

Communication by Project

How satisfied have you been with communication?

If a respondent was aware of a or involved with a project, they were asked about three aspects of LIT's performance: communication, timeliness of completion, and delivered the promised functionality.

Respondents rated communication on a scale from Very Dissatisfied (1) to Very Satisfied (5). The average response across all projects was slightly above neutral, 3.2. The table below lists the average score for each project, and also the percent indicating they were satisfied or very satisfied. The chart displays those projects with in descending order of average satisfaction. Those projects above the green line are the top third of the average score for communication.

Project	Average Score	Responses	%Satisfied or Very Satisfied
Articles+	3.7	59	62.7%
Voyager services	3.7	50	54.0%
Libguides	3.6	57	50.9%
Course Reserves (Ares)	3.5	34	41.2%
Illiad	3.3	25	36.0%
Archive Space	3.3	19	42.1%
Web Site Migration	3.2	62	38.7%
Aeon	3.2	46	39.1%
Fortunoff	3.0	30	20.0%
EliScholar	2.9	40	15.0%
Findit Interface Digitized Obj.	2.7	32	18.8%
Finding Aids	2.6	37	21.6%
Kissinger	2.6	38	13.2%
Overall Communication Average	3.2		

Source URL: <https://web.library.yale.edu/2014-library-it-satisfaction-survey-overview/communication-project>