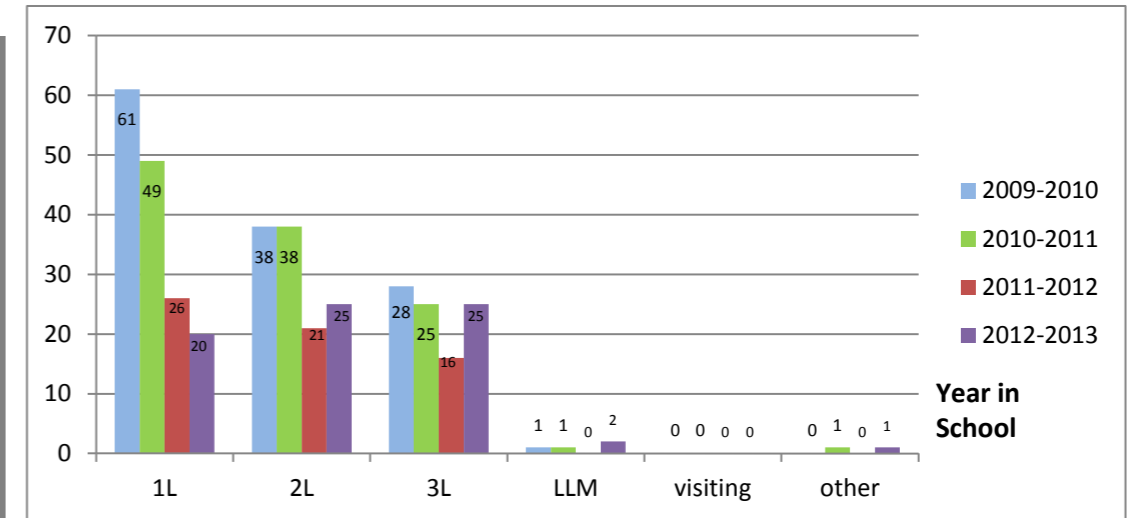
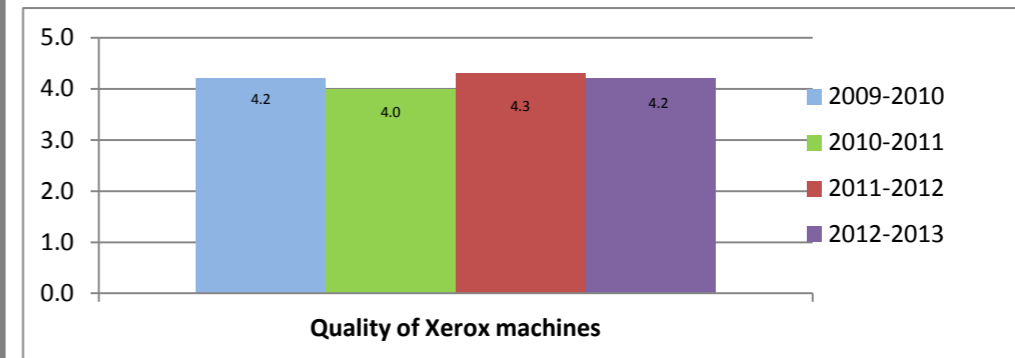


	2009-2010	2010-2011	2011-2012	2012-2013
Q 1 Year in school				
1L	61	49	26	20
2L	38	38	21	25
3L	28	25	16	25
LLM	1	1	0	2
visiting	0	0	0	0
other	0	1	0	1
total survey participants	128	114	63	73

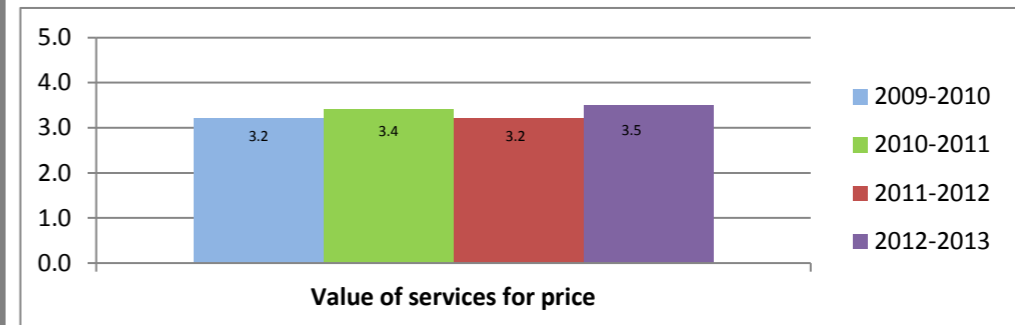
GRAPHS



Q2 Quality of Xerox machines 4.2 4.0 4.3 4.2



Q3 Value of services for price 3.2 3.4 3.2 3.5



2009-2010 2010-2011 2011-2012 2012-2013

Q4 Services used most often

copying	3.2	3.0	2.8	2.7
Scan to email	2.5	3.0	3.1	2.8
Business Center	2.3	2.3	2.0	2.4
Wireless Printing	3.7	4.2	4.3	4.3

