

# Vernon College

## Assessment Activity/Report Communication Form

2010-2011

Title: Student Survey of Library Services (Wichita Falls)

Date of completion: May 2011

Please circle:            Assessment Activity                      Report                      Both

### Highlights of data:

*The library surveys students attending classes on site at Wichita Falls campuses during the Spring Semester.*

**Century City Library:** A total of 259 surveys were processed.

The following programs received approval ratings of 90% or higher:

- Remote Access Procedure (93%)
- Databases (92%)
- Library Website (91%)
- Reference Assistance (90%)
- Online Reference Assistance (92%)

The following received approval ratings in the 80 percentile range.

- Book Collection (89%)
- Library Environment (80%)
- Online Catalog (86%)

Approval ratings below the 80 percentile range included the following:

- Computer resources (74%) A total of 14 comments indicated that more computers were needed in the computer lab.
- Hours of Operation (79%)
- Printers (61%) In an effort to improve the efficiency of printing services, the library recently began leasing a high capacity Xerox printer to support the high volume of printing in the library's computer lab.

The overall quality of library services was rated as follows:

(Excellent-29% Good-51% Fair-17% Poor-3%)

**Skills Training Center:** A total of 53 surveys were processed.

The following programs received approval ratings of 90% or higher:

- Remote Access Procedure (93%)
- Computer resources (96%)
- Hours of Operation (93%)
- Online Catalog (90%)

The following received approval ratings in the 80 percentile range:

- Databases (83%)
- Book Collection (83%)
- Library Website (86%)
- Printers (89%)
- Library Environment (89%)

- Reference Assistance (88%)
- Online Reference Assistance (81%)

The overall quality of library services was rated as follows:

(Excellent-40% Good-40% Fair-21%)

**Sheppard Learning Center:** No surveys were processed.

Only one class was offered during Spring II at SLC. The library survey was not distributed during the class.

**Use of data:**

Students attending classes on-site at CCC, STC, and SLC are surveyed during the Spring Semester to determine student satisfaction with library services and programs.

Results are then used for planning, policy making, and improvement.

**Where the report can be found:** A hard copy of the data is included in the assessment notebook at the circulation desk in the Wright Library. The data will also be emailed upon request.

**Submitted by:** Marian Grona **Date:** June 15, 2011  
(responsible party)

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**Received by Office of Institutional Effectiveness: 6.15.11**

**Presented to College Effectiveness Committee: 6.20.11**