

St. Petersburg College

Outcomes Assessment Review Report

Report Completion Date: December, 2008

Introduction

Institutional effectiveness and planning process is a continuous endeavor; operationally the process begins with a series of meetings by four oversight groups (Educational, Educational Support Services, Student Services, and Administrative Services)

The four oversight groups are charged with the following key tasks:

- (i) Evaluate whether the institution successfully achieved its desired outcomes from the previous institutional effectiveness and planning cycle,
- (ii) Identify key areas requiring improvement that were identified in the assessment analysis, and
- (iii) Develop strategies and recommendations to formulate quality improvement initiatives for the next institutional effectiveness and planning cycle

Check the Appropriate Oversight Group:

	Student Services Oversight Group
x	Educational Support Services Oversight Group
	Administrative Services Oversight Group
	Educational Oversight Group

Educational Support Services Oversight Group

The Educational Support Services Oversight Group is an ad hoc working group. Their focus area is to review key information concerning the effectiveness of library services, information commons, and tutoring services. The group leader/chairperson is the Director of Library Services.

SECTION I: LIBRARIES

Status of each item identified in this report last year:

There were 4 Library objectives that were recommended as a result of last year's review of assessments by the Educational Support Services Oversight Group. Of the 4 recommended action items, 3 were partially or fully completed during the calendar year. Table 1 contains a description of each of the 4 action items along with their current completion status and relevant details.

The remaining uncompleted objective, "Update existing and create new library tutorials and capture usage statistics for analysis" and a new action plan for it will be moved forward into the areas needing improvement.

Table 1 – 2006-2007 Action Plan Item Status

<i>Objective</i>	<i>Status</i>	<i>Comments</i>
<p><u>Objective 1:</u> <u>Conduct web usability study of Library Online.</u></p> <p>Action Items:</p> <ol style="list-style-type: none"> 1. Conduct usability tests with faculty, students, staff and community patrons and analyze data. 2. Form new Web committee and begin revision of Library Online. 	<p>In progress</p>	<p>A decision was made to move forward without usability testing of the existing library web site since many comments on the annual Library Survey indicate that Library Online has become overly complex and unintuitive. Instead usability testing will be conducted on new iterations of the web site.</p> <p>A new Library Web Committee was formed and will begin revisions and testing.</p>
<p><u>Objective 2:</u> <u>Promote college library resources and services for students and faculty at Allstate, Downtown and Midtown Centers.</u></p> <p>Action Items:</p> <ol style="list-style-type: none"> 1. Increase adjunct hours and explore rotating full-time librarians from SPG. 2. Increase library instruction sessions to promote greater awareness of and facility with library resources. 3. Increase distribution of informational materials. 	<p>Completed</p>	<p>With the exception of Midtown, this objective has been met. Although it was not feasible to increase adjunct hours or to regularly rotate full-time librarians from the SPG campus, librarians did provide research instruction on site at DT. Significant progress was made in raising awareness of library resources and services. Of particular note, 271 students in 12 classes received information literacy instruction at the DT campus during Spring 2008, up 100% from the previous year.</p>

<p><u>Objective 3:</u> <u>Revise Library Survey to capture additional information on satisfaction with physical facilities and satisfaction of special populations.</u></p> <p>Action Items:</p> <ol style="list-style-type: none"> 1. Add questions regarding satisfaction and use of physical libraries including availability of study rooms and computers. 2. Increase participation of special populations by 10% over last year's survey. 	<p>Completed</p>	<p>Two questions were added to the survey regarding physical spaces in the libraries.</p> <p>Participation of special populations in the survey increased overall by 8 % over last year. (Populations surveyed were dual enrolled, collegiate high school, honors, Title III, OSSD, UPC and public library patrons).</p>
<p><u>Objective 4:</u> <u>Update existing and create new library tutorials and capture usage statistics for analysis.</u></p> <p>Action Items:</p> <ol style="list-style-type: none"> 1. Assign tutorial areas to librarians for revision and creation of new material. 2. Conduct usability studies on new and revised tutorials. 3. Collect usage statistics on usage of web materials. 	<p>Not completed</p>	<p>This objective will be moved forward for next year.</p>

Areas that need improvement:

In order to identify the areas needing improvement, the 2008-09 Enrolled Student Survey and the 2008 annual Library Survey results were reviewed. Since the libraries' satisfaction and importance levels as indicated on the ENSS continues to remain quite high, the open-ended comments sections were also reviewed for suggested areas of improvement. Four areas were identified (or re-identified) as a result of this review.

