Integrated Service Spaces: New ways of assessing collaboration

Hector Escobar - Director of Education & Information Delivery
Heidi Gauder - Coordinator of Research & Instruction Services
University of Dayton
Background

Historical data collection in the library
- Multiple service desks
- Culture of assessment

History of the Write Place
- Write Place moves to second floor in 2009
- Space issues noticed in 2009+
Data sources / Methodology
Undergraduate mean responses on 2012 LibQual survey

- Affect of Service
- Information Control
- Library As Place

Mean scores: Affect of Service - 7, Information Control - 7, Library As Place - 8
Writing Center space use trends
Chat Quality by Select Evaluation Standards

Data analyzed by Robyn Case, Kent SLIS practicum student.
Writing Center categories by language proficiency

![Chart showing categories of writing center visits by language proficiency.](chart)

- **Clarity of ideas**
- **Word choice**
- **Verb tense**
- **Thesis statements**
- **Support/evidence**
- **Punctuation**
- **Transitions**
- **In-text citations**
- **Works cited**
- **Prewriting/outline**

Legend:
- English language learner
- English first language
Findings

● Better picture of writing center client demographics & writing help
● Clarification of work functions performed by consultants & librarians needed
● More intentional training for student desk employees critical
● Updated data collection methods will be needed
The Transition
The Road Ahead

James Wheeler, Yoho Road.  https://flic.kr/p/dimyDU
Contact and Further Information

Resource Page:

Hector Escobar
escobar@udayton.edu

Heidi Gauder
hgauder1@udayton.edu