After the Ribbon Cutting: Creating and executing an efficient assessment plan for a large-scale learning space project

KRYSYAL WYATT-BAXTER, HEAD OF ASSESSMENT
MICHELE OSTROW, ASSISTANT DIRECTOR OF TEACHING & LEARNING SERVICES
About the project
Designing the plan
Media Lab Questions

- Do we have the right software?
- How are students learning about the lab?
- What are users doing in the lab?
- Is Lab Assistant training effective?
- Are faculty integrating the Lab into curricula?
Media Lab Methods

- Pop-up survey
- KeyServer data
- Lab Assistant focus group

Main reason for Media Lab visit
- To work on a class project: 41%
- To work on a personal project: 34%
- To learn software or computer skills: 2%
- To work on a project for a club/group I’m in: 6%
- Homework/studying: 9%
- Other: 8%
Learning Lab Questions

• Are teachers using the new technology?
• Is classroom support sufficient for teachers’ needs?
• How often are classrooms in use?
• Is there capacity to offer classrooms for non-Libraries use?
Learning Lab Methods

- Class tracking
- Instructor focus groups and call for feedback
- Requests for use

**By the Numbers**
- 151 course-integrated instruction sessions
- 40 workshops with 300+ attendees
- 27 events
- 8 Writing Center class presentations
- 2 faculty-focused sessions
- 1 semester-long class
Open study Questions

• Are people using the new space?
• What aspects of the space are they using?
• How are they using it? Collaboratively or independently?
• Are policies sufficient?
Open study Methods

- Dot posters
- Door counter
Wayfinding & Space Questions

- Can users find the new spaces?
- Do students understand space availability?
- Can they use the new technology?
- Is there anything we can do to improve spaces?
Wayfinding & Space Methods

- Kindness Audit
- Informal evidence from service providers & teachers

“This device gives a schedule of people or groups that are using the room. However, when the screen isn’t lit I didn't know why the device was there.”
Practical Implications

1) Involve stakeholders
2) Plan in advance for workflow
3) Employ mixed methods
4) Show users changes
5) Grow and change policies
6) Assign tasks at granular level
Future Plans
QUESTIONS?