

### Sample of Student Survey Responses

Chat Started	Rating	Comment
Apr 03 2021, 06:10pm	4 (Excellent)	Excellent Job and Wonderful
Apr 05 2022, 11:46pm	4 (Excellent)	Thanks so much, my computer disconnected but I got the information you left, you are amazing for your help and you helped me so so much. Thank you
Apr 09 2021, 09:30pm	4 (Excellent)	Excellent and Wonderful
Apr 11 2022, 11:46am	4 (Excellent)	Great
Apr 12 2022, 11:17am	4 (Excellent)	Exceptional-Eva was amazing!
Apr 14 2021, 01:23pm	4 (Excellent)	Mary Kay helped me alot! Shes the best!
Apr 15 2021, 08:21pm	4 (Excellent)	They were lovely
Apr 15 2021, 09:04pm	4 (Excellent)	Very helpful
Apr 15 2021, 10:05am	4 (Excellent)	Awesome service!
Apr 16 2021, 08:24pm	4 (Excellent)	Amy was very helpful!
Apr 16 2021, 10:52pm	4 (Excellent)	She was very helpful, and gave me a lot of good information on how to cite law information.
Apr 19 2021, 03:41pm	4 (Excellent)	very helpful librarian
Apr 24 2021, 09:42pm	4 (Excellent)	was an exceptional effort, way beyond necessary, real and honest and understanding thank you all with a bow and flourish
Apr 26 2022, 01:49pm	4 (Excellent)	Eva is very very helpful
Aug 01 2020, 02:47pm	4 (Excellent)	great help
Aug 01 2020, 11:33am	4 (Excellent)	Amy did a fantastic job and opened several windows for me to save a ton of time researching out my topic of interest. Thanks!
Aug 02 2020, 01:14am	4 (Excellent)	This was very helpful! Claire, the librarian I was connected to, helped identify the type of resources I was looking for and then suggested search terms when I struggled to create any on my own. She also linked me to search results from the correct internet data source when I was having trouble both processing and translating the advice into something I could act upon. I deeply appreciate her help.
Aug 03 2020, 02:21pm	4 (Excellent)	Answered my question so quickly!!
Aug 12 2022, 12:36pm	4 (Excellent)	Thank you so much I appreciate it
Aug 22 2021, 10:08pm	4 (Excellent)	very helpful
Aug 23 2021, 12:49pm	4 (Excellent)	very satisfied. good librarian
Aug 24 2020, 08:34pm	4 (Excellent)	Very sweet and to the point also very helpful
Aug 24 2020, 10:05am	4 (Excellent)	Thank you for the help
Aug 25 2020, 01:17pm	4 (Excellent)	Very Helpful !
Aug 25 2020, 02:34pm	4 (Excellent)	Very helpful!
Aug 25 2020, 10:06am	4 (Excellent)	She was very friendly and also very helpful
Aug 25 2020, 10:08am	4 (Excellent)	Very helpful!
Aug 25 2020, 12:19pm	4 (Excellent)	Suzanne was great. I tried two other libchat librarians, and she was the only who found an alternative resource. Thank you.
Aug 25 2020, 12:50pm	4 (Excellent)	amazing ...awesome
Aug 25 2020, 12:53pm	4 (Excellent)	The answer was swift and concise.
Aug 26 2020, 09:26am	4 (Excellent)	The response is quick. I really find their services helpful
Aug 27 2020, 04:52pm	4 (Excellent)	No that was yet! Thank you.
Aug 28 2020, 02:28pm	4 (Excellent)	There seemed to be a connectivity problem but it was easily resolved.
Aug 28 2020, 12:36pm	4 (Excellent)	Mary Kay was extremely helpful. Thank you!
Aug 29 2020, 02:05pm	1 (Bad)	I was waiting here for someone to come on then it says disconnected Grace has left chat
Aug 29 2020, 05:13pm	4 (Excellent)	Even though I didn't get my issue completely resolved, Victoria was a big help.
Aug 30 2020, 02:44pm	4 (Excellent)	Great Service, helped answered my concerns/questions
Aug 31 2020, 05:36pm	4 (Excellent)	This was very helpful
Aug 31 2020, 08:26pm	4 (Excellent)	very helpful
Dec 02 2020, 03:29pm	4 (Excellent)	Thank you, so awesome to come back and continue to getting great help, i love the library help!
Dec 05 2020, 10:36am	4 (Excellent)	Thank you so much!
Dec 05 2020, 12:05pm	4 (Excellent)	Great Service

Dec 05 2020, 12:59pm	3 (Good)	The assistance is definitely going to help my paper! It was an overall pleasant experience.
