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**Community & Technical College**

**OFFICE OF INSTITUTIONAL RESEARCH**

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

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

In April 2014, HCTC totally online students were asked to respond to a survey regarding their satisfaction with online Library Services. The IR Coordinator identified the Spring 2014 totally online students (n=855) 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 18 of the 855 (2%) online students responded to the survey in Spring 2014 compared to 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 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 longer library hours (evenings and weekends)

Ask instructors who use disks along with textbook to download disks to server so all students can have access no matter which computer is used in library lab

## Library Services Online Student Learning and Assessment Survey – Spring 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	77.8%	0	0.0%	14	100%	4	22.2%
3. LibGuides	4	22.3%	0	0.0%	4	100%	14	77.8%
4. EBSCO Databases	9	50.0%	0	0.0%	9	100%	9	50.0%
5. eBooks/EBSCO/NetLibrary	7	38.9%	0	0.0%	7	100%	11	61.1%
6. Gale Databases	7	38.9%	0	0.0%	7	100%	11	61.1%
7. ProQuest Databases	5	27.8%	0	0.0%	5	100%	13	72.2%
8. Oxford Reference Online	4	22.3%	0	0.0%	4	100%	14	77.8%
9. WorldCat	4	22.3%	0	0.0%	4	100%	14	77.8%
10. Novelist	5	27.8%	0	0.0%	5	100%	13	72.2%
11. Contacted librarian for assistance	9	50.0%	0	0.0%	9	100%	9	50.0%
12. Off-Campus document delivery	7	38.9%	0	0.0%	7	100%	11	61.1%

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	15	83.3%	0	0.0%	15	100%	3	16.7%
14. adequacy/comprehensiveness of online resources	15	83.3%	1	5.6%	16	93.8%	2	11.1%
15. Helpfulness of library staff	13	72.2%	0	0.0%	13	100%	5	27.8%
16. Own ability to locate items/information using library resources	18	100%	0	0.0%	18	100%	0	0.0%
22. overall availability and accessibility of library resources/services online and/or in person	17	94.9%	1	5.6%	18	94.5%	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