

St. Petersburg College Outcomes Assessment Review Report

Report Completion Date: January 2011

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 5 library objectives recommended as a result of last year’s review of assessments by the Educational Support Services Oversight Group. Table 1 contains a description of each of the action items along with their current completion status and relevant details.

Table 1 – 2008-2009 Action Plan Item Status

<i>Objective</i>	<i>Status</i>	<i>Comments</i>
Objective 1: <i>Continue to improve access to and ease of use of library web site.</i> Action Steps:		

<p>1. Migrate Library Online to PRIMO, the latest discovery tool/web interface available from CCLA (College Center for Library Automation).</p> <p>2. 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.</p> <p>3. Work with CCLA to conduct usability testing in PRIMO environment.</p>	<p>Completed</p> <p>Partially completed</p> <p>Completed</p>	<p>Introduced PRIMO in Spring of 2009.</p> <p>Anticipate Spring 2011 introduction of service enabling faculty and students access to the library's licensed resources via ANGEL without a second authentication prompt. Working on remaining IE and record load issues that prevent access.</p> <p>Facilitated CCLA usability studies in the Spring of 2010 at the SPG and SE Campuses before the release of PRIMO. Results led to improvements to the user interface and function.</p>
<p>Objective 2: <i>Create new library tutorials and research guides.</i></p> <p>Action Steps:</p> <p>1. Investigate "Lib Guides," a software program that offers a template and Web 2.0 functionality for library tutorials and guides.</p>	<p>Completed</p>	<p>Purchased LibGuides. Published and private guides support student success and appear at students' point-of-need within ANGEL and on the library's website.</p>

<p>2. Expand library presence in ANGEL by creating commons for additional programs modeled after those in allied health programs.</p>	<p>Ongoing</p>	<p>Increased presence in ANGEL with additions to Legal Studies, College of Education, and College of Business Commons. The acquisition of LibGuides enables yet another model for providing library resources and services at point-of-need.</p>
<p>Objective 3: <i>Raise awareness of the role of information literacy in critical thinking and lifelong learning.</i></p> <p>Action Steps:</p> <ol style="list-style-type: none"> 1. Work with faculty and deans to optimize syllabi and assignments to include assessable information literacy activities. 2. Explore creation of cross-curricular information literacy modules in targeted general education courses. 3. Query students about information literacy in annual library survey. 4. 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 	<p>Ongoing</p> <p>Ongoing</p> <p>Completed</p> <p>Completed</p>	<p>Participated in course reviews, and worked with faculty through course integrated instruction and academic roundtables to incorporate or strengthen information literacy components within assignments.</p> <p>Participate as a member of a statewide committee actively engaged in writing and peer review of Information Literacy modules to be used across the state to support general education requirements.</p> <p>Queries centered on preferred method of instruction, quality of instruction received, and usefulness of instruction provided some data. Additional assessment tools targeting outcomes will be explored in the coming year.</p> <p>Hosted several activities centered on the One Book, One College title - <i>Animal, Vegetable, Miracle</i> including faculty led discussion on genetically modified food, healthy choices, growing your own; blog; and film discussion of <i>Food, Inc.</i> Pre- and post- surveys of attitude indicated a change in</p>

<p>campuses and in online forums.</p>		<p>perspective after viewing the movie.</p>
<p>Objective 4: <i>Expand library services to meet growing needs at the Downtown and Midtown Centers.</i></p> <p>Action Steps:</p> <ol style="list-style-type: none"> 1. Increase hours of librarian services available at DT from current 8 hours/week. 2. Implement outreach to Midtown via informational fliers, visits and consultation with faculty. 3. Survey students to determine need for site-based library services, study spaces and resources. <p>Objective #5: <i>Continue to seek ways to mitigate issues related to library facilities and physical plants as identified by students, faculty and staff.</i></p>	<p>Completed/ongoing</p> <p>Ongoing</p> <p>Completed</p>	<p>Increased onsite service to DT students to 15 hours per week. Requested budgeted position to serve DT/MT in the coming year.</p> <p>Established onsite service to MT students 2 hours per week. Information on LIS courses, course integrated instruction, the library website and other library services are promoted. Anticipate an increase in hours of service to MT in the coming year.</p> <p>Administered Annual Library Survey with questions related to library services. DT response rate very low but of those responding, 33% not satisfied with library's hours of operation. Top three services utilized: computers, librarian, and study space. 62% prefer in-person assistance. Noise level is most important environmental factor. Quiet study space use outpaced group and media study space use.</p>

2. Examine best practices for measuring information literacy outcomes.
3. Identify and evaluate existing instruments currently used by faculty in light of best practices.

