SGS Graduate Student Focus Groups Feedback
Background

• SGS ran focus groups with 1st year grad students (both Masters & PhD)
  • Wanted to learn more about grad students’ needs
  • Started with the libraries
  • Held 3 focus groups during mid-April, 7 students attended
Background

“Library facilities remain the highest rated university resource in terms of use and satisfaction.”

~ from CGPSS Aggregate Report 2013 (p. 4)
Background

“Where have you engaged in professional skills development on campus?”

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<tr>
<th>Doctoral</th>
<th>Research Master's</th>
<th>Professional Master's</th>
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<td>English Language and Writing Support Office</td>
<td>Career Centre</td>
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from CGPSS Aggregate Report 2013 (p. 27)
Key findings from focus group

Research consultations:

• Extremely helpful
• Could be better promoted
• How much help can you ask for?
• Didn’t know you could talk to librarian about search strategies
• People are harder to find than things!
Key findings from focus group

Complicated processes:
  • Checkouts for carrel books
  • Returns for ILL and renewed books
  • Accessing materials from Downsview
  • Scanning
  • Locating specific software
Key findings from focus group

Building a peer research network
  • Looking to build community with other grad students
  • Share knowledge and know-how about research tools, tips, etc.
How does a grad student find help...

• for research consultations?
• for specific graduate needs (carrels, software)?
• for peer-to-peer support and knowledge sharing?

... and how can librarians make this process easier?