

**IDEA CENTER SUPPLEMENTAL QUESTIONS  
SPRING 2011 SURVEY RESULTS**

Seven supplemental questions were included in the Spring 2011 IDEA Center Course Evaluation Survey. The questions are a duplicate of those administered in spring 2010 and fall 2010. The questions were designed to assess student perceptions of the new campus facility at Eastern Drive including adequacy of the new facility in supporting the needs of students with disabilities, a series of questions (5) regarding course requirements for library based assignments and students' level of satisfaction with the College's virtual library services. The survey questions are available in Appendix A. Results are presented in the following tables.

A series of five questions were used to determine the level of library based assignments in the spring 2011 courses, students' use and satisfaction with Eastern's online library resources, and degree of student use of Internet services not provided through the College. Forty-two percent of the students responding to the survey stated that they were required to conduct library research as part of the course assignments. This is a moderate increase as compared to fall 2010. Thirty-three percent used the on-line library services provided through a series of contractual agreements. Students reported a moderate level of satisfaction with the available services with 14% being very satisfied and 37% being satisfied. This is a significant reduction in level of satisfaction as compared to the previous survey results. Forty-nine percent of the students responding to this question expressed some degree of dissatisfaction with the on-line library services. Seventy-four percent of the students report using Internet services other than those provided by the College, a slight increase over the previous semester. Given the phrasing of the question, it is not clear if this is by personal choice or as a result of access from their home connections. However, 43% of the students did respond that they were required by their instructors to use Internet services other than those provided by the College (See Tables 1 – 5 for results).

Very few students provided additional comments relating to library and Internet services. Those that did respond expressed interest in expansion of services with note made for preference of an on-campus facility and concern with turnaround for interlibrary loan requests.

Table 1: Courses Requiring Students to Conduct Library Research  
N= 495

Required to Conduct Library Research	N	Percent
Yes	210	42%
No	285	58%
Total	495	100%

Table 2: Students Reporting Use of On-line Library Services Through Eastern  
N=

Students Using On-line Library Services	N	Percent
Yes	163	33%
No	330	67%
Total	493	100%

Table 3: Student Reported Level of Satisfaction with On-line Library Services Provided through Eastern  
N= 341

Satisfaction with On-line Library Services	N	Percent
Very Satisfied	47	14%
Satisfied	125	37%
Dissatisfied	76	22%
Very Dissatisfied	93	27%
Total	341	100%

Table 4: Students Reported Use of Internet Services for Library Research Other Than Those Provided by Eastern  
N= 485

Students Reporting Use of Off Campus Internet Services	N	Percent
Yes	358	74%
No	127	26%
Total	485	100%

Table 5: Instructors' Requirements to Use Internet Services Not Provided by College for Library Research  
N= 487

Instructor Requires Internet Services not provided through College	N	Percent
Yes	211	43%
No	276	57%
Total	487	100%

Two questions were included on the survey to assess students' perception of the main campus facility. One question focused on evaluation of the campus in general, while the other question targeted perception of facilities in relation to supporting needs of students with disabilities. Eighty-eight percent of the respondents believe the campus facilities effectively support the needs of students with disabilities. Overall, the ratings of the new campus facilities were positive with 64% of the students rating the facility as good (39%) or excellent (25%) (See Tables 6 and 7 for details). Only a few students provided comments regarding main campus facilities. Comments addressed positive perception of the facility, need for student lounge and recreational services, improved vending/snack machines, ATM machine and expansion of Resource Center. A comprehensive list of comments is provided in Appendix B.

Table 6: Student Perception of Adequacy of New Campus Facility to Support Needs of Students with Disabilities

N=423

Adequate Facilities to Support Students with Disabilities	N	Percent
Yes	373	88%
No	50	12%
Total	423	100%

Table 7: Student rating of the new campus facilities

N=321

Student Ratings of New Campus Facilities	N	Percent
Excellent	79	25%
Good	125	39%
Average	81	25%
Fair	20	6%
Poor	16	5%
Total	321	100%

A comparison of results for Spring 2010, Fall 2010 and Spring 2011 are provided in Appendix C.