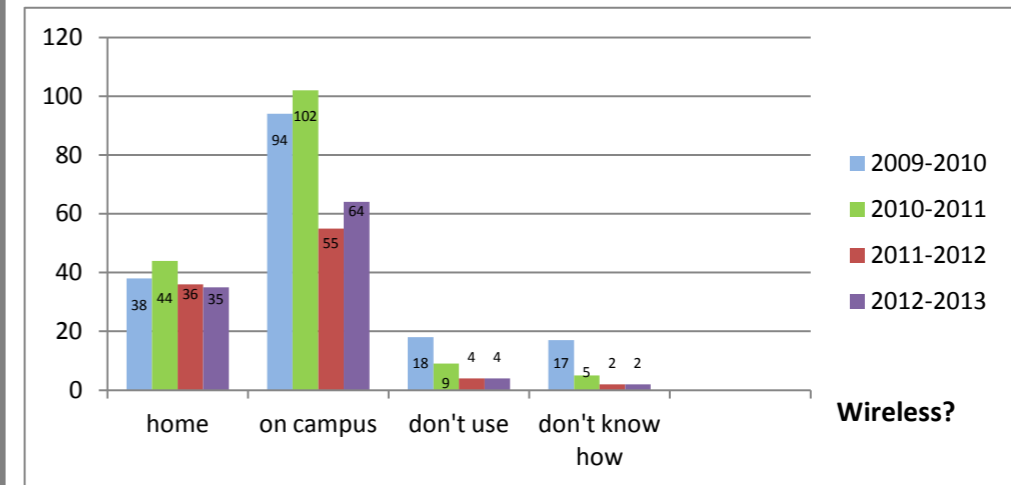
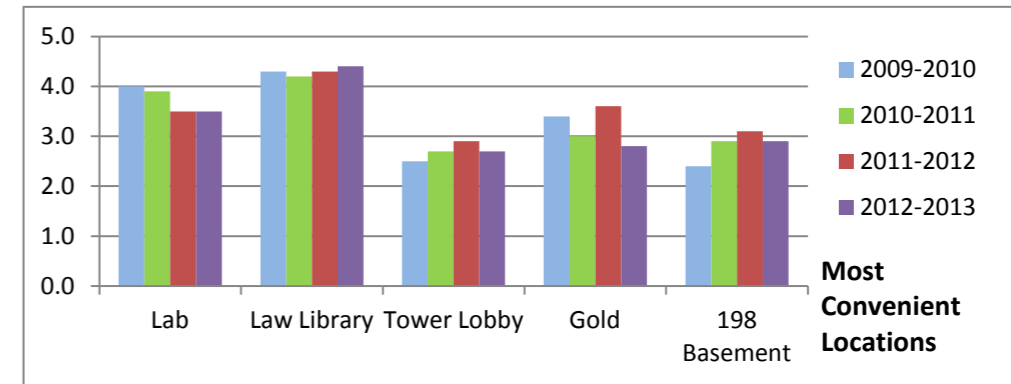
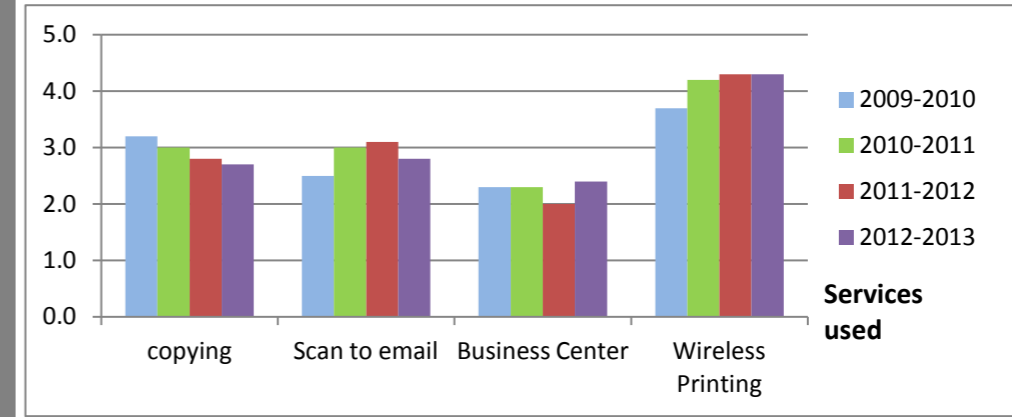
Q5 Most convenient machines

