Program SAO Summary Evaluation Form

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| Division**/**Program: Library Circulation DepartmentSemester Evaluated: Spring 2015 Next Evaluation: Spring 2016 | Lead Evaluator: Ron Hastings  Participants: Library faculty and staff, campus community |

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| Service Area Outcome Statement | Through quick, accurate, equitable, and friendly service, the Library Circulation Department will connect students with Library materials and services to support classroom instruction and personal enrichment. |
| Strategic Initiatives aligned with the SAO. | Access  Student Success Facilities Communication, Culture, & Climate  Leadership & Professional Development Effective Evaluation and Accountability |
| SAO Assessment Tool | * SBVC Library Services Survey (Jan-Mar 2015) * Data analysis by SBVC Research, Planning & Institutional Effectiveness, comparing student success rates of library users versus non-users (June 2015) |
| Criteria – What is “good enough”?  Rubric | At least 75% of respondents will affirm the following objectives:   * Alert and courteous attention to all requestors * Fair and consistent application of access policies for all, including explanation of policy options to unsatisfied patrons * Circulation activities carried out in a quiet and efficient manner * Wait times as minimal as possible for patrons * Maintenance of accurate circulation records * Shelving practices which emphasize speed, accuracy, and good materials’ conservation practices * Maintenance of a physical environment conducive to study and research * Introductory information, examples, and usage tips on the OPAC (Online Public Access Catalog), where appropriate * Safety and security procedures, including informed help during emergencies |
| What are the results of the assessment? Are the results satisfactory? | The percentage of Survey respondents reported below agreed or strongly agreed with the corresponding statements.   * 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. – **96%** * Library hours of operation are sufficient and match my schedule well. – **91%** * The library environment (noise level, temperature, lighting, furnishings, etc) are conducive to study. – **90%** * As a result of my visit I have a better understanding of how to conduct my own research. – **89%** * The resources and/or assistance I received during my visit will help me earn a better grade. – **92%**   The table below reflects the success of students who availed themselves of library resources and services, compared to the student population at large.   |  |  |  |  | | --- | --- | --- | --- | | **Performance Measures - Library Services\* vs. Campus\*\*** | | | | | **Student Group** | **Success Rate** | **Retention Rate** | **Term GPA** | | Used Computer Lab | 65.62% | 88.71% | 2.42 | | Used Library Book(s) | 67.78% | 89.80% | 2.47 | | Used Textbook(s) | 65.18% | 88.17% | 2.42 | | Attended Workshop(s) | 67.28% | 93.32% | 2.34 | | SBVC Campus | 65.22% | 86.99% | 2.49 | | \*Jan. - Mar. 2015  \*\*Spring 2015 |  |  |  | |
| 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 receive passing grades and re-enroll at a higher rate than those who do not. |
| What content, structure, strategies might improve outcomes? | Increase access (hours of operation), resources, and opportunities for instruction. |
| Will you change evaluation and/or assessment method and or criteria? | New and/or revised survey questions may be used to improve focus on critical issues. |
| Evidence of Dialogue  (Attach representative samples of evidence) | *Check any that apply*  E-mail Discussion with FT Faculty Adjunct Faculty Staff Date(s): June 4 2015  Department Meeting. Date(s): ☐Division Meetings. Date(s): Jan 16 2015, April 3 2015  ☐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 | Yes, Library SAO’s will be consolidated and rewritten. |
| Response to program outcome evaluation and assessment? How were/are results used for program improvement. | Professional Development Intra-departmental changes  ☐Curriculum action Requests for resources and/or services  Program Planning /Student Success |