San Joaquin Valley College
STUDENT SERVICES ASSESSMENT PLAN
To be revised at each Program Review

Program: Student Services   **Date:** September 27, 2018

ASSESSMENT PROCESS

Library and Learning Resource Center Assessment Methods

Describe the tools and/or evaluation methods used to collect the evidence of student unit outcomes (SUOs).
- Criteria are rubrics, skill sheets or other tools used to determine whether the outcome has been met.
- Achievement level describes the expected achievement level of the SUO (e.g. 70%); this is a calculated average of all tools/methods.

SUOs	Assessment or Evaluation Method	Criteria (Rubric)	Achievement Target	Data Collection Method (if not done through eCourses)
LLRC-SUO 1				
	Librarian instruction	Workshop data	Increase the number of presentations to 150 by the final year of the next review period.	LLRC reports
	Surveys	LLRC survey data from Institutional and/or Student Services survey	80% or more respondents agree or strongly agree.	Institutional Survey and Student Services Survey
LLRC-SUO 2	Reference interactions	Gate Count form	5% of library visits will consist of reference interactions by the time of the next review	LLRC reports

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			80% or more survey participants respond positively to question	Institutional Surveys
	Institutional Survey Data			
LLRC-SUO 3	Collection statistics	Growth in leisure resources and materials (such as fiction, non-fiction, personal, professional, and academic development)	1% increase in leisure resources each year by the next review	Destiny Reports
	Library website	Usage for career training, financial literacy, and information literacy resources	Establish a baseline of usage in 2019 and increase by 1% each year by the next review	Brightspace Analytics and LIRN reports
LLRC-SUO 3	Circulation statistics	eBook circulations	2% overall increase in ebook circulations by the next review	LIRN & eBook Central reports
	LIRN usage	Electronic database usage reports	2% overall increase of usage by next review	LIRN reports