Vernon College
Assessment Activity/Report Communication Form
2017-2018

Title: Student Survey of Library Services-CCC   **Date of completion:**   April 2018

Highlights of data: Student Survey of Library Services – On-site Students at CCC
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.   All but one service (library hours) were rated above the targeted 85% approval.
The library processed a total of 242 surveys.

	2017-2018	2016-2017
Ability to access databases off campus	92%	90%
Databases and ability to locate articles needed	93%	93%
Book collection	90%	83%
Library website	94%	91%
Computers	98%	94%
Printers	87%	67%
Library Hours	81%	71%
Library environment	93%	88%
Photocopiers	91%	81%
Online catalog and ability to locate books within library system	92%	92%
Staff, library assistance on site	97%	95%
Library assistance online	93%	92%
Received information on library services	81%	77%

Overall Quality of Library Services		
	2017-2018	2016-2017
Excellent	50%	33%
Good	41%	44%
Fair	8%	21%
Poor	1%	2%

Inter-Campus Borrowing
Students were asked if they were pleased with the assistance they received in requesting books from the main collection in Vernon.
Yes: 41 (17%)   31 (12%)
No: 3 (1%)   2 (1%)
Unaware of ILL: 97 (40%)   122 (45%)
ILL not needed: 100 (41%)   114 (42%)

Use of data:
The library targets approval ratings of at least 85% for services as per the library's Institutional Effectiveness Plan. Data indicates that all services, with the exception of library hours, received approval ratings of 87% or higher. Hours of operation received an approval rating of 81%. Although approval for library hours was 10% higher than the previous year (71%), the approval rating of 81% still falls below the targeted 85% approval as stipulated in the library's IE Plan.   The library also uses peer comparisons as a means for evaluating library hours of operation. Comparisons have shown that the library has offered more weekly operating hours than any of the College's cohort group of 8 institutions for the last two fall semesters (2016 and 2017). An outcome placed in the library's IE Plan states that library hours will be above the average number of operating hours offered by the cohort group.

∗   To be shared with the Student Success Data and College Effectiveness Committees as well as Vernon College constituents.

Ninety-one percent of students offering an opinion rated the overall quality of library services as good or excellent.

Surveys also seek to determine if students are aware of database availability and inter-campus borrowing. Those students requesting books from the main collection in Vernon were pleased with the assistance they received; however, the majority of students were unaware of inter-campus borrowing (40%) or offered no basis for opinion (41%).

Students are notified of the ability to request books from Vernon through the flyer emailed to all students at the start of each semester. The service is also advertised in the new library orientation which was posted on the library homepage at the start of the fall semester, 2017. The ability to request books from Vernon is also included in the print brochures on display in the library and in the *Library Handbook* posted on the library homepage.   In an effort to better promote the service, the library will email the flyer and a link to the orientation at least twice during each semester. Additionally, the library will send a separate email advertising inter-campus borrowing services.

The library noted a 4% increase in the number of students receiving information on library services. The percentage increased from 77% in 2017 to 81% this spring 2018.   The information flyer and new orientation serve as primary means for notifying students of library services and programs.

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:**   May 23, 2018
(Responsible Party)

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

Posted to VC Website*:   July 10, 2018
(Date)

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