Creating a Culture of Evidence and Assessment: Building a Daily Practice that Matters

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What many feel when they hear the word “assessment”
Assessment can be part of daily work
From Counting to Using Data

COMMUNICATION

In Person

Directional

Information

Printer/Scanner/Equipment

Knowledge

Technology

1 Minute

1 Minute

1 Minute

1 Minute

5 Minutes

5 Minutes

5 Minutes

5 Minutes

15 Minutes

15 Minutes

15 Minutes

15 Minutes

Research Help Desk - Add a Record

Question (Comment, Compliant): (500 chars max)

Answer

Time Stamp

Entered By:

Internal Note

Research Questions

Technology Questions:

Other Questions:

Notes

If referred, referred to:
Reference Desk Statistics

- Need staff buy in
- Staff need to feel that additional data collection has meaning and purpose
- Become part of daily workflow
- Start to notice trends → Suggest Solution → Implement solution → Assess
Collecting Data for Short and Long Term Assessment
Using Assessment on a Daily Basis

Goal: Easy Online Experience for Students

- Inquires about Known Article Searches
- Examined method to find known articles
- Added Article Finder to Website
- Examined whether question pattern changed
- Examine known article questions asked
- Examine whether questions decrease
- Change location of link on website
- No noticeable change in questions
- Is there a change in questions about known item searches?
Same Data Different Use
Medium Term Assessment

Question: Does the library need to have a reference desk staffed by librarians?

- What type of questions are being asked
  - Assess changes
  - Recommend eliminating reference desk and more “just in time” hours
- Analyze using READ Scale
  - Cut back on professional “just in case” hours
Long Term Assessment

Question: What are the bottlenecks students have with doing research?

- Notice patterns in types of questions asked
- Use same dataset as starting point for in depth assessment
- Look at additional assessment data
- Work with specific faculty on observed bottlenecks
- Focus instruction on key problem areas
- Instructional design for on problematic assignments
- Begin collecting additional data on student learning
Different methods, different analysis, one dataset!
Lessons learned

- Data can be used in everyday decision making. There is no need to wait until the end of a cycle to begin collecting and analyzing data.
- You can get staff buy-in when the results of data collecting and analyzing are visible.
- There is no need to wait for perfect, complete data, to begin analysis.
- Make data open so others can look at it and ask questions of it.
- When data is part of the daily workflow, the questions which can be asked of it are not limited to a specific project.