

Vernon College

Assessment Activity/Report Communication Form

2017-2018

Title: Student Survey of Library Services, STC

Date of completion: May 2, 2018

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 **102** surveys were processed. The tables reflect the number of responses as well as the approval ratings (percentages) of those students actually utilizing the service. **Red** type indicates data collected in **2017**.

1. Were you able to access databases off campus?

	2017-2018	2016-2017
Yes	68 99%	40 93%
No	1 1%	3 7%
Unaware of accessibility	9	12
Did not attempt access	24	22

2. Were you able to locate the articles needed through the databases?

Yes	55 93%	29 85%
No	4 7%	5 15%
No Basis for Opinion	43	43

3. Were you able to locate the books needed for your research?

Yes	48 89%	29 94%
No	6 11%	2 6%
No Basis for Opinion	48	46
No Response		

4. If books were requested from the main library in Vernon, did you receive the book/s in a timely manner?

Yes	28 88%	13 93%
No	4 13%	1 7%
Unaware of ILL	35	29
ILL was not needed.	35	34
No Response		

5. The library website provides convenient access to library resources and services.

Agree	50 96%	33 97%
Disagree	2 4%	1 3%
No Basis for Opinion		43

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

Vernon College
Assessment Activity/Report Communication Form
2017-2018

6. Computers are in good working order and available when needed.

Agree	61	88%	42	84%
Disagree	8	12%	8	16%
No Basis for Opinion	33		27	

7. Printers are in good working order and available when needed.

Agree	69	97%	38	76%
Disagree	2	3%	12	24%
No Basis for Opinion	31		27	

8. The library is open sufficient hours to meet my informational needs.

Agree	63	97%	42	88%
Disagree	2	3%	6	13%
No Basis for Opinion	34		29	

9. The library offers a comfortable and quiet area for research and study.

Agree	65	97%	46	96%
Disagree	2	3%	2	4%
No Basis for Opinion	33		29	
No Response	2			

10. The library catalog is easy to search for books located at any VC library location.

Agree	49	91%	32	97%
Disagree	5	9%	1	3%
No Basis for Opinion	45		44	
No Response	3			

11. Library assistance via the designated phone and computer in library: The library staff I consulted virtually was knowledgeable and helpful in assisting with the information needed.

Agree	31	86%	17	94%
Disagree	5	14%	1	6%
Unaware of virtual assist	26		24	
No Basis for Opinion	38		35	
No Response	2			

12. I received prompt and professional assistance with questions submitted online via email or live chat.

Agree	36	92%	19	90%
Disagree	3	8%	2	10%
No Basis for Opinion	57		55	
No Response	6		1	

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

Vernon College
Assessment Activity/Report Communication Form
2017-2018

13. How would you rate the overall quality of library services?

Excellent	27	38%	22	40%
Good	17	24%	21	38%
Fair	25	35%	12	22%
Poor	3	4%		
No Basis for Opinion	29		22	
No Response	1			

14. I received information on how to access databases and other library services.

Agree	65	66%	41	59%
Disagree	34	34%	29	41%
No Response	3		7	

Use of data:

Approval Ratings: All services received approval ratings of 86% or higher. The library targets approval ratings of 85% or higher as per the library's Institutional Effectiveness Plan.

- Overall Quality of Library Services: When asked to rate the overall quality of library services, 62% of students selected good or excellent, 35% fair, and 4% poor. This data indicates a drop in approval when compared to the previous year. The library speculates that approval will increase as students become more aware of the services offered.

Awareness of Library Services: Surveys are also used to determine student awareness of library services and programs. Efforts for promoting library services have proven effective in raising an awareness of library services. Surveys indicate increases in awareness of 10% and higher for the following:

- Ability to request books from the main collection in Vernon
- Library assistance via the designated computer in the library
- Ability to access databases off campus

An expected outcome placed in the library's Institutional Effectiveness Plan was to increase awareness among STC students by at least 5% for the above services. This outcome was achieved as indicated by increases of 10% or higher.

Efforts for promoting library services have included the following:

- Library Brochures: Instructors were asked to distribute library brochures to students enrolled in each of their classes.
- Library Orientation: A library orientation was developed and posted on the library homepage at the start of the fall semester 2017. The orientation serves as a readily accessible and concise overview of library services including information on intra-campus. With intra-campus borrowing, students can request books from the main collection in Vernon via the online form.
- Live, Online Orientations: The library also implemented live, online orientations offered throughout the fall and spring semesters. Students can view a schedule and register online from a link posted on the orientation webpage.
- Library information is also covered in the flyer emailed to all students at the start of each semester and in the Library Handbook posted on the library homepage.

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

Vernon College
Assessment Activity/Report Communication Form
2017-2018

- Library information is also covered during New Student Orientations presented by the Student Services department.

In an effort to further promote library services, the library will:

- Send brief email notifications advertising services.
- Capitalize on the new orientation for promoting STC services including library assistance available via the designated computer in the library.

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:** June 12, 2018
(Responsible Party)

Received by Office of Institutional Effectiveness: June 12, 2017
(Date)

Presented to SSBTN Committee*: July 10, 2018
(Date)

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