

# Vernon College

## Assessment Activity/Report Communication Form 2012-2013

**Title:** Student Survey of Library Services, CCC and STC

**Date of completion:** April 2013

Please circle:

**Assessment Activity**

Report

Both

### Highlights of data:

( )=Spring 2012 data

*The library surveys students attending classes on site at CCC and STC during the Spring Semester.*

**Century City Library:** A total of 272 surveys were processed.

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

- Remote Access Procedure: 91%
- Databases: 93% (86%)
- Book Collection: 91% (84%)
- Library Website: 94% (87%)
- Computers: 95% (71%)
- Library Environment: 93% (81%)
- Library Catalog: 90% (86%)
- Reference Assistance: 94%
- Online Reference Assistance: 92% (87%)

The following programs received approval ratings of 80% or higher.

- Printers: 83%
- Library hours received an approval rating of 69%, down from 82% in 2012.
- ILL: Students may request books from the main collection in Vernon. Students were asked if materials were received in a timely manner. A significant number of students (74%) were unaware that materials could be requested from the main collection. Of those students utilizing the service, 24% indicated that books were received in a timely manner.  
Materials were not needed – 131 respondents
- Library Information: Eighty-one percent (81%) of students surveyed indicated that they received information on how to access library resources.

### Overall Quality of Library Services:

Excellent: 39% (34%)

Good: 43% (50%)

Fair: 16% (15%)

Poor: 1% (1%)

**Skills Training Center Resource Room:** A total of 77 surveys were processed.

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

- Computers: 93% (92%)

The following programs received approval ratings of 80% or higher:

- Book Collection: 81% (75%)
- Library Website: 87% (77%)
- Printers: 89% (91%)
- Library Environment: 84% (88%)
- Library Catalog: 80% (84%)
- Online Reference Assistance: 86% (75%)

The following programs received approval ratings of 70% or higher:

- Remote Access Procedure: 78% (78%)
- Databases: 76% (86%)

Virtual Library Assistance: In lieu of on-site assistance, the library has setup a designated computer to assist students virtually through Wimba Live Classroom. Library staff can offer live demos on how to access and search the library's online resources. Students were asked if they were pleased with the assistance they received with the online service. A significant number of students indicated that they were unaware that virtual assistance was available.

Access to Wright Library Collection: A significant number of students were also unaware that materials could be requested from the main collection on the Vernon Campus.

Overall Quality of Library Services:

Excellent: 38% (44%)

Good: 47% (43%)

Fair: 16% (13%)

### **Use of data:**

Students attending classes on-site at Century City Center and Skills Training Center are surveyed during the Spring Semester to determine student satisfaction with library services.

The results are then used for planning, policy making, and improvement.

**Century City Center Library:** The library noted a significant increase in approval for computers and the library environment. This increase is undoubtedly attributable to the new renovated facility and computer lab.

Data also indicates a sharp decrease in student satisfaction with library hours. In response, the library plans to offer evening hours on the weekend beginning in the fall.

### **Skills Training Center:**

Data indicates a need to better promote library services including virtual library assistance and ILL. In response, the library will setup information tables at the front entrance to answer questions, demo resources, and distribute library information at the start of the fall and spring

semesters. Of those surveyed, 45% indicated that they did not receive information on library services.

**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.

**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 24, 2013  
(responsible party)

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**Received by Office of Institutional Effectiveness: 6.24.13**

**Presented to College Effectiveness Committee: 6.27.13**