

Student Learning Outcomes Assessment Plan

Instruction and Outreach Services Department
Henry Madden Library
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Mission Statement:

The Instruction and Outreach Services (IOS) Department in the Henry Madden Library prepares California State University, Fresno students to become information literate individuals. Information Literacy (IL) is defined as "the ability to recognize when information is needed and to locate, evaluate, and use it effectively". This set of skills is essential in today's world, for students and graduates. At the core of IOS's instructional program is the commitment to the concept of Information Literacy as outlined by the American Library Association's [Information Literacy Competency Standards for Higher Education](#).

Goals:

California State University, Fresno students will be able to:

- Determine the extent of information needed.
- Access the needed information effectively and efficiently.
- Evaluate information and its sources critically.

Goal 1: Fresno State undergraduate students will be able to determine the extent of information needed.

Outcomes Include:

- a) Confer with instructors and participates in class discussions to identify a research topic, or other information need.
- b) Identify key concepts and terms that describe the information need.
- c) Develop a thesis statement and formulates questions based on the information need.

Assessment Activities:

Use brainstorming activities to have students identify possible research topics within the broader assignment.

Students generate synonyms and broader and narrower terms and discuss how their results would be different if they pitched different terms.

Encourage students to teach /learn from each other, use think/pair/share.

Goal 2: Fresno State undergraduate students will be able to access the needed information effectively and efficiently.

Outcomes Include:

- a) Construct a search strategy using appropriate commands for the information retrieval system selected (e.g., Boolean operators, truncation, and proximity for search engines; internal organizers such as indexes for books).
- b) Uses various search systems to retrieve information in a variety of formats.
- c) Uses specialized online or in person services available at the institution to retrieve information needed (e.g., interlibrary loan/document delivery, professional associations, institutional research offices, community resources, experts and practitioners).

Assessment Activities:

Demonstrate an understanding of the concept of Boolean logic and constructs a search statement using Boolean operators.

Describe some materials that are not available online or in digitized formats and must be accessed in print or other formats (e.g., microform, video, audio).

Identify the appropriate service point or resource for assistance

Goal 3: Fresno State undergraduate students will be able to evaluate information and its sources critically.

Outcomes Include:

- a) Examines and compares information from various sources in order to evaluate reliability, validity, accuracy, authority, timeliness, and point of view or bias.
- b) Recognizes prejudice, deception, or manipulation.
- c) Determine probable accuracy by questioning the source of the data, the limitations of the information gathering tools or strategies, and the reasonableness of the conclusions.

Assessment Activities:

Investigate qualifications and reputation of the publisher or issuing agency by consulting other information resources.

Demonstrate an understanding that some information and sources may be designed to trigger emotions, conjure stereotypes, or promote support for a particular viewpoint or group.

Compare new information with own knowledge and other sources considered authoritative to determine if conclusions are reasonable.

IL Products/Services:

The IOS department in the Library has a diverse program of products that teaches students Information Literacy.

1. *7 Secrets to Success: an Online Library Tour* – teaches students where, when and who to contact for all their basic library needs.
<http://ios.lib.csufresno.edu/tour/7secretstour.htm>
2. *4 Online Tutorials via Blackboard* – teaches students the basics of choosing a topic, finding, evaluating books and articles as well as understanding the importance of citing and plagiarism.
 - a. *Choosing a Topic*,
 - b. *Searching, Finding & Evaluating Books*,
 - c. *Searching, Finding & Evaluating Articles*
 - d. *Citing & Plagiarism*
3. *Assignment Research Calculator (ARC)* – an online time management tool that teaches students the research process as well as how to find, evaluate and write their papers.
<http://ios.lib.csufresno.edu/arc>
4. *Course-Related Instruction* – librarians teaching a specific research method, application or resources customizing it to the class's research assignment, paper, etc.

Core IL Products Matrix			
	Goal 1	Goal 2	Goal3
7 Secrets to Success	I	I	
Choosing a Topic	I, R	I, R	I, R
Searching, Finding & Evaluating Books	I, R	I, R	I, R
Searching, Finding & Evaluating Articles	I, R	I, R	I, R
Citing & Plagiarism	I		
Assigment Research Calculator (ARC)	I, R	I, R	I, R
Course Related Instruction	A	A	A
I : Introduce			
R : Reinforce			
A : Advanced			

Assessment Activities:

1. Assessment in the form of a quiz at the end of each tutorial is being conducted in the four online tutorials via Blackboard (*Choosing a Topic; Search, Finding and Evaluating Books; Searching, Finding and Evaluating Articles and Citing & Plagiarism*).
2. In the Course-Related Instruction, students are giving an online form (information literacy survey) after each class to evaluate their learning. Included in the information literacy survey are pre and post questions regarding students' level of comfortable in using the library for research.

Time of Assessment Activities:

<u>AY Year</u>	<u>Assessment Method</u>
2010-2010	Focus groups Revise two of the four tutorials Students will take the revised tutorials Survey

Summary Evaluation, Adjustment, and Reporting:

2009-2010 - Quiz at the end of each tutorial in Blackboard.

Having a quiz and then a certificate of completion that can be turned into the instructor was successful. Students like this because it gives them a sense of accomplishment and having proof that they have gone through the tutorial. As for the instructor, it's a way of keeping accountability.

However an in-depth look reveals that the quizzes at the end of each tutorials does not synched to the learning objectives outlined in the beginning of the tutorials. Therefore we are applying for a grant assessment to help us revise and build an assessment component into the tutorials.