**Service Area Outcomes**

**Phase II: Assessment of Service Area Outcomes**

**In this section, please re-state each outcome and indicate the method(s) of assessment, provide a summary of the results, and tell how your program will use this information to improve student learning. Each Goal should have at least one Method of Assessment. To encourage collaboration and the sharing of ideas, you are encouraged to share your outcomes, assessment data, and findings with all available members of your department or program. Please list the names of all faculty, staff, and students who were involved in summarizing or evaluating the data. The names may differ from those on Section I.**

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| --- | --- | --- | --- |
| **Date:** | **05.11.12** |  |  |

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| **Contact Person/Others Involved in Process:** | **Lead: Dr. Taylor Ruhl Others: Cathy Zazueta and Frank Hoppe** |
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**Outcome #1 (please repeat here):**

**“Conduct library instruction for the classes of two faculty members per semester who have not previously used this service.’**

1. **First Method of Assessment:**
   1. How did you assess Outcome #1?
      * We tracked faculty usage of our library instruction services, and how many classes and students received library instruction.
   2. Provide a summary of results.
      * Two faculty members who used our services for the first time last fall were Elizabeth Kemp and Eddie Chang; the two faculty last spring were Lincoln Davis and Drew Robinson.
   3. How will your program use this information to improve student learning or services?
      * Each faculty member who brings students for library instruction expands the level of information literacy for those students. We will continue communicating with faculty and inviting them to bring their classes for instruction.
   4. What is your Timeline for Program Modifications or Response to Data?
      * We review our data annually to address areas of the program needing modification. Such modifications are based on our collected data for that and previous years. Our data tells us that outreach to faculty by the library is valuable to student learning.
2. **Second Method of Assessment**:
   1. How did you assess Outcome #1?
   2. Provide a summary of results:
   3. How will your program use this information to improve student learning or services?
   4. What is your Timeline for Program Modifications or Response to Data?
3. **Third Method of Assessment**:
   1. How did you assess Outcome #1?
   2. Provide a summary of results:
   3. How will your program use this information to improve student learning or services?
   4. What is your Timeline for Program Modifications or Response to Data?

**Outcome # 2 (please repeat here):**

**“Collaborate on the integration of information literacy into the curriculum for two classes each semester.”**

1. **First Method of Assessment**:
   1. How did you assess Outcome # 2?
      * We discussed information literacy with various faculty members and work with them to tailor our library instruction classes to the particular curriculum and project assignments of each class.
   2. Provide a summary of results.
      * We are tracking the number of library instruction classes we teach. A higher percentage of students and classes come for library instruction.
   3. How will your program use this information to improve student learning or services?
      * Crafting library instruction classes to the individual classes and the immediate project assignments that students are working enable students to put their new knowledge into practice immediately.
   4. What is your Timeline for Program Modifications or Response to Data?
      * This clearly showed that we need a more formal process for meeting with faculty to discull integrating information literacy into the curriculum. A review of the outcome will take place at the end of each semester, after data has been collected.
2. **Second Method of Assessment**:
   1. How did you assess Outcome # 2?
   2. Provide a summary of results:
   3. How will your program use this information to improve student learning or services?
   4. What is your Timeline for Program Modifications or Response to Data?
3. **Third Method of Assessment**:
   1. How did you assess Outcome # 2?
   2. Provide a summary of results:
   3. How will your program use this information to improve student learning or services?
   4. What is your Timeline for Program Modifications or Response to Data?

**Outcome # 3 (please repeat here):**

**“Collaborate on updating library web pages.”**

1. **First Method of Assessment**:
   1. How did you assess Outcome # 3?
      * We observed the number of interactions and discussions about updating the web pages. This occurred at the Deans’ meeting and the Librarians’ meeting, as well as on an individual basis. We kept usage statistics.
   2. Provide a summary of results.
      * This was very successful. W prioritized updating the webpages and have made may improvements. This is an ongoing project.
   3. How will your program use this information to improve student learning or services?
      * Our updated web pages help students to more easily access our library resources.
   4. What is your Timeline for Program Modifications or Response to Data?
      * Our collaboration on the webpages is an annual continuing project.
2. **Second Method of Assessment**:
   1. How did you assess Outcome # 3?
   2. Provide a summary of results:
   3. How will your program use this information to improve student learning or services?
   4. What is your Timeline for Program Modifications or Response to Data?
3. **Third Method of Assessment**:
   1. How did you assess Outcome # 3?
   2. Provide a summary of results:
   3. How will your program use this information to improve student learning or services
   4. What is your Timeline for Program Modifications or Response to Data?

**Once Section II is completed, please send e-copy & mail hard copy to SLO Coordinator. Thank you very much for taking part in outcomes and assessments.**