Measuring GALILEO's Performance: 2024 GALILEO User Survey Report

January 2025

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 2024 survey was conducted Nov. 1-17, 2024.

What questions did the survey include?
- Ten statements rated by the respondent on GALILEO performance and value
- Six K-12 student-focused questions, including two new questions: one that asked the name of their school and another that asked for their grade level
- One question on the respondents ZIP code (new)
- Questions regarding communication with GALILEO
- Demographic questions about the type of user, usage frequency, and where the respondent learned about GALILEO
- An outreach question aimed at K-12 educators (new)
- Three open-ended questions asking for feedback from general respondents and K-12 students

What is new this year?
In 2023, the survey was longer than normal, including questions on strategic planning. This year, we took steps to shorten the survey and deleted several questions that focused on features and future planning. Instead, we asked an open-ended question about features, while keeping the 10-question Likert-scale questions that is focused on GALILEO's value to the community.

We also deleted questions asking about the respondents' institution. This included the question about the type of institution and the institution list. Instead, we asked respondents for their ZIP code to determine what part of Georgia responded to the survey. As part of the student questions, we also asked for the name of their school for the first time.

Shortening the survey gave us the opportunity to ask outreach questions of K-12 educators who responded. Although the K-12 audience (students and teachers) is one of GALILEO's largest, use and engagement continues to trail other audience types. The outreach question asked whether educators wanted to be involved in a new committee aimed at K-12 changes, as well as projects for our upcoming 30th anniversary.

How did GALILEO's value rate?
GALILEO's value metric increased to the highest in seven years. About 93% of survey respondents chose "strongly agree" and "agree" when asked whether they believe GALILEO is valuable. In 2017, the value score was 94%, followed by lower scores since that time – until 2024. Over the past few years, significant changes to GALILEO and a pandemic impacted how users interacted with us. Now, usage is rebounding, and we're making efforts to reach even more of our audience by hiring a training and support specialist.

Our efforts to enhance GALILEO also will continue. We're upgrading our statistics tool, working with librarians as we migrate to FOLIO, and making changes to our K-12 interface with the direct input from teachers and media specialists. In 2025, we will continue to assess needs while utilizing feedback from this survey, usage reports, user testing and customer support tickets to consider any additional changes.

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 1,116, compared to 1,472 last year. We then eliminated a total of 114 responses that were identified as spam, duplicates or low-quality responses. This resulted in 1,002 responses that were analyzed, compared to 1,339 from last year (or a 25% decline).

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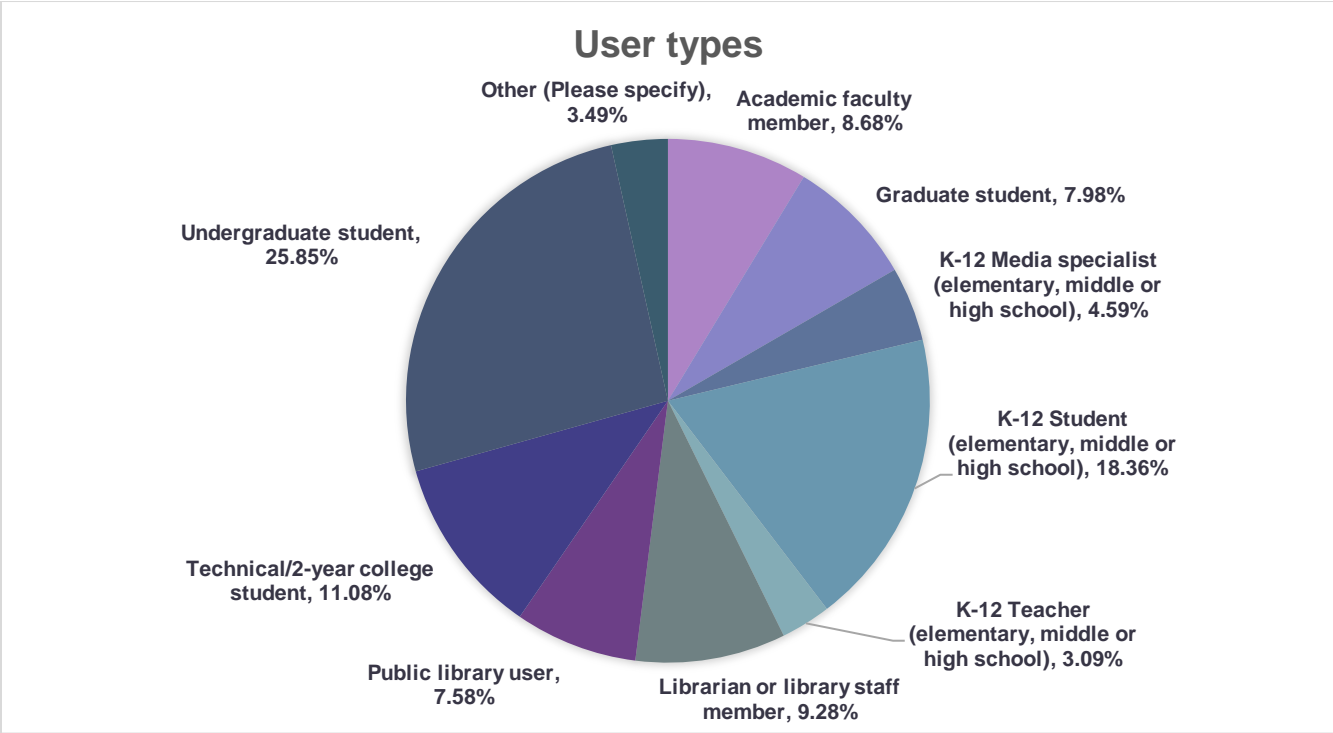
Demographics