**APPENDIX A: Supplemental Questions for Fall 2010 IDEA Center Survey**

**Additional Questions for IDEA Center Survey  
New Campus Facility and Library**

**NOTE: Do Not Write On This Paper—Mark your answers on the Answer Sheet**

48. Were you required to conduct library research in this course?  
1) Yes 2) No
48. Have you used the on-line library services through Eastern?  
1) Yes 2) No
49. If you used on-line library services through Eastern, how satisfied were you with the services?  
1) Very Dissatisfied 2) Dissatisfied 3) Satisfied 4) Very Satisfied
50. Have you used Internet services other than those provided by Eastern to conduct your library research?  
1) Yes 2) No
51. Does your instructor require you to use Internet services for your library research other than those provided by the College?  
1) Yes 2) No
52. Does Eastern's new campus facility provide adequate services to support the needs of students with disabilities?  
1) Yes 2) No
53. What is your rating of the new campus facilities?  
1) Poor 2) Fair 3) Average 4) Good 5) Excellent

**In the comment section on the answer sheet (located at the bottom of the form), please provide us with your suggestions to improve the College's facilities.**

## **APPENDIX B:** **Categorized List of Student Comments Related to New Campus Facilities**

### **New Facility, Positive Comments**

- I think the new facility is great. No improvements are needed in my opinion
- The Moorefield main campus is nice but the access centers need refurbishing.

### **Library/ Resource Center**

- Eastern would benefit from a larger study area for students
- ...monitoring the computers so everyone could use them to complete homework or studies.
- ...small library for resources
- Even a small library would be excellent for resources other than on line.
- It often takes too long to get books from other sources.

### **Lounge/Recreational Facilities and Refreshments**

- Better snacks
- Maybe some healthier food choices other than soda, coffee, chips & candy.
- A sandwich machine would be great
- We need sandwich machine

### **Bookstore**

- faster turnaround for books ordered
- I believe an on campus book store would be wonderful or a quicker turn around for books

### **ATM**

- ATM
- Change machine/ATM
- An ATM or change machine would be welcomed.

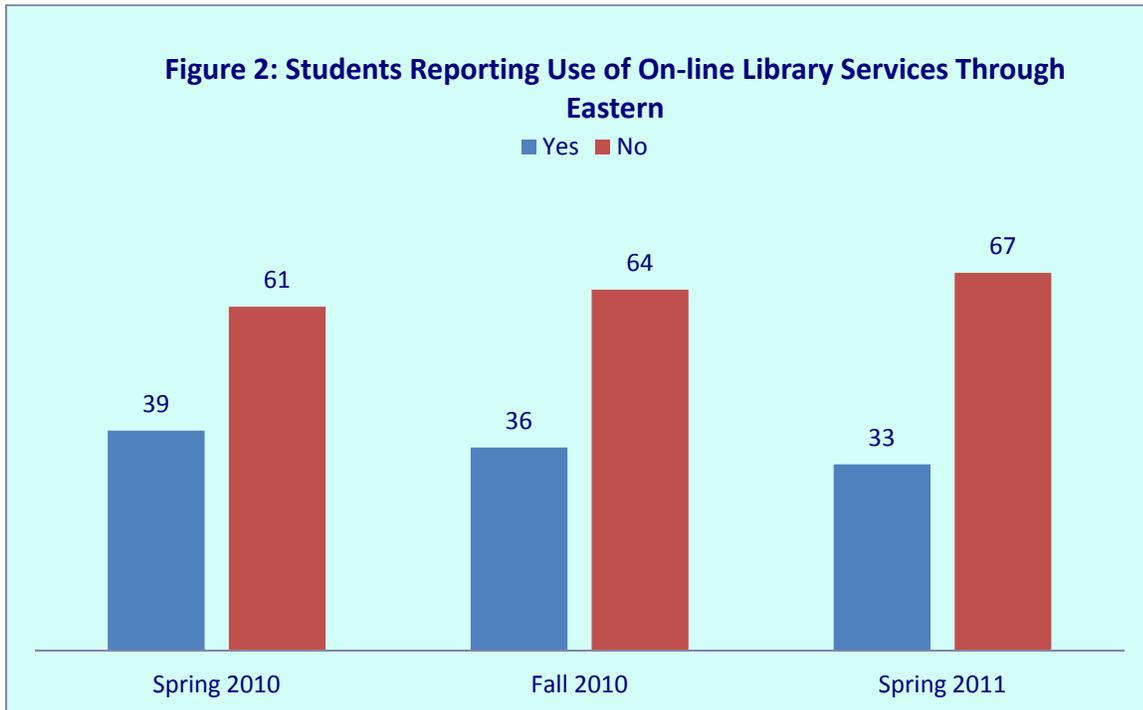
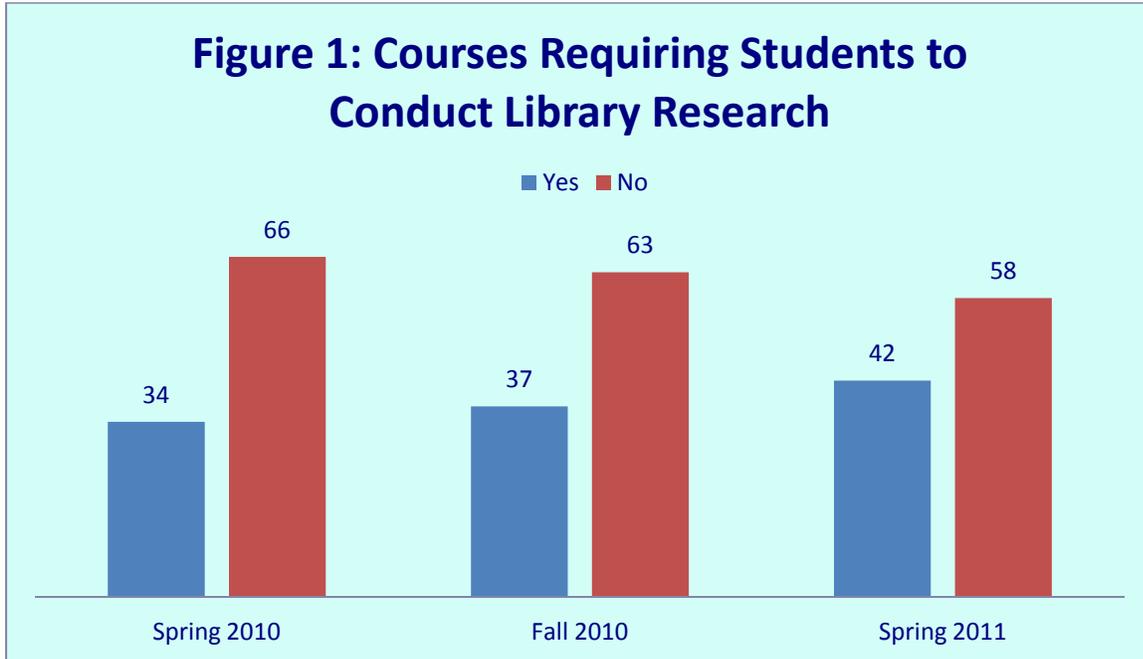
### **Teaching Adult Learners**

