

**Vernon College**  
**Assessment Activity/Report Communication Form**  
**2017-2018**

**Title:** Library Survey of Online Students

**Date of completion:** December 4, 2017

**Highlights of data:**

A link to the survey was emailed to students, posted as a general announcement in Canvas, and emailed to faculty with a request to post the survey within their Canvas course shells.

A total of 171 surveys were processed.

Data in red indicates 2016-2017 results for comparison purposes.

	Yes		No		Unaware of service	
1. Were you able to access databases off campus with no technical problems or interruptions?	78%	72%	5%	4%	17%	24%
2. Were you able to locate the articles needed by searching the databases?	80%	70%	4%	9%	16%	21%
3. Were you able to locate the books needed by searching the online catalog?	94%	91%	6%	9%		
4. Online students may request books from the main library in Vernon. If request were submitted, did you receive the book/s within a reasonable amount of time?	45%	31%	0%	2%	55%	67%
5. Were you pleased with the assistance you received online via email or live chat?	60%	49%	0%	2%	40%	49%
6. Did any of the online courses you are taking require library resources or research?	69%	62%	31%	38%		
7. Did you receive information on library services?	70%	59%	30%	41%		
8. The library website offers convenient access to library resources and services.	93%	88%	8%	12%		

**Use of data:**

The library targets approval ratings of at least 85% for services/programs as per the library's Institutional Effectiveness Plan. An analysis of data from students actually utilizing the services indicates approval ratings of 93% and higher for all services.

The library also surveys to determine student awareness of library services. An outcome placed in the Institutional Effectiveness Plan was to increase awareness of library services among online students by at least 5%. This outcome was achieved as indicated in the data above. Increases of 5% or higher were noted for database quality/accessibility, inter-campus borrowing, and online reference assistance.

The library has worked to promote library services through development of an orientation webpage and through implementation of live, online webinars scheduled throughout the fall and spring semesters. Both initiatives were implemented at the start of the fall semester 2017.

\* To be shared with the Student Success Data and College Effectiveness Committees as well as Vernon College constituents.

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**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 23, 2018  
(Responsible Party)

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**Received by Office of Institutional Effectiveness:** May 23, 2018  
(Date)

**Posted to VC Website\*:** July 10, 2018  
(Date)

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