These areas are:

- Revamp library web site. (Modified from 2007-08; Objective 1)
- Update online tutorials. (From 2007-08; Objective 4)
- Explore ways to improve quiet and collaborative study areas for students using existing library facilities and resources.

I. Areas Needing Improvement: Web site accessibility and usability

Objective for Upcoming Year:

Improve accessibility and unmediated use of library resources.

Action Steps:

- Set regular meeting schedule of newly formed Web Committee.
- Conduct usability testing of new web pages.
- Explore a single sign-on environment for access to library resources based on student ID vs. passwords that change each semester.
- Promote embedded librarians in ANGEL courses to assist students with selecting, evaluating and using library resources.

II. Areas Needing Improvement: Online library tutorials

Objective for Upcoming Year:

Update existing and create new library tutorials and capture usage statistics for analysis.

Action Steps:

- Assign tutorial areas to librarians for revision and creation of new materials.
- Explore use of quality tutorials and RLO's available in repositories to reduce redundancy of effort.
- Collect usage statistics of web tutorials.

III. Areas Needing Improvement: Improve library facilities to support student academic needs

Objective for Upcoming Year:

- *Explore ways to improve quiet and collaborative study areas for students using existing library facilities and resources.*

Action Steps:

- Conduct mini-survey and environmental scan to determine usage patterns and preferences of students in library spaces.
- Explore the creation of comfortable, collaborative and flexible learning spaces by reconfiguring current furniture arrangements.
- Explore creation of “quiet zones” by repurposing existing spaces.
- Promote use of library lap tops and headphones to permit greater flexibility in choice of study spaces.

IV. Areas Needing Improvement: Greater awareness of the role of information literacy in critical thinking and lifelong learning

Objective for Upcoming Year:

Raise awareness of the role of information literacy in critical thinking and lifelong learning.

Action Steps:

- Create Information Literacy Academic Round Table as part of the QEP.
- Promote information literacy and critical thinking through library cultural activities such as panel discussions, book talks and SPC Reads’ “One Book, One College” project.
- Feature student leaders on SPC Reads posters.
- Work with faculty and deans to optimize syllabi and assignments to include assessable information literacy activities.
- Explore creation of cross-curricular information literacy modules in targeted general education courses.
- Query students about information literacy in annual library survey.

SECTION II: LEARNING SUPPORT CENTER AND INFORMATION COMMONS

Status of each item identified in this report last year:

There were 3 action plan items that were recommended as a result of last year’s review of assessments by the Educational Support Services Oversight Group. Of the 3 recommended action items, none was completed during the calendar year. Table 1 contains a description of each of the 3 action items along with their current completion status and relevant details.

All of the current year’s objectives will be moved forward into areas needing improvement for the upcoming year; however, reductions in staff and growing demand for access to computers outside of class strongly indicate a need for additional resources in the Learning Support Centers and Commons.

Table 1 – 2005-2006 Action Plan Item Status

<i>Objective</i>	<i>Status</i>	<i>Comments</i>
<p><u>Objective 1</u> <u>To improve students’ overall “Satisfaction Rating” on the Enrolled Student Survey in the area of “Out-of-class access to computers” by 2% on the 2007-2008 Enrolled Student Survey.</u></p>	<p><i>In-progress</i></p>	<p>This year there were 2711 online survey responses for Objective 1. In last year’s report, the rate of importance increased from 5.91 to 6.16 (an increase of .25). For this year’s survey, the rate of importance increased from 6.16 to 6.49 (an increase of .33). The rate of importance during the past two years has increased from 5.91 to 6.49 (an increase of .58). The difference between this year’s and last year’s satisfaction rating was -0.10 (a decrease from 6.01-5.91). This year the negative gap between the rating for importance and the rating for satisfaction was -0.58 (6.49-5.91). The most recent rating of 6.49 indicates that an increase from last year’s rating (6.16), indicating a documented interest in outside of class access to computers.</p>
<p><u>Objective 2</u> <u>To improve students’ “Satisfaction Rating” by 2% on the Enrolled Student Survey in the area of LSC/IC tutoring services because there was a negative performance gap of -0.28.</u></p>	<p><i>In-progress</i></p>	<p>This year there were 2114 online survey responses for Objective 2. In last year’s report, the performance gap increased from -0.28 to -0.36. This year the importance rating was 6.28 and the satisfaction rating was 5.70. The performance gap was -0.59. Last year the negative performance gap had increased by -0.18. This year the negative performance gap increased by -0.23 (from -0.36 to -0.59).</p>
<p><u>Objective 3</u> <u>To improve the quality of the in-house Commons and LSC surveys</u></p>	<p><i>In-progress</i></p>	<p>Although this objective is not on the ENSS, the committee wanted to analyze the cross-campus in-house surveys to determine if they thoroughly capture the needs and concerns of the students who use the IC/LSCs for academic support. The SPC WTIS Survey Builder was used for the IC/LSC online cross-campus student surveys. The online surveys provided important information for unit planning and for responding to students’ specific needs and suggestions. We plan to administer them during Session II, 2008. We will continue to review the survey items.</p>

