ABSTRACT

Libraries are ever-striving to assess and demonstrate impact on students, yet often only have access to students physically in the library for survey purposes. This skews data validity by leaving out many students who access the library virtually or do not use the library. The CCSSE and Noel-Levitz surveys are administered campus-wide and include questions regarding library services and resources. Analyzing this data provides an opportunity to assess library services more broadly. Current reporting of results at the gross aggregate level shows overall positive library impact, but further investigation could prove helpful to identify areas of successes and weaknesses in our services to identified populations of interest (ex: PT/FT, Sex, Age, etc.) This investigation seeks to assess the perception and impact of library services, staff, and resources and identify possible gaps in equity or perceived value.

METHODOLOGY

In cooperation with Institutional Research, the primary investigator interpreted disaggregated data from the Community College Survey of Student Engagement administered in 2015 and 2018 and the Noel-Levitz Student Satisfaction Inventory administered in 2017 for Spokane Community College. Statistical significance was set to .05.

RESULTS: CCSSE 2017

How satisfied are you with the library resources and services?

- Not at all, 1-Somewhat, 2-Very

<table>
<thead>
<tr>
<th></th>
<th>0-Not at all</th>
<th>1-Somewhat</th>
<th>2-Very</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outreach Students</td>
<td>1.57</td>
<td>1.48</td>
<td>2.65</td>
</tr>
<tr>
<td>Born Disabled Students</td>
<td>1.47</td>
<td>1.69</td>
<td>3.56</td>
</tr>
<tr>
<td>Women</td>
<td>1.58</td>
<td>1.73</td>
<td>3.18</td>
</tr>
</tbody>
</table>

How often have you used the library resources and services during the current academic year?

- 0-Never, 1-1 time, 2-2-4 times, 3+ times

<table>
<thead>
<tr>
<th></th>
<th>0-Never</th>
<th>1-1 time</th>
<th>2-2-4 times</th>
<th>3+ times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outreach Students</td>
<td>4.21</td>
<td>6.01</td>
<td>5.87</td>
<td>5.66</td>
</tr>
</tbody>
</table>

OVERALL FINDINGS

- There was improvement in both satisfaction and importance of resources and staff on CCSSE between 2015-2018, however on all measures, satisfaction levels are lower than importance.
- Women, Older Students (25+), and Economically Disadvantaged students reported higher satisfaction, library use, and importance than their counterparts.
- Full-time, transfer, and daytime students find library resources more important and use the library more often than their counterparts, but showed no statistically significant difference in their satisfaction levels.
- White students reported using the library less than non-white students (CCSSE) but were more satisfied with resources and services (Noel-Levitz) than their counterparts.
- Hispanic students found library resources and services more important than non-Hispanic students (Noel-Levitz).
- This investigation into implications of the difference between satisfaction of library services and staff and perceived value (CCSSE).
- Investigation as to the disparity between white/non-white students in satisfaction of resources and racial or cultural equity issues with the resources we provide.

REFERENCES


Community College Survey of Student Engagement Results. Community Colleges of Spokane, 2015.


