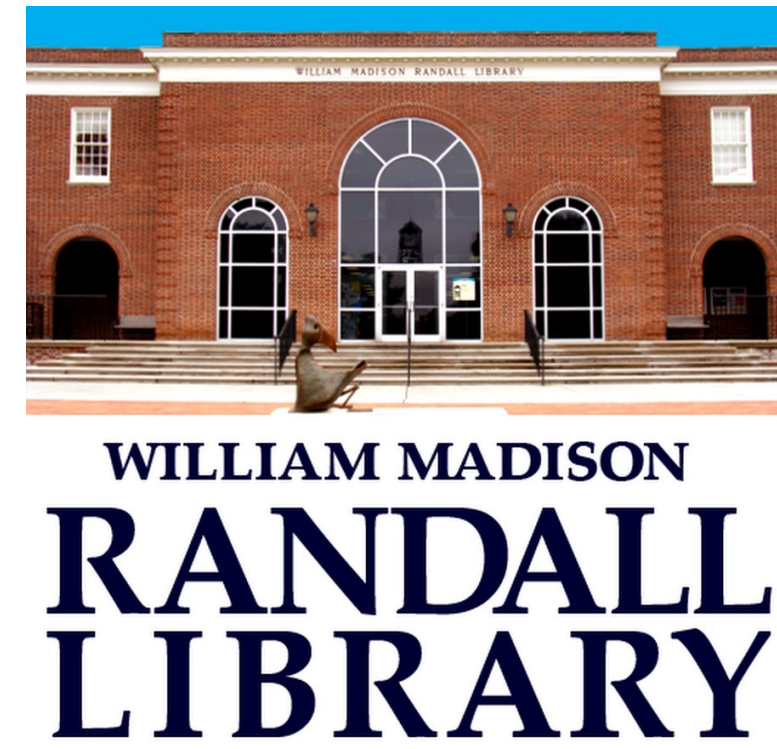


Assessing Awareness and Satisfaction of Library Resources and Services for Online Students



Melissa Raymer, Distance Learning Librarian
Stephanie Crowe, Social Sciences/History Librarian
John Osinski, Health & Human Services Librarian
Anne Pemberton, Associate Director, Research and Instructional Services and Library Assessment



