

Statistics Report on the Library Program via Blackboard

Given the fact that increasing courses are taught through the Blackboard (formerly WebCT) learning management system (LMS) at NJCU, the Guarini Library has developed a library program via LMS to support distance learning beginning in Fall 2004. First, the Library's online Information Literacy Tutorial with a Quiz became available in Blackboard. Starting in 2007 this program was expanded with a guide to library online resources with proxy access and other links to the library's services. Every Blackboard user can see and access the library program from his/her Blackboard account. Our objective is to improve online learners' information literacy competency, as well as to provide them with more direct access to the library's online resources. To evaluate this objective, we designed a feedback-survey using the Blackboard assessment tool.

Statistics on Access to the Program & Information Literacy Quiz

During 2004/05 to 2010/11, a total of 26,107 students accessed the program at least one time in an academic semester. A total of 1490 students took the Information Literacy Quiz. During the seven years, the mean grade improved from 54.50% to 76.27%, an increase of about 40%.

Figure 1: Statistics on Access & information Literacy Quiz during 2004/05-2010/11

Academic Year	Total students who visited the program at least one time	Percentage of total students who take online courses	Total students who took quiz	Percentage of students who visited the program	Mean grade
2004/05	1257	57%	108	8.59%	54.50%
2005/06	2889	33.47%	242	8.37%	56.77%
2006/07	2547	32.33%	115	4.52%	58.63%
2007/08	3373	30.67%	336	9.96%	65.31%
2008/09	4047	47.62%	243	5.55%	73.76%
2009/10	5470	39.29%	248	5.65%	75.66%
2010/11	6524	41.69%	198	3.03%	76.27%
Total/Overall	26,107	40.30%	1490	6.12%	65.84%

Figure 2: The Mean Grade of Information Literacy Quiz



Findings of Feedback-Survey

From academic year 2007/08 to 2010/11, a total of 1063 students responded to the feedback-survey. The major findings of the survey are presented below:

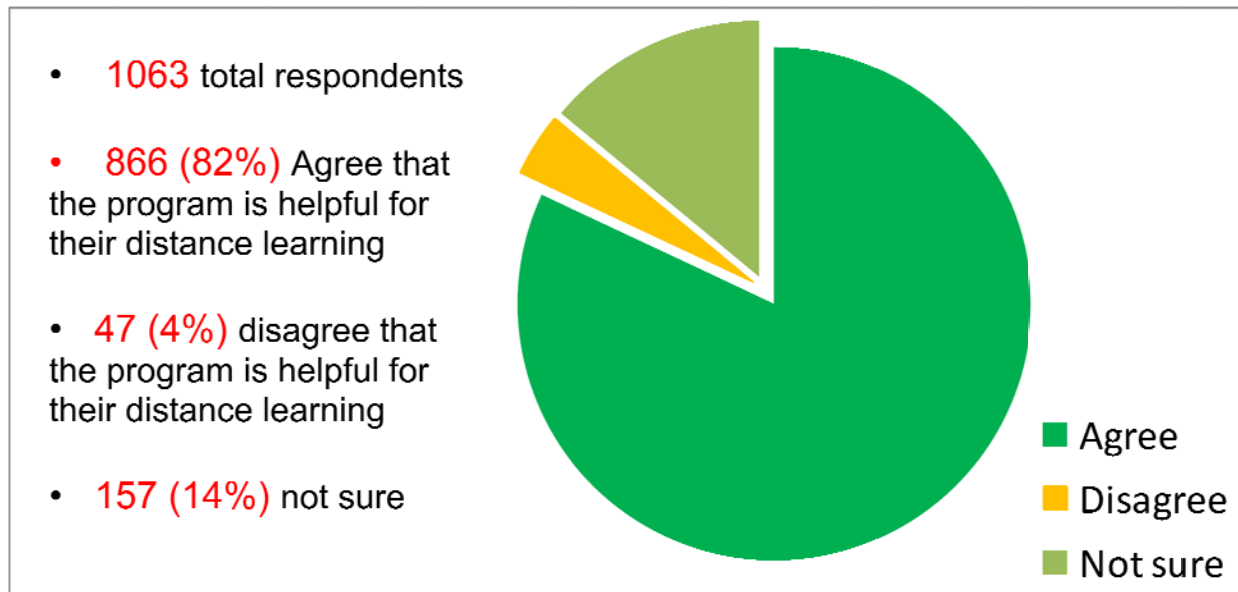
- **Assessment on the usefulness of the program**

