

**Vernon College**  
**Assessment Activity/Report Communication Form**  
**2016-2017**

**Title:** Library Survey of Online Students

**Date of completion:** November 2016

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

Report

Both

**Highlights of data:**

A link to the survey was emailed and posted as a general announcement within Canvas. Instructors were also asked to post a link to the survey within their Canvas course shells.

A total of 82 surveys were processed.

Data in **red** indicates 2015 data for comparison purposes.

	Yes	No	Unaware of service availability
1. Were you able to access databases off campus with no technical problems or interruptions?	72% <b>82%</b>	4% <b>5%</b>	24% <b>13%</b>
2. Were you able to locate the articles needed by searching the databases?	70% <b>82%</b>	9% <b>3%</b>	21% <b>15%</b>
3. Were you able to locate the books needed by searching the online catalog?	91% <b>93%</b>	9% <b>7%</b>	
4. Online students may request books from the main library in Vernon. If requests were submitted, did you receive the book/s within a reasonable amount of time?	31% <b>48%</b>	2% <b>3%</b>	67% <b>48%</b>
5. Were you pleased with the library assistance you received online via email or live chat?	49% <b>63%</b>	2% <b>5%</b>	49% <b>32%</b>
6. Did any of the online courses you are taking require library resources or research?	62% <b>80%</b>	38% <b>20%</b>	
7. Did you receive information on library services?	59% <b>76%</b>	41% <b>24%</b>	
8. The library website offers convenient access to library resources and services.	88% <b>98%</b>	12% <b>2%</b>	

**Use of data:**

Online students are surveyed during the Fall Semester to determine student satisfaction with distance learning library services. The results are then used for planning, policy making, and improvement.

Surveys showed an 18% drop in the number of online courses requiring library resources or research. This 18% drop correlated with the 17% drop in the number of students indicating that they received information on library services. If library resources were not required for the course, it is not as likely

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that library information would be distributed or discussed during the course, thus correlating with the higher number of students being unaware of library services.

All services utilized by students received approval ratings of 89% or higher.

Current efforts for promoting library services include:

- A flyer emailed to all students at the start of each semester.
- A Library Handbook posted on the library homepage.
- Information distributed at New Student Orientations and Chap Express sessions.

In an effort to increase awareness of library services for online students, the library will:

- Prepare a live, online orientation to library services using the library's new web conferencing tool, iMeet. Sessions will be offered on Wednesday and Thursday during the morning, afternoon, and evening. Students will be notified of the orientation via email and asked to register/RSVP through a schedule posted on SurveyMonkey.
- Ask instructors to post links to library information via their Canvas course shells.

**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:** January 17, 2017  
(Responsible Party)

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**Received by Office of Quality Enhancement:** 1/17/17  
(Date)

**Presented to SSBTN Committee\*:** 2/1/17  
(Date)

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