



---

**Hazard 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 – FALL 2010**

***January 30, 2011***

**HCTC LIBRARY SERVICES STUDENT LEARNING & ASSESSMENT SURVEY  
RESULTS SUMMARY – FALL 2010**

In Fall 2010, 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 214 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/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 summary tab on raw data file)**

Library tour needs to be clearer

Need more computers

Need to be open extended hours, especially evenings and Saturdays

Need quieter study environment

Need more info on the legal field, geological services, and early childhood education

Need more desks and tables

Need fiction books

Need international magazines

Need more outlets to plug in personal computer

**HCTC LIBRARY SERVICES STUDENT LEARNING & ASSESSMENT SURVEY – Fall 2010**

**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	154	72.0%	1	0.5%	155	99.3%	51	23.8%	8	3.7%
4. used KCTCS Library Catalog	138	64.4%	1	0.5%	139	99.2%	64	29.9%	11	5.1%
5. emailed Library for item	71	33.2%	1	0.5%	72	98.6%	124	57.9%	18	8.4%
6. looked for information on Internet	188	87.8%	1	0.5%	189	99.4%	15	7.0%	10	4.7%
7. checked email	185	86.4%	3	1.4%	188	98.4%	17	7.9%	11	5.1%
8. typed paper	158	73.9%	3	1.4%	161	98.1%	43	20.1%	10	4.7%
9. printed paper	77	82.7%	1	0.5%	78	98.7%	25	11.7%	11	5.1%
10. came to study	162	75.7%	6	2.8%	168	96.4%	29	13.6%	17	7.9%

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	191	89.2%	14	6.5%	205	93.1%	9	4.2%
15. physical comfort	200	93.5%	5	2.3%	205	97.5%	9	4.2%
16. library website	192	89.8%	5	2.3%	197	97.4%	17	7.9%
17. equipment	201	94.0%	2	0.9%	203	99.0%	11	5.1%
18. helpfulness of library staff	193	90.2%	7	3.3%	200	96.5%	14	6.5%
19. overall adequacy of library services	199	93.0	3	1.4%	203	98.0%	12	5.6%
20. overall availability/accessibility	196	91.6%	3	1.4%	199	98.4%	29	13.6%

**HCTC LIBRARY SERVICES STUDENT LEARNING & ASSESSMENT SURVEY – Fall 2010**  
**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	180	84.1%	5	2.3%	185	97.2%	29	13.6%
22. magazine/journal collection	162	75.7%	7	33.0%	169	95.8%	45	21.0%
23. KCTCS Library Catalog	164	76.7%	6	2.8%	170	96.4%	44	20.6%
24. Electronic indexes	164	76.6%	5	2.3%	169	97.0%	45	21.0%
26. interlibrary loan	98	45.8%	0	0.0%	98	100.0%	116	54.2%
27. overall adequacy	193	89.2%	2	1.0%	195	98.9%	19	8.9%

Survey Item – Library Instruction/ Find Information	SATISFIED		DISSATISFIED		OFFERED OPINION		NO OPINION	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
29. library instruction	154	71.9%	4	1.9%	158	97.4%	56	26.2%
31. ability to find information	192	89.7%	6	2.8%	198	96.9%	16	7.5%

Legend:

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

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

## CODEBOOK FOR RAW DATA

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