



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?”

Doctoral		Research Master's		Professional Master's	
English Language and Writing Support Office	38.8%	Career Centre	36.1%	Career Centre	38.4%
Libraries	31.3%	English Language and Writing Support Office	33.2%	Libraries	36.2%
Career Centre	30.0%	Libraries	28.1%	Work study	18.2%
Graduate Professional Skills (GPS) Program	23.0%	Graduate Professional Skills (GPS) Program	15.8%	Employment	18.0%
Employment	17.5%	Hart House	13.4%	English Language and Writing Support Office	15.8%
Student organizations (i.e. clubs)	15.2%	Student organizations (i.e. clubs)	13.2%	Student organizations (i.e. clubs)	15.2%
Hart House	14.1%	Employment	12.4%	Hart House	10.3%
Graduate Students' Union	13.0%	Work study	10.3%	Graduate Professional Skills (GPS) Program	8.0%
Centre for Teaching					

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 Downsvievw
- 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?