

Vernon College
Assessment Activity/Report Communication Form
2014-2015

Title: Student Survey of Library Services
Seymour Nursing Program

Date of completion: May 2015

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

Highlights of data:

The library surveys students attending the Seymour Nursing Program during the Spring Semester. Data in bold red type indicates data collected in 2014 for comparison purposes.

Seymour Nursing Program: A total of 7 surveys were processed.

The following programs received approval ratings of 100%.

- Remote access procedure:..... 100% **85%**
- Book Collection:..... 100% **85%**
- Library Website:..... 100% **92%**
- Library Environment:..... 100% **100%**
- Library Catalog:.....100% **91%**
- Online Reference Assistance:..100% **100%**
- Library Information:.....100% **100%**
- ILL (Ability to request books from main collection).....100% **67%**

Databases and the overall quality of library services received approval ratings of **83%** and **86%** respectively.

Virtual Library Assistance: A dedicated computer is setup to assist students virtually in lieu of

on-site support. Surveys showed that students were either

pleased with the service or were unaware the service was available.

When asked if they were pleased with the assistance they received

through online support, 4 students or **80%** were pleased with the service while 1 student or **20%** indicated that they were unaware of

virtual assistance.

* Posted on Vernon College website to be shared with SSBTN and College Effectiveness Committees as well as Vernon College constituents.

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Use of data:

Data is evaluated according to the library's Institutional Effectiveness Plan. The IE Plan targets an approval rating of at least **85%** for library services. Additionally, data is monitored to ensure constituents are aware of the services offered.

Student Awareness of Library Services: Library orientations are provided during the fall and spring semesters. Orientations are conducted either face-to-face or online using Collaborate. The orientations are an effective means of promoting library services as evidenced by an increase in awareness of the ability to access databases off campus and of the ability to request books from the main collection in Vernon. More emphasis, however, needs to be placed on promoting the availability of virtual library assistance in lieu of on-site support. A dedicated computer has been setup at assist students online through Collaborate.

Library Databases: The approval rating for the library's database collection fell below the targeted 85% approval. When asked if they were able to locate the articles needed for their research, 5 students or **83%** answered affirmatively, while 1 student or **17%** was unable to locate the articles needed. In response, students will be encouraged to contact library staff via email, live chat, phone, or the dedicated computer at Seymour for help in searching the library's database collection.

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.

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

Where the report can be found: emailed upon request.

Submitted by: Marian Grona **Date:** May 14, 2015
(Responsible Party)

Received by Office of Quality Enhancement: May 20, 2015
(Date)

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Presented to SSBTN Committee*:

July 6, 2015

_____ (Date)

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