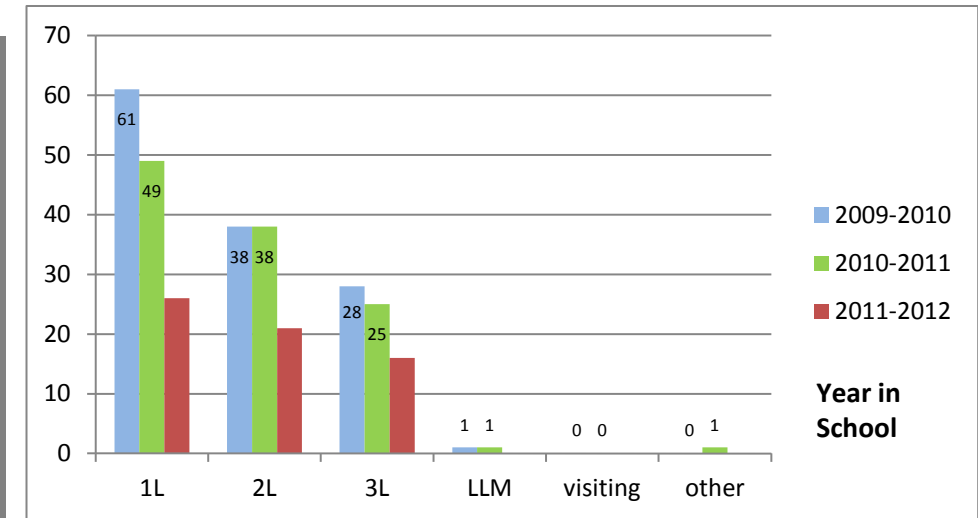
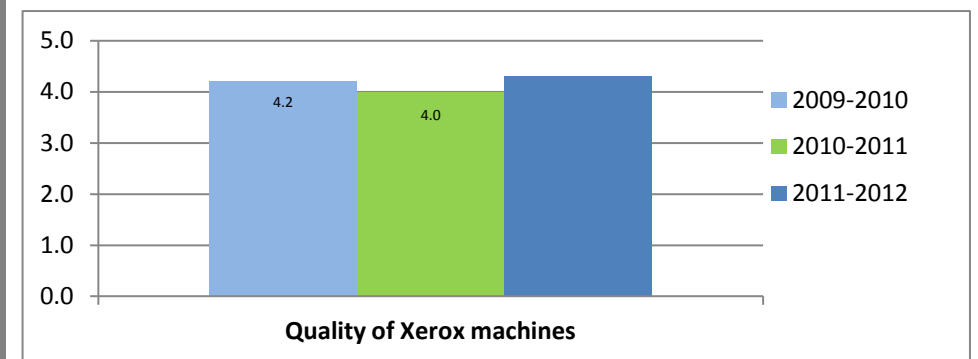


	2009-2010	2010-2011	2011-2012	Result/change		
<b>Q1 Year in school</b>						
1L	61	48%	49	43%	26	-10%
2L	38	30%	38	33%	21	10%
3L	28	22%	25	22%	16	0%
LLM	1	1%	1	1%	0	0%
visiting	0	0%	0	0%	0	
other	0	0%	1	1%	0	
<b>total survey participants</b>	<b>128</b>	<b>114</b>				<b>-11%</b>

**GRAPHS**



<b>Q2 Quality of Xerox machines</b>	4.2	4.0	4.3	-5%
-------------------------------------	-----	-----	-----	-----



<b>Q3 Value of services for price</b>	3.2	3.4	3.2	6%
---------------------------------------	-----	-----	-----	----



