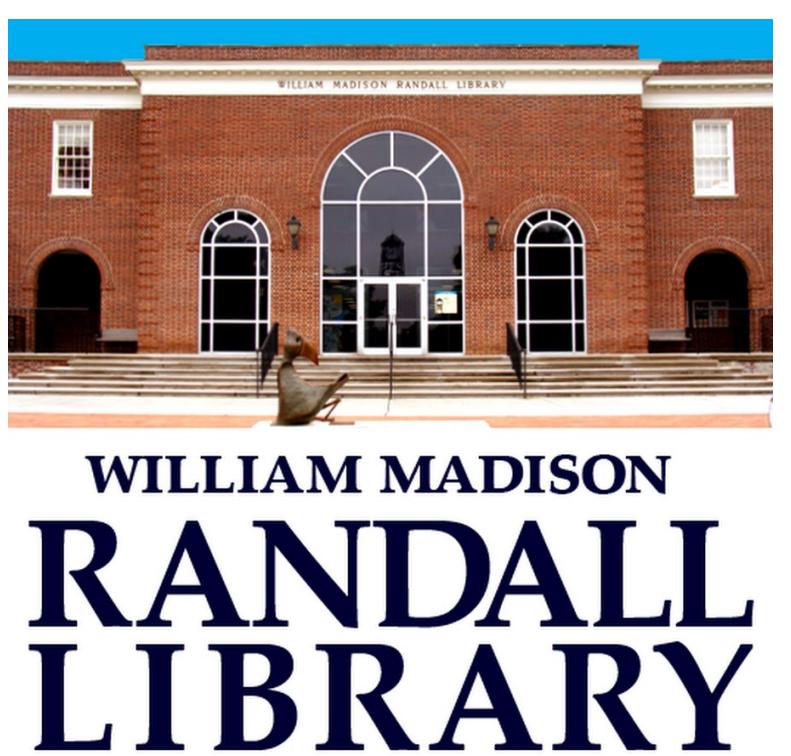


Assessing Awareness and Satisfaction of Library Resources and Services for Online Students



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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

