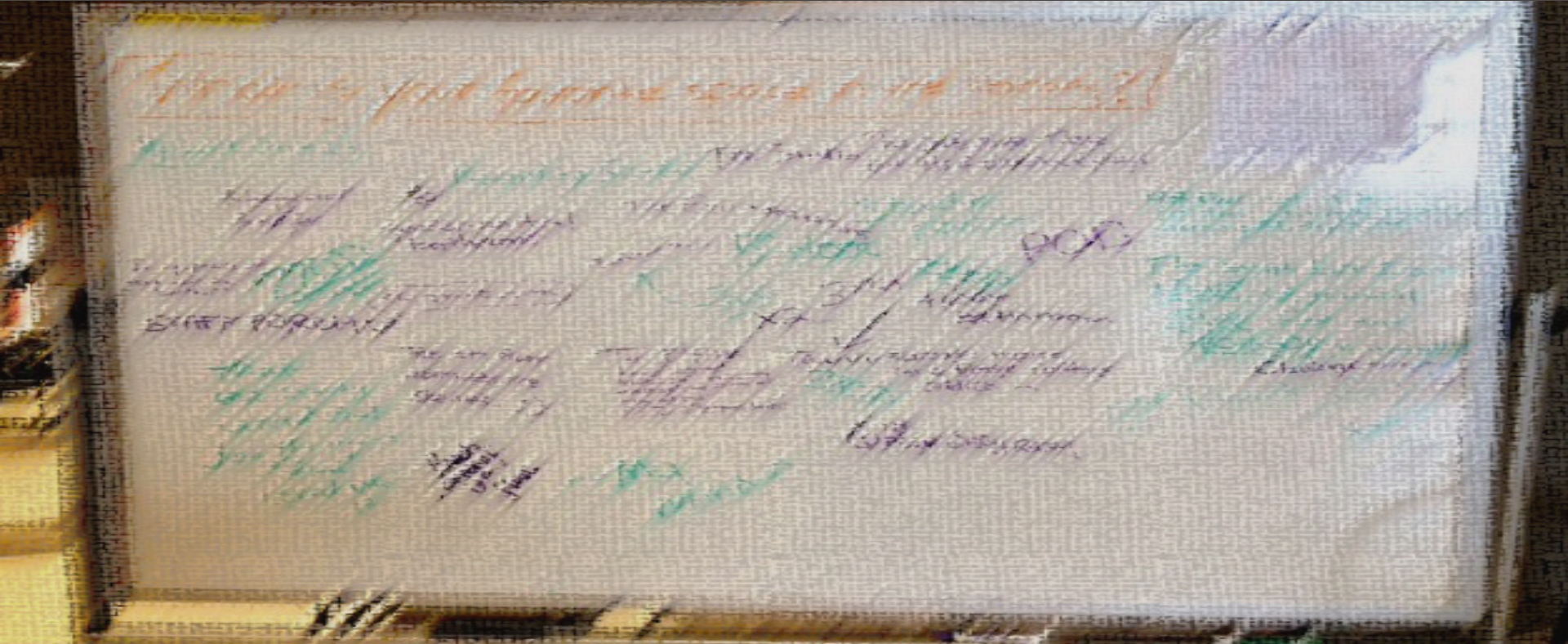


# Using Informal Learning Spaces and Non-Traditional Methods to Assess Student Success



Anna Sandelli,  
Student Success Librarian for Undergraduate User Experience  
University of Tennessee, Knoxville

Sojourna Cunningham,  
Social Sciences and Assessment Librarian  
University of Richmond



# Beware of librarians bearing coffee...

- Felt limited by traditional survey methodology
- Saw value in open-ended conversation
- Wanted participants to be able to see other people's responses and communicate with them







# Crafting your own cup o' joe (aka Project Goals)

- Big picture of student success: retention, graduation, engagement
- Zooming in: how is, and could, our library support these priorities?
- Personalization: translating broad data into actionable conversation

# Methodology

A photograph of a silver Apple laptop and a white mouse on a wooden desk, with a blurred bookshelf in the background. The laptop is open, and the mouse is positioned to its left. The background shows a bookshelf filled with books, creating a professional and academic atmosphere.

