

Assessment Plan

2019-20



Admin - Library

University Mission: George Fox University, a Christ-centered community, prepares students spiritually, academically, and professionally to think with clarity, act with integrity, and serve with passion.

Program Mission: To support the instructional programs and research activities of the institution by providing access to recorded information in a variety of formats, and to provide instruction in the use of traditional and new information resources and technologies.

Alignment With GFU Mission: The library provides resources that support student academic achievement and professional preparation and training to help students think clearly as they gather and apply information.

Assessment Lead: Rob Bohall

Outcome: COLLECTIONS: Materials

Provide physical and electronic materials that library users highly value.

Outcome Status: Active

Assessment Tools

Survey - LibQual user survey items:

- IC3: Printed library materials I need for my work
 - IC4: The electronic information resources I need
 - IC8: Print and/or electronic journal collections I require for my work
- (Active)

Target: Aggregate score for all user groups on all three indicators are within or above LibQual's "zone of tolerance."

Schedule for Data Collection: June 15 following each administration

Schedule for Data Analysis & Reporting: September 15 following each administration

Number of Article downloads per student (Active)

Target: At least 50 article downloads per student FTE per year

Schedule for Data Collection: July 31 of each year

Schedule for Data Analysis & Reporting: September 15 of each year

Related Goals

Core Themes

Core Theme 1.1 - General Education. Undergraduates complete a general education package that helps them develop foundational skills, acquire knowledge in a breadth of disciplinary domains, and interact productively across differences.

Core Theme 2.2 - GFU students apply professional competence by successfully obtaining entrance to graduate school, additional preparation, and/or successful employment in the field

Core Theme 2.5 - Faculty Excellence: Faculty will demonstrate excellence in preparation, practice, and teaching

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COLLECTIONS: Provide information resources and access to resources that meet users' needs for study and research.

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Outcome: COLLECTIONS: Access to materials

Provide satisfactory access to physical and electronic materials that library users value.

Outcome Status: Active

Assessment Tools

Survey - LibQual user survey items:

- IC1: Making electronic resources accessible from my home or office
- IC7: Making information easily accessible for independent use (Active)

Target: Aggregate score for all user groups are within or above LibQual's "zone of tolerance."

Schedule for Data Collection: July 31 following each administration

Schedule for Data Analysis & Reporting: September 15 following each administration

Survey - LibQual item on "Timely document delivery/ interlibrary loan" (Active)

Target: Aggregate score for all user groups are within or above LibQual's "zone of tolerance."

Schedule for Data Collection: July 31 following each administration

Schedule for Data Analysis & Reporting: September 15 following each administration

User attempts to access electronic resources (Active)

Target: At least 99.0% of attempts do not result in turnaways due to licensing restrictions

Schedule for Data Collection: July 31 of each year

Schedule for Data Analysis & Reporting: September 15 of each year

Related Goals

Admin - Library

COLLECTIONS: Provide information resources and access to resources that meet users' needs for study and research.

Outcome: SPACES: Individual spaces

Provide spaces that accommodate individual study and learning.

Outcome Status: Active

Assessment Tools

Survey - LibQual survey item LP2: "Quiet space for individual activities" (Active)

Target: Aggregate score for all user groups are within or above LibQual's "zone of tolerance."

Schedule for Data Collection: July 31 following each administration

Schedule for Data Analysis & Reporting: September 15 following each administration

Related Goals

Admin - Library

SPACES: Provide highly valued spaces that people enjoy using and that meet their academic needs.

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Outcome: SPACES: Group spaces

Provide group study spaces that are valued

Outcome Status: Active

Assessment Tools

Volume of meeting room reservations at the MLRC (Spring & Fall semesters only) and room use at the PCL. (Active)

Target: MLRC Average \geq 3.0 reservations per day of operation.

PCL Average \geq 1.0 room use per day of operation.

Schedule for Data Collection: July 31 of each year

Schedule for Data Analysis & Reporting: September 15 of each year

Related Goals

Core Themes

Core Theme 1.2 - Campus Climate. Sponsor a wide variety of public lectures, performances, and other events that create and sustain a campus climate in which civil discourse flourishes.

Core Theme 1.3 - Contribution to Critical Conversations. Promote opportunities beyond campus for students and faculty to broaden their understanding of and contribute to conversations about critical issues within our society and world.

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SPACES: Provide highly valued spaces that people enjoy using and that meet their academic needs.

Outcome: SPACES: Onsite technology

Provide onsite technology that users value

Outcome Status: Active

Assessment Tools

Survey - LibQual survey item IC5: Modern equipment that lets me easily access needed information (Active)

Target: Aggregate score for all user groups are within or above LibQual's "zone of tolerance."

Schedule for Data Collection: July 31 following each administration

Schedule for Data Analysis & Reporting: September 15 following each administration

Related Goals

Admin - Library

SPACES: Provide highly valued spaces that people enjoy using and that meet their academic needs.

