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## Before and after the flip: The effects of inverting consultations on student satisfaction and librarian workload

Sarah Dahlen

*California State University, Monterey Bay*, [sdahlen@csumb.edu](mailto:sdahlen@csumb.edu)

Eddy Hogan

*California State University, Monterey Bay*

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# BEFORE AND AFTER THE FLIP

## The Effects of Inverting Consultations on Student Satisfaction & Librarian Workload

*Sarah Dahlen & Eddy Hogan*

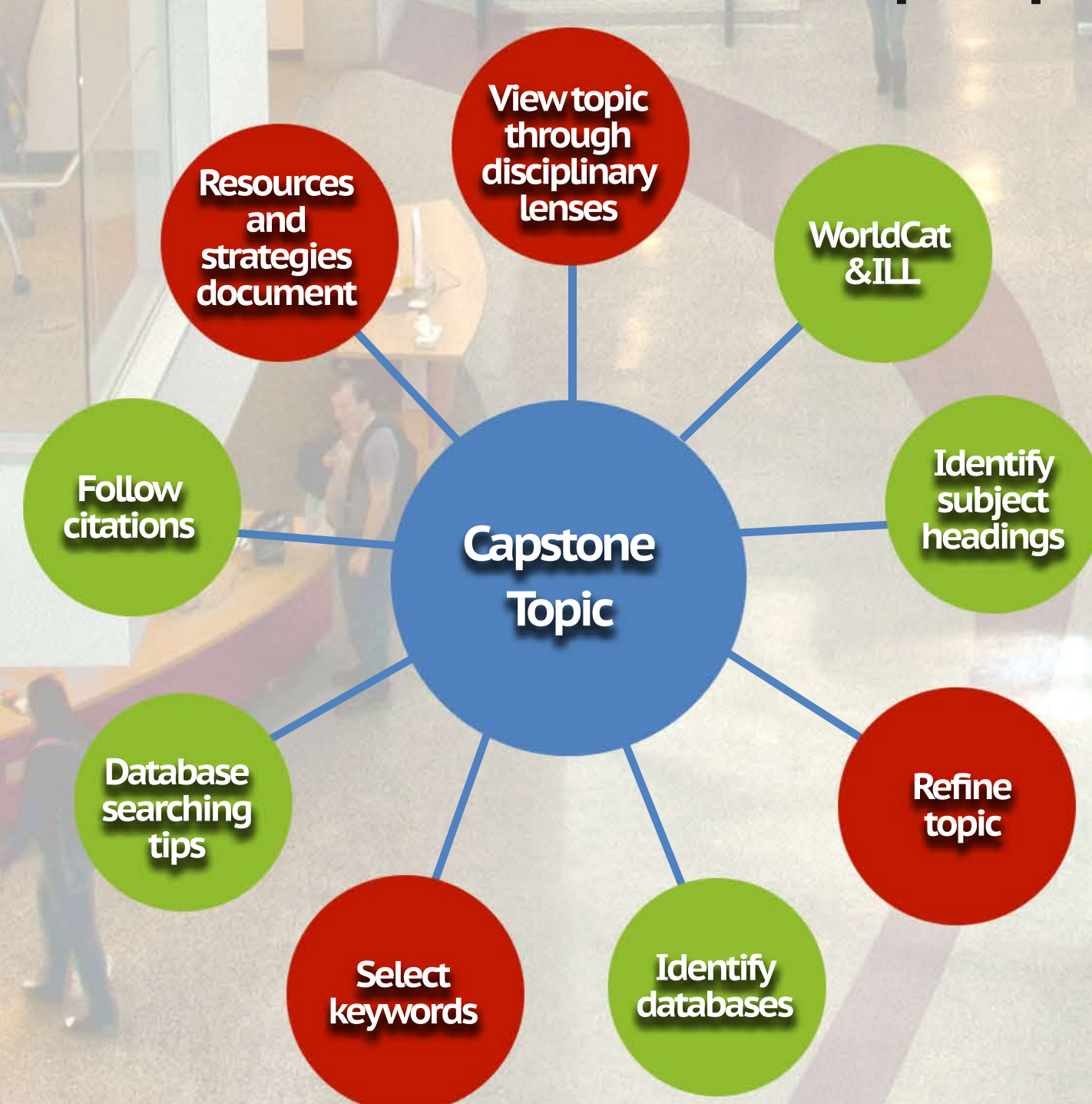
2002 - 2012

**THE CONSULTATIONS:** Hour-long, one-on-one, face-to-face meetings with seniors in the social & behavioral sciences major

