



Measuring GALILEO's Performance: 2023 GALILEO User Survey Report

January 2024

Executive Summary

The GALILEO user survey is conducted annually to ascertain user satisfaction and online research habits of the GALILEO community. Annual surveys have been conducted since 1996, one year after GALILEO went online. The survey has been available only in an online format since the start. The 2022 survey was conducted Nov. 1-17, 2023.

The survey included:

- Ten statements rated by the respondent on GALILEO performance and value
- Five K-12 student-focused questions, including one asking students what they like about GALILEO
- One question asking respondents to rank improvements and features to GALILEO
- A strategic planning question asking whether future ideas were critical, important, nice to have or not important (for library staff only)
- One question asking whether there was a preference for classic search or the Bento box search
- Questions regarding social media use and communication with GALILEO
- Demographic questions about user and institution types, usage frequency, where the respondent learned about GALILEO, and where the respondent is at the time of completing the survey
- Open-ended questions asking for feedback from general respondents and K-12 students

For the first time, the GALILEO Annual User Survey included a strategic planning section to garner feedback on the five-year planning document that informs our mid- to long-term goals. This is different than short-term, annual, or even budget decisions from year to year. A strategic plan involves key stakeholders and uses the mission and vision of GALILEO to inform strategic priorities over a three to five-year period and the most appropriate steps for meeting those goals.

We implemented GALILEO's current strategic plan in June 2017, with the intention of updating it before 2022. But the COVID pandemic began in 2020, pushing back the process a couple of years. Now that we – and our patrons – have largely adapted to the post-pandemic era, we believed it was a great time to engage the public in our strategic planning process. Although media specialists, librarians and library staff were the only respondents asked to comment on the strategic plan, all comments and data in the survey are used to inform the future of GALILEO.

Despite the challenges of the past few years, most of the survey respondents continue to indicate they are satisfied (strongly agree or agree) with GALILEO, Georgia's virtual library. The GALILEO value score (88.3%) is consistent with the score last year, though down as a trend over the past five years. Still, GALILEO staff have continued to make upgrades to the portal to modernize it, ease logging in and make searching simpler.

In 2024, we will continue to reassess any critical needs for GALILEO improvement as we complete the strategic plan. Feedback from this survey, the GALILEO Annual Conference, small-group sessions with stakeholders, and GALILEO usage statistics will help form the basis of this plan.

Methodology

GALILEO users were invited to participate in the survey through visiting the GALILEO website and through direct and secondary communications, i.e., retweets and other communication from the libraries to their patrons. Communication channels to promote the survey included the GALILEO Listserv, RACL contact list, public library Listserv, social media, the GALILEO news feed, and a banner on the homepage of galileo.usg.edu.

The total number of surveys submitted was 1,472, compared to 5,157 last year. However, most of last year's responses were spam. For the 2023 survey, we attempted to thwart spam responses by posting access to the survey behind the GALILEO portal with a permalink. We also took efforts to disqualify any responses that did not answer a "trick" question correctly. A total of 86 responses were then disqualified. Further analysis filtered out duplicate or low-quality responses. Low-quality responses included errant/spam responses and foreign characters. This resulted in 1,339 responses that were analyzed, compared to 1,488 from last year (or a 10% decline). This indicates a greater percentage of usable responses from the response pool compared to 2022.

Data analysis was completed using tools in the Zoho and Excel.