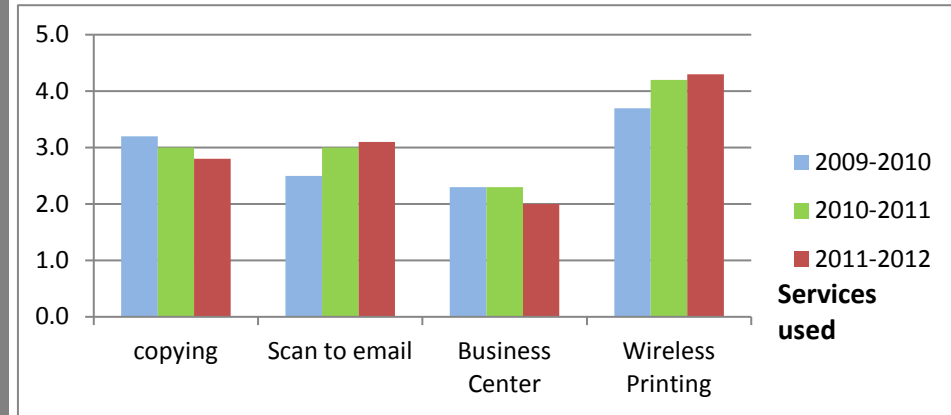
2009-2010 2010-2011 2011-2012

Result/change

GRAPHS

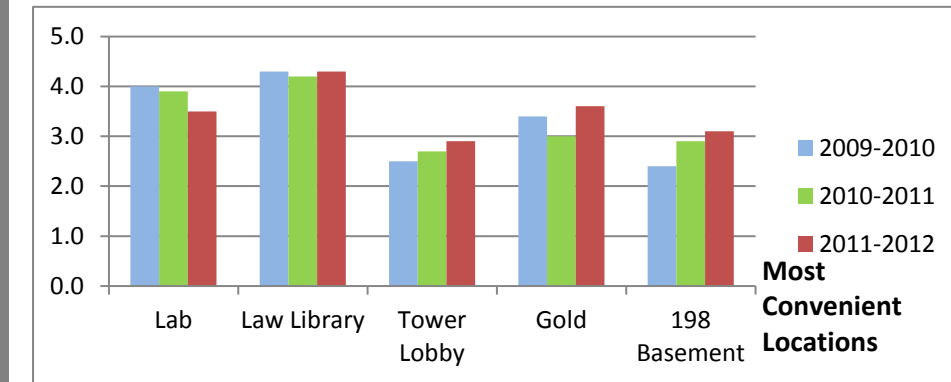
**Q4 Services used most often**

	2009-2010	2010-2011	2011-2012	Result/change
copying	3.2	3.0	2.8	-6%
Scan to email	2.5	3.0	3.1	20%
Business Center	2.3	2.3	2.0	0%
Wireless Printing	3.7	4.2	4.3	14%



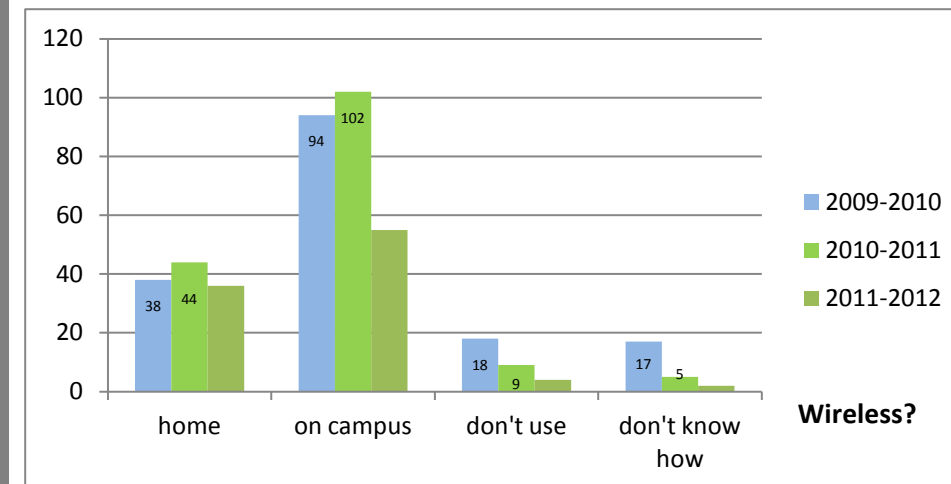
**Q5 Most convenient machines**

	2009-2010	2010-2011	2011-2012	Result/change
Lab	4.0	3.90	3.5	-3%
Law Library	4.3	4.20	4.3	-2%
Tower Lobby	2.5	2.70	2.9	8%
Gold	3.4	3.00	3.6	-12%
198 Basement	2.4	2.90	3.1	21%



**Q6 Where use Wireless Printing**

	2009-2010	2010-2011	2011-2012	Result/change	
home	38	30%	44	38%	27%
on campus	94	75%	102	89%	19%
don't use	18	14%	9	8%	-43%
don't know how	17	13%	5	4%	-69%



