

St. Petersburg College

Outcomes Assessment Review Report

Report Completion Date: January 2010

Introduction

While the 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, and Student Services and Administrative Oversight Groups) at the beginning of the calendar year.

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" is being revisited in the light of new web projects and platforms that will transform the current library web site and its content.

Table 1 – 2008-2009 Action Plan Item Status

<i>Objective</i>	<i>Status</i>	<i>Comments</i>
<p><u>Objective 1:</u> <u>Improve accessibility and unmediated use of library resources.</u></p> <p>Action Items:</p> <ol style="list-style-type: none"> 1. Set regular meeting schedule of newly formed Web Team. 2. Conduct usability testing of new web pages. 3. Explore a single sign-on environment for access to library resources based on student ID vs. passwords that change each semester. 4. Promote embedded librarians in ANGEL courses to assist students with selecting, evaluating, citing and using library resources. 	<p>Completed</p> <p>On hold</p> <p>Completed</p> <p>Ongoing</p>	<p>The library web team has been reorganized in order to ensure representation from all campuses. The team has met several times and will continue to do so throughout 2010.</p> <p>Usability testing has been delayed until the implementation of the new search interface. (See new objectives).</p> <p>The system of numerous password log-ins was discontinued early in 2009. Users now log in with the student ID and PIN for all resources greatly streamlining access to databases and reducing confusion.</p> <p>Librarians have worked with discipline faculty to become “embedded” in online courses as co-instructors. At least a half-dozen librarians are embedded in multiple courses reaching hundreds of students with just-in-time research assistance.</p>

<p><u>Objective 2:</u> <u>Update existing and create new 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 materials. 2. Explore use of quality tutorials and RLO's available in repositories to reduce redundancy of effort. 3. Collect usage statistics of web tutorials. 	<p>Not met/ goal revised and carried over in order to pursue market developments in provision of online tutorials.</p>	<p>Most of our tutorials are out of date and many are no longer relevant. In lieu of revamping current tutorials, we are looking at investing in Lib Guides, a software utilized by many colleges to create customized research guides that offer interactive features of Web 2.0 technologies.</p>
<p><u>Objective 3:</u> <u>Explore ways to improve quiet and collaborative study areas for students using existing library facilities and resources.</u></p> <p>Action Items:</p> <ol style="list-style-type: none"> 1. Conduct mini-survey and environmental scan to determine 	<p>Completed at CL/ongoing at other sites</p>	<p>CL librarians have collaborated with a social sciences professor and his class to conduct an</p>

<p>usage patterns and preferences of students in library spaces.</p> <p>2. Explore the creation of “quiet zones” by repurposing existing spaces.</p> <p>3. Promote use of library laptop computers and headphones to permit greater flexibility in choice of study spaces.</p>	<p>Partially completed</p> <p>Ongoing</p>	<p>anthropological study of that library and to suggest ideas for a future library when new funds become available. Interim improvements based on student input will be implemented as resources allow.</p> <p>TS, CL, SP and HEC libraries all made improvements in study spaces for students within the existing facilities and with limited resources for changing infrastructure. At SE no options currently exist for creation of such spaces in the library.</p> <p>Library laptop computers are regularly checked out by students; however, at some sites these computers are old and in poor repair (HEC, SE, SP) or insufficient in number to meet student needs (SP, SE).</p>
<p><u>Objective 4:</u> <u>Raise awareness of the role of information literacy in critical thinking and lifelong learning.</u></p> <p>Action Items:</p> <p>1. Create Information Literacy Academic Round Table as part of the QEP.</p> <p>2. Promote information literacy and critical thinking through library cultural</p>	<p>Completed</p> <p>Ongoing</p>	<p>The Library Academic Round Table has successfully completed the deliverables as directed by the QEP Director including a literature review, a critical thinking scenario and an assessment.</p> <p>Numerous such activities were developed throughout the year in partnership with Student Activities, Honors College,</p>

activities such as panel discussions, book talks and SPC reads' "One Book, One College" project.		Women on the Way, Male Outreach Initiative, IDS and individual faculty members.
3. Feature student leaders on SPC Reads posters.	Completed	For the first time, 2 students were featured on the annual SPC Reads posters.
4. Work with faculty and deans to optimize syllabi and assignments to include assessable information literacy activities.	Ongoing	Librarian liaison work has been emphasized in library faculty evaluations. Numerous examples of collaborative work between librarians and discipline faculty and deans have resulted including work on courses of record.
5. Explore creation of cross-curricular information literacy modules in targeted general education courses.	Ongoing	
6. Query students about information literacy in annual library survey.	Not met/ carry over to new year	We will add some questions regarding information literacy skills to our survey in April.