**THE PROBLEM:** Enrollment in the major doubles and librarian retirements loom, leading to time constraints for librarians providing the consultations



Consultations are mandatory, by appointment, require substantial prep time by librarians



\*\* Now covered in person  
\*\* Now covered in videos

Consultations focus on searching strategies and sources for each student's approved capstone topic

2013 - Present

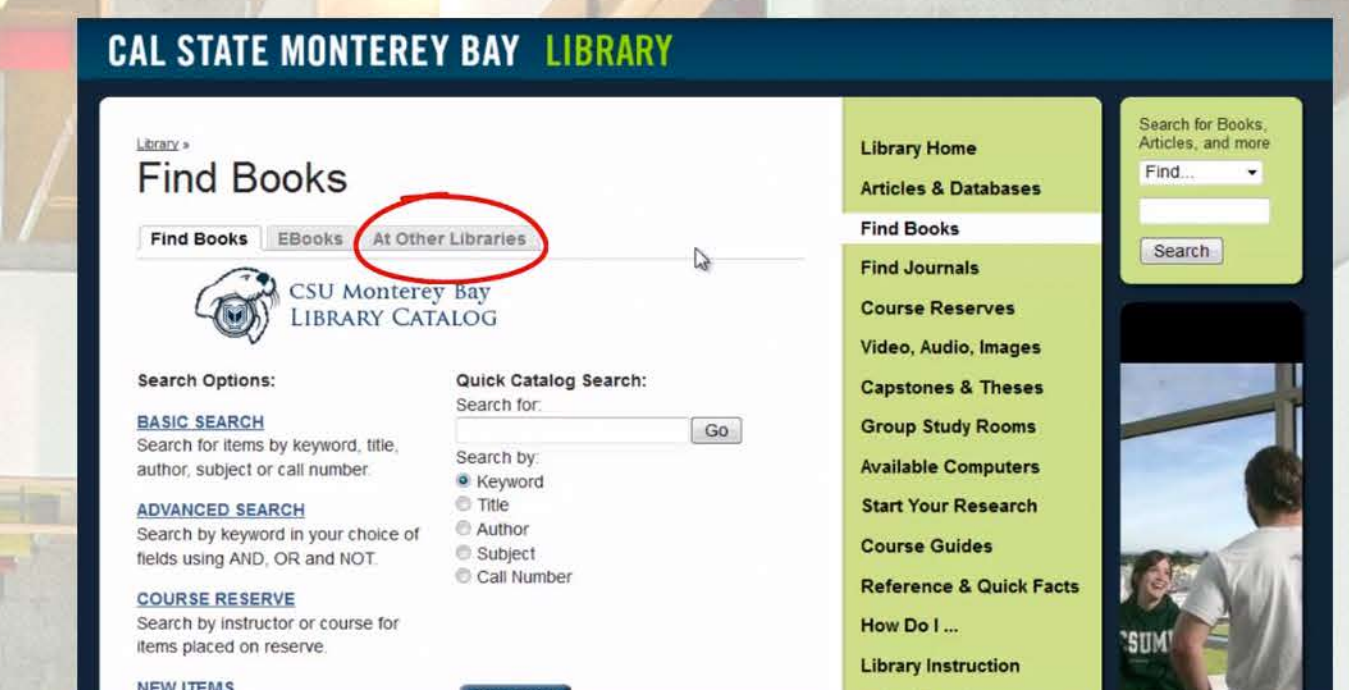
*Why flip? Flipping (or inverting) instruction allows expository content to be delivered outside of scheduled face-to-face time, leaving that time for activities that focus on higher-order cognitive skills, such as analysis and evaluation.*