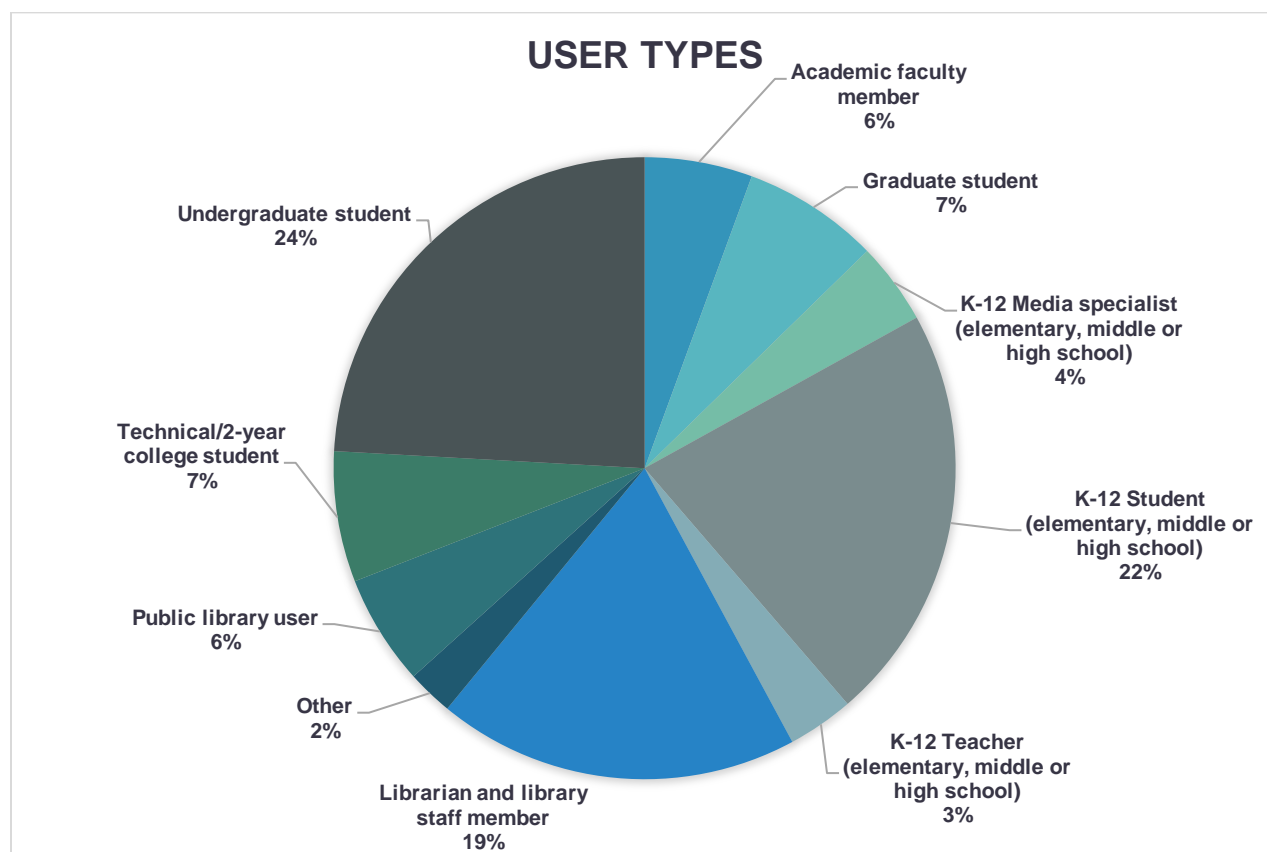
Demographics

Survey questions asked users to identify themselves by their user type (e.g., undergraduate student, faculty, or public library user) and by their institution type (e.g., state college or university, technical college, or public K-12 school).

User Types

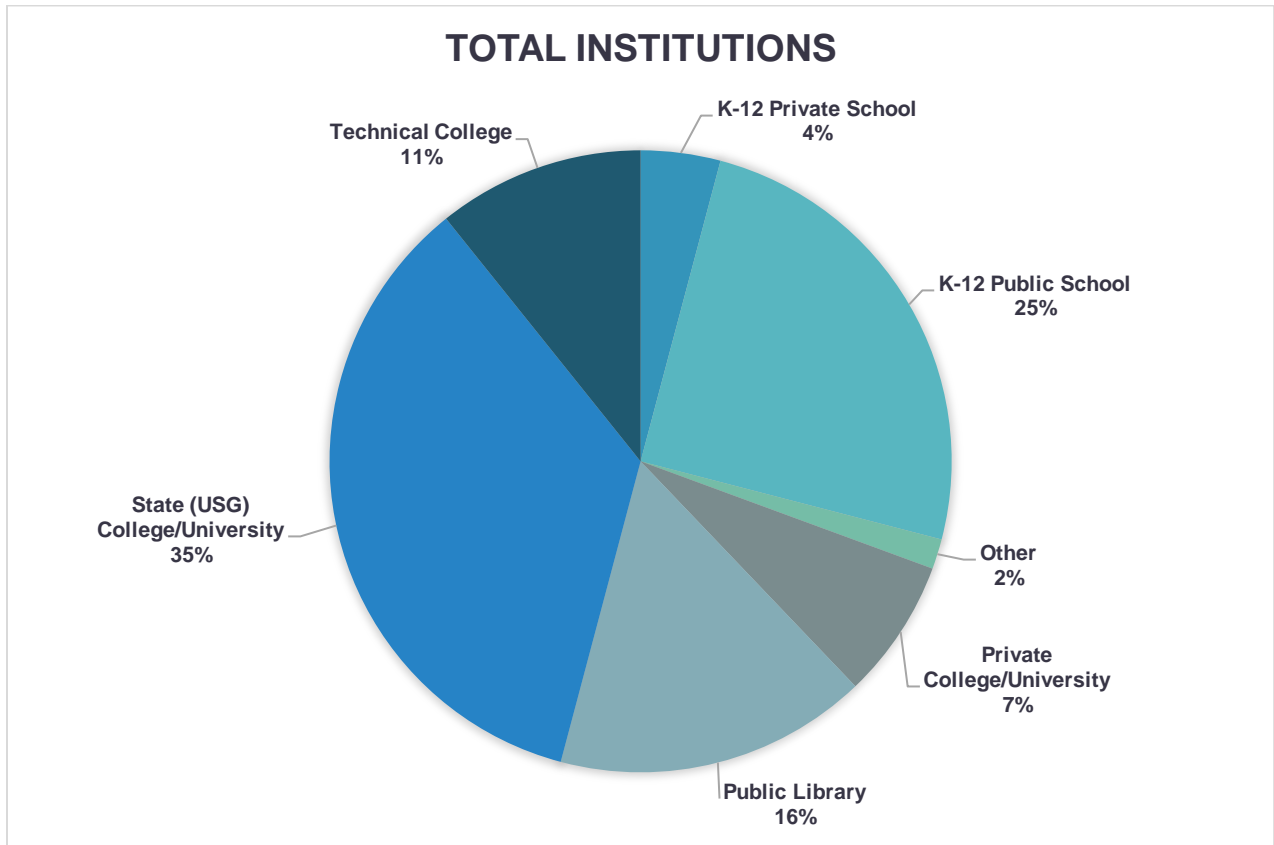
A total of 1,339 respondents completed the user demographic information. Of those respondents, 309 (23%) were librarians, library staff, or media specialists, and 1030 (77%) were end users (students, faculty or teachers, public library users, or users who identified themselves as "other"). The number of survey responses from librarians, library staff or media specialists grew by 88 percent.

