

Vernon College
Assessment Activity/Report Communication Form
2015-2016

Student Survey of Library Services, On

Title: Site Students at Seymour

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 11 surveys were processed.

The ability to locate books fell below the targeted approval rating of 85%.

	Spring 2016	Spring 2015
Ability to access databases off campus	100%	100%
Databases and ability to locate articles needed	100%	83%
Book collection	83%	100%
Library website	100%	100%
Library environment	100%	100%
Online catalog and ability to locate books within library system	100%	100%
Virtual assistance via designated phone and computer	100%	80%
Library assistance online	100%	100%
Received information on library services	90%	100%

Overall Quality of Library Services		
	Spring 2016	Spring 2015
Excellent	30%	57%
Good	60%	29%
Fair	10%	14%
Poor	0%	0%

Inter-campus Borrowing

Students may request books from the main collection in Vernon. Of the 11 respondents, 2 students were pleased with the service, 2 were unaware books could be requested, and 7 indicated that inter-campus borrowing was not needed.

Use of data:

Inter-campus borrowing and the ability to request books from the Vernon collection 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 service is also discussed during the live, online orientations scheduled each semester using Blackboard's Collaborate. In the future, more time will be given to highlighting the process for requesting materials via email, phone, or the online Interlibrary Loan form. A short demo on accessing the form will be included in future orientations.

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

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Book Collection: Students were also asked if they were able to locate the books needed for their research. This approval dropped considerably from last year. In response, the library will encourage students to utilize intercampus borrowing to request books from the main collection in Vernon. This service will be highlighted during the orientations scheduled each semester for Seymour students.

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)

Received by Office of Quality Enhancement: 5/16/16
(Date)

Presented to SSBTN Committee*: 5/16/16
(Date)

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