

Vernon College

Assessment Activity/Report Communication Form 2012-2013

Title: Student Survey of Library Services (Vernon)

Date of completion: December 2012

Please circle: Assessment Activity **Report** **Both**

Highlights of data:

The library surveys students attending classes on site in Vernon during the Fall Semester. A total of 241 surveys were processed.

The following programs received approval ratings of 90% or higher:

- Remote Access Procedure: 93%
- Databases: 94%
- Book Collection: 92%
- Library Website: 99%
- Computers: 98%
- Printers: 97%
- Library Environment: 98%
- Online Catalog: 97%
- Reference Assistance (Face-to-Face and Online): 100%
- Received information on how to access library resources and services: Yes: 91%
This reflects an **11% increase** in the number of students indicating that they received information on library services. The library has worked to promote an awareness of services through an email flyer, a virtual tour of the Wright Library, and postings on the College's social media pages. An information table was also setup during registration in the fall.

Library hours received an approval rating of 88%. A total of 15 comments requested extended library hours. Several comments requested library hours on Saturday and on Friday afternoons. The library is currently open on Sundays from 1:00 PM to 8:00 PM.

Use of data:

Students attending classes on-site in Vernon are surveyed during the Fall Semester to determine student satisfaction with library services.

The results are then used for planning, policy making, and improvement.

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 included in the assessment notebook at the circulation desk in the Wright Library. The data will also be emailed upon request.

Submitted by: Marian Grona
(responsible party)

Date: January 16, 2013

Received by Office of Institutional Effectiveness: January 16, 2013

Presented to College Effectiveness Committee: January 2013