Vernon College
Assessment Activity/Report Communication Form
2018-2019

Title: Library Survey of Concurrent Enrollment/Dual Credit Students at Service Area High Schools

Date of completion: April 2019

Highlights of data:

The library processed considerably fewer surveys this year (26) as compared to 2018 (84). Three $25.00 Amazon gift cards were offered as incentives for completing the survey.

Students were emailed a link to the survey on April 1st with a closing date of April 30th. After receiving no responses by mid-April, a link to the survey was resubmitted in a follow-up email on April 16th. In addition to the follow-up email, dual credit instructors were asked to notify students of the survey through an announcement within their Canvas course shells. Having still received a very limited number of responses, the library extended the deadline to May 7th and printed survey invitations for distribution to dual credit students.

Data in red indicates 2018 results for comparison purposes.

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

	2019		2018	
Yes	13	50%	55	65%
No	13	50%	29	35%

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

	2019		2018	
Yes	24	92%	67	80%
No	2	8%	17	20%

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?

	2019		2018	
Yes	21	95%	68	100%
No	1	5%	0	0%
Unaware of databases	3		11	
No Basis for Opinion	1		5	

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

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?

	2019		2018	
Yes	22	100%	74	99%
No	0		1	1%
Unaware of databases	3		7	
No Basis for Opinion	1		2	

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?

	2019		2018	
Yes	3	100%	14	100%
No	0		0	0%
Unaware of service	12		32	
No Basis for Opinion	11		38	

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?

	2019		2018	
Yes	3	100%	12	100%
No	0		0	0%
Unaware of online assist	12		25	
No Basis for Opinion	11		47	

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.

	2019		2018	
Agree	22	100%	70	97%
Disagree	0		2	3%
No Basis for Opinion	4		12	

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

	2019		2018	
Excellent	10	42%	38	50%
Good	13	54%	24	32%
Average	1	4%	14	18%
Fair	0		0	0%
Poor	0		0	0%
No Basis for Opinion	2		8	

Use of data:
Dual credit/concurrent enrollment students 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:
Services received approval ratings of 95% or higher from those students utilizing the services. As per the library's Institutional Effectiveness Plan, the library targets approval ratings of at least 85%. Of those students offering an opinion, **96%** rated the overall quality of library services as good or excellent, a 14% increase in approval when compared to the previous year.

Awareness:
Similarly to last year, students were either unaware or offered no basis for opinion when asked to evaluate online library assistance (question 6) and intra-campus borrowing (question 5).

Efforts for promoting an awareness of library services among dual credit students include:
- Web-tours: The library began posting web-tours during the spring semester 2019. The tours assist students in finding library resources within a live online environment. Currently, tours provide assistance in locating e-books, nursing articles, and general research articles.
- Instructors were emailed and invited to post links to library resources/services within their Canvas course shells. Links provided access to the orientation, research guides, the Library Handbook, and a webinar schedule.
- Library Brochures: Library brochures were distributed to dual credit students at service area high schools.
- Library Orientation: The orientation provides an overview of library resources/services and is accessible from a link posted on the library homepage.
- Live Webinars: 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.

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In Response:

In an effort to improve student access to resources and services, the library will:

- Redesign the library homepage. Make content easier to locate and navigate by improving the layout/organization of the information.
- Consider implementing Ebsco's Discovery Service which incorporates an integrated search of all databases and books.
- Upgrade the library catalog for a more user-friendly search interface.
- Advertise services via brief email notifications.

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:** June 5, 2019
                             (Responsible Party)

Received by Office of Institutional Effectiveness: June 6, 2019
                                                                                        (Date)

Posted to VC Website*:   August 23, 2019
                                                                                        (Date)

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