Areas that need improvement:

In order to identify the areas needing improvement, the 2009-10 Enrolled Student Survey and the 2009 annual Library Survey results were reviewed. Since the libraries' satisfaction and importance levels as indicated on the ENSS continue 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:

- Continue to improve access and ease of use of library web site. (Modified from 2008-09; Objective 1)
- Create new online tutorials and research guides. (From 2008-09; Objective 2)
- Raise awareness of the role of information literacy in critical thinking and lifelong learning. (Carry over from 2008-09; Objective 4).

- Expand library services to meet growing needs at the Downtown and Midtown Centers.
- Continue to seek ways to mitigate issues related to library facilities and physical plants.

I. Areas Needing Improvement: Web site accessibility and usability

Aligned College Goal/Institutional Initiative: Goal VIII: Build/acquire and maintain a high-quality infrastructure, including technology, facilities, and equipment, to meet student and community needs.

Institutional Initiative: C. Develop dynamic web services to improve customer service and student satisfaction for students, employees, alumni and donors.

Objective for Upcoming Year:

Continue to improve access to and ease of use of library web site.

Action Steps:

- Migrate Library Online to PRIMO, the latest discovery tool/web interface available from CCLA (College Center for Library Automation).
- Implement, with assistance from CCLA and SPC AIS Department, a single sign-on system within the ANGEL environment that will authenticate students, faculty and staff for all ANGEL and library resources.
- Work with CCLA to conduct usability testing in PRIMO environment.

II. Areas Needing Improvement: Online library tutorials

Aligned College Goal/Institutional Initiative: Goal VII. Provide a diverse student body with innovative teaching and learning technologies in various instructional modalities.

Institutional Initiative: N/A

Objective for Upcoming Year:

Create new library tutorials and research guides.

Action Steps:

- Investigate “Lib Guides,” a software program that offers a template and Web 2.0 functionality for library tutorials and guides.
- Expand library presence in ANGEL by creating commons for additional programs modeled after those in allied health programs.

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

Aligned College Goal/Institutional Initiative: Goal VII. Provide a diverse student body with innovative teaching and learning technologies in various instructional modalities.

Institutional Initiative: N/A

Objective for Upcoming Year:

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

Action Steps:

- 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.
- Promote information literacy and critical thinking through library cultural activities such as panel discussions, book talks and SPC reads' "One Book, One College" project on campuses and in online forums.

IV. Areas needing Improvement: Provision of adequate library services that meet growing needs at the Downtown and Midtown Centers.

Aligned College Goal/Institutional Initiative: Goal VII. Provide a diverse student body with innovative teaching and learning technologies in various instructional modalities.

Institutional Initiative: n/a

Objective for Upcoming Year:

Expand library services to meet growing needs at the Downtown and Midtown Centers.

Action Steps:

- Increase hours of librarian services available at DT from current 8 hours/week.
- Implement outreach to Midtown via informational fliers, visits and consultation with faculty.
- Survey students to determine need for site-based library services, study spaces and resources.

V. Continue to seek ways to mitigate issues related to library facilities and physical plants.

Aligned College Goal/Institutional Initiative: Goal VIII: Build/acquire and maintain a high-quality infrastructure, including technology, facilities, and equipment, to meet student and community needs.

Institutional Initiative: A. Continue to provide quality facilities, equipment, and services to meet student and community needs through facilities planning, physical plant and institutional services, maintenance, construction, partnerships, and energy management.

Objective for Upcoming Year:

Continue to seek ways to mitigate issues related to library facilities and physical plants as identified by students, faculty and staff.

Action Steps:

- Monitor faculty and student comments on annual library survey regarding facilities.
- Contact Social Sciences professors at TS and SP about emulating anthropological study completed at CL to identify small ways to improve use of existing space and furnishings.

