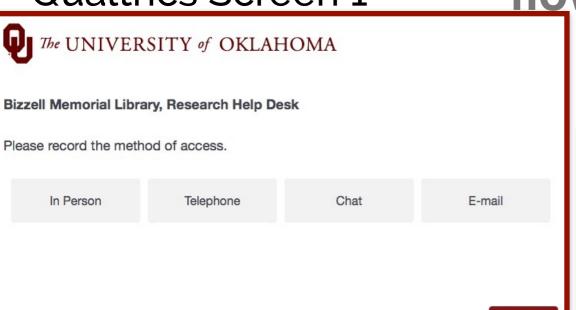
ResearchHelp Desk Statistics

In LibAnswers' Ref. Analytics, we have 5 free datasets. I used three of them to create stat forms for Email, Chat, and SMS. Since we had two extra datasets, I used those to create stat forms for In-Person and Telephone transactions. Now, all 5 of the Ref. Analytic stat forms reflect the options on the current Qualtrics form. This way, the RHD staffers will have to monitor only one stat system instead of two, and all of the RHD stats will be collected and analyzed in one stat system.

Qualtrics Screen 1



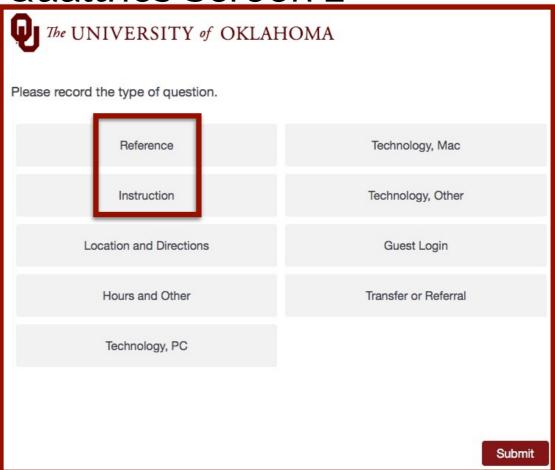
Submit

Qualtrics Screen 3



In-person and Telephone screen flow when reference and instruction are selected on screen 2.

Qualtrics Screen 2

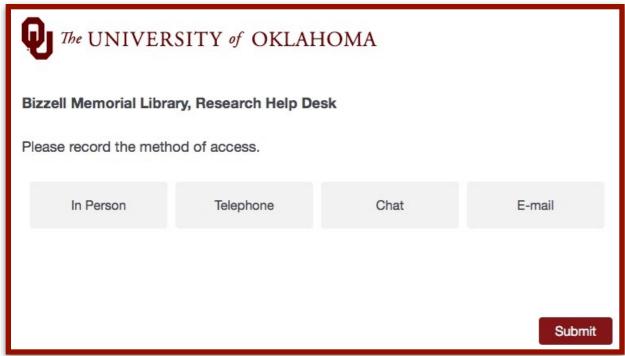


Qualtrics Screen 4

The UNIVERSITY of OKLAHOMA	
If you have time, briefly describe the question(s) asked.	
	11
Su	bmit

In-person and Telephone screen flow when transfer or referral is selected on screen 2.

