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2013 user survey wrap up

Early in 2013 VOCEDplus conducted a user survey to gauge our users' opinions on the usefulness of the VOCEDplus features and services. We were particularly interested in whether our users' needs and expectations were being met, and what the priorities were for future continuous improvement projects.

Analysis of the survey found that VOCEDplus not only provides an overwhelmingly positive website experience, but is seen to provide comprehensive and current coverage of research, policy and practice in tertiary education, both in Australia and overseas.

The majority of the respondents rated the VOCEDplus website as either excellent, very good or good, and expressed great satisfaction with the services provided including the document delivery service.

The most used feature on the website was the advanced search and the most important new feature that users wanted to see was an 'expert search', allowing users to enter their own more complex search strings using special VOCEDplus syntax. Major enhancements are currently being investigated, but some suggestions from

Search VOCEDplus

Enter your search terms:

SEARCH

[Advanced search](#) [My selection](#)

users have already been implemented including:

- a retrospective project to tag 'peer reviewed' material to enable easier filtering of results by quality of research
- a subject guide on Occupational, health and safety
- updating the Policy and Research special collection
- more promotion and user education to inform users about all features on VOCEDplus, and
- the inclusion of extra 'Share & Bookmark' tools displayed on the full record for quick access

Thank you to all our users who completed the survey and provided us with such useful information.

Special collections

One of the things users told us in the user survey was that they weren't sure what the special collections were and how to locate them on the website.

VOCEDplus provides a number of special collections which can be accessed via the Browse tab at the top of the home page. The special collections are groups of thematic documents selected

Browse

New Titles
Browse Titles
Browse Authors
Browse Subjects
Browse Keywords
Browse Journals
Browse Collections
Browse Statistics



by the VOCEDplus team and tagged so that they can be automatically retrieved together with one click for easy browsing and access.

Some of the more popular collections include:

- the Australian National Landmark reports - selected key documents that have influenced the development of tertiary education (vocational education and training; higher education) systems in Australia
- UNESCO-UNEVOC collection - resources published by or on behalf of UNEVOC, UNESCO's International Centre for Technical and Vocational Education and Training, and
- the newly created Thesis collection - which aims to bring together theses relating to tertiary education, including vocational education and training, higher education, and adult and community education.

The Citation tool

The citation tool is a powerful feature that enables you to download the citation for a specific item, generate a reference list of your search results, and save a full record. The tool also has the capability of downloading a record from VOCEDplus in EndNote tagged format for importing into your EndNote library.

The Citation tool can be accessed via each item's full record, as well as from the My Selection tab at the top of the homepage.

Share and Bookmark features

The Share and Bookmark tool allows you to share VOCEDplus records with your friends and colleagues by email or through a social networking site such as LinkedIn, Facebook, and Twitter.



Previously, the tools display included Email links, Facebook, Twitter, Reddit, Digg, and Tumblr. The user survey however revealed that VOCEDplus users are also connecting with sites such as LinkedIn, ResearchGate, Scoop.it, and orkut. Changes have therefore been made to add these tools to the display on the page for quick access. More tools can be accessed by clicking on Share.

Help features

The Help tab available on the VOCEDplus website provides access to a number of resources that can assist you with using the VOCEDplus database. These include:

- A basic help guide
- Online tutorials that step you through specific elements of VOCEDplus, and
- A link to our Ask a Librarian service, where you can send your questions and requests for guidance.

We are also developing a set of Frequently Asked Questions (FAQs) for quick access to basic assistance. These will be available early in 2014. Don't hesitate to contact us if you have a question about VOCEDplus.

Holiday message



Thank you to all who used VOCEDplus and its services in 2013. We hope you find the resource a valuable way to find information on tertiary education. We wish all our users a safe and joyful holiday season.

Don't forget to support VOCEDplus over the holiday period by utilising our affiliate partners if buying gifts for your loved ones.