II. 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 Step:

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.

III. Areas Needing Improvement: Support of faculty and student learning outcomes.

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: Broaden library support of administrative, faculty and student learning outcomes and initiatives

Action Steps:

1. Increase communication between campus learning support centers and libraries.
2. Identify opportunities for the library to collaborate on and co-host learning opportunities for students.
3. Investigate “Campus Guides,” a software program that offers a template and Web 2.0 functionality to support learning and college initiatives beyond the library.

IV. Areas Needing Improvement: Continue to seek ways to mitigate issues related to library facilities and physical plants to create welcoming centers of learning that enhance the student experience

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:

- Work with Facilities and Campus Administration to design and implement enhanced learning spaces and service points within existing libraries.
- Monitor faculty and student comments on annual library survey regarding facilities.

SECTION II: LEARNING SUPPORT COMMONS/NIP

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. Action Plans Items centered on continual improvement of ratings on the ENSS and review of the Annual LSC survey as an ongoing quality control effort by the cross-campus Learning Support Commons/NIP. Table 1 contains completion status and detail on each action item.

Table 1 – 2009-2010 Action Plan Item Status

<i>Objective</i>	<i>Status</i>	<i>Comments</i>
<p>Objective 1 <i>To improve students’ overall “Satisfaction Rating” on the Enrolled Student Survey in the area of “Out-of-class access to computers” by 2% on Enrolled Student Survey in the upcoming year.</i></p>	<i>Ongoing</i>	<p>Though the overall rating for satisfaction with out-of-class access to computers decreased from 6.05 for 2009-2010 to 5.98 in 2010-2011, the performance gap of (-0.50) met the requirement of being higher than (-1.00), and the satisfaction rating (5.98) met the requirement of being higher than 5.00. In addition, exploration of the 2010 LSC Survey (N=659) revealed the following satisfaction rates: Computer availability: 88% Computer Software: 87% Computer reliability: 73%</p>
<p>Objective 2 <i>To improve students’ “Satisfaction Rating” by 2% on the Enrolled Student Survey in the area of LSC/NIP tutoring services</i></p>	<i>Ongoing</i>	<p>The “satisfaction rating” for supplemental instructional centers/tutoring decreased from 5.73 in 2009-2010 to 5.66 in 2010-2011. The performance gap of (-0.62) met the requirement of being higher than (-1.00), and the satisfaction rating (5.66) met the requirement of being higher than 5.00. In addition, exploration of the 2010 LSC Survey (N=659) revealed that 93% rate the LSC as satisfactory or excellent.</p>
<p>Objective 3 <i>To analyze further the quality of the cross-campus/in-house LSC/NIP</i></p>	<i>Ongoing</i>	<p>This objective is an ongoing effort by the cross-campus committee of Commons/NIP to monitor and improve</p>

<i>surveys</i>		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 WITS 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 administered them during Session II, 2011.
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I. Area Needing Improvement: Increased satisfaction with LSC/Commons/NIP services and resources.

Objective for Upcoming Year:

To improve learning support services as evidenced by increased satisfaction ratings on the Enrolled Student Survey in the areas of “Outside of class access to computers” and “Supplemental instructional centers/tutoring”.

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:

- Continue sharing best practices and inviting students as well as departmental representatives to discuss and implement strategies for improved services.
- Promote and expand services/programs designed to support teaching and learning at the college such as support of the “My Bridge” initiative.

II. Areas Needing Improvement: Use of survey results to improve Learning Support Centers and Commons facilities and 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:

Review all college surveys applicable to LSC/Commons/NIPS to identify successes and actions for improvement.

Action Steps:

- Share survey results with each campus LSC.
- Provide a platform for discussion of survey results.
- Propose action items to explore measurement of learning outcomes and enhance services.

Completion and Review Process Information

This Outcomes Assessment Review report was prepared by:

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Date

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

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Date