



**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 STUDENT LEARNING & ASSESSMENT SURVEY**

**RESULTS SUMMARY – SPRING 2012**

***June 5, 2012***

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

In Spring 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 spring term.

A total of 37 students responded to the survey in Spring 2012 compared to 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. It is recommended that the Library Staff identify strategies which will ensure a higher response rate for this survey.

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

Need to be open later

Need color printer

Need more videos which are required for classes

Need better copy machine

Need to be able to access databases from home with less difficulty

Need better book selection

## HCTC Library Student Learning and Assessment Survey – Spring 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, NewsBank, EBSCO	27	72.9%	1	2.7%	28	96.4%	6	16.2%	3	8.1%
4. used KCTCS Library Catalog	26	70.2%	0	0%	26	100%	8	21.6%	3	8.1%
5. emailed Library for item	13	35.1%	2	5.2%	15	86.7%	18	48.6%	4	10.8%
6. looked for information on Internet	33	89.2%	0	0%	33	100%	2	5.4%	2	5.4%
7. checked email	34	91.9%	0	0%	34	100%	2	5.4%	1	2.7%
8. typed paper	30	81.1%	0	0%	30	100%	5	13.5%	2	5.4%
9. printed paper	30	81.1%	3	8.1%	33	90.9%	4	10.8%	0	0%
10. came to study	29	78.4%	2	5.4%	31	93.5%	4	10.8%	2	5.4%

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	32	86.4%	4	10.8%	36	88.9%	1	2.7%
15. physical comfort	33	89.1%	3	8.1%	36	91.7%	1	2.7%
16. library website	33	89.1%	1	2.7%	34	97.1%	3	8.1%
17. equipment	33	89.1%	3	8.1%	36	91.7%	1	2.7%
18. helpfulness of library staff	33	89.1%	2	5.4%	35	94.3%	2	5.4%
19. overall adequacy of library services	34	91.9%	1	2.7%	35	97.1%	2	5.4%
20. overall availability/accessibility	35	94.5%	1	2.7%	36	97.2%	1	2.7%

## HCTC Library Student Learning and Assessment Survey – Spring 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	31	83.7%	3	8.1%	34	91.2%	3	8.1%
22. magazine/journal collection	26	70.2%	3	8.1%	29	89.7%	8	21.6%
23. KCTCS Library Catalog	31	83.7%	1	2.7%	32	96.9%	5	13.5%
24. Electronic indexes	28	75.6%	3	8.1%	31	90.3%	6	16.2%
26. interlibrary loan	18	48.6%	2	5.4%	20	90.0%	17	45.9%
27. overall adequacy	34	91.8%	1	2.7%	35	97.1%	2	5.4%

Survey Item – Library Instruction/ Find Information	SATISFIED		DISSATISFIED		OFFERED OPINION		NO OPINION	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
29. library instruction	23	62.1%	0	0%	23	100%	14	37.8%
31. ability to find information	35	94.5%	1	2.7%	36	97.2%	1	2.7%

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; NetLibrary = 4; World Cat = 5; NewsBank = 6; Novelist = 7; Oxford Reference = 8; Ancestry = 9; On-Demand 5.com = 10; Tractor-Trailer.net = 11; MICROMEDIX = 12

Yes/No: Yes = 1; No = 2

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