GRAD Connect

Objective: To understand and improve the graduate student experience at the University of Oregon

Why?

- LibQual+ results
- No existing advisory group
- Campus priority
- Today’s graduate students are tomorrow’s faculty
<table>
<thead>
<tr>
<th>Date</th>
<th>Action</th>
<th>Location</th>
<th>Participants</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 18, 2013</td>
<td>Focus Groups</td>
<td>Eugene Knight Library</td>
<td>50 Grad Students</td>
<td>2.5 hours</td>
</tr>
<tr>
<td>January 2013</td>
<td>Focus Groups</td>
<td>UO Marine Biology Library</td>
<td>4 Grad Students</td>
<td>1.5 hours</td>
</tr>
<tr>
<td>January 22, 2013</td>
<td>Debrief</td>
<td>Eugene Knight Library</td>
<td>UO Libraries Team</td>
<td>3.5 hours</td>
</tr>
<tr>
<td>February 6, 2013</td>
<td>Focus Groups</td>
<td>Portland Library</td>
<td>14 Grad Students</td>
<td>2.5 hours</td>
</tr>
<tr>
<td>February 25, 2013</td>
<td>Debrief</td>
<td>Eugene Knight Library</td>
<td>UO Libraries Team</td>
<td>4 hours</td>
</tr>
</tbody>
</table>
Participants

64 graduate students respondents
17 librarians/library staff researchers

Nancy Slight-Gibney,
UO Libraries Assessment Team

Wendy Ames,
Market Research Consultant
2.5 hour Non-Traditional Focus Groups, Eugene and Portland

- Seating 6-8 graduate students per table
- Two to eight round tables set-up in a large room
- Large wall templates hung up around the room to gather qualitative data
- Grad Students separated by discipline
- One Lead Facilitator in the room
- Each table has Table Leader from the UO Libraries Team
- Each table has Note Taker from the UO Libraries Team
- Conversations at all tables happening simultaneously
- All tables are working on the same exercise at the same time

1.5 hour Roundtable Focus Group Charleston, Oregon

- Located at the Oregon Institute of Marine Biology Library
- Conversation Led by the Librarian at OIMB
Graphic Facilitation Process
Initial Debrief

Open invite to all researchers
Across several hours/days
Very participatory
Diverge/Converge approach

Data Dump:
• Challenges and Frustrations
• Current Sweet Spots
• Aspirations and Wish-fors
Key Themes

1. Website, Discovery, and ILS
2. Technology
3. Collections and Resources
4. Access and Hours
5. Help and Orientation
6. Study Space
7. Relaxation Space
8. Broader Campus Environment
Use Aspirations and Wish-fors as your guide

Work collaboratively to review insights and find solutions

Think outside the box – nothing is impossible!

Cost-Benefit Analysis to conclude
Actions

1. E-delivery of articles/chapters
2. Loan/recall policy changes
3. Improved linking to e-books
4. Website redesign
5. Lockers and laptop lock boxes
6. Technology needs in branches
7. Info sharing w/Graduate School
Next Steps

1. Review LibQual+ 2014 results

2. New Dean meet with Graduate Student Advisory Council

3. Mindful space planning

4. Fall Term orientation
Questions?

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