Assessing Awareness and Satisfaction of Library Resources and Services for Online Students

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16,487 Students
14,502 Undergraduates
1,092 Faculty (includes PT)
54 Majors, 29 Masters, 4 Doctoral Programs

Purpose
• To assess Distance Education students’ awareness of and satisfaction with library resources and services
• To improve the accessibility and usefulness of library resources and services for distance learners
• To better target outreach to these students

Survey Administration
• Fall 2017
• Emailed 2700 students enrolled in an online degree program or at the extension campus in Jacksonville, NC.
• Identified through University’s Registrar Office

Survey Results
• 116 respondents
• 40% Nursing Degrees
• 32% Education Majors
• 28% Other Degrees

Next Steps
• Gather more data and information
• Integrate into online orientations
• Survey again
• Focus groups

How do you seek help from Randall Library?

Which campus do you consider your main (primary) campus?

When available, I prefer library instruction in the following ways:

Which Randall Library resources do you use?

If so, how did you find out about your liaison librarian?

• 53% Had not visited the Information for Online & Distance Learners page prior to survey
• 75% agreed they would like a library orientation (intro to library resources & services)
• 74% did not know who their liaison librarian was before taking the survey
• 83% were very comfortable/comfortable using library’s online resources for class assignments

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