



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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**LIBRARY SERVICES ONLINE STUDENT LEARNING & ASSESSMENT SURVEY
RESULTS SUMMARY – SPRING 2015**

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RESULTS SUMMARY – SPRING 2015**

In April-May 2015, HCTC totally online students were asked to respond to a survey regarding their satisfaction with online Library Services. The IR Coordinator identified the Spring 2015 totally online students (n=895) 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 895 (2%) online students responded to the survey in Spring 2015 compared to 20 (or 2%) who responded in Fall 2014, 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

- more technology magazines and websites
- more hours of operation for the Hyden campus library

Library Services Online Student Learning and Assessment Survey – Spring 2015

SUMMARY TABLE

Survey Item - Library Resources/Services	VERY SATISFIED/SATISFIED		DISSATISFIED/VERY DISSATISFIED		OFFERED OPINION		DID NOT USE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
2. KCTCS Library Catalog	11	61.1%	0	0.0%	11	100%	7	38.9%
3. LibGuides	6	33.4%	0	0.0%	6	100%	12	66.7%
4. EBSCO Databases	11	61.1%	0	0.0%	11	100%	7	38.9%
5. eBooks/EBSCO/NetLibrary	10	55.5%	0	0.0%	10	100%	8	44.4%
6. Gale Databases	8	44.5%	0	0.0%	8	100%	10	55.6%
7. ProQuest Databases	8	44.4%	0	0.0%	8	100%	10	55.6%
8. Oxford Reference Online	6	33.3%	0	0.0%	6	100%	12	66.7%
9. WorldCat	4	22.2%	0	0.0%	4	100%	14	77.8%
10. Novelist	4	38.9%	0	0.0%	4	100%	14	77.8%
11. Contacted librarian for assistance	7	38.9%	0	0.0%	7	100%	11	61.1%
12. Off-Campus document delivery	5	27.8%	0	0.0%	5	100%	13	72.2%

Survey Item	VERY SATISFIED/SATISFIED		DISSATISFIED/VERY DISSATISFIED		OFFERED OPINION		DID NOT USE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
13. Overall organization of HCTC Libraries website	14	77.8%	0	0.0%	14	100%	4	22.2%
14. adequacy/comprehensiveness of online resources	13	72.2%	1	5.6%	14	92.9%	4	22.2%
15. Helpfulness of library staff	11	61.1%	0	0.0%	11	100%	7	38.9%
16. Own ability to locate items/information using library resources	17	94.45	1	5.6%	18	94.5%	0	0.0%
22. overall availability and accessibility of library resources/services online and/or in person	18	100%	0	0.0%	18	100%	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