

Program SAO Summary Evaluation Form

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| Division/Program: Library & Computer Lab Semester Evaluated: Spring 2016 Next Evaluation: Spring 2017 | Lead Evaluator: Ron Hastings Participants: Library faculty and staff, campus community |
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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 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 (211) reported below agreed or strongly agreed with the corresponding statements. Results are more than satisfactory. <ul style="list-style-type: none"> I feel welcome in the library, and comfortable asking staff for help. – 97% Library services and resources are sufficient to meet my needs as a student and a member of the community. – 94% Library hours of operation are sufficient and match my schedule well. – 87% The library environment (noise level, temperature, lighting, furnishings, etc.) is conducive to study. – 90% As a result of my visit I have a better understanding of how to conduct my own research. – 90% The resources and/or assistance I received during my visit will help me earn a better grade. – 92% |
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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.

| 2015-16 Success Rates of All Students vs. Library Users | | | | | | |
|---|-----------|-------|-----------|-------|--------|-------|
| Service/Resource | Pass Rate | | Retention | | GPA | |
| | Campus | Users | Campus | Users | Campus | Users |
| Used Computer Lab | 67% | 70% | 88% | 92% | 2.02 | 2.37 |
| Used Library Book(s) | | 74% | | 93% | | 2.53 |
| Used Textbook(s) | | 68% | | 90% | | 2.25 |
| Attended Workshop(s) | | 72% | | 93% | | 2.34 |
| Used <i>Learning Express</i> | | 71% | | 91% | | 2.30 |

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| Were trends evident in the outcomes? Are there gaps? | Students have an overwhelmingly positive opinion of the Library, and those who take advantage of its services and resources succeed at higher-than-average rates. |
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| What content, structure, strategies might improve outcomes? | Increased hours of operation continues to be the most frequent request. Students also frequently mention noise level and HVAC issues. |
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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 type="checkbox"/> FT Faculty <input checked="" type="checkbox"/> Adjunct Faculty <input checked="" type="checkbox"/> Staff Date(s): June 4 2015 <input checked="" type="checkbox"/> Department Meeting. Date(s): <input type="checkbox"/> Division Meetings. Date(s): Jan 16 2015, April 3 2015 <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 | No, not at this time. |
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| Response to program outcome evaluation and assessment? How were/are results used for program improvement. | >>> Beginning Fall 2016, the Library will open 30 minutes earlier, at 7:30 a.m. Mon-Fri. <<< <input checked="" type="checkbox"/> Professional Development <input checked="" type="checkbox"/> Intra-departmental changes <input 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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