

## Learning Commons Statistics | 2011-2012

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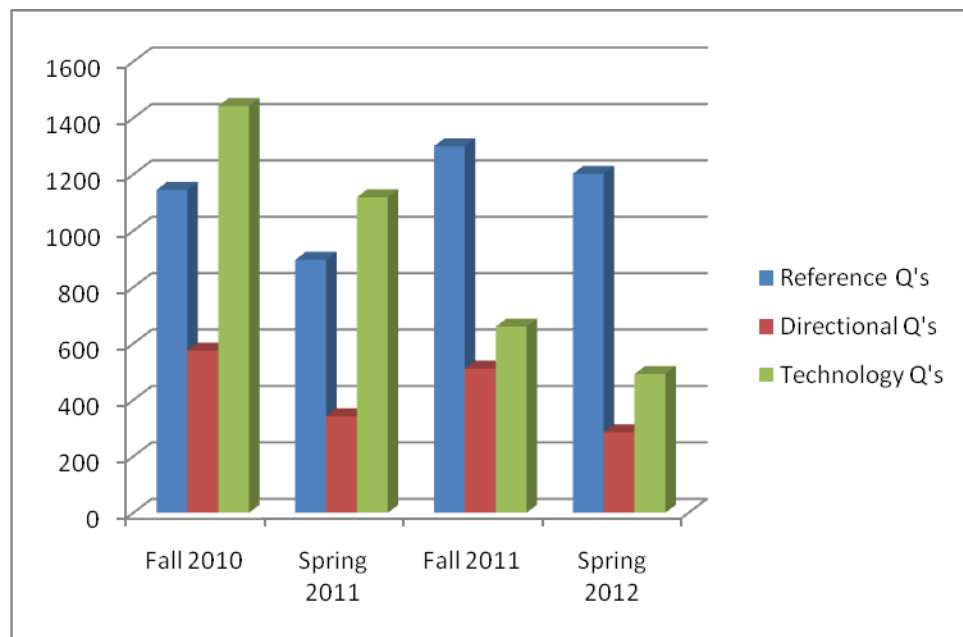
### Information Desk Questions

The information desk\* received and answered 5,114 total questions in Fall 2011 and Spring 2012 semesters (including chat, text and email):

- 2,502 of these questions were marked as “reference” (including in-depth consultations)
- 796 of these questions were directional
- 1,152 of these questions were technological (e.g. questions related to printing/scanning/copying, wireless access, and computers)
- 664 of these questions were asked via chat, text, or through reference email

Total comparison of all semesters (Fall 2010 – Spring 2012)

	Fall 2010	Spring 2011	Fall 2011	Spring 2012
Reference Q's	1145	897	1300	1202
Directional Q's	575	342	511	285
Technology Q's	1442	1119	660	492
	<b>3162</b>	<b>2358</b>	<b>2471</b>	<b>1979</b>



*\*includes statistics from the 1<sup>st</sup> fl information desk and 2<sup>nd</sup> fl Curriculum Resource Center information desk*