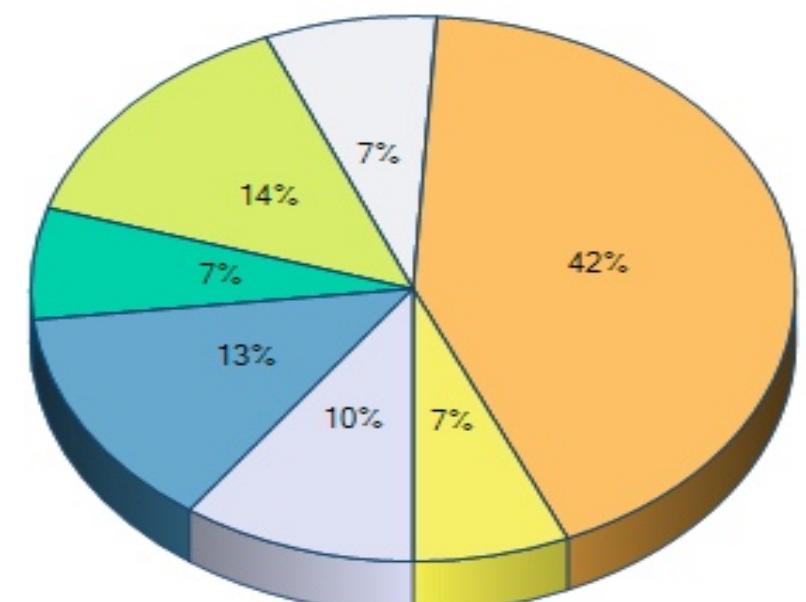
Next Steps

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

Survey Results

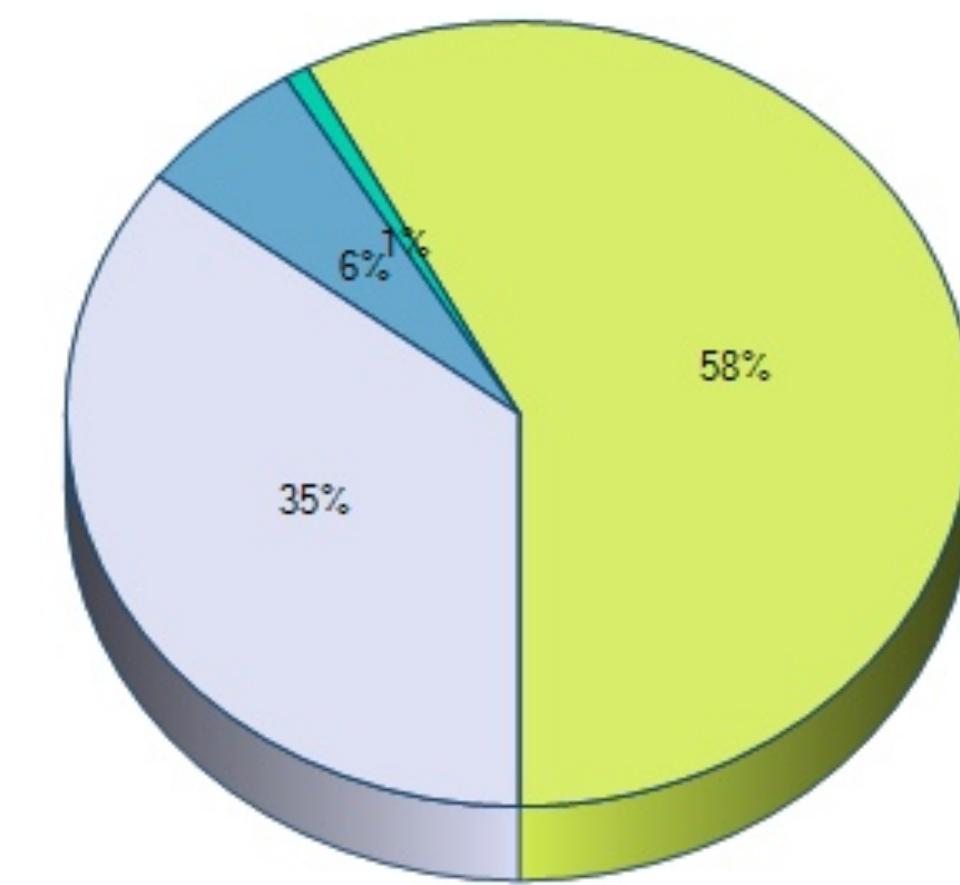
- 116 respondents
- 40% Nursing Degrees
- 32% Education Majors
- 28 % Other Degrees

How do you seek help from Randall Library?



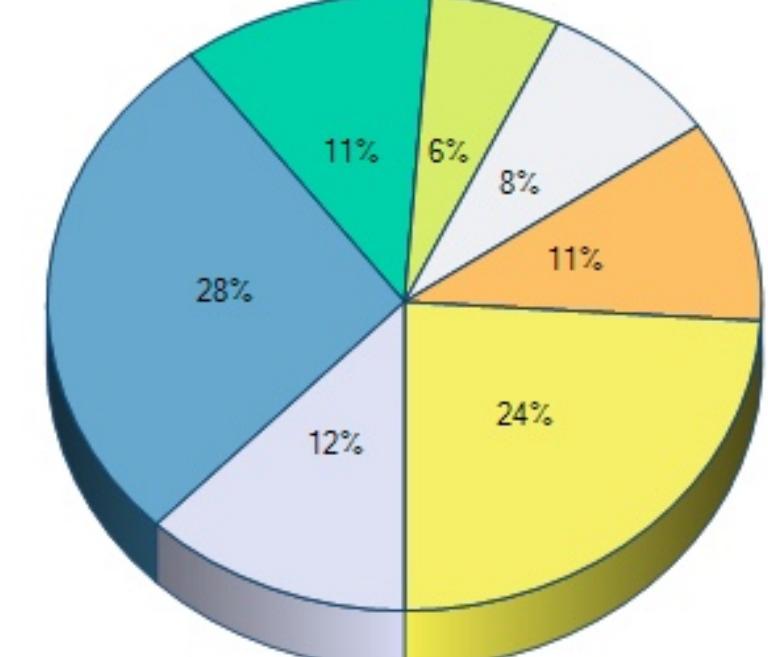
	Response Total	Response Percent
Online chat	15	13%
Contacting my liaison librarian by email	20	17%
Contacting my liaison librarian by phone	10	9%
Contacting the Research Help Desk by using the form at http://library.uncw.edu/ask	21	18%
Contacting the Research Help Desk by phone	11	9%
I do not seek help from Randall Library	64	55%
Other, please specify	10	9%
Total Respondents	116	