SECTION II: LEARNING SUPPORT COMMONS/NIP

Status of each item identified in this report last year:

There are 3 action plan items that were recommended as a result of last year's review of assessments by the Educational Support Services Oversight Group. Action Plans 1 and 2 are partially completed in both areas on the 2008-2009 ENSS. Action Plan 3 is an ongoing quality control effort by the cross-campus Learning Support Commons/NIP to gather valuable feedback from SPC students regarding their academic needs and suggestions pertaining to the services that are provided and need to be added. Table 1 contains descriptions and details for the 3 action items.

Table 1 – 2008-2009 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 2008-2009 Enrolled Student Survey.</u></p> <p>College goals: II, VI, VII, VIII, X</p>	<p><i>Partially Completed</i></p>	<p>This year there were 1323 online survey responses for Objective 1. The rating increase for satisfaction of out-of-class access to computers improved from 6.02 for 2007-2008 to 6.05 for 2008-2009. The increase of +0.03 continued the trend of increase toward the objective of 2 percent projected increase from one year to the next. The performance gap of (-0.41) met the requirement of being higher than (-1.00), and the satisfaction rating (6.05) met the requirement of being higher than 5.00.</p>
<p><u>Objective 2</u> <u>To improve students’ “Satisfaction Rating” by 2% on the Enrolled Student Survey in the area of LSC/NIP tutoring services</u></p> <p>College goals: II, VI, VII, VIII, X</p>	<p><i>Partially Completed</i></p>	<p>This year there were 998 online survey responses for Objective 2. The rating increase for supplemental instructional centers/tutoring increased from 5.71 for 2007-2008 to 5.73 for 2008-2009. The performance gap of (-0.60) met the requirement of being higher than (-1.00), and the satisfaction rating (5.73) met the requirement of being higher than 5.00.</p>
<p><u>Objective 3</u> <u>To improve the quality of the in-house LSC/NIP surveys</u></p> <p>College goals: II, VI, VII, VIII, X</p>	<p><i>Ongoing</i></p>	<p>This objective is an ongoing effort by the cross-campus committee of Commons/NIP to monitor and improve the services of the commons and centers to determine if they are effectively meeting the needs and concerns of the SPC students who use their services for academic support. The SPC WTIS Survey Builder is used for the IC/LSC online cross-campus student surveys. The online surveys have provided important information for unit planning and for responding to students’ specific needs and suggestions. The committee plans to administer them during Session II, 2010. We will continue to review the survey items at our cross-campus meetings.</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".

Aligned College Goals:

College Goal: II. Maintain the "open door" by providing opportunities for under-prepared to achieve college entry-level skills through college preparatory programs and services

College Goal: VII. Provide a diverse student body with innovative teaching and learning technologies in various instructional modalities

Action Steps:

- Follow-up on communication with and suggestions from SPC departments and student surveys regarding beneficial uses of out-of-class computers in the ICs/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.

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

Aligned College Goals:

College Goal: II. Maintain the "open door" by providing opportunities for under-prepared to achieve college entry-level skills through college preparatory programs and services

College Goal: VII. Provide a diverse student body with innovative teaching and learning technologies in various instructional modalities

Objective for Upcoming Year:

Objective 2

To improve students' "Satisfaction Rating" by 2% on the Enrolled Student Survey in the area of LSC/NIP tutoring services.

Action Steps:

- Continue the intercampus standing committee and regular meeting of the Learning Support Commons/NIP coordinators to share best practices, infuse critical thinking principles, and discuss common concerns
- Continue to collect data and to discuss progress regarding various ways to improve services and to increase tutoring support for SPC students.
- Maintain communication with student representatives, faculty, administrators, departmental representatives, and other SPC services to receive input on strategies for successfully providing a variety of services and tutoring support for SPC students

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

Aligned College Goals:

College Goal: II. Maintain the “open door” by providing opportunities for under-prepared to achieve college entry-level skills through college preparatory programs and services

College Goal: VII. Provide a diverse student body with innovative teaching and learning technologies in various instructional modalities

Objective for Upcoming Year:

Objective 3

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

Action Steps:

- Continue to analyze the in-house cross-campus LSC/NIP 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 LSC/NIP services for academic/learning support.
- Continue discussion of having on-premises 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 Diane Reese and Deborah Robinson in January 2010.