



Community & Technical College

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HCTC LIBRARY SERVICES STUDENT LEARNING & ASSESSMENT SURVEY

RESULTS SUMMARY – FALL 2012

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

In Fall 2012, HCTC students were asked to respond to a survey regarding their satisfaction with Library Services. Students answered questions about their satisfaction with library services, their satisfaction with the availability and accessibility of library resources, and their satisfaction with library instruction and ability to find information. Students were also given the opportunity to suggest any additional services or materials the Library should provide. A copy of the survey instrument is attached to this report. The survey link was made available to students on the Library webpage throughout the fall term.

A total of 107 students responded to the survey in Fall 2012 compared to 37 responses received in Spring 2012, 120 responses received in Fall 2011, 214 responses received in Fall 2010, and 145 responses received in Spring 2011. 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/materials. 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 students who offered an opinion on Library services and resources are satisfied.

Suggestions for Additional Services/Materials (see Suggestions tab on raw data file)

Have downloadable e-books
How to use the library more
Videos on engine building/collision repair
More recreational reading materials
Computers in cubicles for quieter study
Chairs are too hard
More computers and printers
Study room with computers
Rent out textbooks to study with until financial aid came in
Need Blackboard userID/password to work for the library
Evening hours
Quieter study area

HCTC Library Student Learning and Assessment Survey – Fall 2012

SUMMARY TABLE

Survey Item - Library Services	SATISFIED		DISSATISFIED		OFFERED OPINION		NO OPINION		NO RESPONSE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent	Number	Percent
3. used Gale, EBSCO, ProQuest	82	76.6%	0	0.0%	82	100%	24	22.4%	1	0.9%
4. used KCTCS Library Catalog	74	69.1%	0	0.0%	74	100%	29	27.1%	4	3.7%
5. emailed Library for item	43	40.2%	0	0.0%	43	100%	58	54.2%	6	5.6%
6. looked for information on Internet	94	87.8%	0	0.0%	94	100%	9	8.4%	4	3.7%
7. checked email	95	88.8%	0	0.0%	95	100%	9	8.4%	3	2.8%
8. typed paper	77	72.0%	0	0.0%	77	100%	22	20.6%	8	7.5%
9. printed paper	88	82.2%	0	0.0%	88	100%	13	12.1%	6	5.6%
10. came to study	86	80.3%	2	1.8%	88	97.8%	14	13.1%	5	4.7%

Survey Item - Library Resources/Services (Availability and Accessibility)	SATISFIED		DISSATISFIED		OFFERED OPINION		NO OPINION	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
14. library hours	99	92.5%	3	2.8%	102	97.1%	5	4.7%
15. physical comfort	97	90.7%	3	2.8%	100	97.0%	7	6.5%
16. library website	99	92.5%	0	0.0%	99	100%	8	7.5%
17. equipment	99	92.5%	1	0.9%	100	99.0%	7	6.5%
18. helpfulness of library staff	103	96.3%	0	0.0%	103	100%	4	3.7%
19. overall adequacy of library services	101	94.4%	1	0.9%	102	99.1%	5	4.7%
20. overall availability/accessibility	100	93.4%	1	0.9%	101	99.0%	6	5.6%

HCTC Library Student Learning and Assessment Survey – Fall 2012

SUMMARY TABLE (continued)

Survey Item - Library Resources (Adequacy)	SATISFIED		DISSATISFIED		OFFERED OPINION		NO OPINION	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
21. book collection	93	87.0%	2	1.8%	95	97.9%	12	11.2%
22. magazine/journal collection	83	77.6%	3	2.8%	86	96.6%	21	19.6%
23. KCTCS Library Catalog (online)	91	85.1%	1	0.9%	92	99.0%	15	14.0%
24. Electronic indexes	90	84.1%	2	1.9%	92	97.9%	15	14.0%
26. interlibrary loan	64	59.8%	0	0.0%	64	100%	43	40.2%
27. overall adequacy	96	89.7%	1	0.9%	97	99.0%	10	9.3%

Survey Item – Library Instruction/ Find Information	SATISFIED		DISSATISFIED		OFFERED OPINION		NO OPINION	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
29. library instruction	80	74.8%	1	0.9%	81	98.8%	26	24.3%
31. LibGuide	31	28.9%	0	0.0%	31	100%	76	71.0%
33. ability to find information	95	88.8%	3	2.8%	98	97.0%	9	8.4%

Legend:

Satisfied = combined total and percentage for Very Satisfied and Satisfied

Dissatisfied = total and percentage for Dissatisfied and Very Dissatisfied

CODEBOOK FOR RAW DATA

Campus Library Used: Hazard/Stephens Library = 1; Lees College Campus Library = 2; Knott County Branch = 3; Leslie County Center = 4; Technical Campus = 5; Bailey Stumbo Center = 6; On-Line = 7

Do in Library Today: Used Gale, etc = 1; Used Library Online Catalog = 2; Email Librarian = 3; Looked for Information = 4; Checked Email = 5; Typed paper = 6; Print Papers = 7; Study = 8

Satisfaction Level: Very Satisfied= 1; Satisfied= 2; Dissatisfied = 3; Very Dissatisfied = 4; No Opinion = 5

Hours Spend in Week Using Campus Library: None = 1; Between 1 and 4 = 2; Between 5 and 10 = 3; Between 11 and 20 = 4; More than 20 = 5

Used Library Online from Home: Once or twice a semester = 1; Daily = 2; Weekly = 3; Monthly = 4; Never = 5

Databases Used: EBSCO = 1; Gale = 2; ProQuest = 3; ebooks/EBSCO/NetLibrary = 4; World Cat = 5; Novelist = 6; Oxford Reference = 7; Ancestry = 8; On-Demand 5.com = 9; Tractor-Trailer.net = 10; MICROMEDIX = 11

Yes/No: Yes = 1; No = 2

Asked Librarian for Help: Often = 1; Sometimes = 2; Rarely = 3; Never = 4