**Program SAO Summary Evaluation Form**

<table>
<thead>
<tr>
<th>Division/Program: Library &amp; Computer Lab</th>
<th>Lead Evaluator: Ron Hastings</th>
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</thead>
<tbody>
<tr>
<td>Semester Evaluated: Fall-Spring 2022-23</td>
<td>Participants: Library faculty and staff</td>
</tr>
<tr>
<td>Next Evaluation: Spring 2024</td>
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**Service Area Outcome Statement**
1. SBVC Library services and resources will demonstrate a measurable positive impact on student success rates.
2. A minimum of 80% of library users will be satisfied with Library services and resources.

**Strategic Initiatives aligned with the SAO.**
- Access
- Student Success
- Facilities
- Communication, Culture, & Climate
- Leadership & Professional Development
- Effective Evaluation and Accountability

**SAO Assessment Tool**
1. Data analysis to measure student success rates of library users versus campus averages.
2. SBVC Library Services Survey

**Criteria – What is “good enough”? Rubric**
1. SBVC students who use Library services and/or resources will succeed (as measured by pass rate, retention, and term GPA) at higher-than-average rates.
2. A minimum of 80% of respondents will agree or strongly agree with the statements below.

**What are the results of the assessment? Are the results satisfactory?**

The percentage of Survey respondents (127) reported below agreed or strongly agreed with the corresponding statements. Results (in bold) are more than satisfactory.
- I feel welcome in the library, and comfortable asking staff for help. – 99%
- Library services and resources are sufficient to meet my needs as a student and a member of the community. – 97%
- Library hours of operation are sufficient and match my schedule well. – 91%
- The library environment (noise level, temperature, lighting, furnishings, etc.) is conducive to study. – 94%
- As a result of my visit I have a better understanding of how to conduct my own research. – 98%
- The resources and/or assistance I received during my visit will help me earn a better grade. – 93%

The table below reflects the success rates of students who used library resources and services, compared to the student population at large. Results are satisfactory.*

<table>
<thead>
<tr>
<th>Service/Resource</th>
<th>Pass Rate</th>
<th>Retention</th>
<th>GPA</th>
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<tbody>
<tr>
<td></td>
<td>Campus</td>
<td>Users</td>
<td>Campus</td>
</tr>
<tr>
<td>Used Computer Lab</td>
<td>65%</td>
<td>71%</td>
<td>86%</td>
</tr>
<tr>
<td>Used Library Book(s)</td>
<td>74%</td>
<td>89%</td>
<td></td>
</tr>
<tr>
<td>Borrowed Equipment</td>
<td>65%</td>
<td>86%</td>
<td></td>
</tr>
<tr>
<td>Attended Workshop(s)</td>
<td>67%</td>
<td>86%</td>
<td></td>
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</table>

**Were trends evident in the outcomes? Are there gaps?**
Continuity of access to library services and resources has proven critical to student success during and after the COVID-19 pandemic, particularly for technologically disadvantaged students.

**What content, structure, strategies might improve outcomes?**
During the pandemic, “virtual” reference assistance and instruction was provided online, and has been continuously redesigned in response to student engagement.

**Will you change evaluation and/or assessment method and or criteria?**
Survey questions will be periodically revisited to assure that we are asking the most pertinent and revealing questions, to accurately measure critical resources and services.

**Evidence of Dialogue (Attach representative samples of evidence)**
- E-mail Discussion with FT Faculty, Adjunct Faculty, Staff Date(s): throughout 2022-23
- Department Meeting. Date(s): Division Meetings. Date(s): monthly in 2022-23
- Campus Committees. Date(s): (ex: Program Review; Curriculum; Academic Senate; Accreditation & SLOs)
- SLO Dialogue focused on: data collection and assessment

**Will you rewrite the SAOs**
Not at this time, although additional data was collected in this cycle to consider type of access (online vs. in-person).

**Response to program outcome evaluation and assessment? How were/are results used for program improvement?**
- The slightly lower GPA of workshop attendees and chromebook and/or hotspot recipients, compared to students at large is likely due to relatively small sample sizes.
- Requests for resources and/or services
- Program Planning/Student Success