**Program SAO Summary Evaluation Form**

<table>
<thead>
<tr>
<th>Division/Program: Library &amp; Computer Lab</th>
<th>Lead Evaluator: Ron Hastings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester Evaluated: Spring 2021 (for 2020-21)</td>
<td>Participants: Library faculty and staff</td>
</tr>
<tr>
<td>Next Evaluation: Spring 2022</td>
<td></td>
</tr>
</tbody>
</table>

### 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 (143) reported below agreed or strongly agreed with the corresponding statements. Results are more than satisfactory.

- I feel welcome in the library, and comfortable asking staff for help. – 98%
- Library services and resources are sufficient to meet my needs as a student and a member of the community. – 89%
- Library hours of operation are sufficient and match my schedule well. – 86%
- The library environment (noise level, temperature, lighting, furnishings, etc.) is conducive to study. – 84%
- As a result of my visit I have a better understanding of how to conduct my own research. – 86%
- 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>2020-21 Success Rates of Library Users vs. All Students</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Pass Rate</td>
</tr>
<tr>
<td></td>
<td>Campus</td>
</tr>
<tr>
<td>Used Computer Lab</td>
<td>67%</td>
</tr>
<tr>
<td>Used Library Book(s)</td>
<td>78%</td>
</tr>
<tr>
<td>Borrowed Chromebook</td>
<td>65%</td>
</tr>
<tr>
<td>Borrowed Hotspot(s)</td>
<td>72%</td>
</tr>
<tr>
<td>Attended Workshop(s)</td>
<td>62%</td>
</tr>
</tbody>
</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 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 2020-21
- Department Meeting. Date(s): Division Meetings. Date(s): weekly by Zoom in 2020-21
- 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

--

* The drop in GPA of workshop attendees vis-à-vis students at large may be attributable to the move to asynchronous instruction. Librarians have already moved to synchronous in response.

- Professional Development
- Intra-departmental changes
- Curriculum action
- Requests for resources and/or services
- Program Planning /Student Success