



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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**LIBRARY SERVICES ONLINE STUDENT LEARNING & ASSESSMENT SURVEY
RESULTS SUMMARY – FALL 2014**

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**LIBRARY SERVICES ONLINE STUDENT LEARNING & ASSESSMENT SURVEY
RESULTS SUMMARY – FALL 2014**

In November 2014, HCTC totally online students were asked to respond to a survey regarding their satisfaction with online Library Services. The IR Coordinator identified the Fall 2014 totally online students (n=886) 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 20 of the 855 (2%) online students responded to the survey in Fall 2014 compared to 18 or 2% who responded in Spring 2014, 13 (or 2%) who responded in Fall 2013, 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, suggestions, and summary table. The final page of this document provides the codebook for the raw data.

SUMMARY

Overall, the HCTC online students who offered an opinion (or 100%) 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

later hours for students who work

Library Services Online Student Learning and Assessment Survey – Fall 2014

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	14	70%	0	0%	14	100%	6	30%
3. LibGuides	5	25%	0	0%	5	100%	15	75%
4. EBSCO Databases	11	55%	0	0%	11	100%	9	45%
5. eBooks/EBSCO/NetLibrary	10	50%	0	0%	10	100%	10	50%
6. Gale Databases	8	40%	0	0%	8	100%	12	60%
7. ProQuest Databases	8	40%	0	0%	8	100%	12	60%
8. Oxford Reference Online	4	20%	0	0%	4	100%	16	80%
9. WorldCat	3	15%	0	0%	3	100%	17	85%
10. Novelist	3	15%	0	0%	3	100%	17	85%
11. Contacted librarian for assistance	6	30%	0	0%	6	100%	14	70%
12. Off-Campus document delivery	7	35%	0	0%	7	100%	13	65%

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	17	85%	0	0%	17	100%	3	15%
14. adequacy/comprehensiveness of online resources	16	80%	0	0%	16	100%	4	20%
15. Helpfulness of library staff	14	70%	0	0%	14	100%	6	30%
16. Own ability to locate items/information using library resources	20	100%	0	0%	20	100%	0	0%
22. overall availability and accessibility of library resources/services online and/or in person	20	100%	0	0%	20	100%	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