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).
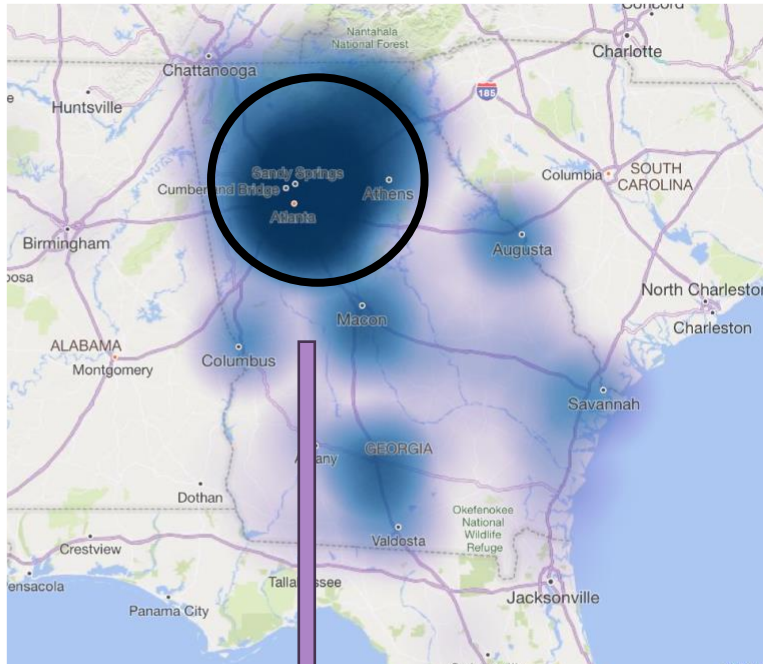
User Types

A total of 1,002 respondents completed the user demographic information. Of those respondents, 139 were (14%) librarians, library staff, or media specialists, and 863 (86%) were end users (students, faculty or teachers, public library users, or users who identified themselves as "other"). This represents a lower percentage of library workers over the previous year, 23% in 2023 vs 14% in 2024.

Undergraduate students from four-year colleges led respondents, with 259 responses or 26% 323 responses or 24%. This was followed by K-12 students, which had 184 responses or 18%. The percentage of respondents in these categories is on par with the previous year.