- Future instructors of adults should be required to do a refresher training in Diversity. As a class of working adults, we choose to take this course, therefore, a little respect should be given to the class, too. Our behavior in class reflects on us and most of all our jobs. Instructors who come in with preconceived notions need to be reminded that we are not untamed children who require major attitude adjustments.

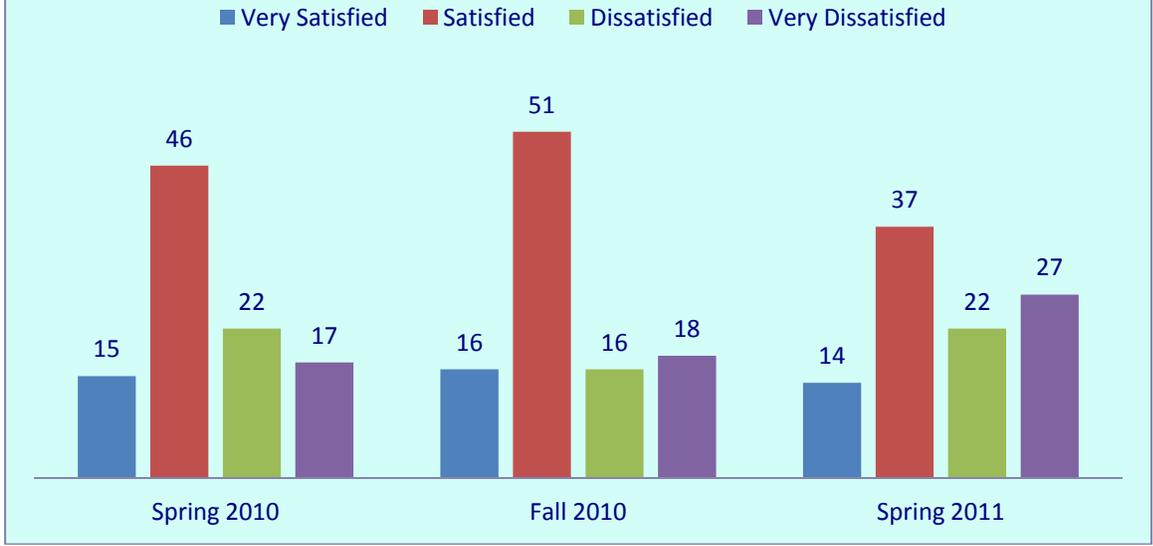
### **General Comments**

- When state and local offices & schools are closed "Due to bad Road Conditions" from snow and ice, Eastern should be closed also.
- I understand that these surveys may be important to some people, but this is a waste of a tree and my oxygen.

