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Assessment Work Team Essence Notes

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Assessment Interdepartmental Work Team  
February 8, 2016  
Essence Notes

**Attending:** Bede Mitchell, Jeff Mortimore, Bob Fernekes, Lili Li, Ruth Baker, Jessica Minihan, Pablo Gujilde, David Lowder, Alva Wilbanks.

**LibQUAL+ Survey to run February 15-26:** Bede announced that all is in place for this survey which we conduct every three years. Student Affairs will be sending out invitations to participate, reminders, etc. The same messages will go out to faculty on GSFAC and to the Deans asking them to share with their colleges. IT Services will put a message in the My Message field on the Mygeorgiasouthern login page, similar to the message we will put in the library’s newsbox. Bede added that revisions to the survey provides a faster turnaround time and we should be receiving our results sometime in March.

**Web Usability Testing:**  
Sam Wainford’s Class: Following up on a previous discussion that we should be proactive regarding the survey with Ms. Wainford’s class and have them answer questions we are interested in, Tony Ard compiled a list of frequently asked questions he pulled from Instant Messaging, Ask Zach, and other sources. The list was shared with Ms Wainford. She is happy to be provided with questions, eliminating the need for the students to visit to the library and interview reference librarians. Bede added that Ms. Wainford commented on some of the changes made to our web page, stating that it was gratifying to know that information received from the students was being taken seriously and improvements were being implemented.

**Report from Jeff Mortimore on Library Testing:** Jeff reported that the tasks to be performed in the first cycle had been established and that all five interviews for Cycle 1 should be completed by February 9. A meeting may be held by the end of the week with the Co-PI’s to discuss the first round of interviews. Following this meeting the Co-PI’s will return to the Assessment Team with recommendations for further testing and/or recommendations for changes. The group viewed one of the interview videos with a voice mask. A copy of the Cycle 1 interview questions is attached. Jeff added that the results from these interviews will give other areas for the Co-PI’s to look at such as how some students will type search terms such as “library hours” into the Discover search box, expecting to get some type of result.

Jeff discussed other options that could assist in moving forward with the study. He is interested in performing some “XY” studies, where you generate prototypes of alternative pages, or alternative features of pages. He gave a brief demonstration of a platform he has created on Libguides that can be used for prototyping. He also plans to create a guide where some prototyping can be done. Another option he would like to have checked out is whether the option of a department single column template in Wordpress might be available to us for the homepage versus having to use the college level template. David will follow up on this request.

**Next Meeting Date:**  March 14th meeting rescheduled to meet on Wednesday, March 16, 2:30 - 3:30 pm.

(Attachment - Cycle 1 Masked 1)
Subject:

• Sophomore
• Visits library website very rarely or never
• For research, visits Google or Wikipedia most
• Self-rates research skills "good"

Tasks:

1. Take a moment to look around the library homepage and describe what you see. Describe the different sections, links, and features that you notice, and describe what you think each of them does. If you use a particular part of the library homepage already, explain briefly what you use it for.

2. You and a classmate have a class presentation coming up. You've heard the library has presentation practice rooms. Find the usage policy for the library's presentation practice rooms and book a room for tonight at 8pm.

3. You checked out a book from the library a couple of weeks ago to use for the presentation and think it might be overdue. See if you can find the library's checkout policies and renew your book from the library website.

4. Your professor says you need to cite your sources for the presentation in APA style. She says the library should have some tools to help you do this. You want to use the book you checked out from the library. Find the library's citation style tools to help you cite the book in APA style.

5. Your classmate texts to say she can't meet with you until this weekend. Find the library's hours so you can reschedule when the library is open.