

**Vernon College**  
**Assessment Activity/Report Communication Form**  
**2014-2015**

**Title:** Student Survey of Library Services  
Century City Center and STC

**Date of completion:** May 2015

Please circle or highlight: **Assessment Activity** Report Both

**Highlights of data:**

The library surveys students attending classes on-site at CCC and STC during the Spring Semester. Data in bold red type indicates data collected in 2014 for comparison purposes.

**Century City Library:** A total of **282** surveys were processed.

The following programs received approval ratings of 91% or higher.

- Remote access procedure:..... 91% **91%**
- Databases: .....92% **92%**
- Book Collection:..... 91% **88%**
- Library Website:..... 92% **94%**
- Computers:..... 95% **96%**
- Library Environment:..... 95% **95%**
- Library Catalog:..... 93% **92%**
- Reference Assistance:..... 97% **97%**
- Online Reference Assistance: 92% **89%**
- Overall Quality of Library Services: **90%** rated the overall quality as **good** or **excellent**.

Library hours and printers received approval ratings of 79% and 75% respectively.

- Library Hours:.....79% **81%**
- Printers:.....75% **76%**

Library Information: Eighty-six percent (**86%**) of the students surveyed indicated that they received information on how to access databases and other library services. This reflects a **6% increase** in the number of students receiving library information when compared to 2014.

Ability to request books from main collection in Vernon: When asked if they were pleased with the assistance they received in obtaining books from the main collection in Vernon, **72%** of the students offering an opinion indicated that they *did not know* that books could be requested from the main collection.

\* Posted on Vernon College website to be shared with SSBTN and College Effectiveness Committees as well as Vernon College constituents.

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**Skills Training Center:** A total of 72 surveys were processed.

The following programs received approval ratings of 90% or higher.

- Databases:.....90%      **91%**
- Book Collection:.....97%      **94%**
- Library Website:.....100%      **95%**
- Computers:.....94%      **97%**
- Printers:.....90%      **94%**
- Library Hours:.....93%      **94%**
- Library Environment:.....96%      **99%**
- Library Catalog:.....90%      **96%**
- Online Reference Assistance:.....92%      **91%**
- Overall Quality of Library Services:      **90%** rated the overall quality as good or excellent.

Library Information: Only **65%** of the students indicated that they received information on library services. This is a significant drop in the number of students receiving information when compared to last year (87%).

Ability to request books from main collection in Vernon: Seventy-one percent (**71%**) of the students did not know that books could be requested from the main collection in Vernon. This indicates a drop in awareness when compared to last year (42%).

Virtual Library Assistance: A dedicated computer and telephone are setup to assist students virtually in lieu of on-site assistance. Surveys showed that students were either pleased with the service or were unaware the service was available. Fewer students were aware of virtual assistance this year than last year.

**Use of data:**

Data is evaluated according to the library's Institutional Effectiveness Plan. The IE Plan targets an approval rating of at least **85%** for library services. Additionally, data is monitored to ensure constituents are aware of the services offered.

**Century City Center**

Printers: Printers at CCC received an approval rating of **75%**, 10% below the targeted approval of 85%. In an effort to improve student satisfaction with printer services, a second

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high capacity Xerox printer was installed in January 2015. In response, the library will monitor the original printer to determine if the functionality warrants replacement with a newer or updated model.

Hours of Operation: Hours of operation received an approval rating of **79%** which also fell below the targeted goal of 85%. This also fell below the 81% approval for data collected last year (Spring 2014). Comments consistently address weekend hours of operation. The library is currently open weekends on Sunday from 1:00 PM to 8:00 PM. In an effort to

address student satisfaction with library hours, the library recently surveyed students to determine their preference for weekend hours on

Saturday, Sunday, or either day.

A total of **281** surveys were processed with results as follows:

Saturday	44	16%
Sunday	44	16%
Either	133	47%
Both	60	21%

The survey indicates that opinions are split evenly between those students preferring Saturday and Sunday hours of operation, while

the majority of students have no preference for either day. Based on this data, the library will continue discussions and consideration of

offering weekend hours on both days.

Ability to request books from main collection in Vernon: Students are not aware that books can be requested from the main collection in Vernon. In response,

the following initiatives will be implemented in an effort to more

effectively promote this and other library services:

- Complete orientation using animated character software and post links within Blackboard, the info flyer, the library handbook, and the library homepage. Ask that video be played during new student orientations or Chap Express sessions.
- Update print brochure for distribution during instructional sessions, display/info tables, or other venues.

**Skills Training Center:**

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Surveys show a need to better promote library services available to STC students. A primary means for promoting library services is through a flyer emailed to **all students** at the start of each semester. In an effort to more effectively promote services, the library will:

- Develop a print brochure for class distribution to help highlight services specific to STC students such as virtual assistance in lieu of on-site support and the ability to request books from the main collection in Vernon.
- Reinstate the multimedia message board located in the library at STC.
- Offer live, online orientations; however, request RSVPs for each scheduled session.

In

lieu of setting up an information table at STC, five, live online orientations were scheduled on February 10<sup>th</sup> and 11<sup>th</sup> using Collaborate. Instructors were emailed and invited to logon for classroom viewing. Each session was designed to very briefly (5-7 minutes) highlight library services. *None* of the classes logged-on to the sessions; hence, an RSVP would provide an indication of the number of participants to expect

at

the session.

- Record a live session in Collaborate and send links to STC faculty.

**How associated to Student Success?** Library resources and services support student research in all programs and disciplines. Student feedback assists the library in meeting the needs and expectations of the students served. Survey data also provides an impetus for continuous improvement on the quality and effectiveness of the resources and services offered.

A hard copy of the data is included in the assessment notebook at the circulation desk in the Wright Library. The data will also be emailed upon

**Where the report can be found:** request.

**Submitted by:** Marian Grona **Date:** May 14, 2015  
(Responsible Party)

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**Received by Office of Quality Enhancement:** May 20, 2015  
(Date)

**Presented to SSBTN Committee\*:** July 6, 2015  
(Date)

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