

Vernon College
Assessment Activity/Report Communication Form
2015-2016

Student Survey of Library Services, On

Title: Site Students at STC

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.

Seventy-eight surveys were processed.

The ability to locate articles and books fell below the targeted approval rating of 85%. Also, a higher percentage of students indicated that they were unable to access databases off campus.

	Spring 2016	Spring 2015
Ability to access databases off campus	79%	83%
Databases and ability to locate articles needed	82%	90%
Book collection	81%	97%
Library website	97%	100%
Computers	88%	94%
Printers	87%	90%
Library hours	98%	93%
Library environment	94%	96%
Online catalog and ability to locate books within library system	89%	90%
Virtual assistance via designated phone and computer	51%	54%
<i>Unaware of virtual assistance 45%</i>		
Library assistance online	85%	92%
Received information on library services	74%	65%

Overall Quality of Library Services		
	Spring 2016	Spring 2015
Excellent	54%	52%
Good	30%	38%
Fair	12%	10%
Poor	4%	0%

Inter-campus Borrowing

Students may request materials from the main collection in Vernon. Of those students utilizing the service, 50% were pleased with the service. However, almost the same number of students (48%) were unaware books could be requested from Vernon. .

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.

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

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

Ability to locate articles and books: The library needs to better promote services available to assist students in locating materials needed. Services include a designated phone and computer for assisting students via Blackboard's Collaborate in lieu of on-site assistance.

- Request STC faculty assistance in distributing library brochures during each of their classes.
- Schedule live, online orientations for STC classroom viewing.
- Complete library orientation to post via the library homepage. The orientation will provide a single access point for information on accessing library assistance, article databases, books, and career resources for resume and job search assistance.

Receipt of library information: Implement the initiatives above to increase awareness of library services. While there was an increase in the number of students receiving library information, the percentage still fell below the targeted 85%. Strive to increase awareness by **10%** through implementation of the objectives.

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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