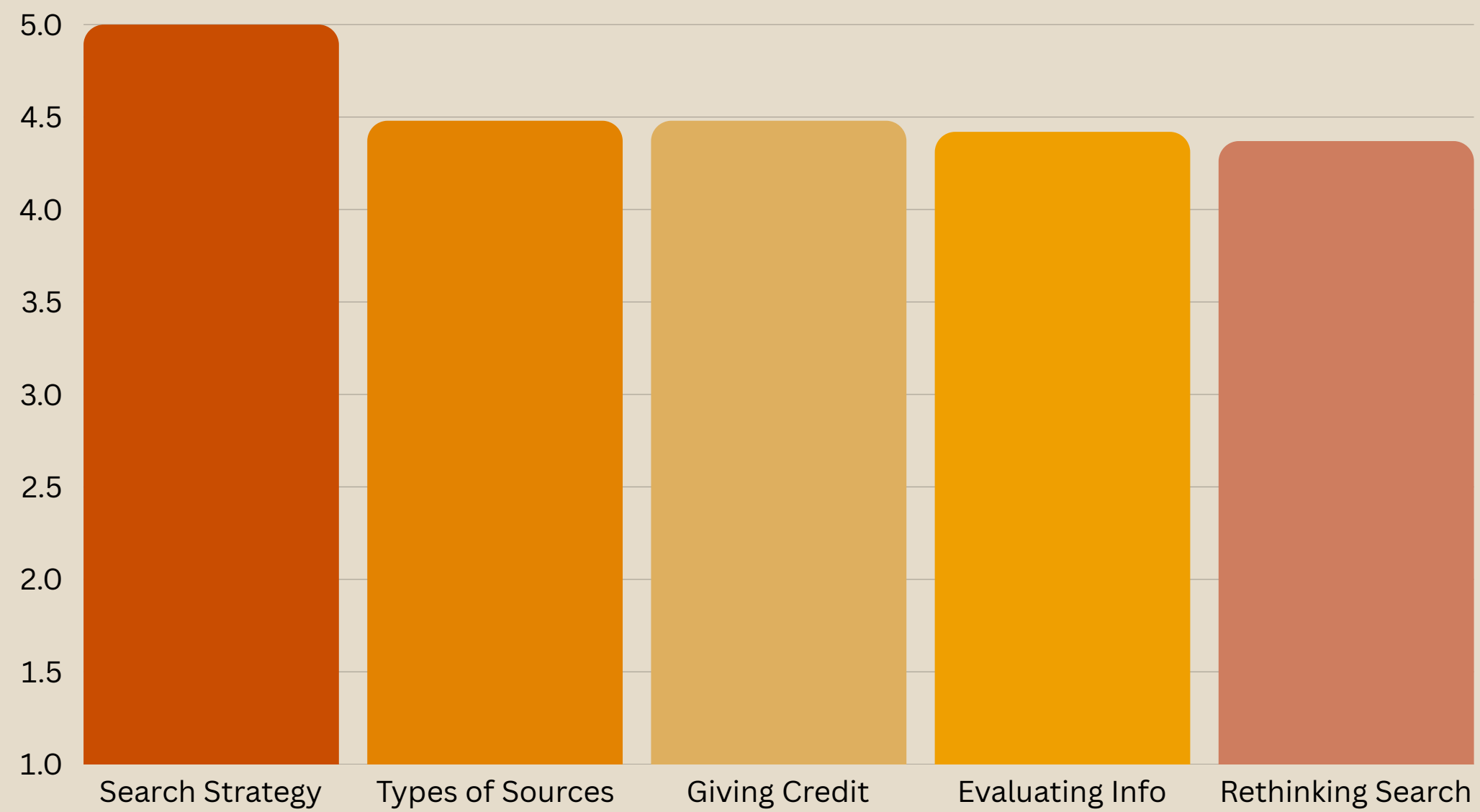
THE DATA



DEMOGRPAHICS



SATISFACTION RATINGS



POSITIVE THEMES



- Clear, easy to understand content
- Filled knowledge gaps
- Interactive elements
- Practical, immediate value

NEGATIVE THEMES



- Content too basic
- Politically sensitive content
- Length & pacing

NEUTRAL THEMES



- Brief, non-committal
- Mixed reviews
- Little information

LIMITATIONS

- Unknown how some comments were classified
- Limited data on demographic groups
- High satisfaction $\neq$ skills knowledge improvement



Sensitive content

Outdated content

Student options