Assessment Plan

2020-21

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

Library material usage:
- Monographs: book checkouts + ebooks + Summit/ILL
- Full text article downloads
- Streaming video
(Active)

Target: - At least 5 monograph checkouts per student FTE per year.
- At least 50 article downloads per student FTE per year
- At least 4 views per student FTE per year
Schedule for Data Analysis & Reporting: July 15 of each year

Survey item on satisfaction with library resources needed for work/assignments/research (Active)
Target: At least 85% of respondents in each group will report being "satisfied" or "very satisfied"
Schedule for Data Analysis & Reporting: July 15 following each administration of the survey.

Archives:
- Archives item downloads in the Digital Commons.
- Collection views in Archives West (Active)

Target: - At least 400 total downloads per year
- At least 100 collection views per year
Schedule for Data Analysis & Reporting: July 15 following each administration of the survey.

Outcome: COLLECTIONS: Access to materials

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

Outcome Status: Active

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Assessment Tools

Survey item on satisfaction with delivery time of library materials. (Active)
Target: At least 80% of respondents in each group (traditional undergrads, adult/grad, faculty) will be "satisfied" or "very satisfied."   **Schedule for Data Analysis & Reporting:** July 15 following each administration of the survey.

Outcome: SPACES: Individual spaces

Patrons will value and enjoy individual study and learning.

Outcome Status: Active

Assessment Tools

Survey item on satisfaction with the library for individual study. (Active)
Target: At least 85% of traditional undergraduates will indicate they are satisfied or very satisfied.   **Schedule for Data Analysis & Reporting:** July 15 following each administration of the survey.

Volume of meeting room reservations (Murdock) and room use (PCL) (Active)
Target: - Murdock Average >= 3.0 reservations per day of operation   - PCL Average >= 1.0 room use per day of operation   **Schedule for Data Analysis & Reporting:** July 15 of each year.

Outcome: SPACES: Space usage

Physical facilities are inviting and well used

Outcome Status: Active

Assessment Tools

Survey item: Library provides "a comfortable and inviting location" (Active)
Target: At least 80% of respondents indicate they are satisfied or very satisfied   **Schedule for Data Analysis & Reporting:** July 15 of each year.

Archives visitor survey item: Archives are comfortable and adequate for my research needs. (Active)
Target: At least 85% of respondents indicate they are satisfied or very satisfied   **Schedule for Data Analysis & Reporting:** July 15 following each administration of the survey.

Outcome: SPACES: Group spaces

Provide group study spaces that are valued

Outcome Status: Active

Assessment Tools

Volume of meeting room reservations at the Murdock Library and room use at the PCL. (Active)

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Target: Murdock average >= 10.0 reservations per day of operation.

PCL Average >= 3.0 room uses per day of operation.
Schedule for Data Collection: July 31 of each year
Schedule for Data Analysis & Reporting: September 15 of each year

Volume of meeting room reservations (Murdock) and room use (PCL) _copy (Active)

Target: - Murdock Average >= 3.0 reservations per day of operation
- PCL Average >= 1.0 room use per day of operation
Schedule for Data Analysis & Reporting: July 15 of each year.

Outcome: SPACES: Onsite technology

Provide onsite technology that users value
Outcome Status: Active

Assessment Tools

Survey item: In general, how satisfied are you with the library technology (computers, printing, copying, checkout of chargers and adapters, etc. Includes the Archives.)? (Active)

Target: At least 85% of traditional undergraduates will indicate they are satisfied or very satisfied.
Schedule for Data Analysis & Reporting: July 15 following each administration of the survey.

Outcome: SPACES: Online

Provide a positive online user experience.

Assessment Tools

Survey item: Library website is easy to navigate and enjoyable to use. (Active)

Target: At least 75% of respondents indicate they agree or strongly agree.
Schedule for Data Analysis & Reporting: July 15 following each administration of the survey.

Survey item: Library website enables me to find the information I need in a reasonable amount of time. (Active)

Target: At least 75% of respondents indicate they agree or strongly agree.
Schedule for Data Analysis & Reporting: July 15 following each administration of the survey.

Outcome: SERVICES: Document delivery

Provide GFU users with materials from external libraries in support of academic learning.
Outcome Status: Active

Assessment Tools

Survey item: I get items requested from outside George Fox (Summit and interlibrary loan) in a reasonable amount of time. (Active)

Target: At least 85% of respondents indicate they agree or strongly agree.

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Schedule for Data Analysis & Reporting: July 15 following each administration of the survey.

Outcome: SERVICES: Resource Guides

Provide outstanding web-based access to library resources

Outcome Status: Active

Assessment Tools

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

Target: Libguide page views per year / FTE >= 7.5
Schedule for Data Collection: July 31 of each year
Schedule for Data Analysis & Reporting: September 15 of each year

Outcome: SERVICES: Staff accessibility

Library staff are perceived as friendly and approachable

Outcome Status: Active

Assessment Tools

Survey item: Library employees are consistently courteous, helpful and positive in their service. (Active)

Target: At least 85% of respondents indicate they agree or strongly agree.
Schedule for Data Analysis & Reporting: July 15 following each administration of the survey.

Outcome: SERVICES: Digital Learning

Support faculty and students in their journey as agile professionals and scholars.

Assessment Tools

Faculty survey item: Digital Learning gives me timely support when I have questions or needs on FoxTALE/Canvas. (Active)

Target: At least 80% of respondents agree or strongly agree.
Schedule for Data Analysis & Reporting: July 15 following each administration of the survey.

Faculty attendance at Digital Learning events. (Active)

Target: At least 8.0% of faculty will attend each year.
Schedule for Data Analysis & Reporting: July 15 of each year.

Outcome: SERVICES: Publishing

Showcase the intellectual output of the institution

Outcome Status: Active

Assessment Tools

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

Outcome: INSTRUCTION

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

Outcome Status: Active

Assessment Tools

Post-instruction faculty survey: The instruction provided was high quality and is likely to lead to better student work. (Active)
Target: At least 80% of respondents agree or strongly agree. **Schedule for Data Analysis & Reporting:** July 15 following each administration of the survey.

Archives post-instruction survey: The instruction provided was high quality and increased my ability to use archival resources. (Active)
Target: At least 85% of respondents agree or strongly agree. **Schedule for Data Analysis & Reporting:** July 15 of each year.

Information Literacy rubric applied to key assignments in GE courses. (Active)
Target: At least 80% of students will score at or above "Partial Mastery" on the Cornerstone Core rubric. **Schedule for Data Analysis & Reporting:** July 15 of each year.