**THE REMEDY:** Flip the delivery model for the consultations

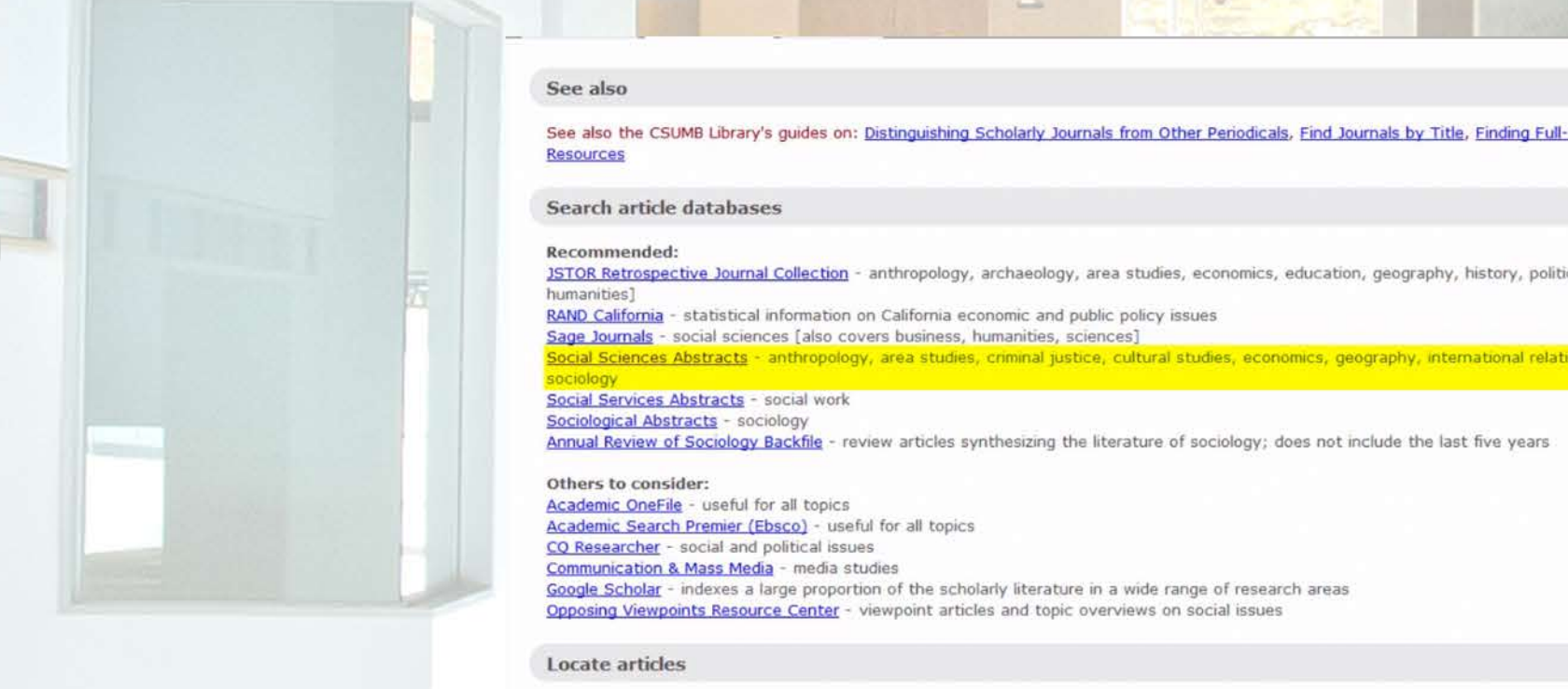
Required pre-consultation videos



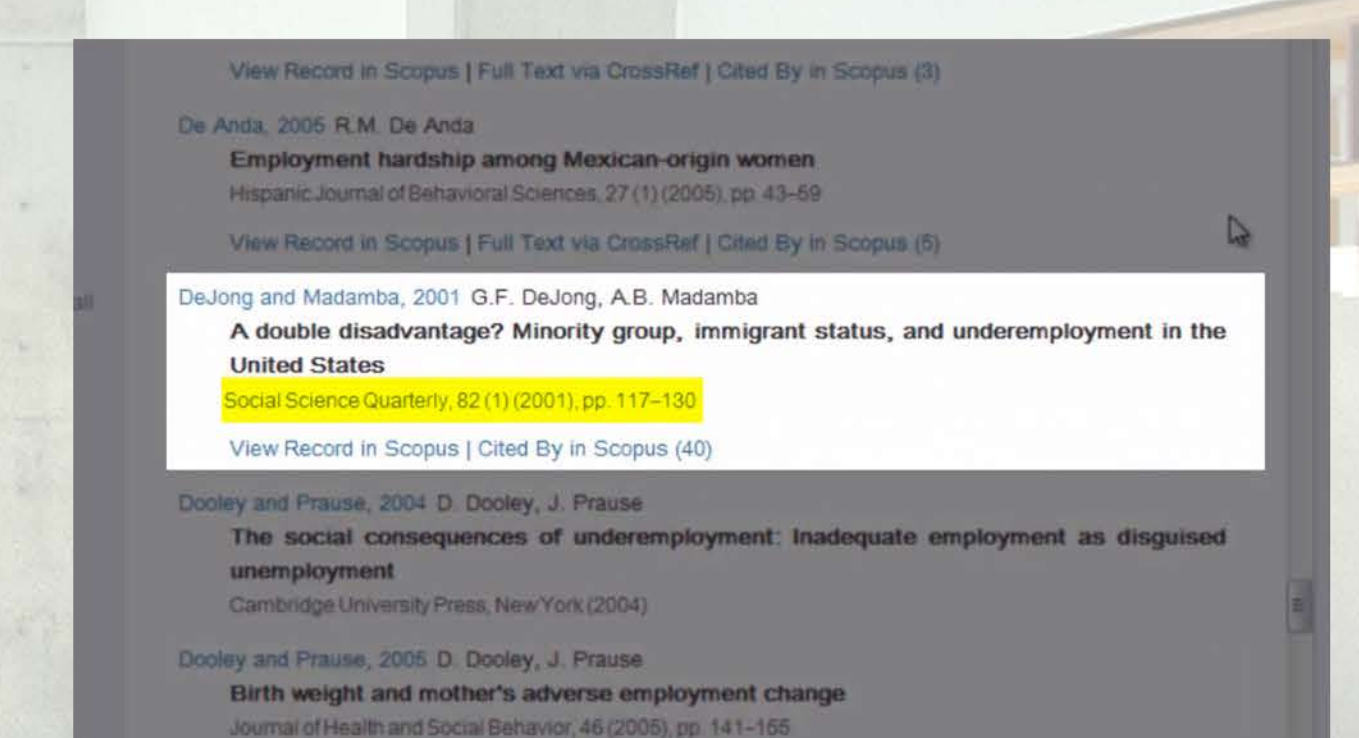
How do I find books on my capstone topic? (7:01)



How do I get books that the library doesn't own? (7:28)



