Vernon College

Assessment Activity/Report Communication Form
2011-2012

Title: __Student Survey of Library Services (Wichita Falls)__

Date of completion: ___May 2012_____

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

Highlights of data:

The library surveys students attending classes on site at Wichita Falls campuses during the Spring Semester.

Century City Library: A total of 239 surveys were processed.

The following programs received approval ratings of 90% or higher.
- Remote Access procedure (90%)
- Reference Assistance (95%)

The following received approval ratings in the 80 percentile range.
- Databases (86%) [6% decline when compared to 2011 (92%)]
- Book Collection (84%)
- Library Website (87%) [4% decline in approval when compared to 2011 (91%)]
- Printers (84%) [13% increase in approval when compared to 2011 (61%)]. The Dell printers were replaced with a high capacity Xerox printer in March 2011.
- Hours of Operation (82%) [3% increase in approval when compared to 2011 (79%)] The library began opening earlier at 7:30 AM in September 2011.
- Library Environment (81%)
- Photocopier (89%)
- Online Catalog (86%)
- Online Reference Assistance (87%) [5% decline when compared to 2011 (92%)]

Approval ratings below the 80 percentile range included the following:
- Computer Resources (71%)

Overall Quality of Library Services
  Excellent: 34%   Good: 50%   Fair: 15%   Poor: 1%

Comments:

Computers: A total of 17 students indicated that more computers were needed in the lab.

Printers: A total of 12 comments indicated a need for more printers.

Skills Training Center Resource Room: A total of 74 surveys were processed.

The following programs received approval ratings of 90% or higher.
- Computer Resources (92%)
- Printers (91%)

The following received approval ratings in the 80 percentile range.
- Databases (86%)

- Library Environment (88%)
- Online Catalog (84%)

Approval ratings below the 80 percentile range included the following:
- Remote Access Procedure (78%) [15% decline in approval when compared to 2011 (93%)]
- Book Collection (75%) [8% decline in approval when compared to 2011 (83%)]
- Library Website (77%) [9% decline in approval when compared to 2011 (86%)]
- Online Reference Assistance (75%) [6% decline in approval, 2011 (81%)]

Overall Quality of Library Services:
Excellent: 44%   Good: 43%   Fair: 13%

Use of data:

Students attending classes on-site at Century City and Skills Training Center are surveyed during the Spring 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:** __July 16, 2012_____
                                     (responsible party)
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Received by Office of Institutional Effectiveness: 7.26.12

Presented to College Effectiveness Committee: 7.30.12