Undergraduate students from four-year colleges led respondents, with 323 responses or 24%. This was followed by K-12 students, which had 291 responses or 22%.



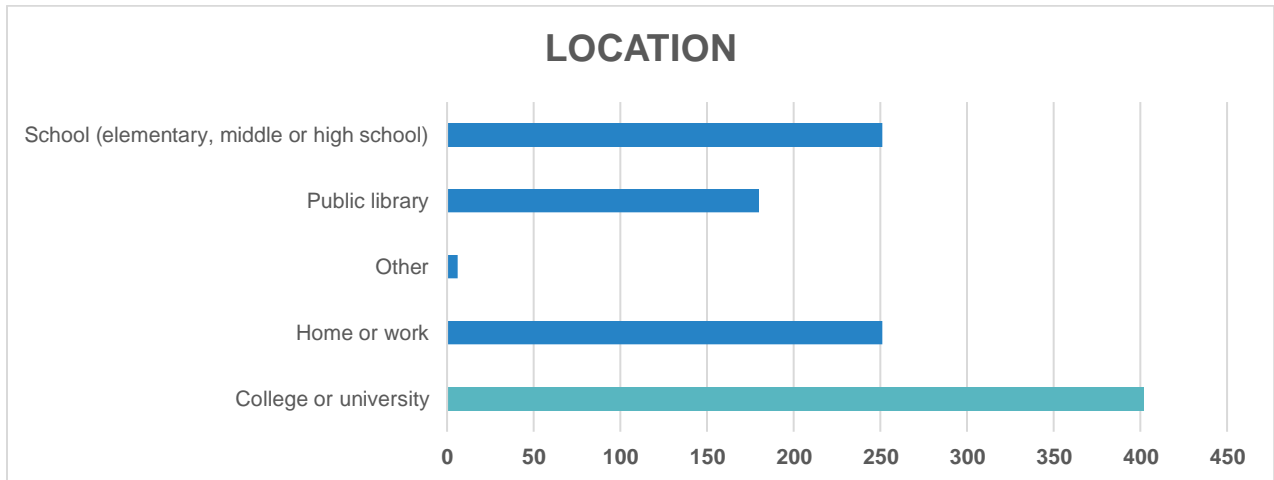
Institution Types

Of the 1,088 people who answered this question, the highest percentage of responses came from University System of Georgia institutions at 35% (382). K-12 public schools followed with 25% (271) of respondents. Public libraries had the third-highest response rate at 16%, or 177 respondents.