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



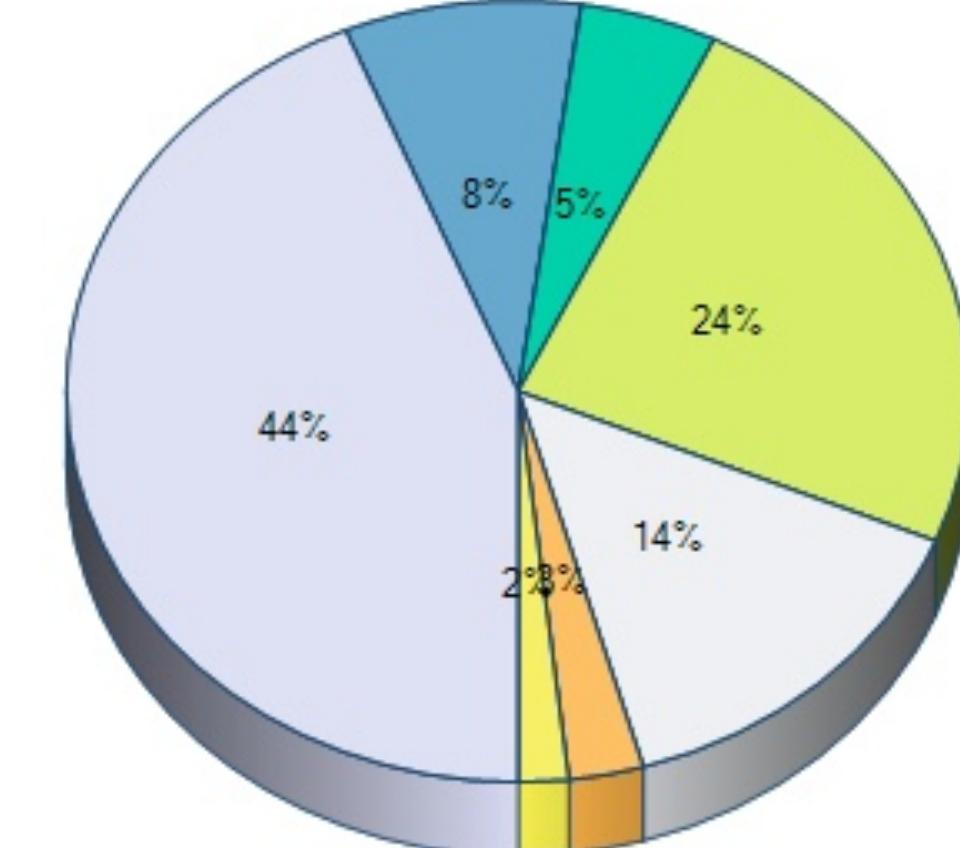
	Response Total	Response Percent
UNCW campus in Wilmington, North Carolina	41	35%
Onslow extension campus in Jacksonville, North Carolina	7	6%
Both - I use both campuses	1	1%
N/A - I am a fully online student	67	58%
Total Respondents	116	

