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**Community & Technical College**

**OFFICE OF INSTITUTIONAL RESEARCH**

Lees College Campus of HCTC

Breathitt Life Skills Center

1127 Main Street, Room 104

Jackson, Kentucky 41339

606/487-3503

[lois.puffer@kctcs.edu](mailto:lois.puffer@kctcs.edu)

***Anna Lois Puffer, Coordinator***

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

***June 17, 2013***

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

In Spring 2013, HCTC totally online students were asked to respond to a survey regarding their satisfaction with online Library Services. The IR Coordinator identified the Spring 2013 totally online students (n=877) 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 February-June 2013.

A total of 26 of the 877 (3%) online students responded to the survey in Spring 2013 compared to 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 detailed instructions on how to look up books

## HCTC Library Online Student Learning and Assessment Survey – Spring 2013

### 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	19	73.1%	1	3.8%	20	95.0%	6	23.1%
3. LibGuides	8	30.7%	0	0%	8	100%	18	69.2%
4. EBSCO Databases	15	57.7%	1	3.8%	16	93.8%	10	38.5%
5. eBooks/EBSCO/NetLibrary	13	50.0%	1	3.8%	14	92.9%	12	46.2%
6. Gale Databases	10	38.4%	1	3.8%	11	90.9%	15	57.5%
7. ProQuest Databases	8	30.8%	0	0%	8	100%	18	69.2%
8. Oxford Reference Online	6	23.1%	0	0%	6	100%	20	76.9%
9. WorldCat	4	15.3%	0	0%	4	100%	22	84.6%
10. Novelist	5	19.2%	0	0%	5	100%	21	80.8%
11. MICROMEDIX	4	15.3%	0	0%	4	100%	22	84.6%
12. Contacted librarian for assistance	15	57.7%	0	0%	15	100%	11	42.3%
13. Off-Campus document delivery	6	23.0%	0	0%	6	100%	9	34.6%

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	16	61.6%	1	3.8%	17	94.2%	9	34.6%
15. adequacy/comprehensiveness of online resources	14	53.8%	1	3.8%	15	93.4%	11	42.3%
16. Helpfulness of library staff	18	69.3%	0	0%	18	100%	8	30.8%
17. Own ability to locate items/information using library resources	18	69.3%	2	7.7%	20	90.0%	6	23.1%
23. overall availability and accessibility of library resources/services online and/or in person	22	84.6%	1	3.8%	23	95.7%	3	11.5%

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