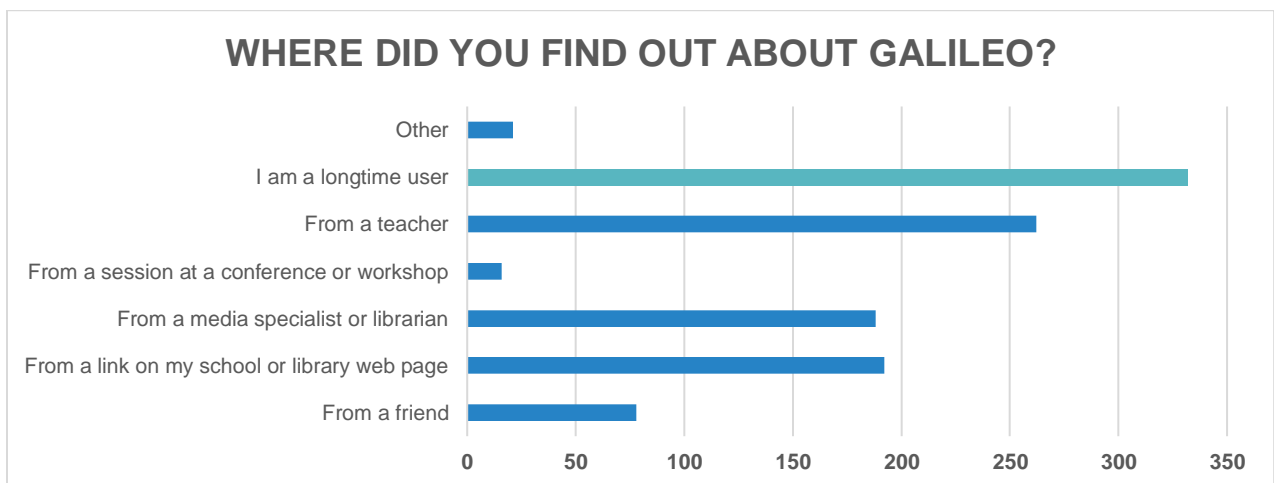
Location

The highest percentage of respondents (37% or 402) reported they were at college or a university while taking the survey. Patrons located at home or at a grade school tied for the second-highest percentage with 23%, or 251 respondents, each. Apart from those who chose “other,” the fewest number of respondents were located at a public library.



Additional User Information

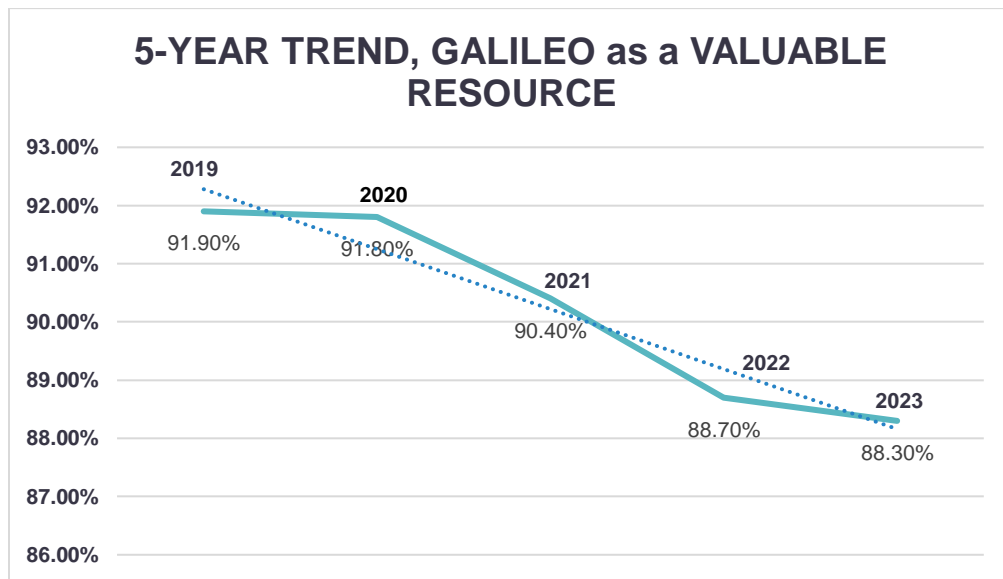
The survey also asked respondents how often they use GALILEO and how they learned of GALILEO. Most respondents said they access GALILEO occasionally (32%) or weekly (30%). This year, most respondents were longtime users (30%), followed by hearing about GALILEO from a teacher (24%). In addition, another 17% learned about GALILEO from a media specialist. These numbers align with a high number of responses from K-12 students.



About the Data

Rating Performance and Value

Every year, the survey includes statements designed to measure satisfaction with GALILEO using a Likert scale. Satisfaction (strongly agree and agree combined) was 88.33%. This is nearly the same percentage as 2022, where 88.7% were satisfied with GALILEO. Still, a greater percentage of respondents found value in GALILEO more so than any other satisfaction metric. Following closely were: “I learn something by using GALILEO,” 87.66%; and “I am confident about using what I have learned from GALILEO,” 84.75%.



