



**Community & Technical College**

**OFFICE OF INSTITUTIONAL RESEARCH**

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**HCTC LIBRARY SERVICES STUDENT LEARNING & ASSESSMENT SURVEY**

**RESULTS SUMMARY – SPRING 2013**

***June 17, 2013***

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

In Spring 2013, 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 74 students responded to the survey in Spring 2013 compared to 107 responses received in Fall 2012, 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**

Ensure quietness during hours of operation  
Additional hours, later hours, weekend hours  
More books  
More space  
More instruction on how to use online Library  
Need computer printer that works  
Need more audio books  
Need more computers for visually impaired  
Need better lighting  
Need more comfortable chairs

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

### 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	58	78.4%	0	0%	58	100%	16	21.6%	0	0%
4. used KCTCS Library Catalog	57	77.0%	0	0%	57	100%	17	23.0%	0	0%
5. emailed Library for item	29	39.2%	0	0%	29	100%	45	60.8%	0	0%
6. looked for information on Internet	66	89.2%	0	0%	66	100%	8	10.8%	0	0%
7. checked email	69	93.3%	0	0%	69	100%	5	6.8%	0	0%
8. typed paper	60	81.1%	0	0%	60	100%	14	18.9%	0	0%
9. printed paper	66	89.2%	0	0%	66	100%	8	10.8%	0	0%
10. came to study	63	85.2%	1	1.4%	64	98.5%	10	13.5%	0	0%

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	66	89.3%	2	2.7%	68	97.1%	6	8.1%
15. physical comfort	71	96.0%	0	0%	71	100%	3	4.1%
16. library website	67	90.6%	0	0%	7	100%	7	9.5%
17. equipment	69	93.2%	1	1.4%	70	98.6%	4	5.4%
18. helpfulness of library staff	67	90.5%	1	1.4%	68	98.6%	6	8.1%
19. overall adequacy of library services	68	91.9%	1	1.4%	69	98.6%	5	6.8%
20. overall availability/accessibility	66	89.2%	1	1.4%	67	98.5%	7	9.5%

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

### 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	65	87.8%	1	1.4%	66	98.5%	8	10.8%
22. magazine/journal collection	60	81.1%	0	0%	60	100%	14	18.9%
23. KCTCS Library Catalog (online)	72	83.7%	0	0%	72	100%	12	16.2%
24. Electronic indexes	63	85.1%	0	0%	63	100%	11	14.9%
26. interlibrary loan	38	51.4%	0	0%	38	100%	36	48.6%
27. overall adequacy	66	89.2%	0	0%	66	100%	8	10.8%

Survey Item – Library Instruction/ Find Information	SATISFIED		DISSATISFIED		OFFERED OPINION		NO OPINION	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
29. library instruction	51	68.9%	0	0%	61	100%	23	31.1%
31. LibGuide	17	23.0%	1	1.4%	18	94.5%	56	75.7%
33. ability to find information	66	89.1%	0	0%	66	100%	8	10.8%

Legend:

*Satisfied* = combined total and percentage for Very Satisfied and Satisfied

*Dissatisfied* = total and percentage for Dissatisfied and Very Dissatisfied

## CODEBOOK FOR RAW DATA

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