

# St. Petersburg College

## Outcomes Assessment Review Report

Report Completion Date: \_\_2/6/07\_\_

### 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:*

	<b>Student Services Oversight Group</b>
<b>x</b>	<b>Educational Support Services Oversight Group</b>
	<b>Administrative Services Oversight Group</b>
	<b>Educational Oversight Group</b>

### 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.

### Status of each item identified in this report last year:

There were 6 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 6 recommended action items, 4 were completed during the calendar year. Table 1 contains a description of each of the 6 action items along with their current completion status and relevant details.

**Table 1 – 2005-2006 Action Plan Item Status**

<i>Objective</i>	<i>Status</i>	<i>Comments</i>
<p><b><u>Objective 1</u></b>  <b><u>Improve collection currency</u></b>                      Action Items:</p> <ol style="list-style-type: none"> <li>1. Complete inventory and weeding of all print and audio visual resources and update collection database Withdraw 3% of collection. Increase collections by 5%.</li> <li>2. Update campus collection development plans and add collection development for the new baccalaureate programs.</li> <li>3. Budget for library materials and equipment and additional funding for the baccalaureate programs allowing the library to fulfill commitment to develop resources for the four-year programs and to improve general library collections and equipment.</li> <li>4. Increase student rating of currency of collections to 80%.</li> <li>5. Offer online faculty notification of new acquisitions and document faculty participation in materials selection.</li> </ol>	<p><b>Completed</b>                      (some items in progress)</p>	<p>The library <b>exceeded</b> the objective established in this Action Item. It withdrew 4 % of the collection and increased the collections by 6%.</p> <p>The Collection Development plan continues to need updating.</p> <p>The library <b>exceeded</b> the objective set for this Action Item. This year’s survey indicates that 84% of student respondents thought that the book collections were current.</p>
<p><b><u>Objective 2</u></b>  <b><u>Increase numbers and types of electronic resources determined by changes in the college curriculum.</u></b></p>	<p><b>Completed</b></p>	<p>The electronic book collection now exceeds 57,000 titles, the largest in the state.</p> <p>\$3.9 million in legislative funding was received in 2006 that was spent collaboratively with the 27 other community colleges to purchase subscriptions to online databases, bringing the core collection provided via CCLA (The College Center of Library Automation) to 50 titles across all discipline areas. CCLA reports that</p>

		statewide access to core e-resources has increased 22% in overall use.
<p><b>Objective 3</b>  <u>To improve student Satisfaction Rating of the library as reported on the Enrolled Student Survey and the Library Survey.</u>                      Action Items:</p> <ol style="list-style-type: none"> <li>1. Engage students and faculty in instructional experiences targeting Library Online, databases, electronic reserves.</li> <li>2. Increase number of course-based instructional sessions requested by faculty.</li> <li>3. Improve student rating of reference service to 80% very satisfied from 75%.</li> <li>4. Increase student use of libraries from 86% to 92%.</li> </ol>	<b>In Progress</b>	<p>This objective was not entirely met and data indicate some paradoxical outcomes. For example, familiarity with Library Online for both faculty and staff has increased on the in-house survey; satisfaction with the library as reported on the Enrolled Student Survey increased from 6.1 to 6.18 and ratings of important increased from 5.99 to 6.1. Student satisfaction with the library's reference service decreased by 7.5% (in-house survey) and student reported use of libraries on the Enrolled Student Survey shows a decrease of 7%. Further, requests by faculty for library instructional sessions has decreased by 2% (in-house survey). The impact of online services and resources is likely a key factor in all of these trends and better methods for capturing data need to be developed. "Use" of the Library may need to be clarified on the Enrolled Survey to include use of the Library "online."</p>
<p><b>Objective 4:</b>  <u>To improve access to library resources of the Downtown Center students and faculty, the Midtown Center students and Faculty and the University Partnership Center students and faculty, and joint use library users.</u></p>	<b>In Progress</b>	<p>No measures were available in the previous year to adequately determine whether or not this objective was met.</p>
<p><b>Objective 5:</b>  <u>To continue staff training in the use of the new library management system and the St. Petersburg Public Library system and to provide opportunities for professional development.</u></p>	<b>Completed</b>	
<p><b>Objective 6</b>  <u>To provide specialized library services and programs for targeted student groups.</u>                      Action Items:</p> <ol style="list-style-type: none"> <li>1. Continue to develop and implement plan for student engagement for Title III.</li> <li>2. Develop and implement plan for student engagement for the</li> </ol>	<b>Completed</b>	<p>The Honors Cornerstone Seminar includes a section on library research. Three instructions were given in Cornerstone seminars and Honors ENC1101 at Tarpon; one at Clearwater in Honors ENC1101, and one at Gibbs in the Cornerstone seminar.</p> <p>The Library collaborated with the Collegiate High School English teachers to develop a research assignment for the 10<sup>th</sup> grade students and taught the</p>

