

# Program SAO Summary Evaluation Form

Division/Program: Library & Computer Lab Semester Evaluated: Spring 2019 Next Evaluation: Spring 2020	Lead Evaluator: Ron Hastings Participants: Library faculty and staff, campus community
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<b>Service Area Outcome Statement</b>	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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<b>Strategic Initiatives aligned with the SAO.</b>	<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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<b>SAO Assessment Tool</b>	1. Data analysis to measure student success rates of library users versus campus averages 2. SBVC Library Services Survey
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<b>Criteria – What is “good enough”? Rubric</b>	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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<b>What are the results of the assessment? Are the results satisfactory?</b>	The percentage of Survey respondents (143) reported below agreed or strongly agreed with the corresponding statements. Results are more than satisfactory. <ul style="list-style-type: none"> <li>I feel welcome in the library, and comfortable asking staff for help. – 98%</li> <li>Library services and resources are sufficient to meet my needs as a student and a member of the community. – 89%</li> <li>Library hours of operation are sufficient and match my schedule well. – 86%</li> <li>The library environment (noise level, temperature, lighting, furnishings, etc.) is conducive to study. – 84%</li> <li>As a result of my visit I have a better understanding of how to conduct my own research. – 86%</li> <li>The resources and/or assistance I received during my visit will help me earn a better grade. – 93%</li> </ul>
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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.

2018-19 Success Rates of All Students vs. Library Users						
Service/Resource	Pass Rate		Retention		GPA	
	Campus	Users	Campus	Users	Campus	Users
Used Computer Lab	67%	74%	85%	91%	2.43	2.57
Used Library Book(s)		78%		93%		
Used Textbook(s)		76%		92%		
Attended Workshop(s)		77%		95%		
Used <i>Learning Express</i>		76%		92%		

<b>Were trends evident in the outcomes? Are there gaps?</b>	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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<b>What content, structure, strategies might improve outcomes?</b>	In user surveys, students most frequently mention noise levels and HVAC issues (too cold on the 1 <sup>st</sup> floor).
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<b>Will you change evaluation and/or assessment method and or criteria?</b>	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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<b>Evidence of Dialogue (Attach representative samples of evidence)</b>	Check any that apply <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): Jul 8 2019 <input checked="" type="checkbox"/> Department Meeting. Date(s): <input type="checkbox"/> Division Meetings. Date(s): <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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<b>Will you rewrite the SAOs</b>	Not at this time
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<b>Response to program outcome evaluation and assessment? How were/are results used for program improvement.</b>	In response to student complaints regarding noise levels, two new quiet study areas were created on the 2 <sup>nd</sup> floor, and are now heavily used. <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Professional Development    <input checked="" type="checkbox"/> Intra-departmental changes    <input type="checkbox"/> Curriculum action</li> <li><input checked="" type="checkbox"/> Requests for resources and/or services    <input checked="" type="checkbox"/> Program Planning /Student Success</li> </ul>
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