User types

Other (Please specify), 3.49%
Academic faculty member, 8.68%
Graduate student, 7.98%
Undergraduate student, 25.85%
K-12 Media specialist (elementary, middle or high school), 4.59%
K-12 Student (elementary, middle or high school), 18.36%
Technical/2-year college student, 11.08%
K-12 Teacher (elementary, middle or high school), 3.09%
Public library user, 7.58%
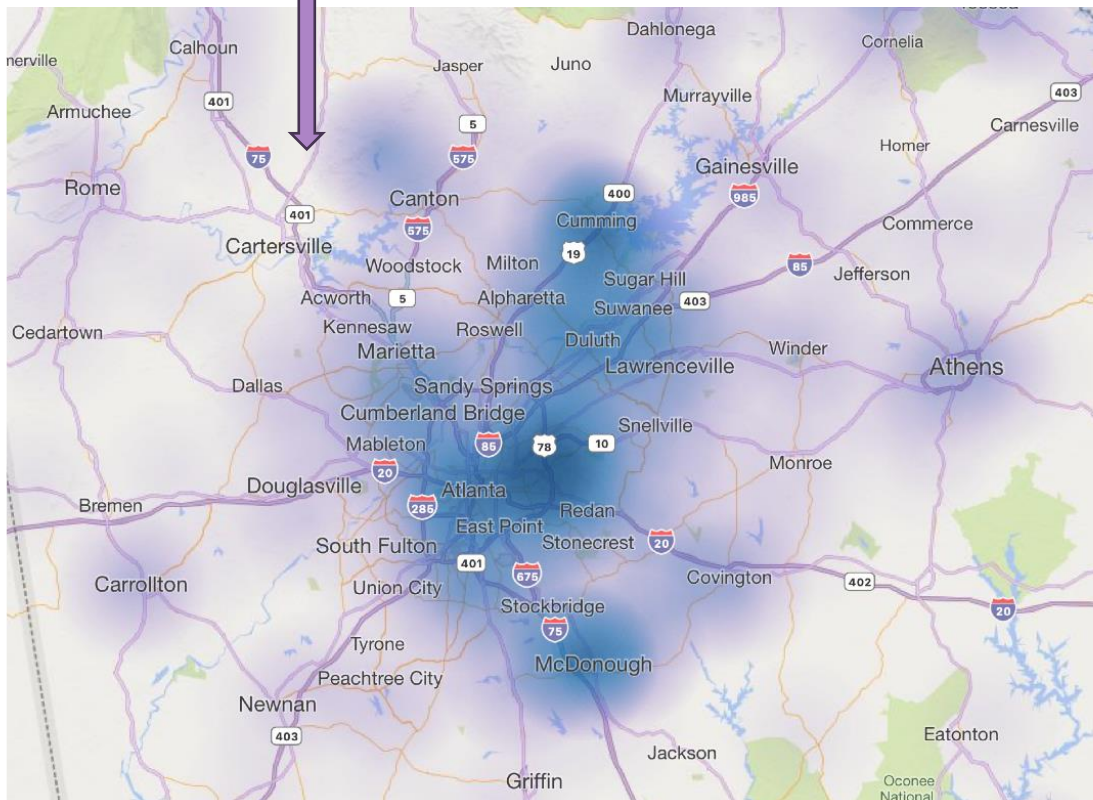Librarian or library staff member, 9.28%

Location

To streamline this year's survey, we eliminated the "institution type" question, as well as the question asking what type of place respondents were in when they took the survey. Those questions were replaced with a question to determine the geographic location of respondents. See charts below.
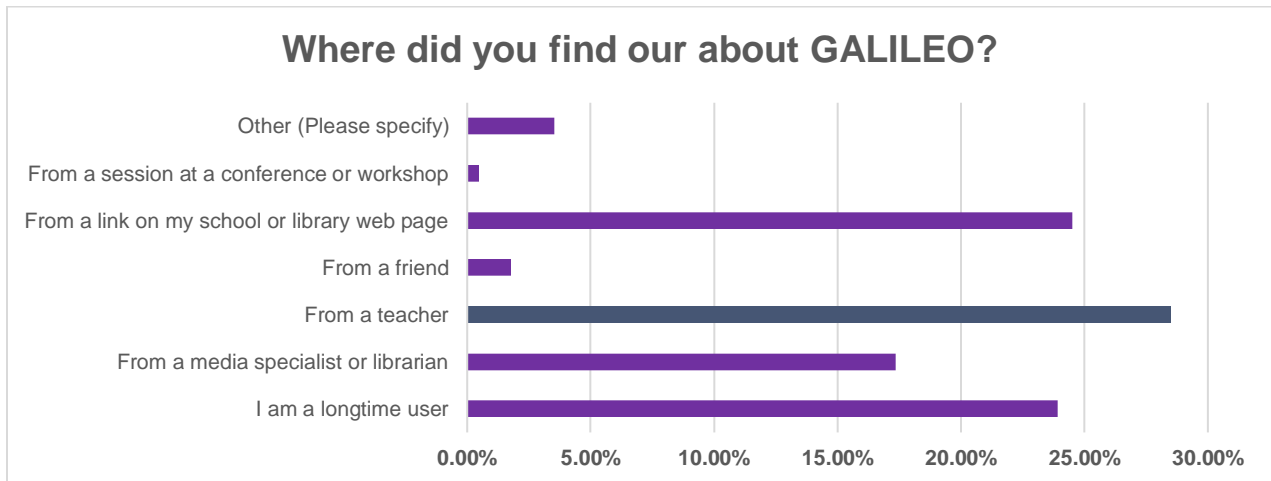

