Overall Results

The Library score increased this year by 1.5% whilst the IT score decreased slightly by 0.6%. The Library score is generally in line with the University scores of 87.4% although the IT is significantly lower than the University score of 89.3%. The Faculty score is 86.3% and 87.7% respectively again showing a bigger difference in the IT score.

The Library score has been on a steady rise for the last 5 years and the aim is to maintain this trend. Key to achieving this will be to focus on changing a neutral score to an agreement. In line with scores for the school but in contrast to the general trend of the Faculty and University there is increase in score in year 2.

Trends

General Issues

Space continues to be an issue within the Library and was highlighted in the recent student QAA submission. The PCs in the Library and Babbage open access areas were upgraded in December improving log in times – given that students are based in Cookworthy it is possible that the lower IT scores relate to the open access areas there.
A number of programmes have decreased the score this year with only Cruise increasing and Tourism and Hospitality Management remaining the same. Due to the small number of students on the programme and completing the survey in many of these cases the decrease in score is due to one student so may not represent a wider trend.

Tourism also saw a decrease in one programme Tourism Management and an increase in Business Tourism. Again the small number of students (11 and 8) completing the survey mean that one student can have a large influence on results. Only one student across the programme disagreed with the statement that the Library met their needs.
Event Management

Event Management increased its score this year reflecting the success of last year’s action plan and the reintroduction of information literacy sessions.

Issues (see comments)

- The comments regarding the Library were generally positive, expressing satisfaction with the resources and also the information literacy sessions.
- One comment expressed a need for more resources particularly journals.
- A common problem especially for Event Management students is the lack of a defined area to find their books due to the cross over with many other subject areas.
- One student requested more ebooks.

Action Plan

- Incorporate into teaching sessions and Lib Guides ways to help students find books including the rationale for the current arrangement.
- Continue to work with staff to ensure that information sessions are included in the curriculum.
- Look at ways of promoting the drop in sessions within Cookworthy – review timing and location.
- Look at purchasing ebook for core titles where available and promote the digitalisation service for key chapters.
- Encourage student to feedback on any issues throughout the year.