

# Vernon College

## Assessment Activity/Report Communication Form 2012-2013

**Title:** Student Survey of Library Services, Seymour

**Date of completion:** April, 2013

**Please circle:**

**Assessment Activity**

**Report**

**Both**

**Highlights of data:** The library processed 12 surveys.

- Off Campus Access Procedure: 83%  
Unaware databases were accessible off campus: 17%  
Did not attempt to access databases off campus – 6 respondents
- Databases received an approval rating of 100%.  
No basis for opinion – 8 respondents
- Book Collection: 100%  
No basis for opinion – 5 respondents
- Library Website: 100%  
No basis for opinion – 8 respondents
- Environment: 100%  
No basis for opinion - 3
- Online Catalog: 100%  
No basis for opinion – 9
- Virtual library assistance: 50%  
Unaware virtual library assistance was available: 50%  
No basis for opinion - 6  
In lieu of on-site assistance, a designated computer is setup to assist students virtually through Wimba. Desktop sharing allows staff to offer live demos on how to access and search online resources.
- Online Reference Assistance via Email or Live Chat: 100%  
No basis for opinion – 8
- Access to Wright Library Collection: 50%  
Unaware materials could be requested from main collection: 50%  
ILL materials were not needed: 8 respondents
- When asked if they received information on how to access databases and other library services, 67% indicated that information was received, while 33% did not receive information.

- Overall Quality of Library Services:  
Excellent: 70%  
Good: 20%  
Fair: 10%  
No basis for opinion – 2 respondents

**Use of data:**

Students attending the Seymour Nursing Center are surveyed during the Spring Semester to determine student satisfaction with library services. The results are then used for planning, policy making, and improvement.

The library needs to focus on promoting library services. A significant number of students were unaware of virtual library assistance via the designated computer. Students were also unaware that library materials could be requested from the main collection in Vernon. In response, the library will prepare a brief (4-5 minute) orientation video to help introduce students to the services offered.

**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:** June 24, 2013  
(responsible party)

\*\*\*\*\*

**Received by Office of Institutional Effectiveness: 6.24.13**

**Presented to College Effectiveness Committee: 6.27.13**