Locations with the most respondents included: McDonough (Henry County), Cumming (Forsyth County), and Stone Mountain (DeKalb County)

Additional User Information (General))

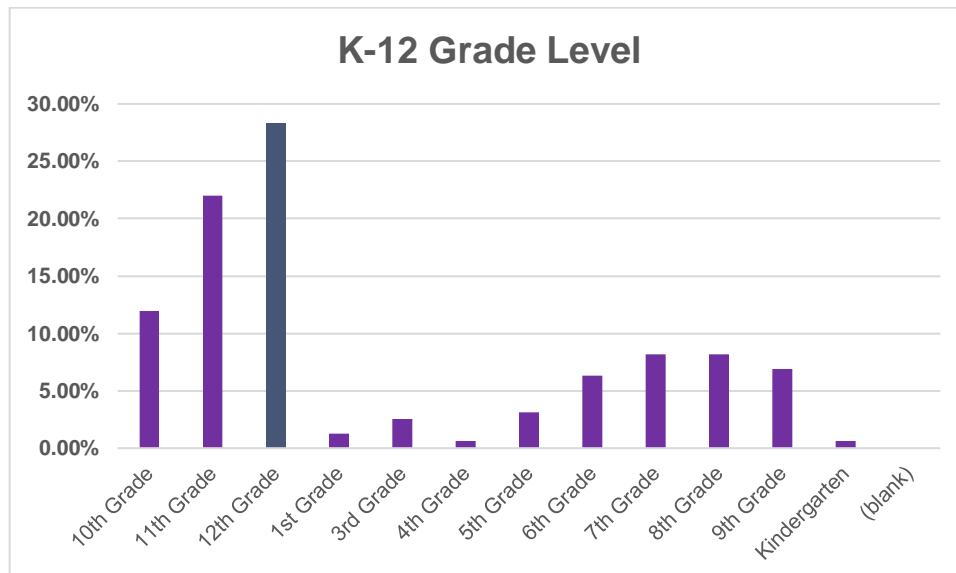For all respondents, the survey also asked:

- How often do you use GALILEO?

    - According to the survey, most users are not power users who access the GALILEO portal often. Most users tend to visit the site a few times a month (34% are occasional users) or weekly (29 percent).

- Where did you hear about GALILEO?

    - According to the survey, most users hear about the GALILEO portal from a teacher (28%) or a link on the library or school website (25%). This aligns with a high percentage of students taking the survey. (See chart/graph below.)

- Which of the following GALILEO communication channels do you visit to stay updated on GALILEO? Check all that apply. (Librarian and library staff)

    - According to the survey, most respondents stay up to date on GALILEO changes or general news by using the GALILEO Listserv (53%). Others tend to visit the About GALILEO website (41%)

Where did you find our about GALILEO?

Additional User Information (K-12 Students)
We are continuing to ask elementary, middle and high school students for their opinion of GALILEO. This year's questions and outcomes are below.

- Please type the name of your school.

  - 159 students responded to this question. Of those respondents, most attend McDonough Middle School in Henry County.

- What grade are you in?

  - Of those same 159 respondents, most were in upper-level high school students, those who would be using GALILEO for research assignments. The percentage totals included: 12th grade (28%), 11th grade (22%), and 10th grade (12%). (See graph/chart below.)

- Have you ever used GALILEO?

  - Most student respondents (78%) said they have used GALILEO before, and did not need a teacher's help (75%)

- Which school subject do you use for GALILEO?

  - Overwhelmingly, students used GALILEO for liberal arts and social studies, with 79% reporting use of GALILEO for English or reading and 45% choosing social studies.