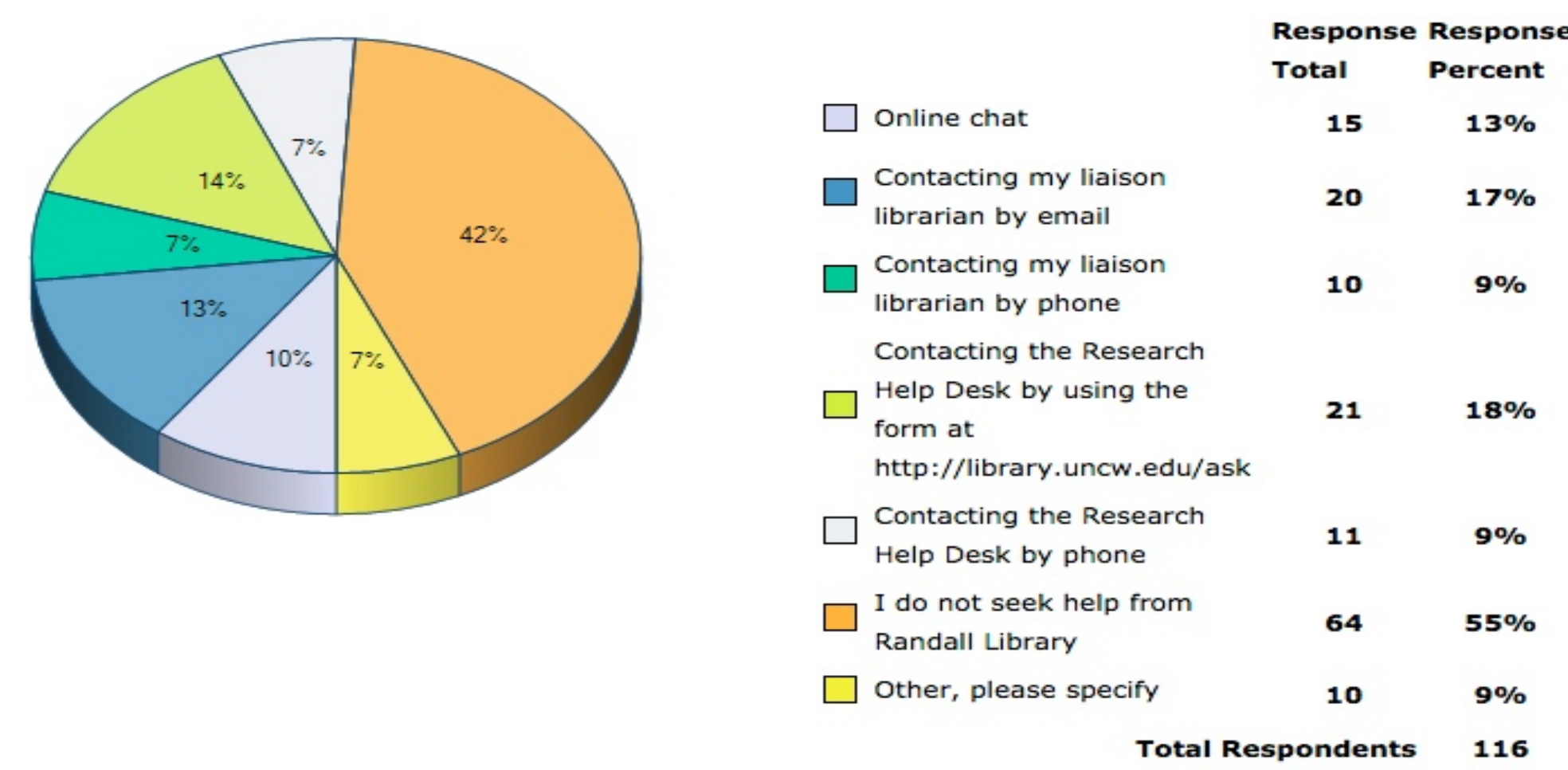
16,487 Students
 14,502 Undergraduates
 1,092 Faculty (includes PT)
 54 Majors, 29 Masters, 4 Doctoral Programs