Among the respondents, a total of 866 (about 82%) agree that the program is helpful for distance learning; 47 (about 4%) disagree that the program is helpful for distance learning; 153 (about 14%) are not sure.

Figure 3A: Assessment on the usefulness of the program

	Total Respondents	Agree that the program is helpful for their distance learning (%)	Disagree that the program is helpful for their distance learning (%)	Not sure (%)
2007/08	386	327 (85%)	22 (6%)	37 (10%)
2008/09	301	234 (78%)	13 (4%)	54 (18%)
2009/10	196	157 (80%)	5 (3%)	30 (15%)
2010/11	180	148 (82%)	7 (4%)	32 (18%)
Total/Overall	1063	866 (82%)	47 (4%)	153 (14%)

Figure 3B: Assessment on the usefulness of the program



- **Comments, suggestions and more**

A total of 214 respondents left comments in the survey. These comments can be broken roughly into four categories as following:

133 (62%) -- Appreciative messages, such as (verbatim):

- I LOVE IT
- Excellent Service
- THE ONLINE SERVICES HAVE BEEN GREAT FOR THE WORK I HAVE NEEDED TO DO-RESEARCH AND FINDING JOURNALS AND READINGS.
- THEY ARE VERY HELPFUL, EASY TO ACCESS, AND USE
- They are a great help to people like myself who are looking for a little help with class assignments and other projects.
- Very interesting and helpful, I wish this information would be printed and mailed or given to each student as they apply for any online course.
- I like this service,, is easy to use, and the remainders helped me a lot

38(18%) – Problems and suggestions for the program, such as (verbatim):

- USE OF MORE VIDEOS TO TEACH HOW TO USE LIBRARY.
- ENSURE THAT ALL INFORMATION IS PROVIDED FOR THE COURSES TO STUDENTS.
- Need more full text journals online.
- ALLOW ACCESS TO MORE BOOKS.
- VIDEO TRAINING FOR ADVANCED FEATURES/PROCESSES WOULD BE WELCOME.
- I have taken this assessment and changed the answers to the correct ones and still gottenthem wrong. I am not sure if it is working correctly.

18(8%)—about the library’s general services and others, such as (verbatim):

- Make inter library borrowing available to all distance learning students not just those enrolled in the community university.
- As an online older student that lives a couple hours from campus and am very happy that I can access the journals online. Is there a way to take out books and have them sent through the mail and then returned through the mail?
- There helpful but prefer asking a librarian and going to the school's library in person!
- If we have a question we should be able to e-mail it and receive a response via e-mail asap

25 (12%) – about Blackboard online learning, such as (verbatim):

- I PREFERRED THE OLD VERSION OF WEBCT TO THIS ONE.
- GREAT CLASS ONLINE. IT WAS MY FIRST AND I REALLY ENJOYED IT.
- HAD PROFESSORS SUBMIT GRADES/FEEDBACK ON EACH ASSIGNMENT. DON'T WAIT TIL SEMESTER OVER TO GIVE GRADE OR FEEDBACK ON HOW I CAN IMPROVE.
- MORE COURSES SHOULD BE AVAILABLE DURING THE SUMMER
- how do i go about starting my online class? i do not know how to even get my assignments or deadlines for the online class.
- Have all the information for online classes clearly laid out. It is confusing to deal with WebCt and LiveText. The process should be streamlined. Fulltext is a waste of student funds in any economic times, specifically now.