Dec 08 2021, 10:23pm	1 (Bad)	This lady just shut it down the chat
Dec 09 2020, 05:04pm	4 (Excellent)	great
Dec 09 2021, 07:32pm	4 (Excellent)	Good services once again
Dec 09 2021, 08:09am	3 (Good)	Good service.
Dec 11 2020, 09:05am	3 (Good)	That you
Dec 17 2021, 09:52pm	4 (Excellent)	Ven is amazing.
Feb 01 2021, 11:40am	4 (Excellent)	Very helpful and resourceful
Feb 03 2021, 09:17pm	4 (Excellent)	Jamie was very professional and helpful. I was struggle with finding articles and books for my paper and she was able to get exactly was I needed. Thank you very much.
Feb 03 2022, 09:51pm	4 (Excellent)	It was really helpful
Feb 04 2021, 08:26am	4 (Excellent)	Mary Kay was amazing and was very helpful.
Feb 07 2021, 08:12pm	4 (Excellent)	sandy was very helpful and lead me to just the right place I needed to be. I was able to find the articles I needed to complete my essay.
Feb 07 2022, 11:22pm	4 (Excellent)	I am satisfied.
Feb 09 2022, 06:10pm	4 (Excellent)	Jonathon was helpful and very efficient.
Feb 09 2022, 07:03pm	4 (Excellent)	Helpful and efficient.
Feb 10 2021, 06:58pm	4 (Excellent)	Very friendly chat and found a solution to my problem.
Feb 16 2021, 06:06pm	2 (So-so)	Need Math 71 course reserve
Feb 16 2021, 09:40am	1 (Bad)	unable to contact staff or help with obtaining first chapter even though i am at the right time.
Feb 17 2022, 01:21am	3 (Good)	very helpful and patient
Feb 22 2021, 10:22am	4 (Excellent)	Great service!!!
Feb 22 2021, 10:44am	4 (Excellent)	great
Feb 23 2021, 02:40pm	4 (Excellent)	Very helpful, patient, and professional.
Feb 25 2021, 02:04pm	4 (Excellent)	Esteban is the best!
Feb 26 2021, 08:41pm	3 (Good)	Helped me get redirected to get help with technology issue.
Jan 06 2021, 01:20pm	4 (Excellent)	Very helpful and to the point
Jan 06 2021, 04:30pm	4 (Excellent)	Was given more options in purchasing my textbook, helped big time.
Jan 06 2021, 05:51pm	4 (Excellent)	I was helped in a timely fashion. awesome!!
Jan 06 2022, 02:10pm	4 (Excellent)	thank you Amy
Jan 09 2021, 08:30pm	4 (Excellent)	Very nice librarian and explained very detail to me! I am very appreciate John!
Jan 09 2021, 09:39pm	3 (Good)	See above
Jan 12 2021, 03:30pm	3 (Good)	Answered my question and was easy to understand.
Jan 13 2021, 01:22pm	4 (Excellent)	My experience was amazing
Jan 13 2021, 08:05pm	4 (Excellent)	very helpful and kind!
Jan 14 2021, 07:31pm	4 (Excellent)	you were a big help
Jan 19 2021, 08:19pm	4 (Excellent)	i got alot of help Ms Kolap was very very helpfull
Jan 19 2021, 09:10am	4 (Excellent)	very helpfull information, very nice person to help me.
Jan 20 2021, 08:44pm	4 (Excellent)	Provided the information nicely
Jan 21 2021, 08:23pm	4 (Excellent)	Thank you again for your help. You gave me a great starting point.
Jan 21 2021, 11:26am	4 (Excellent)	This man needs a raise !
Jan 22 2022, 07:38pm	4 (Excellent)	Lisa was a wonderful and patience librarian ever!
Jan 24 2021, 09:07pm	4 (Excellent)	Wonderful service! Was willing to work so late at night which i'm grateful for as a student.
Jan 26 2021, 08:40pm	4 (Excellent)	Kolap was very patient and helpful. Grateful this service is available so late in the evening.
Jan 27 2021, 03:43pm	4 (Excellent)	Hong was very helpful!
Jan 29 2021, 09:34am	4 (Excellent)	Thank you so much, Lydia! You were very considerate of my time, and I appreciate that. :)
Jan 31 2021, 05:25pm	4 (Excellent)	Both Jamie and Professor Emery were great! Thank you so much for all the help. :)
Jul 01 2020, 12:52pm	4 (Excellent)	I was overwhelmed where to look and spending so much time searching just to begin my research, Jaime helped e narrow my focus and gave me some great places to start my research

Jul 04 2021, 10:21pm	4 (Excellent)	Their help was brilliant. I didn't know this tool was available. What a great help.
