



Hazard Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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**HCTC LIBRARY SERVICES STUDENT LEARNING & ASSESSMENT SURVEY
RESULTS SUMMARY – SPRING 2011**

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**HCTC LIBRARY SERVICES STUDENT SATISFACTION SURVEY
RESULTS SUMMARY – SPRING 2011**

In Spring 2011, 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 145 students responded to the survey compared to 214 responses received in Fall 2010. 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)

Need more computers (need new headphones and keyboards, need additional printers)

Need to be open extended hours, especially evenings

More user-friendly catalog

HCTC Student Learning & Assessment Survey – Spring 2011

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	111	76.5%	0	0%	111	100%	30	20.7%	4	2.8%
4. used KCTCS Library Catalog	89	61.4%	1	0.7%	90	98.8%	47	32.4%	8	5.5%
5. emailed Library for item	65	44.8%	1	0.7%	66	98.4%	68	46.9%	11	7.6%
6. looked for information on Internet	130	89.6%	1	0.7%	131	99.2%	12	8.3%	2	1.4%
7. checked email	128	98.2%	1	0.7%	129	99.2%	14	9.7%	2	1.4%
8. typed paper	111	76.5%	1	0.7%	112	99.1%	25	17.2%	8	5.5%
9. printed paper	124	84.1%	3	2.1%	127	97.6%	13	9.0%	7	4.8%
10. came to study	118	81.4%	2	1.4%	120	98.3%	21	14.5%	4	2.8%

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	133	91.7%	7	4.9%	140	95.0%	5	3.4%
15. physical comfort	139	95.9%	3	2.1%	142	97.8%	3	2.1%
16. library website	129	88.9%	2	1.4%	131	98.4%	14	9.7%
17. equipment	135	93.2%	6	4.1%	141	95.7%	4	2.8%
18. helpfulness of library staff	137	94.5%	5	3.5%	142	96.4%	3	2.1%
19. overall adequacy of library services	137	94.5%	3	2.1%	140	97.8%	5	3.4%
20. overall availability/accessibility	137	94.5%	3	2.1%	140	97.8%	5	3.4%

HCTC Student Learning & Assessment Survey – Spring 2011
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	110	82.7%	7	4.8%	117	94.0%	18	12.4%
22. magazine/journal collection	115	79.3%	4	2.8%	119	96.6%	26	17.9%
23. KCTCS Library Catalog	112	77.2%	4	2.8%	116	96.5%	29	20.0%
24. Electronic indexes	112	77.3%	3	2.1%	115	97.3%	30	20.7%
26. interlibrary loan	81	55.9%	0	0.0%	81	100%	64	44.1%
27. overall adequacy	129	88.9%	1	0.7%	130	99.2%	15	10.3%

Survey Item – Library Instruction/ Find Information	SATISFIED		DISSATISFIED		OFFERED OPINION		NO OPINION	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
29. library instruction	99	68.3%	0	0.0%	99	100%	46	31.7%
31. ability to find information	133	91.7%	0	0.0%	133	100%	12	8.3%

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