University of Dayton
University Libraries
Assessment Plan for 2008-2009

LibQUAL+ (Assessment Committee)

The Libraries Assessment Committee will continue to analyze LibQUAL+ 2008 survey data and make recommendations for improvements based on it in Spring 2009

Assessment of Roesch Library Computer Lab (Rice)

Background: The Roesch Library computer lab provides on-site computers for University of Dayton students, faculty and staff. The computer lab includes computers on the 1st and 2nd floors and Group Project Space. Decisions on location, software needs, and service desk staffing have not been based on compiled statistics, but rather hunches, suppositions, and informal conversations with users. With the purchase of a suite of applications from *Computer Lab Solutions*, we will be able to easily collect statistics on application usage, determine peak time usage, average length of time spent on computers, and which computers are heavily used.

Assessment Tool: We will utilize three applications, LabStats, AppsUse, and LabMaps. LabStats will collect data on computer usage hourly, daily, weekly, monthly and yearly. AppsUse will track the total number of times an application is launched and the amount of time the application runs. LabMaps allows users to identify computer availability from any place on campus.

Implementation: A "client" will be installed on every computer in the lab during the first two weeks of January, 2009. Statistics will be gathered during 2009. Results will be assessed during the month of January 2010 culminating in a list of recommendations.

Assessment Outcomes and Uses: Various combinations of these statistics will confirm:
- Which applications are heavily used. We will use this information to determine training needs for lab assistants. We will be able streamline our computer "image" by easily identifying unused applications and removing them from the production. We will also be able to create a more user friendly desktop by supplying users shortcuts to the most popular applications.
- Which computers are favorites. Because all applications are offered on all computers, the computers used most frequently gives insight on placement and furniture preferences.
- The heavily used times of the lab. Gaining this information will help us to schedule help desk assistants when they are needed the most.

Library Instruction (Gauder)
Academic Year 2008-2009

Unit Definition: The Roesch Library instruction team provides library instruction and research training to the students, faculty and staff at the University of Dayton. The team is comprised of instruction librarians and led by an instruction coordinator.

Instruction Team Outcomes: The instruction team most directly works on helping students develop the learning outcome of scholarship. On a broader level, the instruction program also assists in those outcomes that require

scholarly inquiry and research. More specifically, the instruction team works on the outcomes required by the University's information literacy general competencies, see http://library.udayton.edu/services/ref/infolit/ilc/index.php.

Assessment Timeline: Assessment is conducted every semester on first-year English Composition students. The team is working on developing outcomes for all first-year instruction sessions that involve multiple sections, including BAI 151 and EGR101.

Collaboration Efforts: The first-year assessment effort is coordinated with the English Department. The results, which are designed to measure the University's information literacy general competencies, are reported to the General Education Committee.

Assessment Responsibilities: Instruction assessment is generally conducted by the instruction coordinator. The English Department also conducts some assessment.

Assessment Process and Measures Used: There are several measures already in place for testing student research skills of first-year students enrolled in English Composition. The program reaches the largest number of students within this context, so most assessment is done through these classes.

One measure tests each student, while another measure samples student research efforts. Information literacy competencies are measured for all students enrolled in ENG101, ENG114, and ENG198 in the Fall semester. These students are registered for a library tutorial and three quizzes in WebCT, from which scores are extracted and analyzed.

In addition to the quizzes, samples of student bibliographies are evaluated. This year we hope to work with the English Department in this effort as they evaluate student portfolios. Although they do not perform an in-depth citation analysis, as the library has done in previous years, they have a similar research component on their own rubrics. We hope to provide assistance in evaluating that rubric component for their assessment needs as well as the library's information literacy assessment needs.

The instruction team will be incorporating another measure beginning Winter 2008. Students who come to the library for ENG102 research instruction will be given pre- and post-tests during the instruction session to test their research skills knowledge. These tests will be based on the library tutorial quizzes that they take in the Fall semester. This measure will be administered in the 75-minute classes only, so the population will be a sample of the whole. All instruction librarians assigned to these ENG102 75-minute classes will be expected to utilize this measure.

Documentation: The WebCT quiz results are compiled and analyzed by the instruction coordinator. These results are shared with the instruction team as well as with the General Education Committee, which is responsible for enforcing the competencies. The aggregate results are also shared with the English Department. The individual sections of ENG101, ENG114, and ENG198 also receive section scores.

The bibliography samples are analyzed by the instruction coordinator. The results are disseminated to the instruction team and the English Department instructors. These results are generally not shared with the General Education Committee.