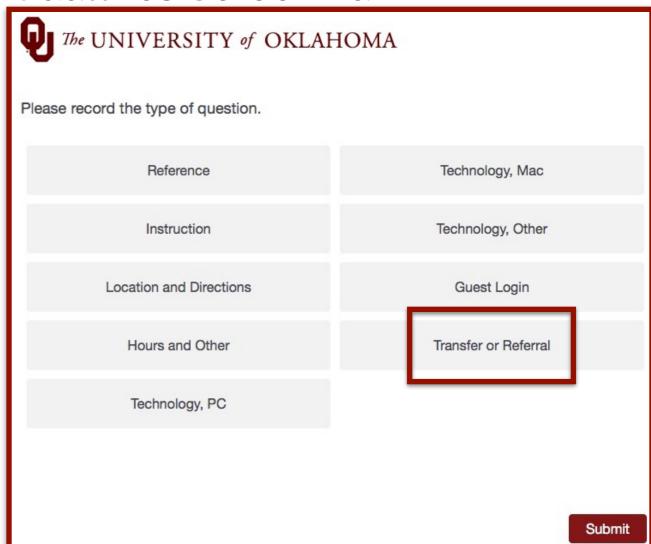
Qualtrics Screen 1a

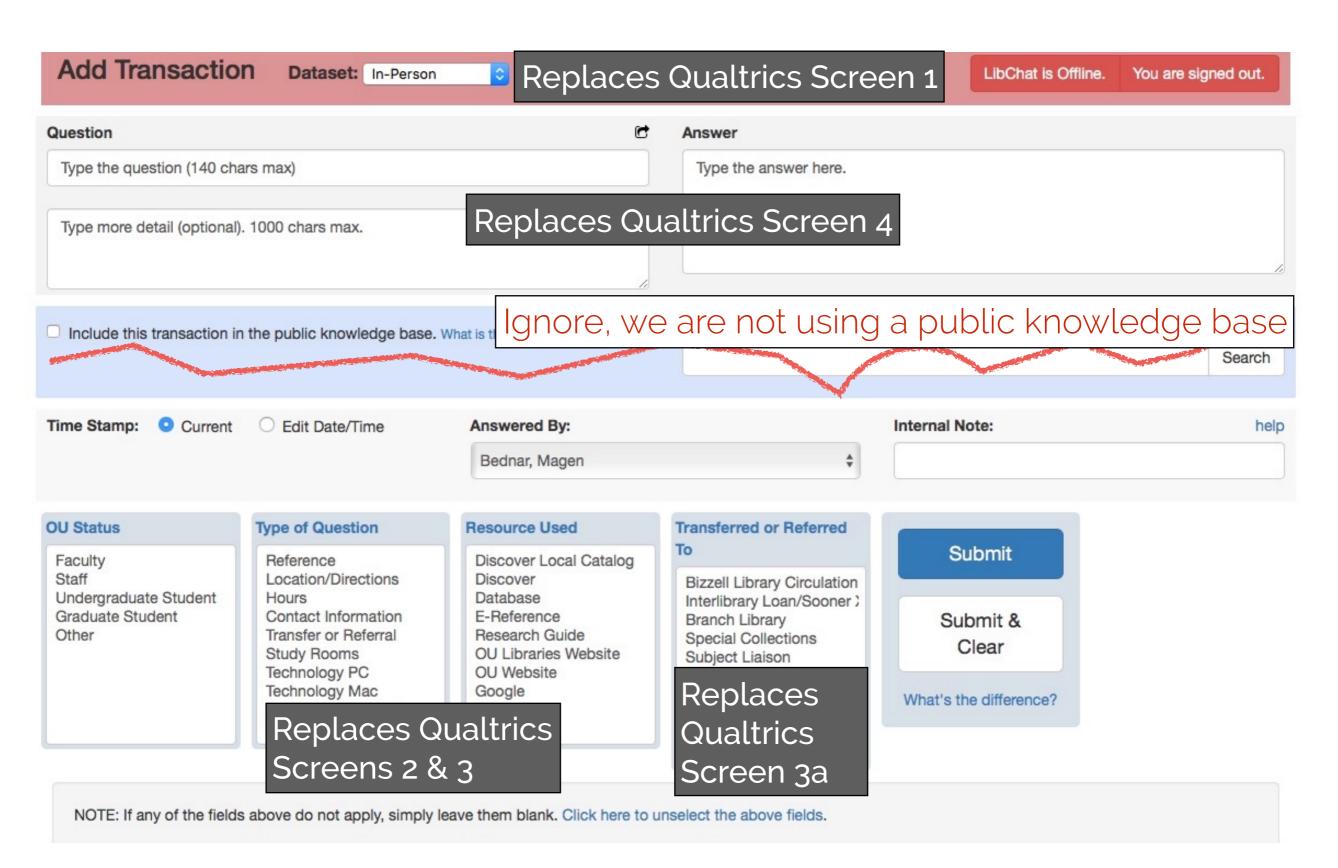


Qualtrics Screen 3a

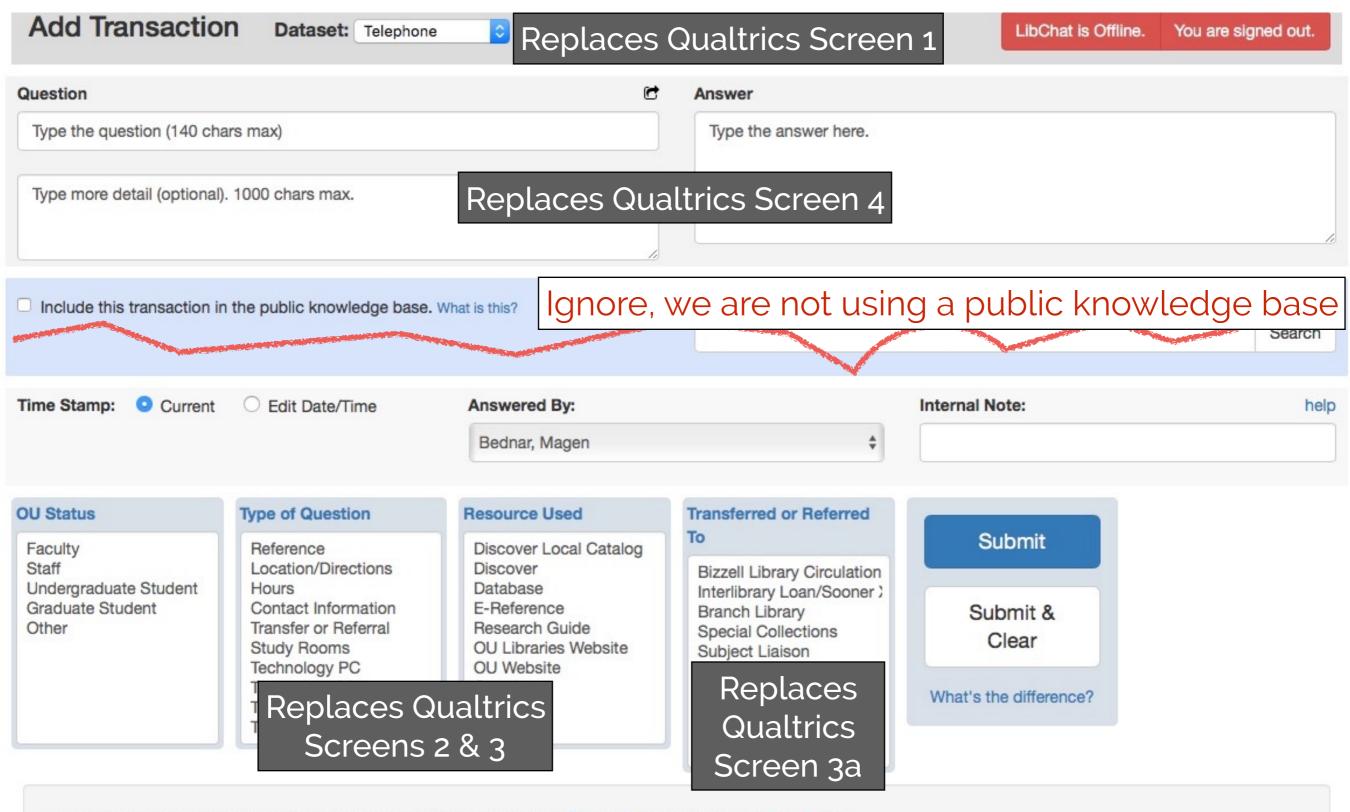


Qualtrics Screen 2a





In-Person Stat Form



NOTE: If any of the fields above do not apply, simply leave them blank. Click here to unselect the above fields.

Telephone Stat Form