K-12 Grade Level
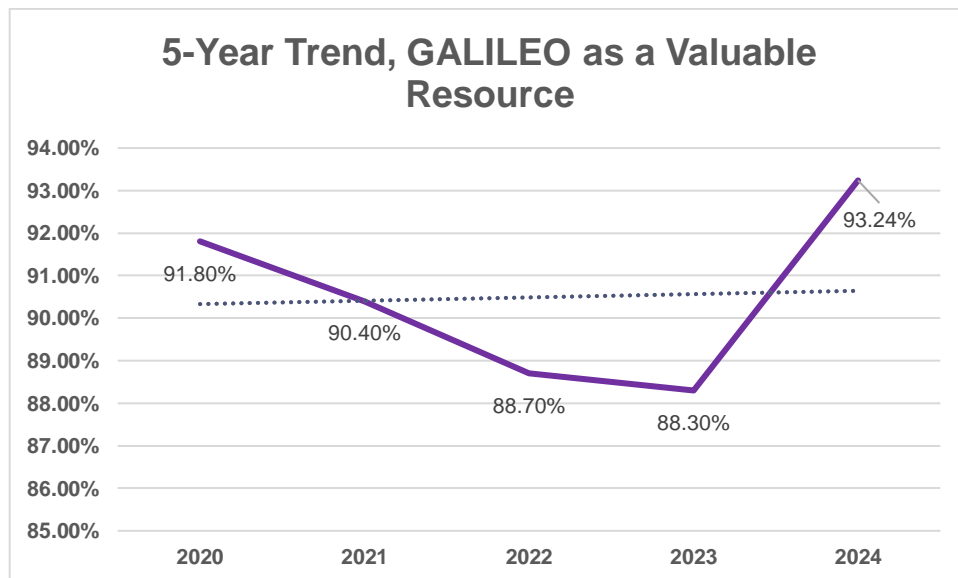
About the Data

Rating Performance and Value

Every year, the survey includes statements designed to measure satisfaction with GALILEO using a Likert scale. We rate satisfaction based on those responding "strong agree" or "agree" to a question. Across the 10 questions, most respondents indicated that they are satisfied with GALILEO's services. In the feedback questions, several respondents mentioned staff members by name as to how helpful they are.

This year's highest satisfaction score was "value," with 93.24% picking "strongly agree" and "agree." This is the highest this score has been in seven years. In 2017, the value score was 94%, followed by lower scores since that time – until 2024. (See chart/graph below.)

All satisfaction scores are listed below in order from most highly rated:

1. I think GALILEO is a valuable service, 93.24%
2. I learn something by using GALILEO, 90.7%
3. I am confident about using what I have learned from GALILEO, 90.24%
4. I would recommend GALILEO to a friend, 87.28%
5. I find it easy to use GALILEO, 86.65%
6. Logging into GALILEO is easy, 86.62%
7. I am likely to apply what I have learned from GALILEO, 84.75%
8. GALILEO meets my information needs, 80.12%
9. I think GALILEO response time is acceptable, 79.39%
10. Using GALILEO databases saves me time, 77.96%

5-Year Trend, GALILEO as a Valuable Resource

(2020: 91.80%, 2021: 90.40%, 2022: 88.70%, 2023: 88.30%, 2024: 93.24%)

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	39.56 % 326	47.09 % 388	8.62 % 71	2.31% 19	.85 % 7	1.58 % 13	824
Using GALILEO databases saves me time	39.71 % 326	38.25 % 314	17.42% 143	1.83 % 15	.85 % 7	1.95 % 16	821
I think GALILEO is a valuable service	59.83 % 490	33.46 % 274	4.27 % 35	.49 % 4	.37 % 3	1.59% 13	819
Logging into GALILEO is easy	48.66% 400	37.96 % 312	10.10% 83	1.46 % 12	.85 % 7	.97 % 8	822
I think GALILEO response time is acceptable	43.05 % 353	36.34 % 298	15.24 % 125	1.22 % 10	.37% 3	3.78% 31	820
GALILEO meets my information needs	39.88 % 327	40.24 % 330	13.54 % 111	3.29 % 27	1.10% 9	1.95 % 16	820
I would recommend GALILEO to a friend	50.12% 410	37.16% 304	8.44 % 69	1.59 % 13	.86 % 7	1.83 % 15	818
I learn something by using GALILEO	54.03 % 442	36.67 % 300	5.99 % 49	.98 % 8	.86 % 7	1.47 % 12	818
I am confident about using what I have learned from GALILEO	52.14 % 427	38.10 % 312	6.84 % 56	.98 % 8	.49% 4	1.47 % 12	819
I am likely to apply what I have learned from GALILEO	49.51 % 406	35.24 % 289	11.22 % 92	1.59 % 13	.61 % 5	1.83 % 15	820

User Feedback – Open-Ended Feedback (General)

In this year's survey, we asked three feedback questions. One question centered on how GALILEO could improve its services, a second asked for general feedback, and another question asked K-12 students what they liked about GALILEO. Below we share some of that feedback.

Feedback 1: Please share your thoughts on how GALILEO could improve our services.