Jul 06 2021, 06:50pm	4 (Excellent)	very helpful
Jul 07 2021, 02:36pm	4 (Excellent)	I loved the experience! easy to communicate with and fast results of what I'm looking for!
Jul 07 2022, 03:17pm	3 (Good)	N/A
Jul 07 2022, 08:06pm	4 (Excellent)	Haley was Phenomenal. It was a joy, she was non-threatening in my silly questions, and made me feel important. Thank you
Jul 08 2020, 06:48pm	4 (Excellent)	Super helpful!
Jul 08 2020, 11:28am	4 (Excellent)	thank you for your time Monika. very helpful
Jul 08 2020, 11:44pm	4 (Excellent)	Responded fast and very helpful
Jul 08 2021, 05:10pm	4 (Excellent)	great help
Jul 10 2020, 08:59am	4 (Excellent)	Sandra, thank you so much. Sorry to leave you hanging. I was working and had a small window to look into this with a librarian.
Jul 12 2020, 03:02pm	4 (Excellent)	SUPER helpful librarian! Directed me on how to find the information I was looking for.
Jul 12 2021, 08:45am	4 (Excellent)	Friendly and attentive! Thank you, Christina!
Jul 12 2021, 08:59am	4 (Excellent)	Once again, thank you!
Jul 13 2020, 08:22pm	4 (Excellent)	Excellent help. Stayed until we got just what I needed
Jul 13 2020, 10:28am	4 (Excellent)	Good
Jul 13 2022, 08:10pm	4 (Excellent)	hi. im sorry i left so abruptly. my internet connection is not so good and i had trouble navigating the chat after accidentally refreshing it. again my apologies. i hope you get this
Jul 14 2020, 04:17pm	2 (So-so)	I forgot to answer
Jul 14 2020, 08:21pm	4 (Excellent)	Awesome!! Thank you so much!
Jul 15 2020, 04:06pm	4 (Excellent)	she did everything to help and finally found the correct book
Jul 15 2021, 09:15pm	4 (Excellent)	Thank you, Sandy!! :)
Jul 16 2020, 02:54pm	4 (Excellent)	Very helpful.
Jul 17 2021, 09:57am	4 (Excellent)	Very helpful.
Jul 19 2020, 03:12pm	4 (Excellent)	I just LOVE being able to receive help from a librarian when I need it. I've only needed the librarian a handful of times, but every time I utilize them for help, they always go above and beyond and they are always so friendly. So great to have them as a resource.
Jul 20 2021, 02:59pm	4 (Excellent)	excellent help. thank you very much
Jul 20 2021, 10:27am	4 (Excellent)	Amy answered all my questions and was very helpful!
Jul 22 2021, 07:56pm	4 (Excellent)	I loved her, made all of it really easy to understand.
Jul 22 2021, 08:06pm	4 (Excellent)	The librarian, Sandy, was very helpful in assisting to find helpful resources related to my project topic! :)
Jul 23 2020, 04:17pm	4 (Excellent)	Thank you Suzanne!
Jul 23 2020, 04:48pm	4 (Excellent)	Your the best Suzanne!
Jul 27 2020, 11:02am	4 (Excellent)	I do appreciate your big help. Many thanks!
Jul 28 2020, 02:03pm	4 (Excellent)	The Librarian was really nice and patience with me, and helped out alot more than I expected and I appreciate it so much!
Jul 29 2020, 02:03pm	3 (Good)	more articles but I was reading so I didn't see her comments
Jul 29 2020, 04:21pm	4 (Excellent)	Amazing super friendly and helpful.
Jul 29 2022, 06:26pm	4 (Excellent)	Really fast and helpful.
Jun 01 2020, 02:44pm	4 (Excellent)	Great help. Give that person a raise.
Jun 01 2021, 04:45am	4 (Excellent)	She is amazing and I guess a good person in real life. She knows exactly what I need.
Jun 02 2021, 01:09pm	4 (Excellent)	Really Helpful and nice.
Jun 02 2021, 02:08pm	4 (Excellent)	very helpful!
Jun 03 2020, 01:25pm	4 (Excellent)	Step by step how to search and extra tips once I get there.
Jun 03 2022, 08:47pm	4 (Excellent)	very helpful.
Jun 04 2020, 03:17pm	4 (Excellent)	it was wonderful
Jun 05 2020, 11:48am	4 (Excellent)	Really helpful thank you
Jun 06 2022, 02:54pm	4 (Excellent)	Thank you very much for your attention.
Jun 07 2020, 08:45pm	4 (Excellent)	Very helpful
Jun 07 2021, 07:26pm	4 (Excellent)	Amazing, very helpful