

# **Wright College Academic Department/Program Assessment Project Spring 2016**

## **WHAT?**

Describe the purpose of this assessment project.

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Create a general Library Services Survey to gauge where the community is at in understanding what the library offers, and how the library can improve services.

## **WHY?**

Describe your department/program's reasons for taking on this project and the areas of your department/program that are involved.

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The focus of this assessment project is the SLO Read, write, speak, and listen effectively so that the expectations of appropriate audiences in the academic, public and private sectors are met. In order for students to do these things when it comes to information literacy, they need to know what resources they have access to in the first place along with recognize the vocabulary used. The survey uses the necessary library vocabulary that is used when dealing with academic research, so students can report their use of resources while simultaneously using the appropriate language.

## **HOW?**

Describe the participants, methods, and the timeline for this project.

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The library will update an existing library services survey to reflect the issues and needs of Spring 2016. The library services survey will be distributed to students in the final weeks of class, when they have had the opportunity to learn about and use library resources. Results will be collected and assessed at the end of the Spring 2016 semester. The results will inform our continued library service.

## **WHAT WE FOUND**

1. Describe the way in which your department/program will collect results. 2. Provide the results. 3. Describe how these results will be used for improvements.

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The library distributed the Library Services Survey using Qualtrics. We sent the link to students via Stefan Maisnier, who posted the link on Wright.net. We also sent the link to the survey to the Student Government Association to send to students from another vantage point. In addition to SGA, we also enlisted the Phi Theta Kappa chapter at Wright College to encourage students to participate in the survey. By May

13<sup>th</sup> of 2016 we had a total of 105 responses to the survey. Of these 105 responses, 55 indicated they were students, 27 faculty, 17 staff, and 3 administration. At a minimum 55 have now seen a list of resources the library offers via the survey, which would introduce them to the vocabulary used in the library setting. One of the questions in the survey was “Were you aware of the following LIBRARY SERVICES prior to this survey, and how important is each for your research or course work?” The results to this question indicated that an average of 25% of the student respondents were not already aware of the various services offered. The results of our survey indicate that we can continue to improve marketing our services to the college community. Additionally in the future we would like to modify the survey to include demographic information, along with a question about previous participation in an information literacy session. Adding this would allow us to see if participation in the information literacy sessions improves students understanding of the library services as a whole.