Satisfaction Likert Scale (Likert Chart A) – All Survey Respondents (highest percentages shaded darker)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Sure	Total
I find it easy to use GALILEO	31.91 % 359	48.71 % 548	13.16 % 148	3.64 % 41	1.33 % 15	1.24 % 14	1125
Using GALILEO databases saves me time	36.99 % 415	41.53 % 466	14.97% 168	3.21 % 36	1.69 % 19	1.60 % 18	1122
I think GALILEO is a valuable service	53.41 % 595	34.92 % 389	6.37 % 71	2.51 % 28	1.44 % 16	1.35 % 15	1114
Logging into GALILEO is easy	41.45 % 463	37.60 % 420	13.61 % 152	4.21 % 47	1.61 % 18	1.52 % 17	1117
I think GALILEO response time is acceptable	37.04 % 413	41.43 % 462	12.02 % 134	3.32 % 37	1.35 % 15	4.84% 54	1115
GALILEO meets my information needs	35.04 % 390	43.76 % 487	13.66 % 152	4.22 % 47	1.62% 18	1.71 % 19	1113
I would recommend GALILEO to a friend	43.35% 482	39.30 % 437	11.24 % 125	3.06 % 34	1.26 % 14	1.80 % 20	1112
I learn something by using GALILEO	46.87 % 524	40.79 % 456	8.32 % 93	2.33 % 26	.72 % 8	.98 % 11	1118
I am confident about using what I have learned from GALILEO	45.56 % 508	39.19 % 437	39.19 % 116	10.40 % 29	2.60% 11	.99 % 14	1115
I am likely to apply what I have learned from GALILEO	45.18 % 502	38.07 % 423	12.15 % 135	2.07 % 23	1.26 % 14	1.26 % 14	1111

User Feedback – Strategic Planning (Library Staff Only)

In 2023, we began the process to update our strategic plan. We had already asked for library staff feedback at our June 2023 conference, during a strategic planning retreat, and in a session at the Georgia Libraries Conference. In the survey, we asked which of the strategic ideas generated thus far were of interest to media specialists, librarians, or other library staff filling out the survey. (This question was not presented to patrons, only library staff).

The data indicate that the No. 1 most critical feature or idea is information/data literacy training for adults and college-level students. Anecdotally, we have found that library staff have challenges engaging patrons in the use of GALILEO, in part, due to a lack of computer literacy or data literacy skills. The portal itself proves to be cumbersome for some. See comments below.

“Can we also get some computer literacy resources such as how to use a computer or Microsoft Word tips and tricks? We have many elderly patrons who are struggling using the computer for the first time and learning how to use email and Word for the first time.”

“A required class at Augusta University teaches students how to use Galileo effectively for research projects and papers. I do think it would be more difficult to use GALILEO on my own, without that instruction.”

Preference Chart A: Strategic planning preferences, overall most “critical” (n = 257)

Strategic Planning “Critical” Preference	Ranking
Information/data literacy training for adults/college	1
More Open Access content	2
A GALILEO Search app	3
College-level GALILEO training module in learning management systems	4
Data dashboards for demonstrating value	5
More content to support lifelong learning (culinary, crafts, etc.)	5
K=12 GALILEO training/lessons plans	6
More kid-friendly interface for K-12	7
Explain how GALILEO helps learning outcomes	8
A better “did you mean” functionality	9
More content from university presses	10
Discover GALILEO content on the open web	11
Controlled digital lending	12
Integrate AI to help with searching	13

However, when it comes to the most critical needs for media specialists, which includes those teaching in grade schools, the results were different. The most critical needs for those respondents centered on K-12 features. The most critical need for other librarians and library staff was data literacy training. The one feature that overlapped as critical need for both respondent types was the need for a GALILEO Search app. See charts B and C below. Charts D and E refer to “important” and “nice to have” features.

Preference Chart B: Strategic planning preferences, most “critical” for media specialists (n = 51)

Strategic Planning “Critical” Preference	Ranking
More kid-friendly interface for K-12	1
K-12 GALILEO training/lessons plans	2
A GALILEO Search app	3
Data dashboards for demonstrating value	3

Preference Chart C: Strategic planning preferences, most “critical” for librarian and library staff member (n = 205)

Strategic Planning “Critical” Preference	Ranking
Information/data literacy training for adults/college	1
More Open Access content	2
A GALILEO Search app	3

Preference Chart D: Strategic planning preferences, “important” and by person type (n = 48 media specialist and n= 204 librarians)

Person Type	Strategic Planning Idea	Ranking
School Media Specialist	More Open Access content	1
Librarian/Library Staff	A better “did you mean” functionality	1

Preference Chart E: Strategic planning preferences, “nice to have” and by person type (n = 48 media specialist and n= 204 librarians)

Person Type	Strategic Planning Idea	Ranking
School Media Specialist	Integrate AI to help with searching	1
Librarian/Library Staff	Integrate AI to help with searching	1

Regarding the “AI” feature, it was both the least critical overall but also the most “nice to have.” Anecdotally, respondents see some use of artificial intelligence, but are wary of implications. See survey comments below.

