Program SAO Summary Evaluation Form

Division/Program: Library & Computer Lab Period Evaluated: Fall-Spring 2023-24 Next Evaluation: Spring 2025	Lead Evaluator: Ron Hastings Participants: Library faculty and staff; Office of Research, Planning and Institutional Effectiveness

Service Area Outcome Statement

1. SBVC Library services and resources will demonstrate a measurable positive impact on student success rates.
2. A minimum of 80% of library users will be satisfied with Library services and resources.

Strategic Initiatives aligned with the SAO.

☒ Access ☒ Student Success ☒Facilities ☒Communication, Culture, & Climate
☐Leadership & Professional Development ☒Effective Evaluation and Accountability

SAO Assessment Tool

1. Data analysis to measure student success rates of library users versus campus averages
2. SBVC Library Services Survey

Criteria – What is "good enough"? Rubric

1. SBVC students who use Library services and/or resources will succeed (as measured by pass rate, retention, and term GPA) at higher-than-average rates.
2. A minimum of 80% of respondents will agree or strongly agree with the statements below.

What are the results of the assessment? Are the results satisfactory?

The percentage of Survey respondents (158) reported below agreed or strongly agreed with the corresponding statements. Results (in bold) are more than satisfactory.

- 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. – **95%**
- Library hours of operation are sufficient and match my schedule well. – **91%**
- The library environment (noise level, temperature, lighting, furnishings, etc.) is conducive to study. – **93%**
- As a result of my visit I have a better understanding of how to conduct my own research. – **97%**
- The resources and/or assistance I received during my visit will help me earn a better grade. – **93%**

The table below reflects the success rates of students who used library resources and services, compared to the student population at large. Results are satisfactory.*

2023-24 Success Rates of Library Users vs. All Students

Service/Resource	Pass Rate		Retention		GPA	
	Campus	Users	Campus	Users	Campus	Users
Used Computer Lab	71%	73%	90%	92%	2.27	2.44
Used Library Book(s)		77%		93%		2.70
Borrowed Equipment		63%		88%		1.93*
Attended Workshop(s)		75%		94%		2.45

Were trends evident in the outcomes? Are there gaps?

* Not surprising that students who must borrow chromebooks and/or hotspots succeed at lower rates than students who (presumably) have their own computers, etc.

What content, structure, strategies might improve outcomes?

As the college is no longer providing those devices, that category of users will disappear after this year, but we must mitigate the needs of our technologically impoverished students.

Will you change evaluation and/or assessment method and or criteria?

Survey questions will be periodically revisited to assure that we are asking the most pertinent and revealing questions, to accurately measure critical resources and services.

Evidence of Dialogue (Attach representative samples of evidence)

Check any that apply
☒E-mail Discussion with ☒FT Faculty ☒Adjunct Faculty ☒Staff Date(s): throughout 2023-24
☒ Department Meeting. Date(s): ☐Division Meetings. Date(s): monthly in 2023-24
☐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

Not at this time, although additional data was collected in this cycle to consider type of access (online vs. in-person).

Response to program outcome evaluation and assessment? How were/are results used for program improvement.

Post-COVID, instruction (workshops) has returned to almost all in-person, resulting in a marked rebound in the success rates of students who attended.

☒Professional Development ☒Intra-departmental changes ☒Curriculum action
☒Requests for resources and/or services ☒Program Planning /Student Success