

# Vernon College

## Assessment Activity/Report Communication Form

**Title: Student Survey of Library Services (Vernon)**

**Date of completion: December 2010**

**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 237 surveys were processed.

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

- Remote Access Procedure (94%)
- Databases (92%)
- Book Collection (91%)
- Library Website (92%)
- Computer Resources (90%)
- Printers (93%)
- Library Environment (95%)
- Reference Assistance (98%)
- Online Reference Assistance-via email or live chat (90%)
- Overall Quality of Library Services: (Excellent-50% Good-41% Fair-8%)

Hours of Operation: Of those students using on-site library services, 86% thought the library was open sufficient hours to meet their information needs.

Interlibrary Loan: Data indicates that students are unaware that they can take advantage of Interlibrary Loan services to request materials which are outside the Vernon College Library System.

### 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.

**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 9, 2010**  
(responsible party)

\*\*\*\*\*

**Received by Office of Institutional Effectiveness: 12.09.10**

**Presented to College Effectiveness Committee: December, 2010 via Blackboard**