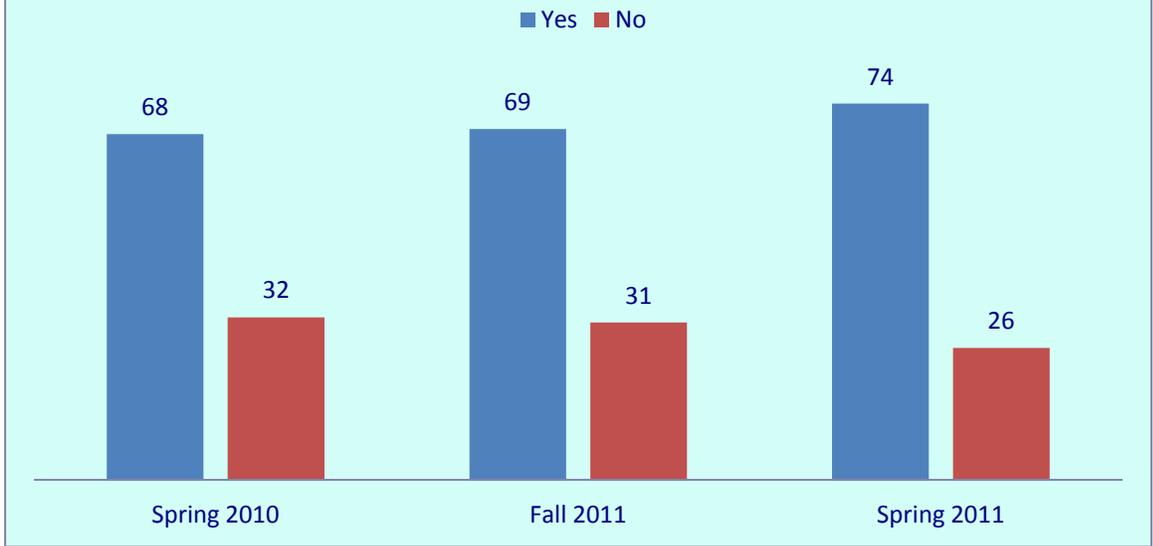
APPENDIX C: Comparison of Responses for Spring 2010, Fall 2010 and Spring 2011



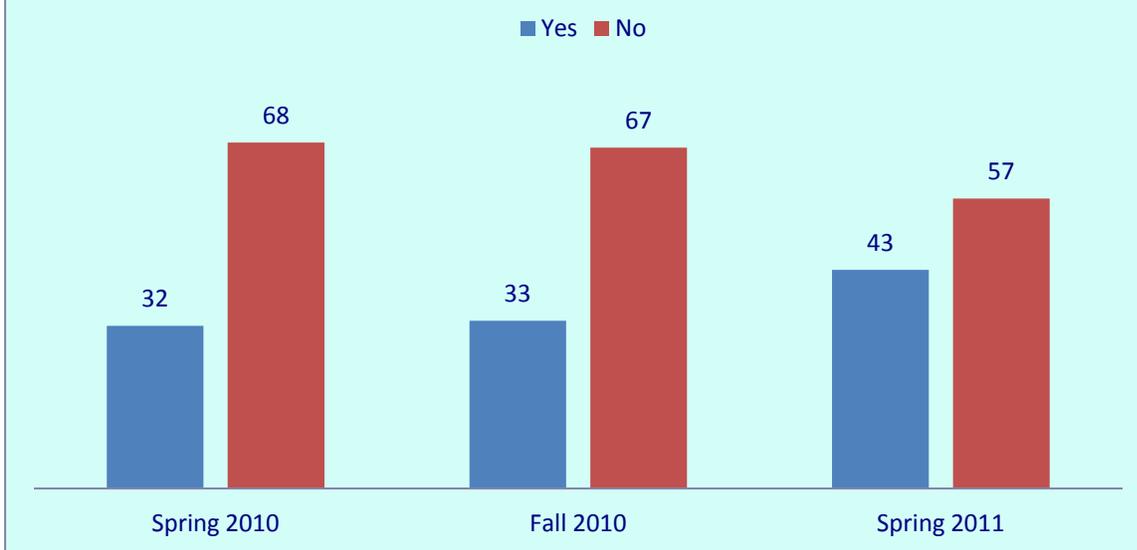
**Figure 3: Reported Level of Satisfaction with On-line Library Service Provided Through Eastern**



**Figure 4: Reported Use of Internet Services for Library Research Other Than Those Provided by Eastern**



**Figure 5: Instructor's Requirements to Use Internet Services Not Provided by Eastern for Library Research**



**Figure 6: Student Perception of Adequacy of Campus Facility to Support Needs of Students with Disabilities**



## Student Rating of Main Campus Facility

■ Excellent ■ Good ■ Average ■ Fair ■ Poor

