

Vernon College
Assessment Activity/Report Communication Form
2018-2019

Title: Library Survey of Online Students

Date of completion: December 2018

Highlights of data: The library processed 230 surveys. A link to the survey was emailed to students and was posted as a general announcement in Canvas. The library targets approval ratings of at least 85% as per the library's Institutional Effectiveness Plan. All services received approval ratings of 91% or higher by those students utilizing the services. Surveys also indicated that a considerable number of students were unaware of online assistance and of the ability to request books from the main collection in Vernon.

	Yes		No	
	Fall 2018	Fall 2017	Fall 2018	Fall 2017
1. Were you able to access databases off campus without technical problems or interruptions?	94%	94%	5%	5%
Unaware of Service: 36 students 25 students				
2. Were you able to locate the articles needed by searching the databases?	91%	95%	8%	4%
Unaware of Service: 35 students 23 students				
3. Were you able to locate the books needed by searching the online catalog?	90%	94%	10%	6%
4. Online students may request books from the main library in Vernon. If requests were submitted, did you receive the book/s within a reasonable amount of time?	98%	100%	1%	0%
Unaware of Service: 63 students 45 students				
5. Were you pleased with the assistance you received online via email or live chat?	98%	100%	1%	0%
Unaware of Service: 49 students 40 students				
6. Did any of the online courses you are taking require library resources or research?	65%	69%	35%	31%
7. Did you receive information on library services?	67%	70%	33%	30%
8. The library website offers convenient access to library resources and services.	95%	93%	5%	8%

Use of data:

In an effort to increase an awareness of library services, the library is currently developing web tours to assist students in accessing online assistance, the online book request form, and other services. Web tours guide students to finding information through live webpages. Other means for promoting library services for online students include a library orientation posted on the library webpage, webinars scheduled throughout the fall and spring semesters, and a flyer emailed to all students at the start of each semester. A Library Handbook is also posted on the homepage.

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

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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.

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

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

Submitted by: Marian Grona **Date:** December 11, 2018
(Responsible Party)

Received by Office of Institutional Effectiveness:

December 12, 2018
(Date)

Posted to VC Website*:

February 18, 2019
(Date)

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