For the 2010 Accreditation process, Reedley College used a revised version of the 2005 Faculty and Staff survey to get satisfaction levels for various processes, services, and perceptions.

Three statements specifically asked about Library services. In each of the three questions concerning library services, several respondents indicated “I Don’t Know”. The following table indicates, by employment classification, the percentages of each category answering in this manner.

For instance, in looking at the original survey data, question 26 had 56 (20.1%) “I don’t know” responses out of a total 278 people who answered that particular question. The table indicates that of the 56, the majority who didn’t know were classified staff (56.4%) followed by faculty (30.6%) certificated non-instructional (9.1%) and managers (3.6%). This is interesting, but not surprising, as classified staff may be the least likely to have access to this type of information. Faculty, on the other hand, is surprising at 30.9%. They would be a primary group to benefit from this information and to be able to pass it along to students, thereby helping the student learning process. A response of this nature may be indicative of a campaign to let faculty and staff know of the services and training available and how to avail themselves and their students to it.

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| “I don’t know” responses by employment type | | | | | | |
|  | Administrator | Certificated non-Instructional | Classified Staff | Faculty | Manager | Total |
| 25. For Library and other learning support services, the college relies on the faculty in the selection and maintenance of books and/or other library materials. (*n* = 67) | 1.5 | 7.6 | 60.6 | 27.3 | 3.0 | 100.0 |
| 26. The college provides ongoing training for users of library and other learning support services to develop information competency. (*n* = 56) | 0.0 | 9.1 | 56.4 | 30.9 | 3.6 | 100.0 |
| 27. The library’s books, periodicals, media, electronic databases, and other resources are adequate to meet the needs of students and instructors. (*n* = 53) | 2.0 | 13.7 | 47.1 | 31.4 | 5.9 | 100.0 |

Data Source: RC Office of Institutional Research

Student satisfaction was also measured using the ACT College Outcomes Survey across all locations. One statement specifically targeted the satisfaction with “Library/learning resources center services”. Overall, student satisfaction in this area is good, *M* = 3.88, *SD* = .91. However, in breaking it down to a location based level, it is noted that student satisfaction varies by the location at which the student attends college.

The following table indicates the levels of satisfaction by student location. Sample sizes, means, and standard deviations are reported. The mean is based on a 5 point scale with 5 being the most satisfied and 1 being the least satisfied. Standard deviations indicate the degree to which responses vary from the mean with lower standard deviations indicating less variance between responses (responses tend to cluster) and higher standard deviations indicate more varied responses (there is more spread between responses).

**Please note: These differences are not statistically significant nor are the samples equal in terms of variance. In other words, there are no real differences between the groups. The samples are too different to be comparing to each other in a statistically meaningful way and the results should be interpreted as such.**

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| --- | --- | --- | --- |
| Satisfaction rates for Library / Learning Resources Center Services by Student Location | | | |
|  | Count | Mean | SD |
| Reedley College | 251 | 4.00 | 0.79 |
| Willow International Center | 259 | 3.70 | 1.02 |
| Madera Center | 88 | 4.09 | 0.71 |
| Oakhurst Center | 27 | 3.74 | 0.91 |
| Selma | 35 | 4.11 | 0.96 |

Data Source: RC Office of Institutional Research