“Information and digital literacy is becoming increasingly important and GALILEO is an essential part of the process of discernment in an ever increasing AI generated internet.”

“I’d appreciate it if you didn’t integrate AI; it just steals from human labor.”

User Feedback – GALILEO Features

In 2021, GALILEO released its Bento box functionality. For the past two surveys, we have polled respondents about their knowledge and satisfaction with the feature. Generally, respondents have been satisfied with the Bento box feature, but they still chose the classic search as their go-to. This year was no different, with most respondents (54%) choosing the classic search as their preference. See chart and comments below.

“Bento Search is not useful to me. The results are organized by container, not relevance, which makes no sense to me, especially when I can use the advanced search to get the types of resources I want and still have them ranked by relevance.”

“I am always impressed with the ease of use and the variety of search results from GALILEO. I love using the Bento search.”

Preference Chart B: Preference of sorting capability, Bento vs Classic (n = 1,122)

Sorting Preference	Ratio
Classic Search	53.57%
New Bento Search	26.47%
No Preference	19.96%

We also asked respondents what features, in general, users wanted GALILEO to improve. As in previous years, providing more content and full-text options again ranked No. 1. See chart and comment below.

“Creating a GALILEO app and having more content that is open access similar to JSTOR is most beneficial for GALILEO users no matter their age.”

Preference Chart C: Respondents who “strongly agree” a feature would improve GALILEO (n = 887)

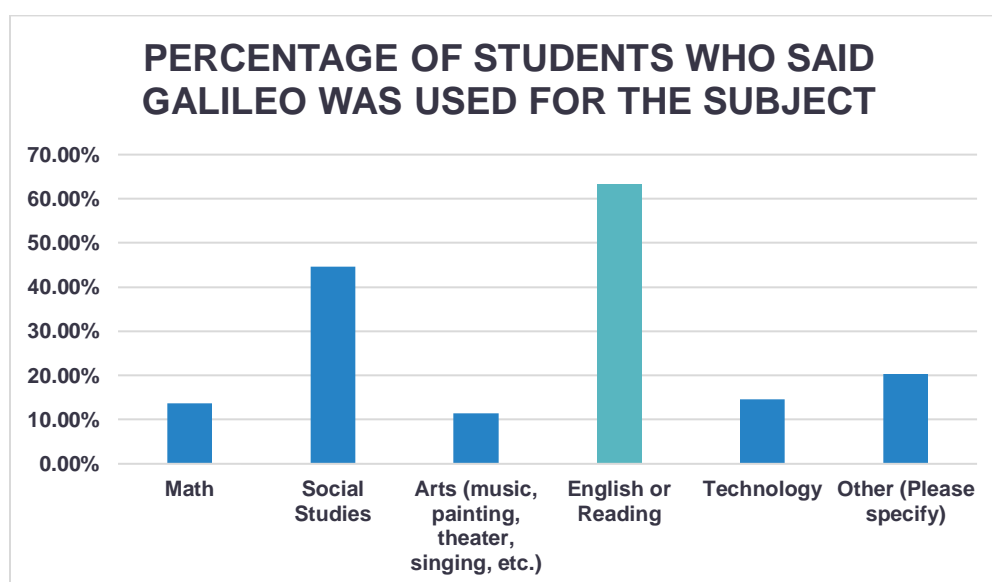
Upgrade Preference	Ratio
More content/full text	46.32%
Simpler navigation	33.56%
Better search	32.73%
Improved functionality	27.10%
Easier login	25.11%
Improved help function (FAQs)	24.89%

K-12 Targeted Questions

For the third year, the survey asked questions of students in kindergarten - 12th grade who filled out the survey (n=291).

Students were asked whether they have used GALILEO for a school project or homework, what subjects they have used GALILEO for, whether they needed a parent's or teacher's help, and an open-ended question about what they liked about GALILEO.

Of 226 responses, 89% (202) said they had used GALILEO for homework or a school project. This is down slightly from the previous year, where 259 student respondents, or 94.5%, said they had used GALILEO. The top subjects that students said they used GALILEO for are English (63%) social studies (45%), and other (20%, mostly science, research, or advanced studies). Most students (76%) said they did not need anyone's help using GALILEO.



