

Vernon College

Assessment Activity/Report Communication Form 2011-2012

Title: Library Survey of Internet Students **Date of completion:** December 5, 2011

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 116 surveys were processed, almost twice the number of surveys processed in 2010.

- Of those students using online services, 95% indicated that they were able to access databases and books through the Internet.
- Fifty-three percent (53%) of those surveyed indicated that library resources/research were not required in the Internet course they were taking.
- Internet students may request books from the main collection in Vernon. When asked to evaluate the quality of ILL services, 86% agreed that books which were not available online were delivered within a reasonable amount of time.
- The library surveys students to determine if they received instruction in the use of library resources/services such as databases, the library catalog, and online reference assistance. Of those surveyed, 78% indicated that information was received.
- Students were very pleased with the assistance they received online. Of those students requesting library assistance, 95% agreed that they received prompt and professional assistance with questions submitted via email or phone. However, a significant number of students offered no basis for opinion when asked to evaluation online reference support.
- Students accessing library resources online found the website to be easily accessible and well organized.

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.

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