

Vernon College
Assessment Activity/Report Communication Form
2017-2018

Library Survey of Dual Credit/Concurrent Enrollment Students at Service Area

Title: High Schools

Date of completion: April 2018

Please circle or highlight: Assessment Activity Report Both

Highlights of data:

The library processed 84 surveys, 37 more than were processed last year. A link to the survey, created in Survey Monkey, was emailed to all dual credit and concurrent enrollment students. Print flyers notifying students of the survey were also distributed to all students at the service area high schools. Two \$25.00 Amazon gift cards were offered as incentives to increase student participation in the survey. Data in red indicates 2017 results.

1. Library Information: Did you receive a brochure on library services available to dual credit and concurrent enrollment students at service area high schools?

	2018		2017	
Yes	55	65%	19	40%
No	29	35%	28	60%

2. Library Resources: Did any of the dual credit or concurrent enrollment courses you are taking require library resources or research?

	2018		2017	
Yes	67	80%	38	81%
No	17	20%	9	19%

3. Article Databases: Students may login from any Internet connection to search the library's databases for articles on any topic. Were you able to locate the articles needed through the databases?

	2018		2017	
Yes	68	100%	37	100%
No	0	0%	0	0%
Unaware of databases	11		6	
No Basis for Opinion	5		4	

4. In order to access databases off campus, students are asked to login with their Vernon College student ID numbers and PIN's. Were you able to access databases efficiently without any technical issues?

	2018		2017	
Yes	74	99%	39	100%
No	1	1%	0	0%
Unaware of databases	7		5	
No Basis for Opinion	2		3	

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5. Access to Books: Students may use the online “Interlibrary Loan” form to request books from the main collection on the Vernon Campus. If requests were submitted, were the books mailed and received within a reasonable amount of time?

	2018		2017	
Yes	14	100%	6	100%
No	0	0%	0	0%
Unaware of service	32		21	
No Basis for Opinion	38		20	

6. Library Assistance: Students may request library assistance online via email (librarian@vernoncollege.edu) or via the chat room. Were you pleased with the library assistance you received online?

	2018		2017	
Yes	12	100%	10	100%
No	0	0%	0	0%
Unaware of online assist	25		19	
No Basis for Opinion	47		18	

7. Library Homepage: Please indicate if you agree or disagree with the following statement: The library homepage offers convenient access to databases and other library resources and services.

	2018		2017	
Agree	70	97%	38	100%
Disagree	2	3%	0	0%
No Basis for Opinion	12		9	

8. Overall Quality: How would you rate the overall quality of Vernon College Library Services available to dual credit and concurrent enrollment students?

	2018		2017	
Excellent	38	50%	24	59%
Good	24	32%	14	34%
Average	14	18%	2	5%
Fair	0	0%	0	0%
Poor	0	0%	1	2%
No Basis for Opinion	8		6	

Use of data:

Dual credit/concurrent enrollment students at service area high schools are surveyed in the spring to determine student satisfaction with and awareness of distance learning library services. The results are then used for planning, policy making, and improvement.

Approval Ratings:

All services received approval ratings of 97% -100% from those students utilizing the services. As per the library’s Institutional Effectiveness Plan, the library targets an approval rating of at least 85% on the services offered. Of those students offering an opinion, 82% rated the overall quality of library services as good or excellent, while 18% rated the overall quality as average.

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Awareness:

When asked to evaluate online library assistance (question 6) and intra-campus borrowing options (question 5), most respondents were either unaware of the services or offered no basis for opinion.

The following processes are in place to promote an awareness of library services among dual credit students:

- **Library Brochures:** Library brochures were customized and sent to instructors teaching dual credit courses at the service area high schools. Instructors were asked to distribute the brochures to all dual credit students in their classes.
-- More than half of the students (65%) indicated that they received a brochure on library services (question 1).
- **Library Orientation:** The library developed and posted a library orientation at the start of the fall semester 2017. The orientation serves as a readily accessible and concise overview of library services for on-site students and distance learners. The orientation includes information on accessing library assistance and on requesting books from the Wright Library collection.
- **Live, Online Webinars:** Webinars on library services were also implemented in August 2017. Students may view a schedule and register online from a link posted on the orientation webpage.
- **Other Promotional Initiatives:** Other 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 response to survey data and in an effort to increase awareness of online assistance and intra-campus borrowing among dual credit students, the library will:

- Promote the new orientation webpage via brief email notifications to students. Invite faculty to post a link to the orientation within their Canvas course shells.
- Send email notifications to students advertising the availability of live, online orientations. Include a link to the webinar schedule.
- Promote library services via VC's social networking pages.

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

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requested at the circulation/information desk. A
copy will also be emailed upon request.

Submitted by: Marian Grona **Date:** May 23 2018
(Responsible Party)

Received by Office of Institutional Effectiveness: May 23, 2018
(Date)

Presented to SSBTN Committee*: July 10, 2018
(Date)

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