Vernon College
Assessment Activity/Report Communication Form
2018-2019

Title: **Student Survey of Library Services (STC)**   **Date of completion**: May 2019

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. A total of **95** surveys were processed. The tables reflect the number of responses as well as the approval ratings (percentages) of those students actually utilizing the service. **Red** type indicates data collected in the spring **2018**.

1. Were you able to access databases off campus?

	2018-2019	2017-2018
Yes	68 100%	68 99%
No	0	1 1%
Unaware of accessibility	8	9
Did not attempt access	19	24

2. Were you able to locate the articles needed through the databases?

Yes	55 96%	55 93%
No	2 4%	4 7%
No Basis for Opinion	38	43

3. Were you able to locate the books needed for your research?

Yes	48 96%	48 89%
No	2 4%	6 11%
No Basis for Opinion	44	48
No Response	1	

4. If books were requested from the main library in Vernon, did you receive the book/s in a timely manner?

Yes	32 100%	28 88%
No	0	4 13%
Unaware of ILL	31	35
ILL was not needed.	32	35
No Response		

5. The library website provides convenient access to library resources and services.

Agree	51 98%	50 96%
Disagree	1 2%	2 4%
No Basis for Opinion	43	

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

6. Computers are in good working order and available when needed.

Agree	66	93%	61	88%
Disagree	5	7%	8	12%
No Basis for Opinion	24		33	

7. Printers are in good working order and available when needed.

Agree	64	97%	69	97%
Disagree	2	3%	2	3%
No Basis for Opinion	29		31	

8. The library is open sufficient hours to meet my informational needs.

Agree	56	97%	63	97%
Disagree	2	3%	2	3%
No Basis for Opinion	37		34	

9. The library offers a comfortable and quiet area for research and study.

Agree	64	97%	65	97%
Disagree	2	3%	2	3%
No Basis for Opinion	29		33	
No Response			2	

10. The library catalog is easy to search for books located at any VC library location.

Agree	44	96%	49	91%
Disagree	2	4%	5	9%
No Basis for Opinion	49		45	
No Response			3	

11. Library assistance via the designated phone and computer in library: The library staff I consulted virtually was knowledgeable and helpful in assisting with the information needed.

Agree	35	100%	31	86%
Disagree	0		5	14%
Unaware of virtual assist	28		26	
No Basis for Opinion	32		38	
No Response			2	

12. I received prompt and professional assistance with questions submitted online via email or live chat.

Agree	39	91%	36	92%
Disagree	4	9%	3	8%
No Basis for Opinion	51		57	
No Response	1		6	

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13.   How would you rate the overall quality of library services?

Excellent	47	67%	27	38%
Good	18	26%	17	24%
Fair	5	7%	25	35%
Poor	0		3	4%
No Basis for Opinion	24		29	
No Response	1		1	

14. I received information on how to access databases and other library services.

Agree	73	78%	65	66%
Disagree	20	22%	34	34%
No Response	2		3	

Use of Data:

Approval Ratings: All services received approval ratings of 91% or higher from those students utilizing the services. The library targets approval ratings of 85% or higher as per the library's Institutional Effectiveness Plan.

Overall Quality of Library Services: When asked to evaluate the overall quality of library services, _93%_ of students offering an opinion rated the overall quality as good or excellent. This reflects a **31%** increase in overall approval when compared to data collected in 2018.

Awareness of Library Services: Surveys are also used to determine student awareness of library services and programs.   Surveys indicated that students were more familiar with the ability to access databases off-campus and with the ability to request books from the main collection in Vernon.   A 2% decrease in awareness was noted for the availability of library assistance via web-conferencing at Skills Training Center.

Promotional Initiatives: Library information is covered in a flyer emailed to all students at the start of each semester. Information is also included in the Library Handbook and on the Library Orientation posted on the library homepage.   Students may also register to participate in weekly orientations via a link posted on the Library Orientation.
Information is also discussed during Chap Express sessions.

In an effort to further promote library services, the library will:

- Re-design the library homepage to improve student access to and awareness of library resources and services. The new design will enhance the organization/layout of the content and navigability of the website.
- Consider cost of implementing an integrated search feature such as Ebsco's Discovery Service. The integrated search will search all databases and books simultaneously for a keyword or concept.

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- Coordinate with The Library Corporation in upgrading the online catalog.
- Continue to develop new web tours using Help Hero.
- Request faculty assistance in distributing library brochures and business cards. Distribute brochures and business cards in lieu of scheduling short on-site orientations at STC.   There was no interest expressed in class participation in orientations scheduled at the start of the fall semester.
- Include information on web-conferencing on the Library Orientation. Post the information via the link labeled, **Get Library Help**.
- Send brief email notifications advertising services.

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 3, 2019_____
                          (Responsible Party)

Received by Office of Institutional Effectiveness: June 4, 2019_____
                                                                                    (Date)

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

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