

**Vernon College**  
**Assessment Activity/Report Communication Form**  
**2015-2016**

**Student Survey of Library Services, On**

**Title:** Site Students at CCC

**Date of completion:** May 2, 2016

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

Report

Both

**Highlights of data:**

Students are surveyed to determine user satisfaction with and awareness of library services. As stated in the library's **Institutional Effectiveness Plan**, an approval rating of at least 85% is targeted for library services. A total of 266 surveys were processed. As indicated in the table below, library printers and hours were rated below the targeted 85% approval. Also, fewer students indicated that they received information on library services. The overall quality of library services also dropped in approval.

	Spring 2016	Spring 2015
Ability to access databases off campus	89%	91%
Databases and ability to locate articles needed	92%	92%
Book collection	88%	91%
Library website	95%	92%
Computers	95%	95%
Printers	83%	75%
Library hours	76%	79%
Library environment	92%	95%
Photocopiers	94%	88%
Online catalog and ability to locate books within library system	92%	93%
Staff, library assistance on site	92%	97%
Library assistance online	90%	92%
Received information on library services	79%	86%

Overall Quality of Library Services		
	Spring 2016	Spring 2015
Excellent	40%	42%
Good	44%	48%
Fair	14%	10%
Poor	2%	1%

Inter-campus Borrowing

Students may request materials from the main collection in Vernon. Of those students utilizing the service, 25% were pleased with the service. However, a significant number of students (72%) were unaware this service was available.

**Use of data:**

Inter-campus borrowing and the ability to request books from Vernon expands student access to informational materials. Inter-campus borrowing is advertised in the flyer emailed to all students at the start of each semester. The flyer serves as the primary means for notifying students of library services. It was suggested at the Library Committee meeting that the library email the flyer several times during semester rather than only once at the start of the semester.

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

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The library has also asked for faculty assistance in posting links to the flyer as well as other informational materials within their course shells and outlines.

Library Hours: In response to student feedback on library hours, the library has requested funding to increase weekend hours from 7 to 10 hours and then split the hours evenly between Saturday and Sunday (5 hours each day). The library is currently open on Sunday from 1:00 PM to 8:00 PM. This proposal would provide access to library services on Saturday as well as on Sunday.

Printer Resources: Although an increase in approval was noted for printer resources, the approval rating of 83% still falls below the targeted 85% approval. In response, the library will work to ensure technical issues are reported and resolved in a timely manner.

Library Information: The library noted a considerable decrease in the number of students indicating that they received information on library services. The flyer emailed to all students at the start of each semester remains the primary means for notifying students of library services. Library information is also posted online in the library handbook and distributed during Chap Express and New Student Orientations.

In an effort to help promote library services, the library will email the flyer several times during the semester as opposed to only once at the start of the semester. The library will also complete an orientation to post online and then email a link to the orientation to all students and faculty.

Overall Approval: The library noted a drop in approval for the overall quality of library services. Percentages of students rating the overall quality of library services as good or excellent was 84% during this survey cycle and 90% in the spring 2015. Library hours may have contributed to the decrease in overall approval. It is likely that this rating will increase with extended weekend hours scheduled upon approval for implementation in the fall 2016.

**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 placed in the assessment notebook in the Wright Library. A copy may be requested at the circulation/information desk. A

**Where the report can be found:** copy will also be emailed upon request.

**Submitted by:** Marian Grona **Date:** May 3, 2016  
(Responsible Party)

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