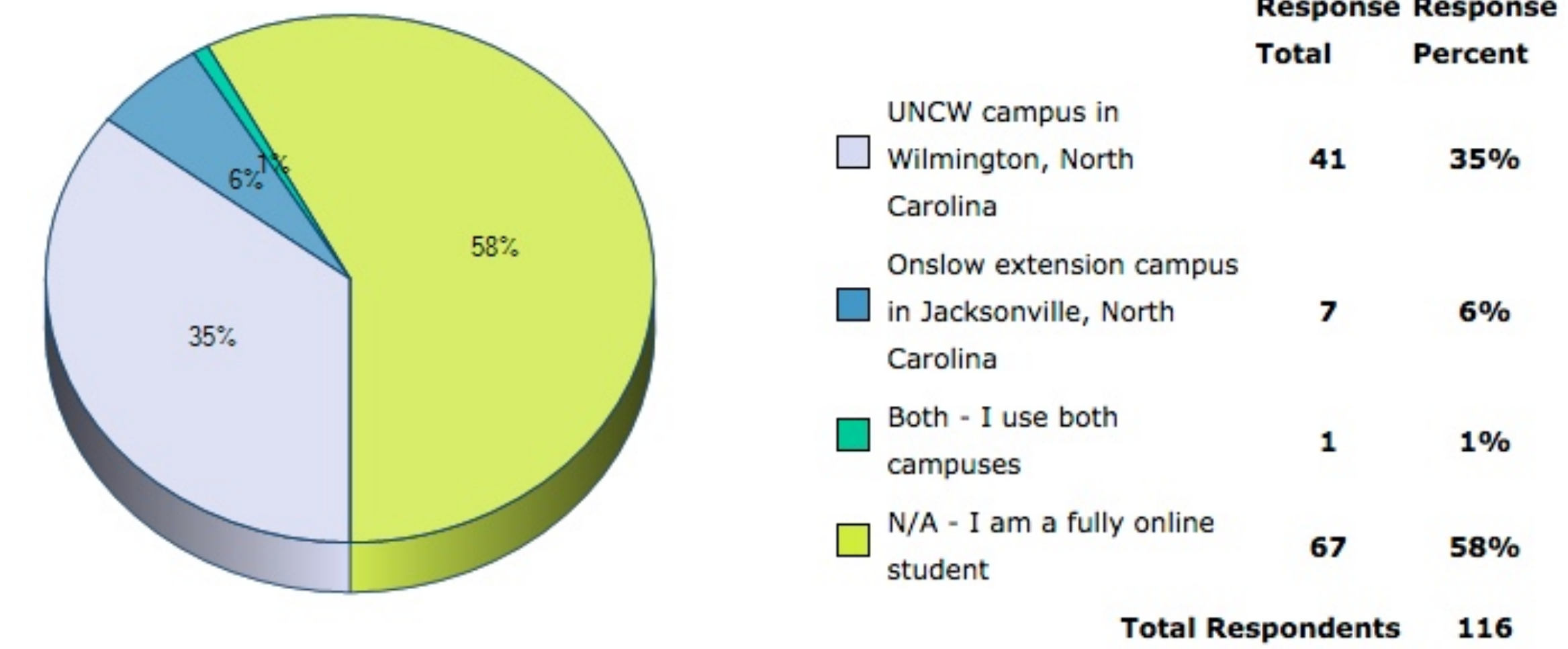
Purpose

- 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

How do you seek help from Randall Library?



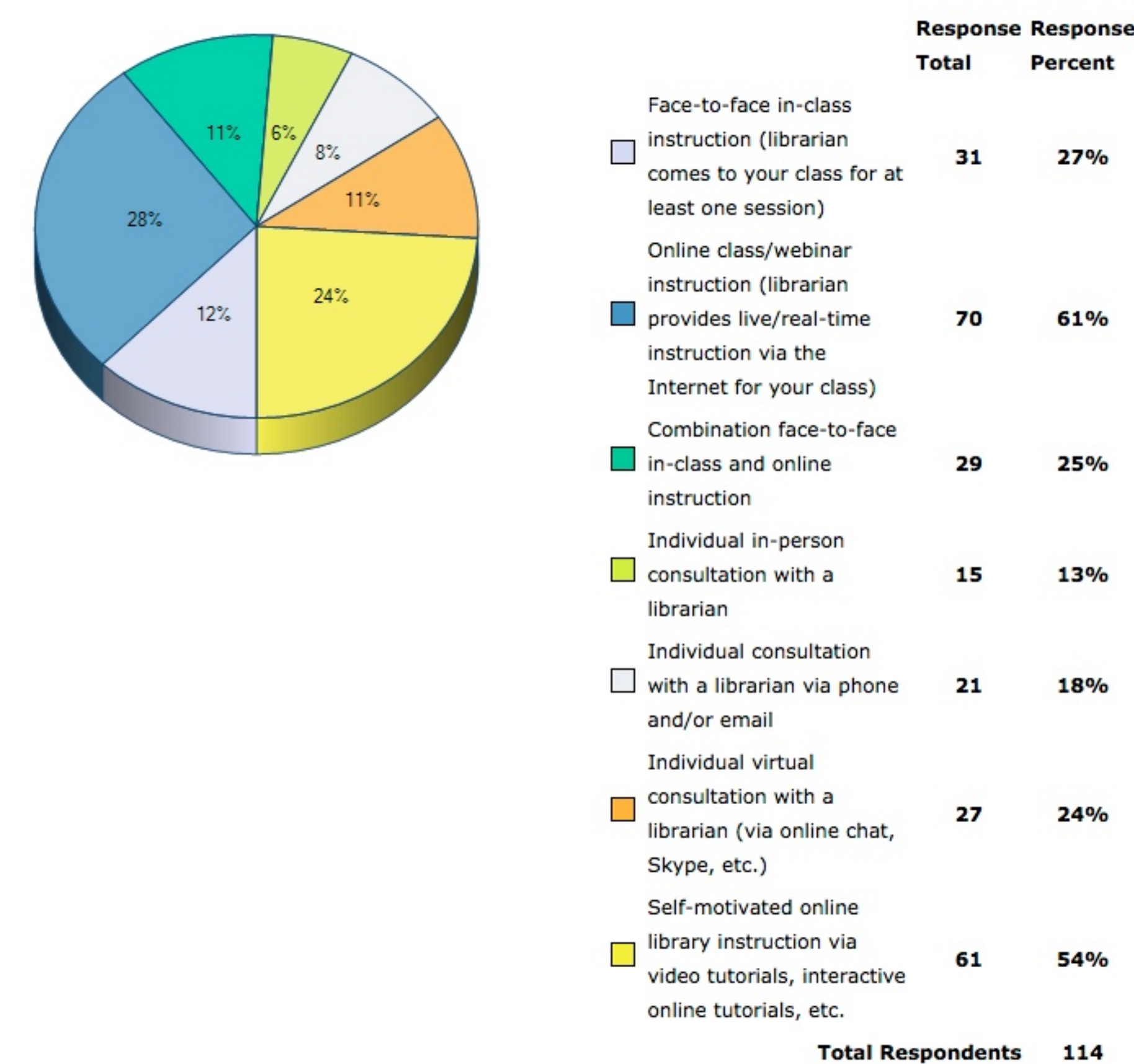
Which campus do you consider your main (primary) campus?