Outcome: SPACES: Space usage

Physical facilities are inviting and well used

Outcome Status: Active

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Assessment Tools

Gate count rate at MLRC / Undergraduate FTE (from Common Data Set) (Active)

Target: Annual gate count / Undergraduate FTE \geq 60

Schedule for Data Collection: July 31 of each year

Schedule for Data Analysis & Reporting: September 15 of each year

Survey - LibQual item: Library provides "a comfortable and inviting location" (Active)

Target: Aggregate score for all user groups are within or above LibQual's "zone of tolerance."

Schedule for Data Collection: July 31 following each administration

Schedule for Data Analysis & Reporting: September 15 following each administration

Related Goals

Core Themes

Core Theme 3.3 - Christian Community. George Fox students and employees experience a Christ-centered, caring community that actively pursues cultural engagement and diverse representation reflective of Christ's kingdom.

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SPACES: Provide highly valued spaces that people enjoy using and that meet their academic needs.

Outcome: SERVICES: Document delivery

Provide GFU users with materials from external libraries in support of academic learning.

Outcome Status: Active

Assessment Tools

LibQual item on "Timely document delivery/ interlibrary loan" (Active)

Target: Aggregate score for all user groups are within or above LibQual's "zone of tolerance."

Schedule for Data Collection: July 31 following each administration

Schedule for Data Analysis & Reporting: September 15 following each administration

Related Goals

Core Themes

Core Theme 1.1 - General Education. Undergraduates complete a general education package that helps them develop foundational skills, acquire knowledge in a breadth of disciplinary domains, and interact productively across differences.

Core Theme 4.2 - GFU students, faculty, staff & administrators demonstrate engagement in improving the human condition by serving people both locally and globally

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SERVICES: Provide outstanding service to all users.

Outcome: SERVICES: Web access

Provide outstanding web-based access to library resources

Outcome Status: Active

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Assessment Tools

Provide focused online instructional guides (Libguides) to aid in information retrieval. (Active)

Target: Libguide page views per year / FTE \geq 7.5

Schedule for Data Collection: July 31 of each year

Schedule for Data Analysis & Reporting: September 15 of each year

Survey - Libqual item: "A library Web site enabling me to locate information on my own" (Active)

Target: Aggregate score for all user groups are within or above Libqual's "zone of tolerance."

Schedule for Data Collection: July 31 of each year

Schedule for Data Analysis & Reporting: September 15 of each year

Related Goals

Admin - Library

SERVICES: Provide outstanding service to all users.

Outcome: SERVICES: Staff accessibility

Library staff are perceived as friendly and approachable

Outcome Status: Active

Assessment Tools

Survey - Libqual item: Employees who are consistently courteous / caring / willing to help (Active)

Target: Aggregate score for all user groups are within or above Libqual's "zone of tolerance."

Schedule for Data Collection: July 31 of each year

Schedule for Data Analysis & Reporting: September 15 of each year

Related Goals

Core Themes

Core Theme 3.3 - Christian Community. George Fox students and employees experience a Christ-centered, caring community that actively pursues cultural engagement and diverse representation reflective of Christ's kingdom.

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SERVICES: Provide outstanding service to all users.

Outcome: SERVICES: Publishing

Showcase the intellectual output of the institution

Outcome Status: Active

Assessment Tools

Usage of the GFU Digital Commons (institutional repository) (Active)

Target: At least 100,000 downloads per year

Schedule for Data Collection: July 31 of each year

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Schedule for Data Analysis & Reporting: September 15 of each year

Related Goals

Core Themes

Core Theme 1.3 - Contribution to Critical Conversations. Promote opportunities beyond campus for students and faculty to broaden their understanding of and contribute to conversations about critical issues within our society and world.

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SERVICES: Provide outstanding service to all users.

Outcome: INFORMATION LITERACY

Students will be able to identify, access, evaluate and use high quality information resources.

Outcome Status: Active

Assessment Tools

SAILS scores from first year students to seniors (Active)

Target: (1) Seniors score higher than first year students in all four areas of the ACRL standards that are tested.
(2) In at least three areas, at least 50% more seniors than freshmen achieving proficiency level.

Schedule for Data Collection: July 31 following each administration

Schedule for Data Analysis & Reporting: September 15 following each administration

Survey - Libqual item: Teaching how to access, evaluate and use information (Active)

Target: Aggregate score for all user groups are within or above LibQual's "zone of tolerance."

Schedule for Data Collection: July 31 following each administration

Schedule for Data Analysis & Reporting: September 15 following each administration

Related Goals

Core Themes

Core Theme 1.1 - General Education. Undergraduates complete a general education package that helps them develop foundational skills, acquire knowledge in a breadth of disciplinary domains, and interact productively across differences.

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INFORMATION LITERACY: GFU students will be able to identify, access, evaluate and use information resources.