K-12 Open-Ended Comments

K-12 students were asked what they liked about GALILEO. Below are some of their responses (n=213).

- It gives me access to articles without having to pay for them- only the publishers get any money from paying anyways as they don't pay the authors.
- I always have an abundance of articles and information that I know is correct, therefore I do not need to constantly check my information and make sure it is factual.
- You can easily find resources that are peer reviewed and primary resources. Everything is already sorted out when you search for it and it's easy to find credible sources.
- It helps a lot with projects it has a lot of pictures and information to help me out with a lot of things in social studies.

Text Analysis: All Survey Comments

Each response also was analyzed individually. Select comments have been included throughout the report. Additional comments, both positive and negative are included below.

- I teach classes on genealogy and using library resources for OLLI@UGA and am always surprised at the folks who do not know about and use GALILEO. *(public library user)*
- GALILEO makes it easy to find credible academic resources that you can't find anywhere else. It allows me to save money for acquiring articles. *(undergraduate student)*
- I would like to go back to the old system where users could get the password from the library staff instead of having to type in their library card number and password. This was a lot easier for most patrons as they do not often know their password or library information. *(librarian or library staff member)*
- I am not looking forward to the new interface change at all. I think that it only creates more problems (permalink shift especially) because it's not a universal experience. Please do not incorporate AI technology. It feels invasive and unnecessary especially when it has the potential to undermine privacy standards of librarianship and the profession itself. *(librarian or library staff member)*
- GALILEO is a critical part of our digital offering for our library patrons. We would not be able to purchase ANY of the resources offered through GALILEO on our own. Thank you! *(librarian or library staff member)*
- GALILEO is an invaluable resource to Georgia citizens. With disinformation and misinformation increasingly an issue, the high quality, reliable information provided by GALILEO is critical to developing an informed society. And since GALILEO is free, equity of access is less of a problem--still a problem, but GALILEO helps address the gap. Thank you! *(K-12 media specialist)*
- Thanks for saving me ages googling for my final honors astronomy class paper!! *(K-12 student)*
- I am a recently retired school librarian and love all that GALILEO has to offer for the K-12 setting. I hope that public library users also utilize this fantastic resource! *(public library user)*
- It's an important service but one I have never used. It's more confusing than helpful. For my academic scholarship, I know the journals that are key for my discipline, and I read the articles and folios rabbit trails in the bibliographies. I'm a full professor in English and really try to avoid GALILEO. *(academic faculty member)*
- The search functions continue to improve. I teach English freshman and I want them to turn to Galileo instead of Google. It is competitive. They know Google and are learning to access the benefits of GALILEO. *(academic faculty member)*
- The "simpler" search is awful. It is so infantilizing and insulting! It makes it *more* difficult to see relevant information about each article. I cannot exaggerate enough how horrible it is. Get rid of it! Please!!!!!!!!!!!!!!!!!!!!!! *(undergraduate student)*
- I feel like everything on Galileo is purely educational and I can't find that much information on new trending topics. *(undergraduate student)*

Text Analysis: Addressing Concerns

See below select comments from users and responses from our staff on updates or changes that impact the user concern.

ISSUE	UPDATE
<p>Wonderful system, I love how everything is school-verified but there are still many options. However, I was told this could not be used at home, only at school. This makes it somewhat problematic for my essays and research papers.</p>	<p>GALILEO is available at home to all users. We will reach out to this user specifically but will also remind all schools that GALILEO is available off campus as well as on. Other comments indicated that some resources, such as PrepStep/Learning Express are not widely known. Given the criticality of such testing and career databases to K-12 and public library users, we will highlight those resources for those audiences.</p>
<p>I would like to be able to access videos to learn how to use more tools on Galileo.</p>	<p>Several respondents commented that they would like more tools (videos, guides, help) on how to use GALILEO. We already have some but will revisit this area and make the help/guides more useful and prominent.</p>
<p>Organize regular reading sharing meetings to promote readers' communication and interaction.</p> <p>When looking for newspapers - its confusing to sort out new text vs historic for finding articles and obituaries. Especially for the AJC</p> <p>Can we get more resources like NovellList on Galileo? NovellList is not necessarily updated frequently and I tend to use Fantastic Fiction more to recommend books to patrons.</p>	<p>These and other similar comments indicate that we need to do a better job of meeting the needs of users who are looking to GALILEO for non-scholarly content. Public library users need to see fiction and other "reading for pleasure" content. All users would benefit from easily being able to access the latest news, not just all news content.</p>
<p>You need to separate out K-5, 6-8, 9-12. All levels use GALILEO very differently.</p>	<p>We already provide separate interfaces for elementary, middle, and high school students, and are working with major vendors to further segment content to better meet user needs. EBSCO, for example, is working on resorting their collection, and they are expected to complete it by midyear. (Lexile-level searching for ebooks should be added, as well.) We're also hoping to revisit the design of the elementary and middle school interfaces to make it easier for younger students to use.</p>
<p>Filtering system to weed out things you don't need. For example, I'm looking into the bubonic plague, and covid-19 is overtaking the results.</p>	<p>While you can do this using Boolean logic in the Bento search bar (e.g., "bubonic plague NOT covid") it's not intuitive. There is an advanced search option that allows for this, but it defaults to the EBSCO native interface and has some issues. We will create a better advanced search that allows users to do this and other functions within the Bento search.</p>