<p>Honors Program.</p> <p>3. Develop and implement plan for student engagement for Collegiate High School.</p> <p>4. Develop and implement plan for student engagement for students with disabilities.</p>		<p>research component – two sessions for each class.</p> <p>The West St. Petersburg Community Library has new adaptive technology for library users with disabilities including CCTV's (Book magnification devices), Scanners with reading capability, JAWS screen reading applications for the Blind and Learning Disabled, ZoomText screen magnification software for low vision, TTY's Telephones for the deaf, and RF audio amplification systems for the Hard of Hearing in the Electronic Resources room.</p>
--	--	---

**Areas that need improvement:**

**I. Area Needing Improvement: Ensure that students and faculty have skills to successfully use electronic and traditional library resources.**

**Objectives for Upcoming Year:**

**Objective 1:**

**To improve student satisfaction ratings of the library as reported on the Enrolled Student Survey and the in-house Library Survey.**

**Action Items:**

1. Improve student rating of reference service to 75% very satisfied from 69%.
2. Evaluate data collection techniques and look for ways to better measure combined use of the physical libraries and Library Online.

**Objective 2:**

**To improve usage of key library services, including reference service and library instruction.**

**Action Items:**

1. Create a PR campaign to promote better awareness of library instructional services, both credit-bearing and course-related.
2. Increase number of course-related instructional sessions to 2005 levels (404 classes).
3. Include data from online tutorials and references services, including the Ask a Librarian e-mail and chat reference service.

4. Increase student use of libraries from 79% to 86%. Evaluate possible factors that led to a decline in usage of 7% in 2005/06.
5. Conduct website usability study on sections of Library Online.

**II. Area needing improvement: Increased access to library services and resources and services at all SPC campuses and centers.**

**Objectives for Upcoming Year:**

**Objective 3:**

**To improve access to library resources for students and faculty at the Allstate, Downtown, and Midtown Centers.**

**Action Items:**

1. Increase hours of outreach reference and instructional services by 50% over 2006 levels.
2. Improve process for receiving input from faculty regarding collection development in support of curriculum.

**Objective 4:**

**To improve access to library services and resources for students and faculty at the Seminole campus.**

**Action Items:**

1. Increase current level of services to provide full-time daytime and part-time evening and weekend reference and instruction by credentialed college librarians.
2. Analyze current collection for appropriateness to support the College curriculum and specialized program at the Seminole campus.
3. Solicit input from faculty via the Faculty Advisory Working Group to improve currency and depth of the library collections.
4. Investigate moving College library materials to a designated SPC area of the library.
5. Increase access to computer workstations for SPC students and faculty.

**III. Areas Needing Improvement: Improve survey instrument used for in-house assessment.**

**Objective for Upcoming Year:**

**Objective 5:**

**To improve the quality of the in-house Library Survey.**

**Action Steps:**

1. Revise survey to better document library satisfaction and use by students in special populations, including: Title III, Honors College, Collegiate HS, OSSD and baccalaureate.
2. Evaluate data collection techniques to find ways to better measure combined use of the physical libraries and Library Online.
3. Revise survey to document satisfaction with library facilities including availability of study rooms and computers.

**Completion and Review Process Information**

This Outcomes Assessment Review report was prepared by:

\_\_\_\_\_  
*Enter Name of Preparer*

\_\_\_\_\_  
Date

This Outcomes Assessment Review report was brought forth to the President's Cabinet by:

\_\_\_\_\_  
*Enter Name of Sponsoring Cabinet Member*  
*Enter Title of Sponsoring Cabinet Member*

\_\_\_\_\_  
Date