

Program SAO Summary Evaluation Form

Division/Program: Library & Computer Lab Semester Evaluated: Fall-Spring 2022-23 Next Evaluation: Spring 2024	Lead Evaluator: Ron Hastings Participants: Library faculty and staff
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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.
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Strategic Initiatives aligned with the SAO.	<input checked="" type="checkbox"/> Access <input checked="" type="checkbox"/> Student Success <input checked="" type="checkbox"/> Facilities <input checked="" type="checkbox"/> Communication, Culture, & Climate <input type="checkbox"/> Leadership & Professional Development <input checked="" type="checkbox"/> Effective Evaluation and Accountability
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SAO Assessment Tool	1. Data analysis to measure student success rates of library users versus campus averages 2. SBVC Library Services Survey
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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.
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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. <ul style="list-style-type: none"> 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% <p>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.*</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th colspan="7">2022-23 Success Rates of Library Users vs. All Students</th> </tr> <tr> <th rowspan="2">Service/Resource</th> <th colspan="2">Pass Rate</th> <th colspan="2">Retention</th> <th colspan="2">GPA</th> </tr> <tr> <th>Campus</th> <th>Users</th> <th>Campus</th> <th>Users</th> <th>Campus</th> <th>Users</th> </tr> </thead> <tbody> <tr> <td>Used Computer Lab</td> <td rowspan="4">65%</td> <td>71%</td> <td rowspan="4">86%</td> <td>90%</td> <td rowspan="4">2.54</td> <td>2.63</td> </tr> <tr> <td>Used Library Book(s)</td> <td>74%</td> <td>90%</td> <td>2.67</td> </tr> <tr> <td>Borrowed Equipment</td> <td>65%</td> <td>86%</td> <td>2.48</td> </tr> <tr> <td>Attended Workshop(s)</td> <td>67%</td> <td>86%</td> <td>2.39</td> </tr> </tbody> </table>	2022-23 Success Rates of Library Users vs. All Students							Service/Resource	Pass Rate		Retention		GPA		Campus	Users	Campus	Users	Campus	Users	Used Computer Lab	65%	71%	86%	90%	2.54	2.63	Used Library Book(s)	74%	90%	2.67	Borrowed Equipment	65%	86%	2.48	Attended Workshop(s)	67%	86%	2.39
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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.
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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.
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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.
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Evidence of Dialogue (Attach representative samples of evidence)	<i>Check any that apply</i> <input checked="" type="checkbox"/> E-mail Discussion with <input checked="" type="checkbox"/> FT Faculty <input checked="" type="checkbox"/> Adjunct Faculty <input checked="" type="checkbox"/> Staff Date(s): throughout 2022-23 <input checked="" type="checkbox"/> Department Meeting. Date(s): <input type="checkbox"/> Division Meetings. Date(s): monthly in 2022-23 <input type="checkbox"/> Campus Committees. Date(s): (ex: Program Review; Curriculum; Academic Senate; Accreditation & SLOs) SLO Dialogue focused on: data collection and assessment
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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).
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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. <input checked="" type="checkbox"/> Professional Development <input checked="" type="checkbox"/> Intra-departmental changes <input checked="" type="checkbox"/> Curriculum action <input checked="" type="checkbox"/> Requests for resources and/or services <input checked="" type="checkbox"/> Program Planning /Student Success
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