Exploring Value of Customized Tutorials for Remote Students

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EXPLORING VALUE OF CUSTOMIZED TUTORIALS FOR REMOTE STUDENTS

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BACKGROUND

Liaison to Nursing College and Hospital (UIHC) since 2009

Programs include DNP, PhD, MSN-CN, RN->BSN, BSN

Estimated # of students who rarely travel to campus - over 250

Recognized need to deliver services to these students - but experienced many challenges
To share what I have learned about students’ perceptions of customized demonstrations of search techniques AND general preferences for receiving assistance.

The Survey

- Reasons for surveying…
- 7 questions created with university subscribed tool
- Convenience sample of 25 students who had received the video demonstrations.
- IRB clearance obtained
- 16 respondents- about 60% rate.
My “tutorials” are demonstrations with audio, without text captions, without interactive features, and no > 5 minutes.

Used Jing professional version primarily but have since started using Panopto lecture capture tool for same purpose.
Graduate student contacts me by phone or email usually regarding specific questions about modified systematic review paper or EBP searching assignment.

I learn more about their focus and consider assignment criteria.

I create something like this—usually as a part of the process and as supplement to email/phone assistance: http://screencast.com/t/EjoBh1FG3
In the past year, have you attempted to view a video created by the nursing librarian?

Did you have any difficulty accessing, viewing/hearing, or understanding the video?
All 15 reported No.

Please rate how well the presenter articulated concepts and demonstrated directions during the video.
All 15 reported consistently.
Please indicate how well the video increased your understanding. (ex- improved knowledge or skill on how to access or navigate resources)

- Some (1)
- Quite a bit (13)
- Unsure (1)
A FEW CONCLUSIONS

No one reported barriers—will continue to monitor!

Seems to be worth time and effort.

Justifies use of this, or other, tools for similar purpose.

Makes good case considering installation at reference desk (and home..) for encounters with remote patrons.
“..tremendously helpful. I appreciated the video so much and referenced it multiple times.”

“It allowed me to really learn the techniques needed to do successful lit searches.”

“I utilized it on more than one occasion”

“The video I received was extremely helpful!! I loved it.”
Please indicate your preference for ways to receive help from a librarian.

- Group instruction
- Customized video
- Video chat
- In person meeting
- Handouts/general tutorials
- Email
- Phone

- Most helpful
- Somewhat Useful
- Not Useful
- Uncertain
MORE THOUGHTS..

Continue working on developing general tutorials.

Offer options for remote reference- should not assume that I can “sense” a preference.

Consider doing more diverse sample to gain more accurate picture.

What have you learned about meeting needs of distance students or clinicians?

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