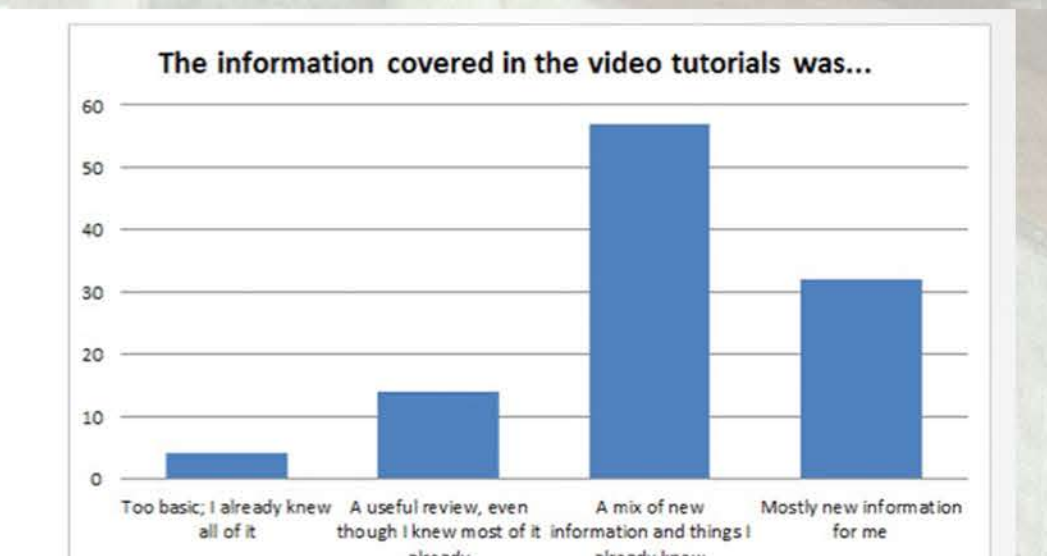
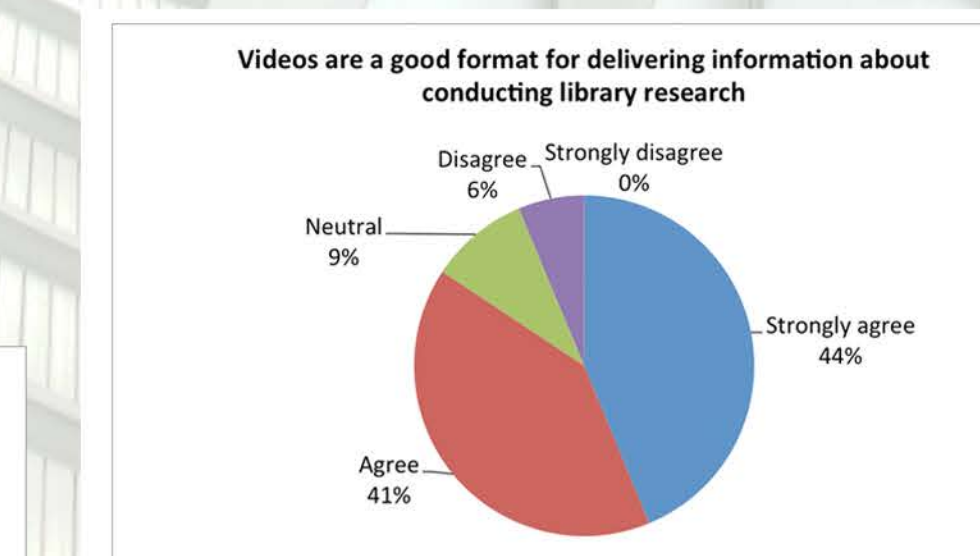
