

**Vernon College**  
**Assessment Activity/Report Communication Form**  
**2015-2016**

**Student Survey of Library Services, On**

**Title:** Site Students in Vernon

**Date of completion:** November 17, 2015

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

Report

Both

**Highlights of data:**

Students are surveyed to determine user satisfaction with and awareness of library services.

As stated in the library's **Institutional Effectiveness Plan**, an approval rating of at least 85% is targeted for library services.

As indicated in the table below, all services were rated above the targeted 85% approval.

	2015-2016	2014-2015
Ability to access databases off campus	92%	92%
Databases and ability to locate articles needed	93%	94%
Book collection	91%	97%
Library website	96%	98%
Computers	100%	97%
Printers	97%	95%
Library hours	86%	82%
Library environment	98%	95%
Photocopiers	96%	94%
Online catalog and ability to locate books within library system	96%	98%
Staff, library assistance on site	98%	98%
Library assistance online	93%	96%
Received information on library services	91%	88%

Overall Quality of Library Services		
	2015-2016	2014-2015
Excellent	57%	57%
Good	38%	40%
Fair	5%	3%
Poor	0%	1%

Interlibrary Loan

Students may submit ILL requests for materials unavailable within the VC library system. Of those students utilizing the service, 89% were pleased with the service. However, almost an equal number of students were unaware ILL was available.

**Use of data:**

ILL expands student access to informational materials. In an effort to better promote this service, the library will:

- Advertise more prominently in print and electronic informational materials. The electronic flyer serves as the library's primary means for notifying students of library services and is emailed to all students at the start of each semester.
- Request faculty to post links to info flyer, handbook, and library homepage within their Blackboard

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

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course shells and outline.

- Request that print brochures be distributed during New Student Orientations and Chap Express sessions.

**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 placed in the assessment notebook in the Wright Library. A copy may be requested at the circulation/information desk. A

**Where the report can be found:** copy will also be emailed upon request.

**Submitted by:** Marian Grona **Date:** December 3, 2015  
(Responsible Party)

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**Received by Office of Quality Enhancement:** 2/5/2016  
(Date)

**Presented to SSBTN Committee\*:** \_\_\_\_\_  
(Date)

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