

Vernon College

Assessment Activity/Report Communication Form 2012-2013

Title: Library Survey of Online Students

Date of completion: November 2012

Please circle:

Assessment Activity

Report

Both

Highlights of data:

Google Docs was used as a means for surveying online students. Most instructors teaching online classes were asked to post a link to the survey within their Blackboard course shells.

A total of **65** surveys were processed.

1. Students were asked if they were able to access library databases and E-books online. Over half of those responding (35) offered no basis for opinion; however, of those offering an opinion, 29 students indicated that they were able to access library resources online.
2. The library also surveyed students to determine if library resources were required for their online classes. A significant major of students (77%) indicated that library resources were not required for their class.
3. Online students may request books from the library collection via the Interlibrary Loan link posted on the library homepage. Students were surveyed to determine if materials were delivered within a reasonable amount of time. Of the 6 students offering an opinion, responses were split 50/50 between those who were pleased and displeased with the service.
4. Students were also asked if they received information on how to access/use library resources including databases, the library catalog, and reference assistance. Sixty-eight percent of those surveyed indicated that they received instruction for using library resources.
5. Students were asked if they were pleased with the assistance they received for questions that were submitted via phone or email. A majority of students (80%) responded with "Does Not Apply." Of the 13 students offering an opinion, a total of 9 students indicated that they were pleased with the assistance received, while 4 students were displeased with the service.
6. Students indicated that they were pleased with the library's website. Of those students offering an opinion, 93% thought that the website was easily accessible and well organized.

Use of data:

Online students are surveyed during the Fall Semester to determine student satisfaction with

distance learning library services.

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

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
(responsible party)

Date: January 16, 2013

Received by Office of Institutional Effectiveness: January 16, 2013

Presented to College Effectiveness Committee: January 2013