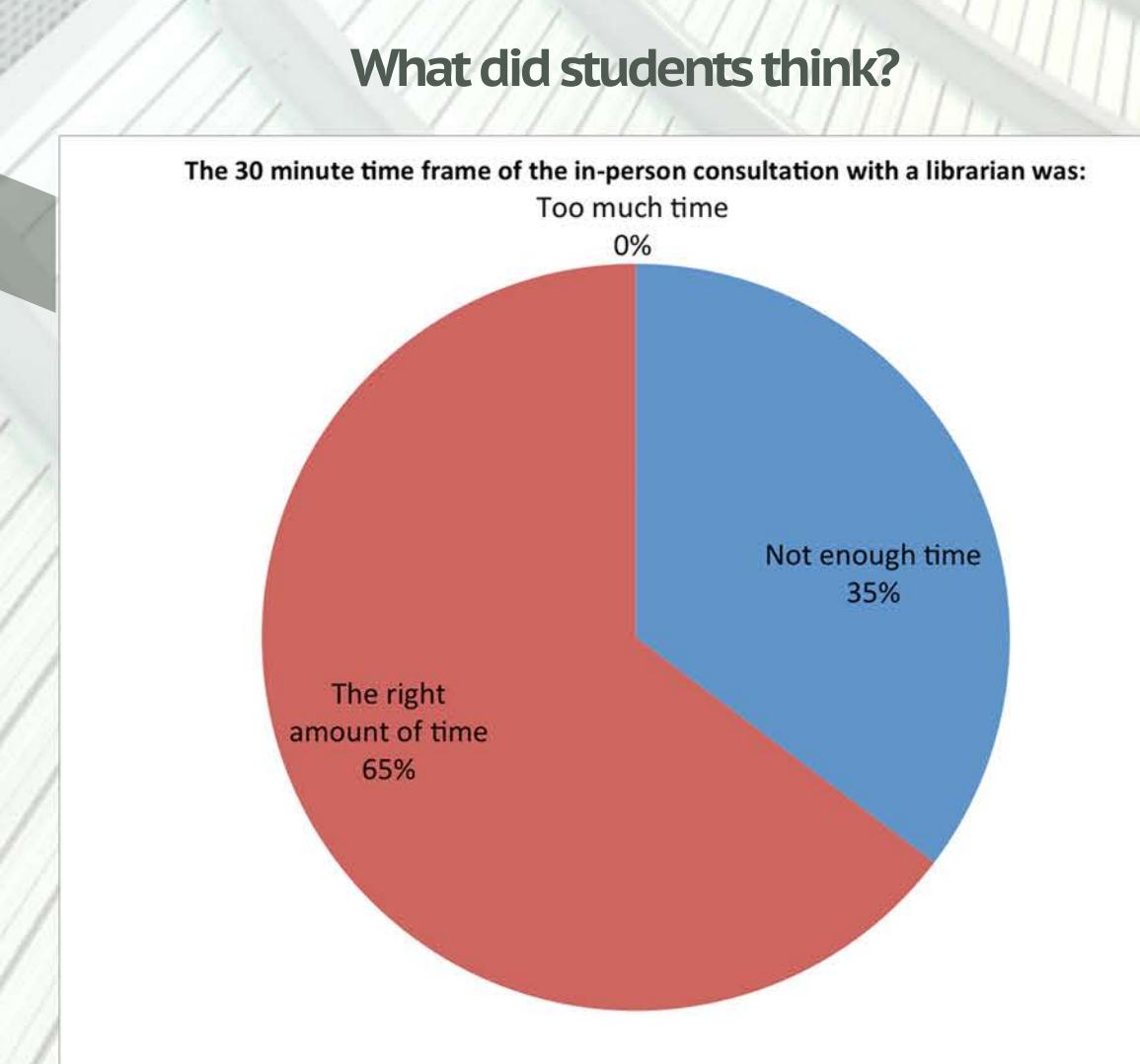
How do I find articles on my capstone topic? (7:14)