2009-2010      2010-2011      2011-2012

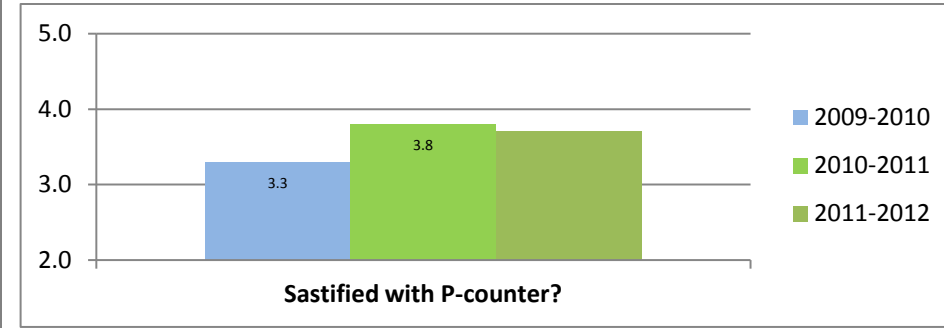
Result/change

**GRAPHS**

**Q7 Sastified with P-counter?**

3.3      3.8      3.7

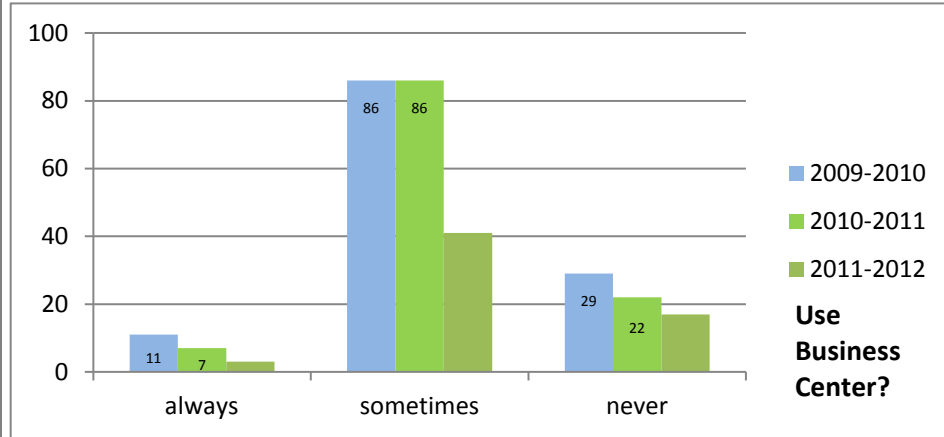
15%



**Q8 Use Business Center?**

	2009-2010	2010-2011	2011-2012
always	11	9%	7
sometimes	86	69%	86
never	29	23%	22

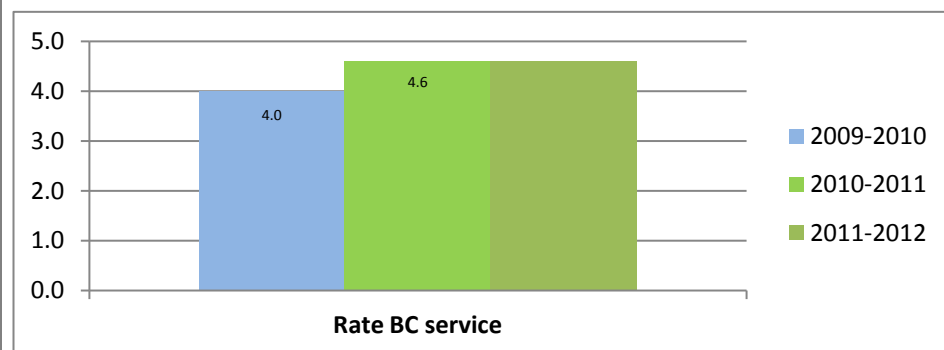
-36%  
0%  
-24%



**Q9 Rate BC service**

4.0      4.6      4.6

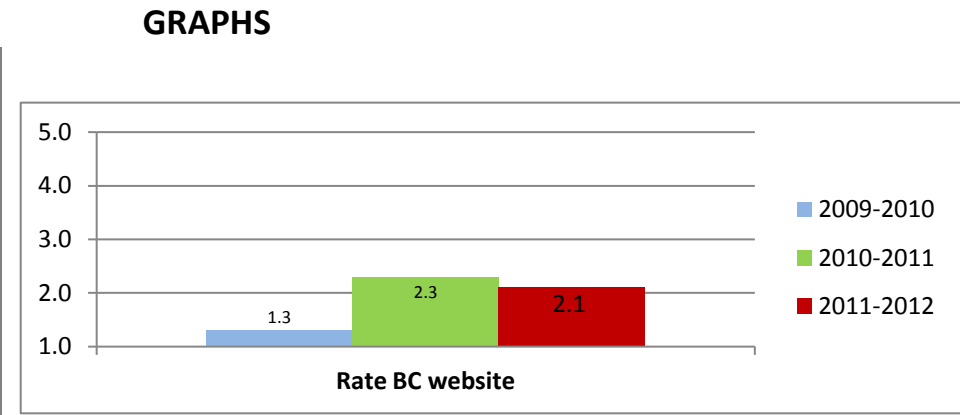
15%



	2009-2010	2010-2011	2011-2012	Result/change
--	-----------	-----------	-----------	---------------

**Q10 Rate BC website**

2009-2010	1.3	2.3	2.1	77%
-----------	-----	-----	-----	-----



**Q12 Value of the \$20 + \$3 program**

Excellent	n/a	54	47%	30
good	n/a	39	34%	20
fair	n/a	14	12%	7
None	n/a	7	6%	5