Lab	4.0	3.90	3.5	3.5
Law Library	4.3	4.20	4.3	4.4
Tower Lobby	2.5	2.70	2.9	2.7
Gold	3.4	3.00	3.6	2.8
198 Basement	2.4	2.90	3.1	2.9

Q6 Where use Wireless Printing

home	38	30%	44	38%	36	35
on campus	94	75%	102	89%	55	64
don't use	18	14%	9	8%	4	4
don't know how	17	13%	5	4%	2	2

GRAPHS



2009-2010 2010-2011 2011-2012 2012-2013

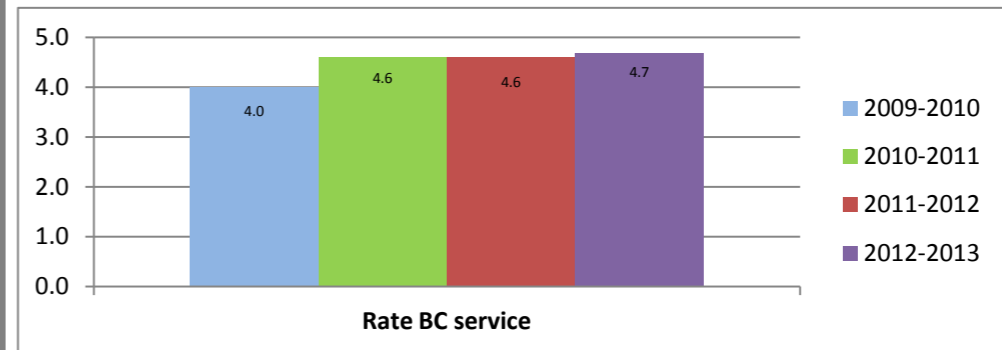
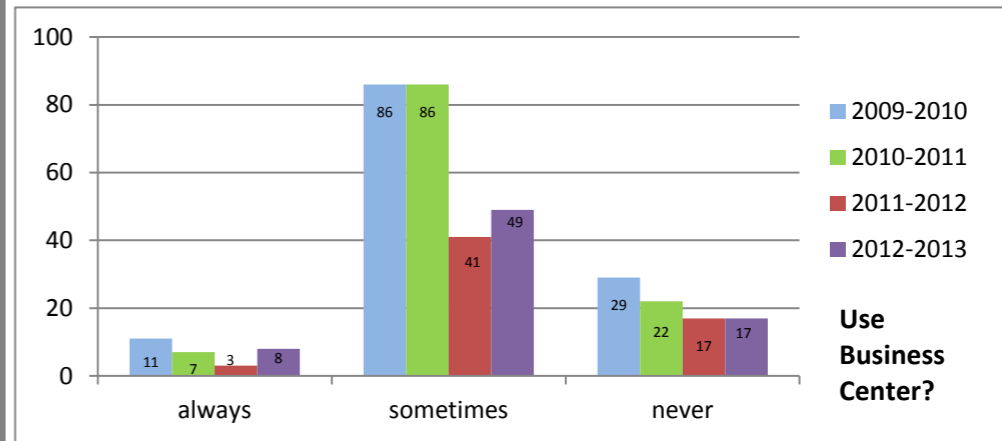
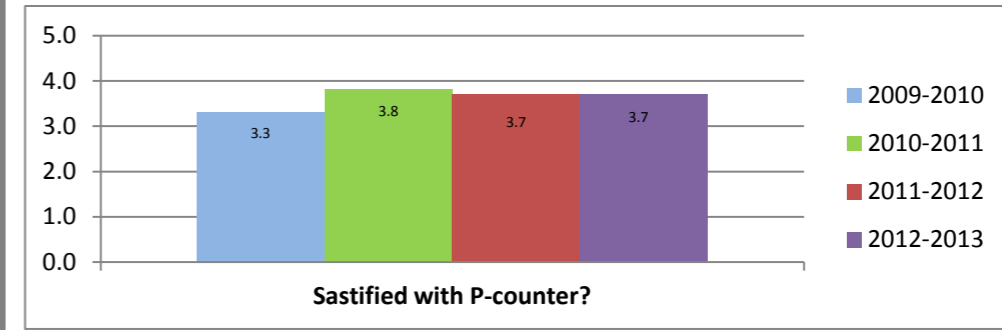
Q7 Sastified with P-counter? 3.3 3.8 3.7 3.7

Q8 Use Business Center?

always	11	9%	7	6%	3	8
sometimes	86	69%	86	75%	41	49
never	29	23%	22	19%	17	17

Q9 Rate BC service 4.0 4.6 4.6 4.7

GRAPHS



2009-2010 2010-2011 2011-2012 2012-2013

Q10 Rate BC website

1.3 2.3 2.1 2.7

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

Excellent	n/a	54	47%	30	31
good	n/a	39	34%	20	28
fair	n/a	14	12%	7	11
None	n/a	7	6%	5	3

GRAPHS