How do I find a book or article that I have seen cited? (5:42)

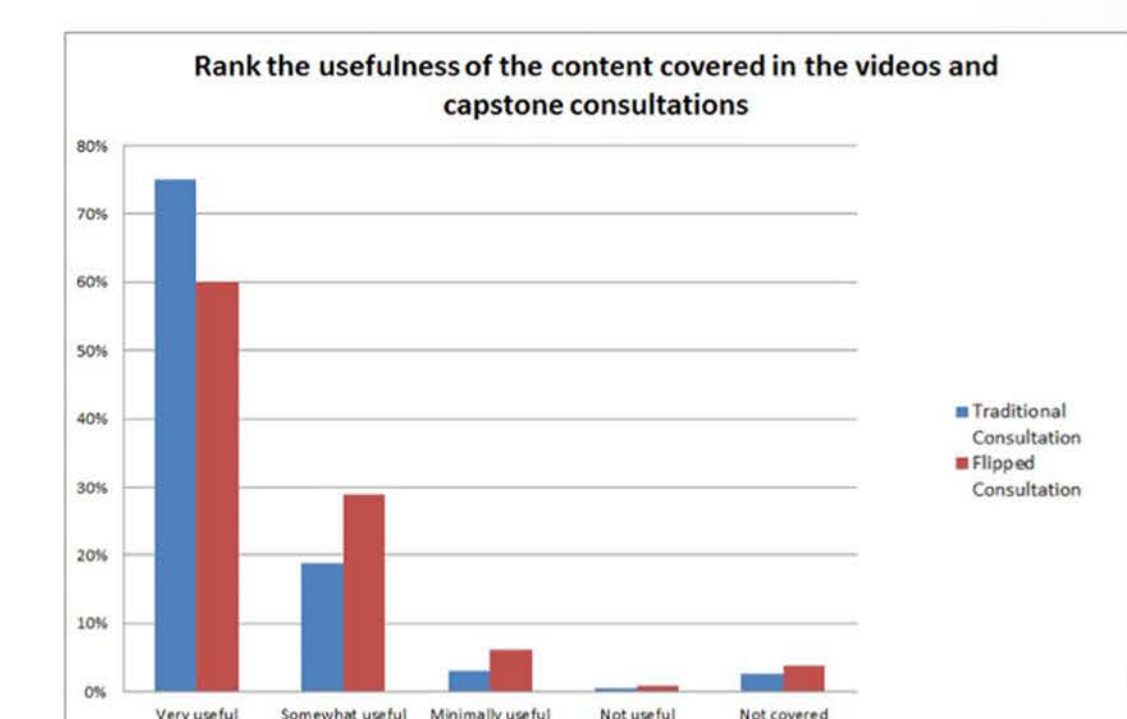
**Less to discuss:** appointment times were cut in half to thirty minutes

**Student satisfaction surveys indicated:**



Students were open to watching library videos...

And the content level of the videos was satisfactory...



Survey response rate = 46%  
n=64

But the content was considered less useful by students receiving flipped consultations.

**THE TAKE-AWAY:** Flipping consultations decreases librarian workload during peak times of the academic year, but video does not have the same impact as content delivered face-to-face