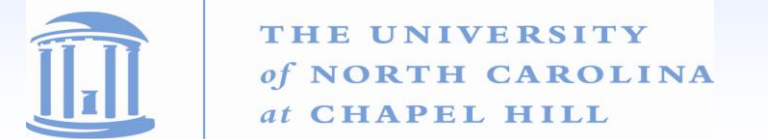


# Live and Online: Using Multiple Formats to Teach Users

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## Objective

To orient a large number of people to the new PubMed format, the Health Sciences Library needed creative approaches to traditional classroom instruction. The Library's new approach was the use of offering three simultaneous class formats to help on and off campus users navigate the PubMed changes.

## Methods

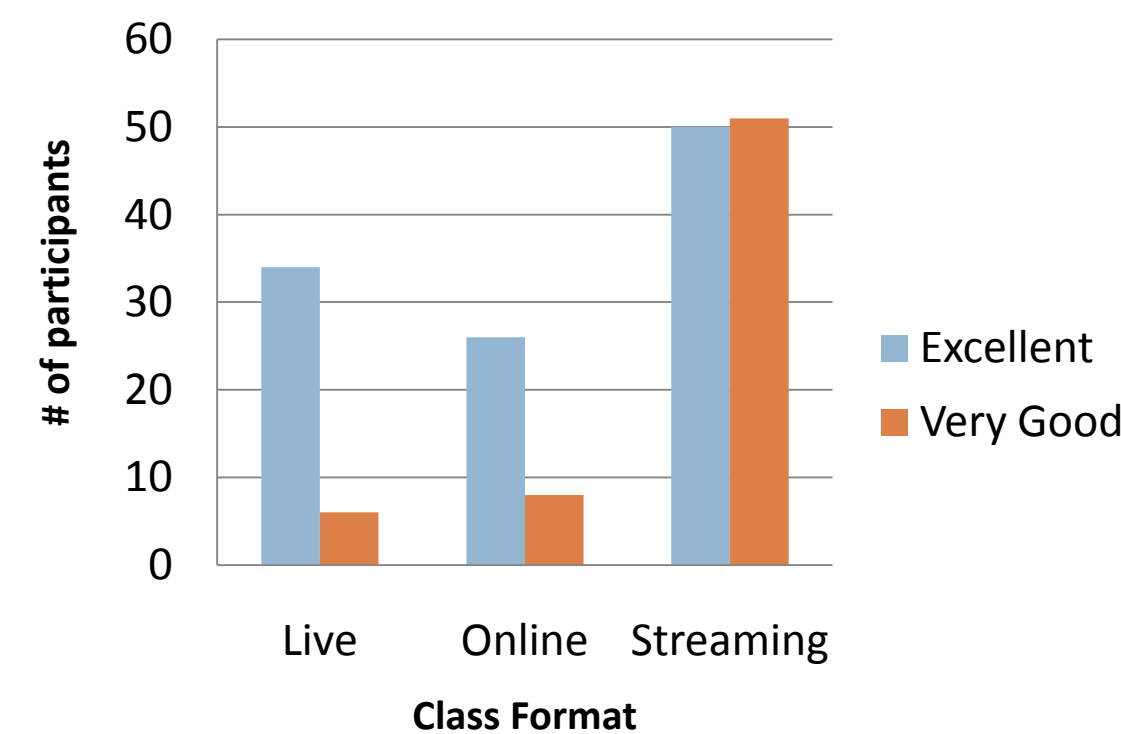
The Health Sciences Library serves users from the Schools of Medicine, Nursing, Pharmacy, Dentistry, and Public Health, other university programs, and the general public. The increasing number of distance students as well as the growing preference for online formats prompted the Library to try offering multiple instructional formats. Classes were offered in three formats: dedicated online sessions in Adobe Connect, traditional in-person classes in the Library, and live streaming versions during the classes held in the Library. A post-class survey was used to determine the users' evaluations of the instruction and the format via which it was offered, and registration statistics were gathered for class preference. This poster will examine the user response and satisfaction.

"Great class. A little hard to hear what people in the onsite class were saying when they asked questions - but then the instructor started repeating the question [for the online participants] so that worked. Thanks."

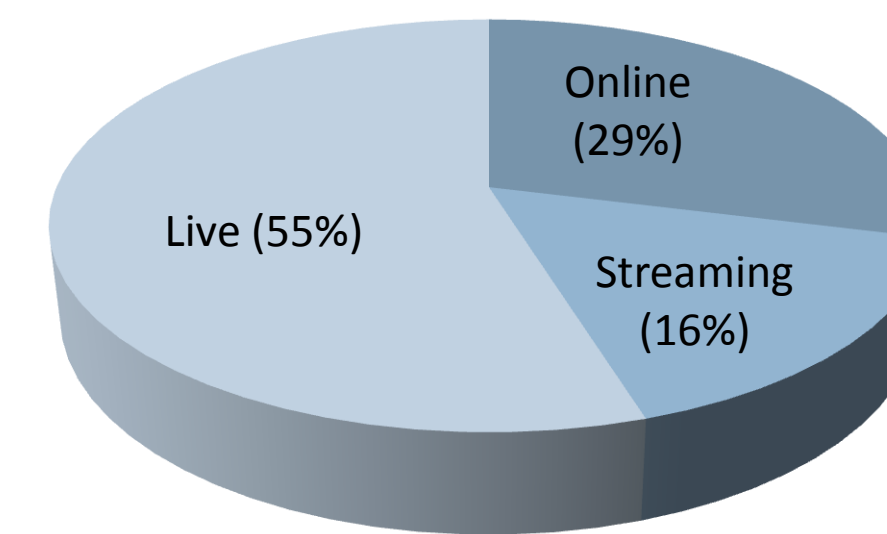
"Thank you for presenting this class. The online forum is great for me because I wear bifocals and cannot take the classes that force me to view a wall screen, then switch to a computer. My eyes won't focus for both distances without switching glasses. I signed off early because I don't do searches, simply help some of the persons in my lab find articles and print them out for them. Now I can help them as needed."

"I felt very cut off from the class and could not hear many of the questions that were asked. I would not attend a combined class/online offering again."

Class ratings on four questions of clarity, quality, instructor responsiveness, and relevance of class



Type of class registrations



## Conclusions

While attendees chose in-person classes more often than the online or streaming sessions, schools are becoming increasingly globally oriented with more students participating from a distance. Technical troubles in the streaming classes may have led to some of the discrepancy in participant rankings of these classes, but exploring and improving multiple class formats will continue to be essential for reaching students, staff, and faculty. The combination of live and online classes merits further exploration for the future of academic health sciences library instruction.

## Results

Forty-nine surveys were completed, from a total of 112 participants in 10 class sessions, for an overall 44% response rate. Registration statistics show a preference for in-person classes over the online or streaming versions. In post-class evaluations, students from the in-person and online-only classes gave higher rankings of the class than students who attended the classes that were simultaneously live and streaming, and open-ended comments also reflected this preference.