1. I use GALILEO for all of my research needs as a Rural Community Development major at Abraham Baldwin Agricultural College in Tifton, GA. I have no complaints!!

2. I teach classes to students about how to use GALILEO. Perhaps you should create some tutorial videos when students who do not have a strong media specialist and seek help on how to best use this amazing service.

3. My students think that GALILEO is overwhelming and intimidating. I think you have done a good job of changing the interface and aesthetic of the website design. I would just continue moving in that direction. Something as small as that can make students less intimidated by the program.

4. Rank bento results by relevance, not container.

5. Be able to search GALILEO in different languages

6. I believe it would be beneficial if GALILEO included a digital tutorial on how to effectively utilize the advanced search tool. Additionally, more information on selecting the most effective search terms for retrieving relevant results would be helpful, though I do appreciate the wide range of filters available in the database. Thank you for hearing my feedback.

7. It would be great if the public library interface had access to all of the information available to the academic interface. We have many patrons who are interested in learning but not affiliated with a college.

Feedback 2: Please use this space to give any feedback on GALILEO.

1. We have a small library in my town, but I would have to travel a considerable distance to access the resources you make available online. I truly appreciate the ability to learn and research from home.

2. I really like the new update! It has made everything look so much cleaner.

3. GALILEO is a fabulous resource for students, teachers, researchers, and learners of all types!

4. A better formal walkthrough would be great. I see other students forgetting how great it is to access material that can't otherwise be accessed, and they simply just don't know the capabilities of it.

5. Maybe provide a database for legal citations--- or provide a link that university of Georgia system users can use to find Georgia-specific or federal-specific statutes, in order to cite legal citations. A search tool for that would be much appreciated. If there already is one, I do not know about, perhaps make it better well-known.

6. Advanced search with dates should be included upfront

7. They did a great job on the citation portion, which has helped me greatly. I have learned a lot from GALILEO when it comes to citing my work.

User Feedback – K-12 Students
K-12 students were asked what they liked about GALILEO. Below are some of their responses (n=118).

1. GALILEO also provides educational support tools for teachers and students, including research tutorials, teaching resources, and learning materials that can help students improve their research skills, which teachers can use to enhance classroom instruction.

2. Galileo has many books to choose from and there is a wide selection of information that I couldn't find anywhere else. For example my School library has little books about wars in the 1800s while Galileo has many books. One that I liked reading was about the Franco-Prussian War, I was excited to read about it. Not to mention the ease of access that Galileo allows me to have. Rather than having to scour libraries for books and use multiple websites I can simply type in a topic and I will get texts, books and many other options.

3. I can get valuable, accurate, and even peer reviewed information, with little to no research. This website tells me everything I need to know about the articles and journals that can be found, and with the information provided I know that I am looking at a creditable source.

4. I like how simple it is to search and find results that I need for researching topics. I like how the resources are separated into different categories and provide me with valuable information.

5. I was able to find well written credible articles to use for my essays I needed to write for my early college classes.

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.

2. Please enter your ZIP code.

GALILEO Value and Design

3. Please indicate your opinion about GALILEO.

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

4. Please share your thoughts on how GALILEO could improve our services (e.g., added content, interface changes, authentication improvements, etc.).

GALILEO Use and Communication

5. How often do you use GALILEO?

- First time used
- Daily
- Weekly
- Monthly
- Occasionally

6. 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

7. Which of the following GALILEO communication channels do you visit? Check all that apply. (Library or library staff)

- 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

GALILEO Outreach

8. We are currently working on changes to the K-12 interface, as well as preparing for several outreach events next year. Please pick the items you are interested in getting more information about.

- K-12 Development Advisory Committee
- Video Testimonials
- Kids' Art Contest

Additional Feedback and Prize Information

9. Please use this space to give any feedback on GALILEO.

10. May we attribute your quote (comment) to you?

11. Please check if you would like to be entered into the drawing:

- Yes
- No

12. Please add your name or email address so that we may contact you regarding the K-12 efforts. (K-12 teacher and media specialists only)

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

1. Please type the name of your school.

2. What grade are you in?

- Kindergarten
- 1st grade
- 2nd grade
- 3rd Grade
- 4th grade

- 5th grade
- 6th grade
- 7th grade
- 8th grade
- 9th grade
- 10th grade
- 11th grade
- 12th grade

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

- Yes
- No

4. Which school subject did you use GALILEO for?

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

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

- Yes
- No

6. What do you like about using GALILEO?