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



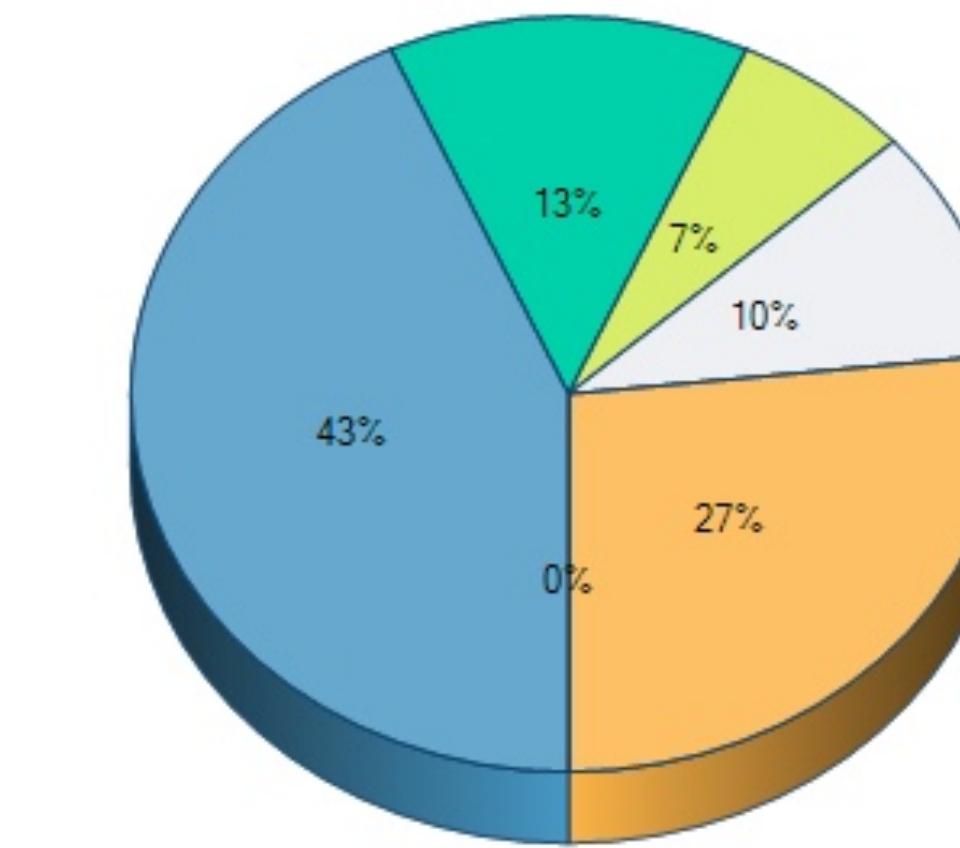
	Response Total	Response Percent
Face-to-face in-class instruction (librarian comes to your class for at least one session)	31	27%
Online class/webinar instruction (librarian provides live/real-time instruction via the Internet for your class)	70	61%
Combination face-to-face in-class and online instruction	29	25%
Individual in-person consultation with a librarian	15	13%
Individual consultation with a librarian via phone and/or email	21	18%
Individual virtual consultation with a librarian (via online chat, Skype, etc.)	27	24%
Self-motivated online library instruction via video tutorials, interactive online tutorials, etc.	61	54%
Total Respondents	114	

Which Randall Library resources do you use?



	Response Total	Response Percent
Online databases	98	84%
Subject guides (e.g. https://library.uncw.edu/guides/nurse_educator)	19	16%
Online tutorials	11	9%
The main search box on the library's homepage	54	47%
The library's online catalog (http://libcat.uncw.edu/)	32	28%
I do not use Randall Library resources	6	5%
Other, please specify	4	3%
Total Respondents	116	

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



	Response Total	Response Percent
From a classmate or colleague	0	0%
From a faculty member or instructor	13	43%
From the library website	4	13%
From a syllabus	2	7%
From a link in a Blackboard course	3	10%
Other, please specify	8	27%
Total Respondents	30	

- 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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