Vernon College
Assessment Activity/Report Communication Form
2016-2017

Title: **Student Survey of Library Services, On Site Students in Vernon**

Date of completion: November 17, 2016

Please circle or highlight: Assessment Activity   Report   Both

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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 with the exception of library hours were rated above the targeted 85% approval.

A total of 217 surveys were processed.

	2016-2017	2015-2016
Ability to access databases off campus	89&	92%
Databases and ability to locate articles needed	95%	93%
Book collection	91%	91%
Library website	95%	96%
Computers	97%	100%
Printers	93%	97%
Library hours	81%	86%
Library environment	94%	98%
Photocopiers	94%	96%
Online catalog and ability to locate books within library system	93%	96%
Staff, library assistance on site	96%	98%
Library assistance online	91%	93%
Received information on library services	84%	91%

Overall Quality of Library Services		
	2016-2017	2015-2016
Excellent	55%	57%
Good	33%	38%
Fair	9%	5%
Poor	3%	0%

Interlibrary Loan
Students may submit ILL requests for materials unavailable within the VC library system. Of those students utilizing the service, 95% were pleased with the service. However, 73 students were unaware ILL was available.

Use of data:

Data showed a decrease in the number of students receiving library information.

In an effort to increase student access to information on library services, the library will host a live, online orientation to library services using the library's new web conferencing tool, iMeet. The orientation will be advertised via email and offered on two consecutive days with sessions scheduled during the morning, afternoon, and evening on both days. The library is currently planning to

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

schedule the orientations on February 1st and 2nd. Students will be asked to register/RSVP online via a schedule posted on Survey Monkey.

Students were unaware of ILL and the ability to request books which are unavailable within the VC Library System. The library will borrow books on the student's behalf from other participating library's in Texas and nation-wide.. During the online orientation scheduled in February, the library will highlight ILL and explain the procedure for requesting materials via the online form.

Library hours received an approval rating of 81% which is below the targeted 85% approval stipulated in the library's IE Plan. In a comparison of library hours offered by cohort institutions, Vernon College offered the second highest number of weekly hours.

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.

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

Submitted by: Marian Grona   **Date:** January 17, 2017
                          (Responsible Party)

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

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

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