The Survey

Introduction

1. Today, I am using GALILEO as

- Academic faculty
- Graduate student
- K-12 media specialist
- K-12 student
- K-12 teacher
- Librarian and library staff member
- Public library user
- Technical college/2-year college student
- Undergraduate student
- Other Please enter an 'other' value for this selection.

GALILEO Value and Design

2. Please indicate your opinion about GALILEO.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I find it easy to use GALILEO.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using GALILEO databases saves me time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I think GALILEO is a valuable service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Logging in to GALILEO is easy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I think GALILEO response time is acceptable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GALILEO meets my information needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would recommend GALILEO to a friend.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I learn something by using GALILEO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am confident about using what I have learned from GALILEO.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am likely to apply what I have learned from GALILEO.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Please select the options below based on how much agree or disagree that the change would improve GALILEO.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
More content/full text	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Simpler interface and navigation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better searchability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easier login process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved functionality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved help information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Which do you prefer?

- Classic GALILEO
- New Bento Feature
- No preference

5. Type the word "bento" below. It is the name of the new GALILEO sorting function. (This is a security check question. Wrong answers will be disqualified.)

Strategic Planning

6. We are currently working on a new strategic plan. The next several items list features or ideas we may incorporate into our future plans. Please answer based on level of importance to you.

	Not Important	Nice to have (if resources allow)	Important	Critical
Integrate AI to help with searching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discover GALILEO content on the open web	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More kid-friendly interface for K-12	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A GALILEO Search app	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A better "did you mean" functionality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More content from university presses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More Open Access content.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Controlled Digital Lending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More content to support lifelong learning (culinary, crafts, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explain how GALILEO helps learning outcomes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data dashboards for demonstrating value	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
K-12 GALILEO training/lesson plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
College-level GALILEO training module in learning management systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information/data literacy training for adults/college	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

GALILEO Use and Communication

7. Today, I am using GALILEO at

- Public Library
- School (K-12)
- College or University
- Home or Work
- Other

8. How often do you use GALILEO?

- First time used
- Daily
- Weekly
- Monthly

- Occasionally

9. Where did you find out about GALILEO?

- I am a long-time user
- From a media specialist or librarian
- From a teacher
- From a friend
- From a link on my school or library web page
- From a session at a conference or workshop
- From a newsletter or electronic mailing list
- Other

10. Which of the following GALILEO communication channels do you visit? Check all that apply.

- About GALILEO Website (about.galileo.usg.edu)
- GALILEO Quarterly Newsletter
- GALILEO Listserv (Available at listserv.uga.edu.)
- GALILEO News Feed (Available at galileo.usg.edu.)
- GALILEO Status Feed (https://about.galileo.usg.edu/system_status)
- None of the above

11. To assist with communications, we are considering changes to our social media accounts. Please let us know which of the following social media channels you use the most?

- X (Twitter)
- Meta/Facebook
- YouTube
- Discord
- Instagram
- Mastadon
- Threads
- LinkedIn
- Snapchat
- None

Your School or Institution

12. Please indicate your primary institution affiliation.

- K-12 Public School
- K-12 Private School
- Public Library
- Technical College
- Private College/University
- State (USG) College/University
- Other

Additional Feedback

13. Do you have any additional feedback?

School Student-Specific Topics (Logic: If respondent picked “K-12 student” in first survey question)

1. Have you ever used GALILEO for a school project or homework?

- Yes
- No

2. Which school subject did you use GALILEO for?

- Math
- Social Studies
- Science
- Art (music, painting, theater, singing, etc.)
- English or Reading
- Technology
- Other

3. Did you need your teacher's or parent's help to use GALILEO?

- Yes
- No

4. What do you like about using GALILEO?