- Collaborative by nature
- Capable of tunnel vision
- Conscious steps



# Methodology



- Time-intensive IRB
- List of questions
- Locations
- Considerations



# Implementation

A woman is shown in profile, holding a white mug to her lips. She is looking out a window at a bright sunset or sunrise, with the sun low on the horizon and its light filtering through the glass. The scene is dimly lit, with the primary light source being the sun outside, creating a warm, golden glow. The woman's hair is dark and shoulder-length. The overall mood is contemplative and serene.

- Expecting the unexpected
  - Unpredictable weather
  - Vanishing boards
  - Deciphering responses

## Contributing to the conversation

- Visibility
- Opportunities to observe



# Another Look



- Adjustments to study period and locations
- Addition of another library
- Continued outreach to colleagues



# Analysis





# The Actual Data

- Daily stressors & current events
- Diversity
- Procedures
- Funding
- Time capsule elements
- Multiplicity of identities

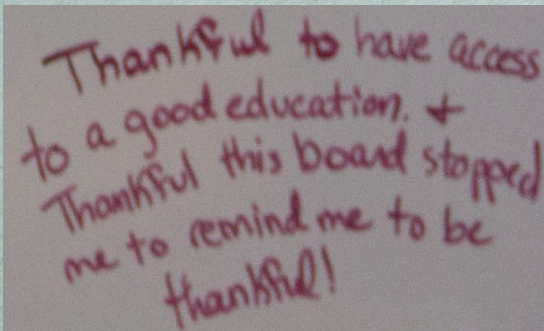
Recorded → **free printing** \* Every Room.  
My \* dream/ideal library has  
more macs  
- actual chargers  
- useful  
more white boards  
Takes more books are helped in the right areas  
\* **no line at Starbucks** \* faster  
a slide.  
Pet Alligators  
more dry-erase boards  
Seconded! more study tables  
24 hr Starbucks → quiet floor  
Thirded!  
Fourthed! →  
Every book in PDF form  
More booths  
power supply at every table  
Seconded  
A with USB ports.  
More white boards  
oh my god yes  
**MORE STUDY ROOMS**

more macs  
- actual chargers  
- useful  
\* faster  
Computers  
an aquarium (or pet alligator)  
I love LOVE  
1st, 4th, 5th floor  
QUIET study  
free food (im broke)  
Comfy chairs everywhere  
more notes, more actual quiet  
A Beer volcano  
seriously, why are we a dry campus every day but football season



# Outcomes

- Highlighted opportunities for community-building
- Demonstrated actionable items related to the Libraries' physical spaces and communications
- Illustrated value of partnerships and dialogue



Thankful to have access  
to a good education. +  
Thankful this board stopped  
me to remind me to be  
thankful!



*Comment on 2015 whiteboard, in response to the question "Today I feel \_\_\_\_\_"*



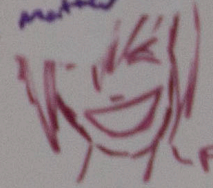
# Next Steps

How do you feel today?  
300 BANGS  
VOLISTICIOUS

Today I feel targeted?  
awesome

SAD... 3 people were  
Shot in the Head Yesterday  
At Chapel Hill, NC

#ChapelHillShooting  
#ChapelHillShooting  
#AllLivesMatter



Is that good enough for you? → That isn't a question.

1 I feel sleep deprived and anxious  
2 Today I feel overwhelmed

Today I feel great

VICTORIOUS → same

#MUSLIMLIVESMATTER  
BLESSED - Demi

BEAUTIFUL !!

Feel like...  
Results will be skewed by the limited category of students likely to respond.

Budass ↓

Bubs

Successful  
Gonna succeed

Strugglin like a Muggle?  
ditto  
I feel goody  
grate

Relieved

Drained...

Overburdened with too much homework... but otherwise, I'm fun-freakin-tastic

ANGRY BECAUSE PEOPLE DON'T KNOW WHAT I LOOK LIKE MEANS

#ChapelHillShooting

overrasket + surrek + trott  
sheepy

Thankful to have access to a good education. + Thankful this board stopped me to remind me to be thankful!

Living the dream

Excited to meet Laverne Cox !!!

Tired!

Hangry!  
Feel me!!

Amazing





