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**HCTC LIBRARY SERVICES ONLINE STUDENT LEARNING & ASSESSMENT
SURVEY RESULTS SUMMARY – FALL 2012**

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**HCTC LIBRARY SERVICES ONLINE STUDENT LEARNING & ASSESSMENT SURVEY
RESULTS SUMMARY – FALL 2012**

In Fall 2012, HCTC Library Services created a Student Learning and Assessment Survey specifically for totally online students. The IR Coordinator identified those students (n=774) 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 and the survey was available for responses from mid-November through mid-December.

A total of 52 of the 774 (or 7%) online students responded to the survey. 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. A large percentage of respondents said they did not use or had no opinion of online services/resources. Perhaps an awareness campaign would better inform online students of these services/resources?

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 (see Suggestions tab on raw data file)

Text message notifications

More information on aggression in adolescents

HCTC Library Online Student Learning and Assessment Survey – Fall 2012

SUMMARY TABLE

Survey Item - Library Resources/Services	SATISFIED		DISSATISFIED		OFFERED OPINION		DID NOT USE/ NO OPINION	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
2. KCTCS Library Catalog	44	84.6%	0	0.0%	44	100%	8	15.4%
3. LibGuides	19	86.6%	0	0.0%	19	100%	33	63.5%
4. EBSCO Databases	28	53.9%	0	0.0%	28	100%	24	46.2%
5. eBooks/EBSCO/NetLibrary	25	48.1%	1	1.9%	26	96.2%	26	50.0%
6. Gale Databases	27	51.9%	0	0.0%	27	100%	25	48.1%
7. ProQuest Databases	17	32.7%	2	3.8%	19	89.5%	33	63.5%
8. Oxford Reference Online	16	30.8%	0	0.0%	16	100%	36	69.2%
9. WorldCat	14	26.9%	0	0.0%	14	100%	38	73.1%
10. Novelist	13	25.0%	0	0.0%	13	100%	39	75.0%
11. MICROMEDIX	10	19.2%	0	0.0%	10	100%	42	80.8%
12. Contacted librarian for assistance	26	50.0%	0	0.0%	26	100%	26	50.0%
13. Off-Campus document delivery	16	30.8%	0	0.0%	16	100%	36	69.2%

Survey Item	SATISFIED		DISSATISFIED		OFFERED OPINION		DID NOT USE/ NO OPINION	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
14. Overall organization of HCTC Libraries website	45	86.5%	1	19.9%	46	97.9%	6	11.5%
15. adequacy/comprehensiveness of online resources	46	88.5%	0	0.0%	46	100%	6	11.5%
16. Helpfulness of library staff	34	65.4%	1	1.9%	35	97.2%	17	32.7%
17. Own ability to locate items/information using library resources	43	82.7%	2	3.8%	45	95.6%	7	13.5%
23. overall availability and accessibility of library resources/services online and/or in person	49	94.3%	0	0.0%	49	100%	3	5.8%

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; MICROMEDIX = 10; contacted librarian for assistance = 11; Off-Campus Document Delivery = 12

Satisfaction Level: Very Satisfied= 1; Satisfied= 2; Dissatisfied = 3; Very Dissatisfied = 4; Did Not Use/No Opinion = 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