

**Vernon College**  
**Assessment Activity/Report Communication Form**  
**2019-2020**

**Title:** Library Survey of Online Students

**Date of completion:** December 13, 2019

**Highlights of data:**

The library processed 154 surveys, 76 fewer than the number processed the previous year. A link to the survey was posted as a general announcement in Canvas. All services received approval ratings of 86% or higher. The library targets approval ratings of at least 85% on all services and programs.

	Fall 2019	Unaware	N/A	Fall 2018	Unaware	N/A
1. Were you able to access databases off campus without technical problems or interruptions?	93%	17	17	94%	36	31
2. Were you able to locate the articles needed by searching the databases?	89%	17	20	91%	35	36
3. Were you able to locate the books needed by searching the online catalog?	86%		59	90%		106
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?	94%	50	73	98%	63	114
5. Were you pleased with the assistance you received online via email or live chat?	95%	38	74	98%	49	103
6. Did any of the online courses you are taking require library resources or research?	73%			65%		
7. Did you receive information on library services?	71%			67%		
8. The library website offers convenient access to library resources and services.	92%		40	95%		72

**Use of data:**

A significant number of students indicated that they were unaware of online assistance and of the ability to request books from the main collection in Vernon. The library is currently designing a new homepage. The new design will improve the organization of content, thus making it easier to find information on all resources and services including library assistance

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

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and inter-campus borrowing options for requesting books from the Vernon campus. The library also plans to upgrade its automation software during the summer semester 2020. The upgrade will include a newly designed Online Public Access Catalog with a more user-friendly search interface and features including an electronic bookshelf for promoting and displaying new titles. Upgrades will also include improvements to the cataloging and circulation modules within the system.

**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:** January 16, 2020  
(Responsible Party)

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**Received by Office of Institutional Effectiveness:**

January 16, 2020  
(Date)

**Posted to VC Website\*:**

February 11, 2020  
(Date)

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