

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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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 (143) 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. – 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. – 9086 The resources and/or assistance I received during my visit will help me earn a better grade. – 93%
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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%		

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?	In user surveys, students most frequently mention noise levels and HVAC issues (too cold on the 1 st floor).
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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)	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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Will you rewrite the SAOs	Not at this time
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Response to program outcome evaluation and assessment? How were/are results used for program improvement.	In response to student complaints regarding noise levels, two new quiet study areas were created on the 2 nd floor, and are now heavily used. <ul style="list-style-type: none"> <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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