

Assessment: Planning Unit Four Column

LSSU Planning Unit: Academic Affairs (Academic Services)

Program Notes: Academic Affairs Operations includes areas such as Academic Success, Career Services, Grants & Contracts, Library, Academic Records, Regional Centers and IT-Technology Services. Individuals from these areas are represented on the Provost Council.

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Mission Statement: Library:

The LSSU Library empowers the campus and community by providing quality personalized information and educational services and creates an active learning environment that embraces the sifting and winnowing of ideas in order to provide for lifelong learning.

<i>Outcomes</i>	<i>Assessment Criteria & Procedures</i>	<i>Assessment Results</i>	<i>Use of Results</i>
<p>Academic Success Center - academic improvement - After utilizing tutoring services, students will improve their course grade by at least one level. Goal Status: Active Assessment Year: AY19-20</p>	<p>Student survey Benchmark: 100% of tutored students will raise their course grade by at least one level.</p>	<p>Finding Reporting Year: 2019-2020 Goal met: No Due to COVID-19 restrictions, spring 2020 tutoring was all conducted online, resulting in a lower response rate to our end-of-year assessment survey. Respondents for spring 2020 - N = 12 67% of tutees increased their course grade by 2 levels. 8% of tutees increased their course grade by 1 level. 17% of tutees maintained the same course grade. (05/12/2020)</p>	<p>Use of Result: To improve student performance after tutoring, in 2020-2021 we will try to provide subject specific tutor training (i.e. one training for math, one for history, etc), and also develop a training session for all tutors focused on how to provide quality tutoring in an online format. (05/12/2020)</p>
<p>Academic Success Center - utilization of services - Annually increasing numbers of students will successfully schedule and keep tutoring appointments. Goal Status: Active Assessment Year: AY19-20</p>	<p>Tracking usage and number of students served through appointment scheduling software. Benchmark: Each year, the number of students served in the Academic Success Center will increase by at least 2%.</p>	<p>Finding Reporting Year: 2019-2020 Goal met: No Total # of students who used ASC services in Fall 2019 = 273 Total # of students who used ASC services in Spring 2020 = 146 (05/12/2020)</p>	<p>Use of Result: We fell short on this goal, at least in part due to the COVID-19 crisis, and moving all services online very quickly. While tutoring appointments maintained for the most part, visits to the Math & Writing Centers were much lower. To improve attendance, we will try in 2020-2021 to increase</p>

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			<p>promotion of the ASC on both social media and the LSSU student app.</p> <p>To improve attendance, we will try in 2020-2021 to strengthen our partnership with Campus Life and increase our presence in other areas on campus. (05/12/2020)</p>
<p>Accessibility Services - Self-Advocacy - Students will be able to self-advocate for their accommodation needs. Goal Status: Active Assessment Year: AY19-20</p>	<p>100% of students working with the Accessibility Services Office will demonstrate self-advocacy to explain and obtain the accommodations needed in their classes.</p> <p>Procedures: Students will present their accommodation letters to their faculty instructors, and personally set up acceptable and appropriate accommodation procedures with those faculty members.</p> <p>A students' self-reporting survey will be used to assess this outcome with Likert-scale rating of the following statement: "My instructors understood my accommodations."</p>	<p>Finding Reporting Year: 2019-2020 Goal met: Yes While a majority of students reported "Strongly agree" with the statement that "My instructors understood my accommodations," 21% reported only "Agree." (06/09/2020)</p>	<p>Use of Result: In 2020-21, these results will be used to support further expansion of additional training opportunities to professors in order to improve their understanding of student accommodations and inclusivity. Providing faculty training at events like New Faculty Orientations, the Center for Engaged Teaching and Learning (CETAL), and the Early Career Faculty Learning Community, will ensure that faculty are informed enough about accessibility needs and options to respond appropriately when students self-advocate for their own accommodation needs. (05/21/2020)</p>
<p>Career Services - using resources Students will access and use online career services resources to conduct successful job and internship searches. Goal Status: Active Assessment Year: AY19-20</p>	<p>At least 200 students annually will access and use resources through their College Central Network account. Benchmark: 200+ students annually</p>	<p>Finding Reporting Year: 2019-2020 Goal met: Yes 244 students and 17 alumni have activated and used their College Central Network account during the 2019-2020 academic year. (05/06/2020)</p>	<p>Use of Result: To increase the number of students who activate a College Central Network account in the 2020-2021 academic year, Career Services will hold weekly drop-in workshops, in person or virtually as Covid-19 conditions allow, to assist students with the process. (05/06/2020)</p>

