

# HCTC

HAZARD COMMUNITY AND TECHNICAL COLLEGE

*Design Your Future*

## **OFFICE OF INSTITUTIONAL RESEARCH**

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## **HCTC STUDENT SATISFACTION WITH LIBRARY SERVICES**

### **SURVEY RESULTS SUMMARY – FALL 2009**

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## **HCTC STUDENT SATISFACTION WITH LIBRARY SERVICES SURVEY RESULTS SUMMARY – FALL 2009**

HCTC students enrolled in the Fall 2009 semester were asked to respond to 24 questions which would determine their level of satisfaction with HCTC Library Services and resources. Another question asked which HCTC Library they used most. The final question asked students to suggest any additional services or resources they would like to see the Library provide. A copy of the survey instrument is attached to this report. The survey was sent/made available to students on November 18 and was closed on December 12, 2009.

A total of 39 HCTC 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 student feedback for improvements. The next two sections summarize the library used most and a listing of the services/resources students would like the library to provide or suggestions for improvement. A summary statement and data table concludes this report. The final page of this document provides the codebook for the raw data.

### Library Used Most

Hazard/Stephens Library = 14 (or 35.9%)

Lees College Campus Library = 25 (or 64.1%)

### Services/Resources Would Like Library to Provide or Improvements

*(see summary tab on raw data file)*

Need quieter atmosphere -- too loud

Need wider collection of books

Need more computers

Need Larger study area

Stay open later than 6:30 p.m.

Need computers that will open the CDs which comes with textbook

Computer mice need updated

Need posted information on how to check out a book

Need textbooks on classes being offered

### SUMMARY STATEMENT

The majority of the survey respondents noted they used the Library to look for information on the Internet or to check email. Overall respondents were satisfied with Library services, Library resources, and the availability and accessibility of those services and resources.

## HCTC Student Satisfaction with Library Services Survey Results – Fall 2009

### SUMMARY TABLE

Item / Area / Service	Satisfied		Dissatisfied		No Opinion		No Response	
	Number	Percent	Number	Percent	Percent	Percent	Number	Percent
3. Used Gale, EBSCO, Newsbank	26	66.6	1	2.6	10	25.6	2	5.1
4. Used KCTCS Library Catalog	26	66.6	0	0.0	10	25.6	3	7.7
5. Emailed Librarian	13	33.3	0	0.00	23	59.0	3	7.7
6. Looked for Information on Internet	37	94.8	0	0.0	1	2.6	1	2.6
7. Checked Email	38	97.4	0	0.0	1	2.6	0	0.0
8. Typed a Paper	32	82.1	1	2.6	5	12.8	1	2.6
9. Printed a Paper	36	92.3	0	0.0	3	7.7	0	0.0
10. Came to Study	34	87.2	1	2.6	3	7.7	1	2.6
12. Library Hours	35	89.7	4	10.3	0	0.0	0	0.0
13. Physical Comfort	37	94.9	2	5.2	0	0.0	0	0.0
14. Library Website	34	87.2	1	2.6	4	10.3	0	0.0
15. Equipment	37	94.9	2	5.1	0	0.0	0	0.0
16. Helpfulness of staff	36	92.3	3	7.7	0	0.0	0	0.0
17. Overall Adequacy of Services	36	92.3	2	5.1	1	2.6	0	0.0
18. Overall Availability/Accessibility of Resources/Services	38	97.5	0	0.0	1	2.6	0	0.0
19. Book Collection	31	79.5	3	7.7	5	12.8	0	0.0
20. Magazine/Journal Collection	28	71.8	2	5.1	9	23.1	0	0.0
21. KCTCS Library Catalog	29	74.4	2	5.1	8	20.5	0	0.0
22. Electronic Indexes	28	71.8	1	2.6	10	25.6	0	0.0
23. InterLibrary Loan	21	53.8	0	0.0	18	46.2	0	0.0
24. Overall Adequacy of Library Resources	34	87.2	0	0.0	5	12.8	0	0.0

Legend:

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

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

## HCTC Student Satisfaction with Library Services Survey Results – Fall 2009

### SUMMARY TABLE

Item / Area / Service	Satisfied		Dissatisfied		No Opinion		No Response	
	Number	Percent	Number	Percent	Percent	Percent	Number	Percent
26. Library Instruction	26	66.7	1	2.6	12	30.8	0	0.0
27. Ability to Find Information	37	94.9	0	0.0	2	5.1	0	0.0

Legend:

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

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

## CODEBOOK FOR RAW DATA

### Library Used

Hazard/Stephens Library = 1; Lees College Campus Library = 2

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