Vernon College

Assessment Activity/Report Communication Form

Title: ___Library Survey of Internet Students_____

Date of completion: ___November 2010_____

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

Highlights of data:

The library used Google Docs to survey Internet students. Instructors were asked to post a link to the survey in their Blackboard course shells. A total of sixty surveys were processed, twice the number processed in 2009.

- Library Resources: Over half of those responding indicated that library resources were *not* required in their Internet course/s.
- Remote Access Procedure: Of those students offering an opinion, 86% indicated that they were able to login remotely to search the library databases. This reflects an 8% increase in approval when compared to data collected in 09.
- Interlibrary Loan: Internet students may use the library's online form to request books from the main collection in Vernon. Of those students requesting library materials, 88% indicated that materials were received within a reasonable amount of time.
- Library Information: Students were asked if they received instruction in the use of library resources. Of those students responding, 73% indicated library information was received.
- Reference Assistance: A majority of students offered no basis for opinion when asked to evaluate the quality of library assistance received via phone or email. Of those offering an opinion, 86% were pleased with the assistance received.
- Library Website: The website received an approval rating of 89%.
- Comments: Students were asked to submit recommendations on improving library services. Comments primarily addressed computer resources and facilities at the Century City Library. Two students, however, did note that they were unaware of the library's online resources and services.

Use of data:

Internet students are surveyed during the Fall Semester to determine student satisfaction with distance learning library services.

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

Where the report can be found: ___A hard copy of the data is included in the assessment notebook at the circulation desk at the Wright Library. The data will also be emailed upon request.

Submitted by: ___Marian Grona_____ **Date:** **December 8, 2010**
                                (responsible party)
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Received by Office of Institutional Effectiveness: 12.09.10

Presented to College Effectiveness Committee: December 2010, via Blackboard