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<p>Career Services - employment documents - Students requesting resume, cover letter and portfolio assistance will produce professional, employer-ready documents.</p> <p>Goal Status: Active</p> <p>Assessment Year: AY19-20</p>	<p>Creation of professional, employer-ready documents, such as one or more of the following: resume, cover letter, portfolio.</p> <p>Benchmark: 100% of students requesting assistance.</p>	<p>Finding Reporting Year: 2019-2020</p> <p>Goal met: Yes</p> <p>52 students submitted resumes and cover letters to the Career Services Coordinator for review during the 2019-2020 academic year. (05/06/2020)</p>	<p>Use of Result: To increase the number of students who submit appropriately formatted resumes in the 2020-2021 academic year, Career Services will hold 2 weekly drop-in, or virtual as Covid-19 conditions allow, resume, cover letter and portfolio writing workshops around campus. (05/06/2020)</p>
<p>Testing Services - After utilizing Testing Services, students will be able to make and keep appointments effectively as well as manage their schedule in order to ensure appointments don't run over into scheduled class time.</p> <p>Goal Status: Active</p> <p>Institutional Learning: ILO4 - Professional Responsibility - Students will demonstrate the ability to apply professional ethics and intercultural competence when answering a question, solving a problem, or achieving a goal.</p> <p>Assessment Year: AY19-20</p>	<p>Quantitative data collected from scheduled appointments</p> <p>Benchmark: 100% of students scheduling appointments with Testing Services will successfully make and complete their Testing Services appointments without running over into class time.</p>	<p>Finding Reporting Year: 2019-2020</p> <p>Goal met: No</p> <p>610 students made testing appointments in Academic Year 2019-20. Only 24 of those 610 students were later were classified as no shows for a class. 96% of the 610 students successfully made and completed their Testing Services appointments without running over into class time.</p> <p>Total number of testing appointments for these 610 students: 1,716 appointments for Academic Year 2019-20. (05/06/2020)</p>	<p>Use of Result: To improve the experience for students, we will try in 2020-2021 to make the registration process more straightforward and clearer to understand with a more user friendly experience. this should further reduce the number of students whose testing appointments ran over into class time. (05/06/2020)</p>
<p>Information Literacy Instruction - Students will demonstrate the following information literacy skills: appropriate citation style format and layout; locating relevant research sources; and ethical use of information.</p> <p>Goal Status: Active</p> <p>Goal Type: Student Learning</p> <p>Start Date: 07/01/2018</p> <p>Assessment Year: AY18-19</p>	<p>Strategic - Student Learning - A survey will be developed and distributed to all faculty that participated in the library's information literacy instruction program. Using the final project/paper, faculty will gauge student's attainment of proficiency in the identified skills.</p>	<p>Finding Reporting Year: 2019-2020</p> <p>Goal met: Yes</p> <p>Per assessment survey, all 11 faculty respondees indicated that the library instruction sessions met the learning needs of their students: 10 of the 11 perceived their students performed higher regarding appropriate selection of research materials; 10 of the 11 perceived their students performed higher regarding ethical use of information; 7 of the 11 indicated their students performed higher regarding appropriate citation format and layout. (06/17/2020)</p>	<p>Use of Result: Based on the assessment results, we will continue our instructional methods for covering research material selection and ethical use of information (though always look for ways to improve), and that we need to work on spending more time and more effectively cover appropriate citation format and layout. (06/17/2020)</p>

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Budget Request: 0

Finding Reporting Year: 2018-2019

Goal met: No

Will be implemented in FY 19 and every following semester.
(12/14/2018)

Use of Result: Survey results will be collected the final week of classes, analyzed the following week and reference librarians will review the data to address gaps in student learning. Revisions to the curriculum will be made to address these gaps in the following semester. (08/13/2018)