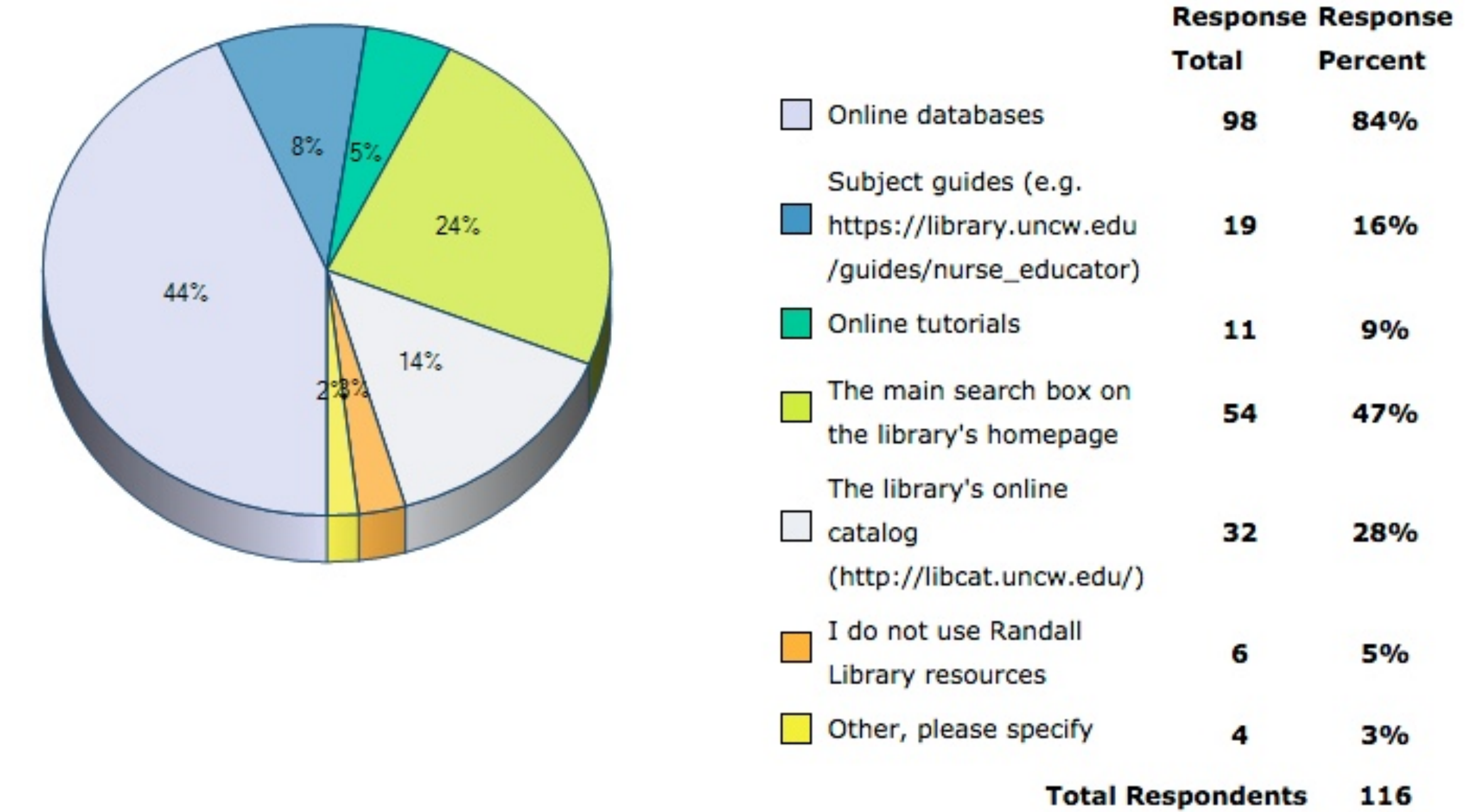
Survey Administration

- 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

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



Which Randall Library resources do you use?



