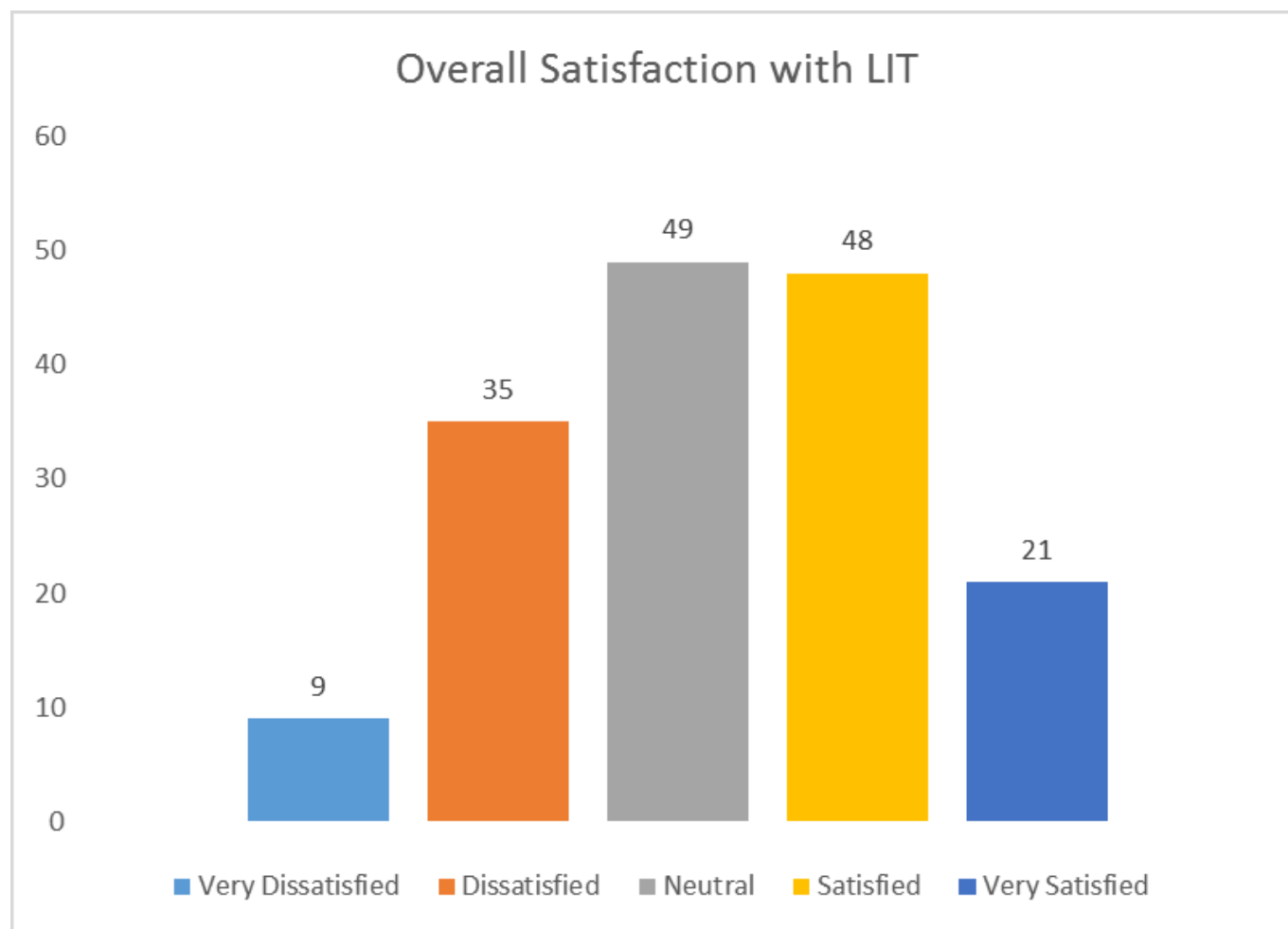


Satisfaction with the Overall Performance of LIT

Overall, how satisfied are you with Yale Library Information Technology (LIT)?

Respondents were asked how satisfied they are with IT services, and rated on a scale from Very Dissatisfied (1) to Very Satisfied (5). The most common rating was Neutral (49 responses), 42.6% were either satisfied or very satisfied. The average for all responses was slightly higher than neutral, 3.2. 162 respondents answered.



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