

St. Petersburg College

Outcomes Assessment Review Report

Report Completion Date: December, 2007

Introduction

While the institutional effectiveness and planning process is a continuous endeavor, operationally the process begins with a series of meetings by four oversight groups (Educational, Educational Support Services, and Student Services and Administrative Oversight Groups) at the beginning of the calendar year.

The four oversight groups are charged with the following key tasks: (i) evaluate whether the institution successfully achieved its desired outcomes from the previous institutional effectiveness and planning cycle, (ii) identify key areas requiring improvement that were identified in the assessment analysis, and (iii) develop strategies and recommendations to formulate quality improvement initiatives for the next institutional effectiveness and planning cycle.

Check the Appropriate Oversight Group:

	Student Services Oversight Group
x	Educational Support Services Oversight Group
	Administrative Services Oversight Group
	Educational Oversight Group

Educational Support Services Oversight Group

The Educational Support Services Oversight Group is an ad hoc working group. Their focus area is to review key information concerning the effectiveness of library services, information commons, and tutoring services. The group leader/chairperson is the Director of Library Services.

SECTION I: LIBRARIES

Status of each item identified in this report last year:

There were 5 Library action plan item objectives that were recommended as a result of last year's review of assessments by the Educational Support Services Oversight Group. Of the 5 recommended action items, 1 was fully completed during the calendar year. Table 1 contains a description of each of the 5 action items along with their current completion status and relevant details.

The remaining in-progress/partially completed objectives, "Improve access to library resources for students and faculty at the Allstate, Downtown, and Midtown Centers," "Improve access to library services and resources for students and faculty at the Seminole campus," and "Improve the quality of the in-house Library Survey" and they are currently being implemented and most are near completion. The specific

action items needing further action from each will be moved forward into the areas needing improvement in the current year.

<p>3. Include data from online tutorials and references services, including the Ask a Librarian e-mail and chat reference service.</p> <p>4. Increase student use of libraries from 79% to 86%.</p> <p>5. Conduct website usability study on sections of Library Online.</p>	<p>Partially completed</p> <p>Completed</p> <p>In progress</p>	<p>A survey question was added to query satisfaction with online reference service. Only a small percentage of respondents had used this service, but satisfaction for this group was high with an overall rating of 4.17 out of 5 points. We determined that our online tutorials need updating and have temporarily pulled most of them from the web site for revision.</p> <p>Student use of libraries increased to 82.2%.</p> <p>This will be carried over to next year in preparation for a major overhaul of the library web site.</p>
<p><u>Objective 3:</u> <u>To improve access to library resources for students and faculty at the Allstate, Downtown, and Midtown Centers.</u></p> <p>Action Items:</p> <ol style="list-style-type: none"> 1. Increase hours of outreach reference and instructional services by 50% over 2006 levels. 2. Improve process for receiving input from faculty regarding collection development in support of curriculum. 	<p>In progress</p> <p>Completed</p>	<p>While the number of scheduled reference assistance hours at Downtown has remained at 4/week, hours have been added as needed for instructional sessions, student orientations and other special occasions. Allstate has reference assistance from a professional librarian one evening/week. The OPS librarian budget has not permitted use of additional hours on a regular basis at any of these sites.</p> <p>Through effective outreach, communication and one-on-one meetings, faculty are better informed of how to request materials for the collection as evidenced by increased demand for library instruction and faculty-librarian collaboration.</p>
<p><u>Objective 4:</u> <u>To improve access to library</u></p>		

I. Areas Needing Improvement: *Web site accessibility and usability*

Objective for Upcoming Year:

Conduct web site usability study of Library Online.

Action Steps:

- *Conduct several usability tests with faculty, students, staff and community patrons and analyze data.*
- *Form new Web Committee and begin revision of Library Online.*

II. Areas Needing Improvement: *Access to library resources for students and faculty at Allstate, Downtown and Midtown Centers.*

Objective for Upcoming Year:

Promote college library resources and services at Allstate, Downtown, and Midtown.

Action Steps:

- *Increase adjunct hours and explore rotating full-time librarians.*
- *Increase library instruction sessions to promote greater awareness of and facility with library resources.*
- *Increase distribution of informational materials*

III. Areas Needing Improvement: *Library Survey*

Objective for Upcoming Year:

Revise library survey to capture additional information on satisfaction with physical facilities and satisfaction of special populations.

Action Steps:

- *Add questions regarding satisfaction and use of physical libraries including availability of study rooms and computers.*
- *Increase participation of special populations by 10% over last year's survey.*

IV. Area Needing Improvement: *Online library tutorials.*

Objective for Upcoming Year:

Update existing and create new library tutorials and capture usage statistics for analysis.

Action Steps:

- *Assign tutorial areas to librarians for revision and creation of new material.*
- *Conduct usability studies on new and revised tutorials.*
- *Collect usage statistics on usage of web tutorials.*

SECTION II: LEARNING SUPPORT CENTER AND INFORMATION COMMONS

Status of each item identified in this report last year:

There were 3 action plan items that were recommended as a result of last year's review of assessments by the Educational Support Services Oversight Group. Of the 3 recommended action items, none was completed during the calendar year. Table 1 contains a description of each of the 3 action items along with their current completion status and relevant details.

All of the current year's objectives will be moved forward into areas needing improvement for the upcoming year; however, reductions in staff and growing demand for access to computers outside of class strongly indicate a need for additional resources in the Learning Support Centers and Commons.

