

Vernon College

Assessment Activity/Report Communication Form 2011-2012

Title: Student Survey of Library Services (Vernon) **Date of completion:** November 17, 2011

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 213 surveys were processed.

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

- Remote Access Procedure (91%)
- Databases (98%)
- Book Collection (94%)
- Library Website (94%)
- Computer Resources (94%)
- Printers (92%)
- Library Environment (96%)
- Reference Assistance (100%)
- Online Reference Assistance (96%)
- Overall Quality of Library Services (Excellent-57% Good-39% Fair-4%)
- Of those students using on-site library services, 88% thought the library was open sufficient hours to meet their informational needs.
- Interlibrary Loan: A majority of students utilizing ILL were pleased with the service offered. However, a significant number of students were unaware that materials could be requested via ILL.

Use of data:

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

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 **Date:** December 13, 2011

Received by Office of Institutional Effectiveness: 12.14.11

Presented to College Effectiveness Committee: posted to Blackboard January 2012