I. Area Needing Improvement: Student access to computers outside of class

Objective for Upcoming Year:

Objective 1

To improve students' "Satisfaction Rating" by 2% on the Enrolled Student Survey in the area of "Outside of class access to computers" to where Level of Satisfaction exceeds importance in the 2007-2008 Survey.

Action Steps:

- Continue the intercampus standing committee of Commons and Learning Center coordinators to share best practices and to discuss common concerns.
- Continue to review questions regarding access to computers on the Enrolled Student Survey and on the IC/LSC In-house surveys.
- Follow-up on communication with and suggestions from SPC departments regarding beneficial uses of out-of-class computers in the IC/LSCs and how their suggestions can effectively be implemented.
- Continue sharing best practices and inviting students as well as departmental representatives to discuss survey results and to implement strategies for improved outside of class computer access.
- Include the discussion and implementation of infusing critical thinking in all areas of the SPC curriculum.
- Continue discussions about the implications of blended and hybrid courses and their impact on outside computer uses so that we can more effectively meet our students' needs.
- Continue to discuss the topic of current computers available in the IC/LSCs and the usage needs of students who visit the centers/commons.
- Include the use of laptops and SmartBoard as part of the computer access available in IC/LSC academic leaning.
- Compare satisfaction ratings between "stand alone" LSCs and those co-located with other services such as libraries or information commons.

II. Area needing improvement: Student Satisfaction with Commons/Learning Support Center and Tutoring Services.

Objective for Upcoming Year:

Objective 2

To improve students' "Satisfaction Rating" by 2% on the Enrolled Student Survey in the area of LSC/IC tutoring services because there was a negative performance gap of -0.59.

Action Steps:

- Continue regular meetings of the intercampus Commons/ Learning Support Center cross-campus standing committee
- Maintain contact with members of 2007-2008 intercampus standing committee members and provide them with updated information via e-mails, phone, and face-to-face communication
- Continue to collect data and to discuss progress regarding various ways to improve and to increase tutoring services for SPC students
- Maintain communication with student representatives, faculty, administrators, departmental representatives, and other SPC services to receive input on strategies for successfully provide tutoring support for SPC students
- Continue to provide tutoring services and information for college preparatory students while also phasing in the various Title III resources as well as continuing to be supportive regarding the First Year Experience Initiative (FYE).
- Include the use of SmartBoards, study/tutor rooms, large group-scheduled reviews, midterm reviews, exam reviews, mock test, etc. as well as the individual tutoring, tutor and/or faculty-led group study, tutoring, reviews.

- Brainstorm strategies for increasing the pool of tutors (faculty, SLS peer tutors, FWS, SA, OPS, student activity groups for service projects, outside-of-college volunteers, honors college community service tutors, PTK community service tutors, etc.)

III. Areas Needing Improvement: Survey instrument used for in-house assessment in Learning Support Centers and Commons

Objective for Upcoming Year:

Objective 3

To further analyze quality of the cross-campus/in-house Commons and LSC surveys

Action Steps:

- Continue to analyze the in-house cross-campus Commons/LSC surveys and to look for ways to improve them so that they provide relevant feedback regarding the various needs and concerns of the students who use the Commons/LSCs for academic/learning support.
- Continue discussion of also having on-premise paper-pencil surveys that solicit suggestions as well.
- Continue the intercampus Commons and LSC standing committee of Commons and LSC Continue to discuss the common and unique information gathered from the in-house campus IC/LSC surveys and to analyze the information to assist in unit planning and in cross-campus efforts to meet students' learning/academic needs

Completion and Review Process Information

This Outcomes Assessment Review report was prepared by:

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Enter Name of Preparer

Date