Table 1 – 2005-2006 Action Plan Item Status

<i>Objective</i>	<i>Status</i>	<i>Comments</i>
<p><u>Objective 1</u> <u>To improve students' overall "Satisfaction Rating" on the Enrolled Student Survey in the area of "Out-of-class access to computers" by 2% on the 2007-2008 Enrolled Student Survey.</u></p>	<p><i>In-progress</i></p>	<p>This year there were 2711 online survey responses for Objective 1. In last year's report, the rate of importance increased from 5.91 to 6.16 (an increase of .25). For this year's survey, the rate of importance increased from 6.16 to 6.49 (an increase of .33). The rate of importance during the past two years has increased from 5.91 to 6.49 (an increase of .58). The difference between this year's and last year's satisfaction rating was -0.10 (a decrease from 6.01-5.91). This year the negative gap between the rating for importance and the rating for satisfaction was -0.58 (6.49-5.91). The most recent rating of 6.49 indicates that an increase from last year's rating (6.16), indicating a documented interest in outside of class access to computers.</p>
<p><u>Objective 2</u> <u>To improve students' "Satisfaction Rating" by 2% on the Enrolled Student Survey in the area of LSC/IC tutoring services because there was a negative performance gap of -0.28.</u></p>	<p><i>In-progress</i></p>	<p>This year there were 2114 online survey responses for Objective 2. In last year's report, the performance gap increased from -0.28 to -0.36. This year the importance rating was 6.28 and the satisfaction rating was 5.70. The performance gap was -0.59. Last year the negative performance gap had increased by -0.18. This year the negative performance gap increased by -0.23 (from -0.36 to -0.59).</p>
<p><u>Objective 3</u> <u>To improve the quality of the in-house Commons and LSC surveys</u></p>	<p><i>In-progress</i></p>	<p>Although this objective is not on the ENSS, the committee wanted to analyze the cross-campus in-house surveys to determine if they thoroughly capture the needs and concerns of the students who use the IC/LSCs for academic support. The SPC WTIS Survey Builder was used for the IC/LSC online cross-campus student surveys. The online surveys provided important information for unit planning and for responding to students' specific needs and suggestions. We plan to administer them during Session II, 2008. We will continue to review the survey items.</p>

I. Area Needing Improvement: Student access to computers outside of class

Objective for Upcoming Year:

Objective 1

To improve students' "Satisfaction Rating" by 2% on the Enrolled Student Survey in the area of "Outside of class access to computers" to where Level of Satisfaction exceeds importance in the 2007-2008 Survey.

Action Steps:

- Continue the intercampus standing committee of Commons and Learning Center coordinators to share best practices and to discuss common concerns.
- Continue to review questions regarding access to computers on the Enrolled Student Survey and on the IC/LSC In-house surveys.
- Follow-up on communication with and suggestions from SPC departments regarding beneficial uses of out-of-class computers in the IC/LSCs and how their suggestions can effectively be implemented.
- Continue sharing best practices and inviting students as well as departmental representatives to discuss survey results and to implement strategies for improved outside of class computer access.
- Include the discussion and implementation of infusing critical thinking in all areas of the SPC curriculum.
- Continue discussions about the implications of blended and hybrid courses and their impact on outside computer uses so that we can more effectively meet our students' needs.
- Continue to discuss the topic of current computers available in the IC/LSCs and the usage needs of students who visit the centers/commons.
- Include the use of laptops and SmartBoard as part of the computer access available in IC/LSC academic leaning.
- Compare satisfaction ratings between "stand alone" LSCs and those co-located with other services such as libraries or information commons.

II. Area needing improvement: Student Satisfaction with Commons/Learning Support Center and Tutoring Services.

Objective for Upcoming Year:

Objective 2

To improve students' "Satisfaction Rating" by 2% on the Enrolled Student Survey in the area of LSC/IC tutoring services because there was a negative performance gap of -0.59.

Action Steps:

- Continue regular meetings of the intercampus Commons/ Learning Support Center cross-campus standing committee
- Maintain contact with members of 2007-2008 intercampus standing committee members and provide them with updated information via e-mails, phone, and face-to-face communication
- Continue to collect data and to discuss progress regarding various ways to improve and to increase tutoring services for SPC students

- Maintain communication with student representatives, faculty, administrators, departmental representatives, and other SPC services to receive input on strategies for successfully provide tutoring support for SPC students
- Continue to provide tutoring services and information for college preparatory students while also phasing in the various Title III resources as well as continuing to be supportive regarding the First Year Experience Initiative (FYE).
- Include the use of SmartBoards, study/tutor rooms, large group-scheduled reviews, midterm reviews, exam reviews, mock test, etc. as well as the individual tutoring, tutor and/or faculty-led group study, tutoring, reviews.
- Brainstorm strategies for increasing the pool of tutors (faculty, SLS peer tutors, FWS, SA, OPS, student activity groups for service projects, outside-of-college volunteers, honors college community service tutors, PTK community service tutors, etc.)

III. Areas Needing Improvement: Survey instrument used for in-house assessment in Learning Support Centers and Commons

Objective for Upcoming Year:

Objective 3

To further analyze quality of the cross-campus/in-house Commons and LSC surveys

Action Steps:

- Continue to analyze the in-house cross-campus Commons/LSC surveys and to look for ways to improve them so that they provide relevant feedback regarding the various needs and concerns of the students who use the Commons/LSCs for academic/learning support.
- Continue discussion of also having on-premise paper-pencil surveys that solicit suggestions as well.
- Continue the intercampus Commons and LSC standing committee of Commons and LSC Continue to discuss the common and unique information gathered from the in-house campus IC/LSC surveys and to analyze the information to assist in unit planning and in cross-campus efforts to meet students' learning/academic needs

Completion and Review Process Information

This Outcomes Assessment Review report was prepared by:

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Date

This Outcomes Assessment Review report was brought forth to the President's Cabinet by:

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Date