Next Steps

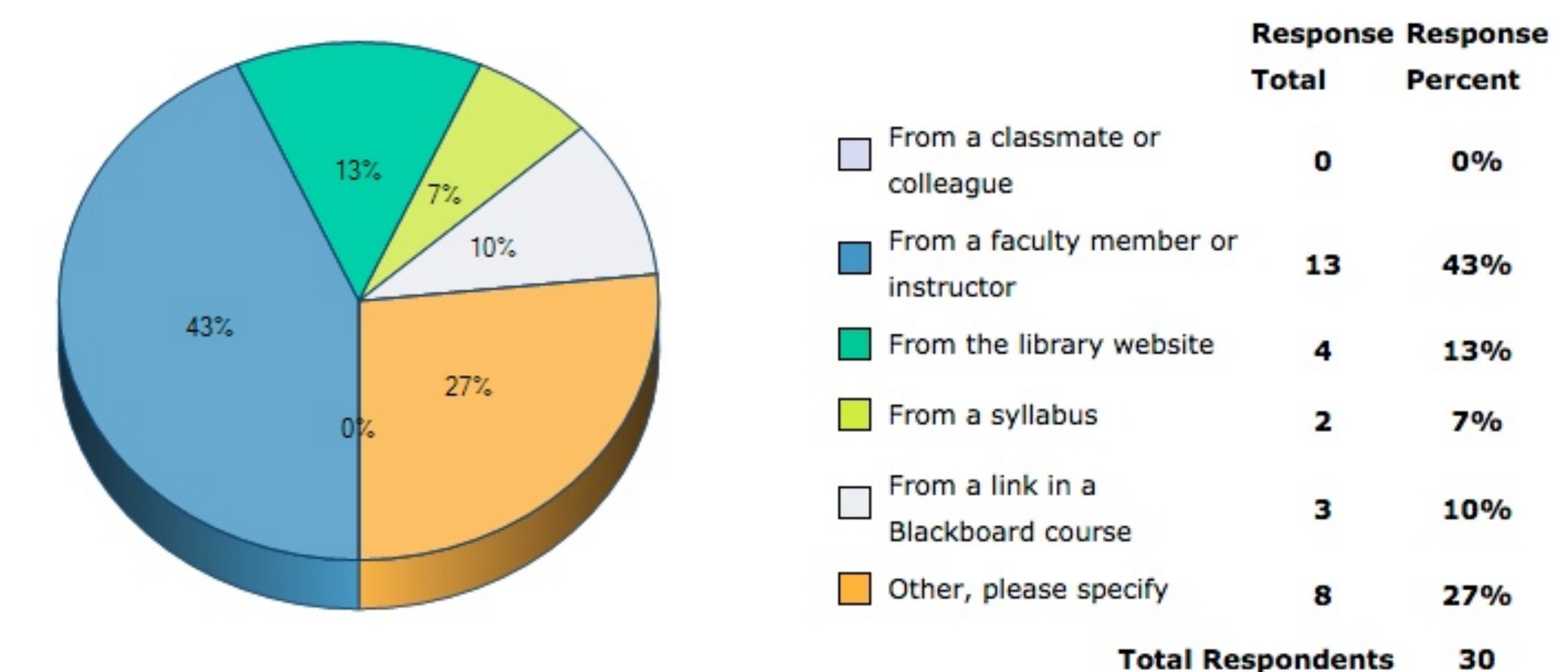
- Gather more data and information
- Integrate into online orientations
- Survey again
- Focus groups

Survey Results

- 116 respondents
- 40% Nursing Degrees
- 32% Education Majors
- 28% Other Degrees

- 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

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



For more information, raymerm@uncw.edu