



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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**LIBRARY SERVICES ONLINE STUDENT LEARNING & ASSESSMENT SURVEY
RESULTS SUMMARY – FALL 2013**

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**LIBRARY SERVICES ONLINE STUDENT LEARNING & ASSESSMENT SURVEY
RESULTS SUMMARY – FALL 2013**

In November-December 2013, HCTC totally online students were asked to respond to a survey regarding their satisfaction with online Library Services. The IR Coordinator identified the Fall 2013 totally online students (n=885) and provided a list of the students, along with their email address to the Library Director. HCTC online students answered questions about their satisfaction with online library services and their satisfaction with the availability and accessibility of online library resources. Online students were also given the opportunity to suggest any additional services or resources the Library should provide. A copy of the survey instrument is attached to this report. The survey link was sent to online students through their KCTCS email account.

A total of 13 of the 885 (2%) online students responded to the survey in Fall 2013 compared to 26 (or 3%) who responded in Spring 2013 and 52 (or 7%) who responded in Fall 2012. Please see the attached Survey Results report for the specific totals and percentages. An attached Excel file contains the raw data which includes the suggestions for additional services/resources. Please see the following summary statement, suggestions, and summary table. The final page of this document provides the codebook for the raw data.

SUMMARY STATEMENT

Overall, the HCTC online students who offered an opinion regarding online Library services and resources are satisfied. It is recommended that the library staff, Distance Learning Dean, and Distance Learning Committee identify strategies to improve the response rate of HCTC online students to this survey.

Suggestions for Additional Services/Materials

Need more up-to-date topics

Library Services Online Student Learning and Assessment Survey – Fall 2013

SUMMARY TABLE

Survey Item - Library Resources/Services	SATISFIED		DISSATISFIED		OFFERED OPINION		DID NOT USE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
2. KCTCS Library Catalog	9	69.3%	0	0.0%	9	100%	4	30.8%
3. LibGuides	4	30.8%	0	0.0%	4	100%	9	69.2%
4. EBSCO Databases	4	30.8%	1	7.7%	5	80%	8	61.5%
5. eBooks/EBSCO/NetLibrary	4	30.8%	0	0.0%	4	100%	9	69.2%
6. Gale Databases	3	23.1%	1	7.7%	4	75%	9	69.2%
7. ProQuest Databases	2	15.4%	1	7.7%	3	66.7%	10	76.9%
8. Oxford Reference Online	3	23.1%	1	7.7%	4	75%	9	69.2%
9. WorldCat	3	23.1%	1	7.7%	4	75%	9	69.2%
10. Novelist	3	23.1%	0	0.0%	3	100%	10	76.9%
11. Contacted librarian for assistance	6	46.2%	0	0.0%	6	100%	7	53.8%
12. Off-Campus document delivery	5	38.5%	0	0.0%	5	100%	8	61.5%

Survey Item	SATISFIED		DISSATISFIED		OFFERED OPINION		DID NOT USE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
13. Overall organization of HCTC Libraries website	9	69.3%	1	7.7%	10	90%	3	23.1%
14. adequacy/comprehensiveness of online resources	9	69.3%	1	7.7%	10	90%	3	23.1%
15. Helpfulness of library staff	7	53.9%	1	7.7%	8	87.5%	5	38.5%
16. Own ability to locate items/information using library resources	11	84.6%	2	15.4%	13	84.7%	0	0.0%
22. overall availability and accessibility of library resources/services online and/or in person	12	92.3%	1	7.7%	13	92.3%	0	0.0%

Legend:

Satisfied = combined total and percentage for Very Satisfied and Satisfied

Dissatisfied = total and percentage for Dissatisfied and Very Dissatisfied

CODEBOOK FOR RAW DATA

Resources/Services Used: KCTCS Library Catalog ; 1; LibGuides = 2; EBSCO Databases= 3; eBooks/EBSCO/NetLibrary = 4; Gale Databases = 5; ProQuest Databases= 6; Oxford Reference Online = 7; World Cat = 8; Novelist = 9; contacted librarian for assistance = 10; Off-Campus Document Delivery = 11

Satisfaction Level: Very Satisfied= 1; Satisfied= 2; Dissatisfied = 3; Very Dissatisfied = 4; Did Not Use = 5

Used Online Resources: Daily = 1; Weekly = 2; Monthly = 3; Once or twice a semester = 4; Never = 5

Yes/No: Yes = 1; No = 2

Access Online Materials: through Blackboard under “Resources” = 1; through Blackboard under “Syllabus” = 2; through HCTC website = 3; through LibGuides = 4