

VALE LibQUAL Meeting 7 October 2008 at Rutgers

Report from **Raritan Valley Community College** by Birthe Nebeker, Library Director

We ran the survey early in the semester, 18 February to 7 March 2008, because the College had also planned to conduct the CCSSE student engagement survey after spring break.

Before the Survey

In preparing the college community for the upcoming survey, I made presentations at the College Forum, the President's Executive Staff meeting, and the Department Chairs' meeting. The hardest part was to find a way to reach out to students. In retrospect, I should have asked instructors if they would agree to let students take the survey at the end of their class. I could also have contacted Student Government.

We had our Marketing Department develop a flyer that announced the survey. We hung the flyers in the library and around the college. We used campus email to reach out to students.

We offered incentives for people who responded to the survey. Our prizes were 15 \$25 Amazon gift cards. In retrospect, I think one big prize such as an Ipod would work better to attract more students.

From the very beginning, I had our IR director on board. He was a great resource. He also attended some of the workshops LibQUAL offered.

Setting up the survey and providing ARL with the demographic information they need took longer than I expected.

During the Survey

I sent out two reminders. The survey was conducted over email, although I handed printed questionnaires to department chairs who wanted to distribute them during their department meeting.

After the Survey

As soon as I received the notebook from ARL with the survey results, I wrote a brief report to share with the college community. Over the summer, the library staff took a closer look at the result and each department incorporated the parts that pertained to them in their planning.

In August, I reported on the survey to the Department Chairs' Retreat. And in September, I submitted a more detailed analysis. I plan to go back to the College Forum and report on the survey results this fall. The results will be the basis for the library's Program Review, which is scheduled this year.

Results

The results showed that we generally meet our users' expectations. I found the users' priorities to be especially useful. Only students listed collections among their five top priorities; whereas faculty and staff listed customer service as their top priorities. The library's website was the number one priority for students and number three for faculty and staff.