



Off-Campus but not Alone:

Supporting the Research Needs
of Nontraditional Students
Using Digital Resources

Electronic Resources & Libraries
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Julie LaDell-Thomas
Central Michigan University
julie.ladell-thomas@cmich.edu

Central Michigan University – in Atlanta?

- Our programs
- Our resources
- Our services
- Our students
- Our challenge
- Our opportunities
- Our plan



Our programs

- **Off-campus programs**
 - Enrollment
 - Student population
 - Locations
 - Degrees
- **Master of Arts in Education**
 - Class format
 - Degree requirements



Our programs

- **Enrollment** *(2005/2006)*
 - 20,025 on-campus
 - 7,075 off-campus
 - 491 off-campus/Atlanta area
- **Off-campus student population** *(1999 data)*
 - 77.1 % part time
 - 75.4 % graduate
 - 57.8 % female
 - 26.9 % ethnic minorities
(probably higher now)
 - Average age is 37 years



Our programs

- **Locations**

- > 60 (US, Canada, & Mexico)
- Atlanta: Cobb, Dekalb, Douglas, Fayette, Gwinnett, Whitfield (Dalton)

- **Degrees**

- Atlanta: MSA, MPA, MA in Ed, Ed.S
- 805 MA in Education degrees since 2001



Master of Arts – Education

- **Class format**
 - Flexible scheduling
 - Alternating weekends
 - Weekday evenings
 - Weeklong summer
 - Compressed format
 - 6-7 weeks per course
 - 3 terms per year
 - Pre-class assignments



Master of Arts – Education

- **Degree requirements**
 - 6 core courses
 - including capstone seminar
 - 5 additional classes
 - based on concentration
 - Adult education
 - Instructional
 - Capstone project = 90% of grade



Our resources

- **CMU Libraries**

- > 1.9 million volumes
- > 3600 serial titles
- >120 online databases
- > 10,000 ebooks

- **Systems/tools**

- QuestionPoint – virtual reference
- ILLiad – document delivery
- SFX – citation linker
- Blackboard – course management



Our services

Off-Campus Library Services

- **Reference services**
 - 6 librarians
 - 62 hours/week
 - Telephone, email, web form
- **Assist students with**
 - Defining topics
 - Selecting digital resources
 - Research strategy
 - Searching digital resources
 - Citing references



Our services

Off-Campus Library Services

- **Library instruction**
 - Instructor led – F2F & web
 - > 60 locations + DE
 - Self-paced web tutorials
- **Content includes**
 - Overview of library services
 - Research process
 - Searching online databases
 - Evaluating resources
 - Retrieving/requesting full-text



Our services

Off-Campus Library Services

- **Document Delivery**
 - 5 full-time staff + student workers
 - Serve only off-campus students
- **Fulfillment**
 - Books shipped at no charge
 - Mail or electronic delivery of journal articles
 - 24-48 hour turnaround for CMU-owned materials



Our students

Nontraditional students / adult learners

- **Characteristics**
- **Motivation**
- **Preparation**
- **Constraints**



Characteristics

- **Self-directed, goal oriented**
- **Varied life experiences**
- **Desire for advancement**
- **Employed full-time**
- **Family responsibilities**
- **Gap since undergraduate degree**



Motivation

- **78% employed in job related to MA in Ed program**
- **20% obtained current position because of most recent degree**
- **16.6 % received promotion upon completion of most recent degree**
- **68% received a raise in income because completion of most recent degree**

(2005 CMU Alumni survey)

Motivation

FY 2007

STATE SALARY SCHEDULE

Folder Name: AMENDS FY2007

GEORGIA ANNUAL/MONTHLY SALARY SCHEDULE FOR 10 MONTHS (190 DAYS) EMPLOYMENT

BASE EQUALS \$31,659.00
SCHOOL YEAR 2006 - 2007

Approved

LEVEL OF CERTIFICATION

Years of Creditable Service	Salary Step	T-1	T-2	PROV BT-4	PROF T-4	PROF BT-5	PROF T-5	PROF BT-6	PROF T-6	PROV BT-7	PROF T-7
		94.50% OF T-4	97.25% OF T-4	94.50% OF T-4	100.00% N/A	108.50% OF T-4	115.00% OF T-4	108.50% OF T-5	113.00% OF T-5	106.50% OF T-6	111.00% OF T-6
0,1,2	E	\$29,918.00 \$2,493.17	\$30,788.00 \$2,565.67	\$29,918.00 \$2,493.17	\$31,659.00 \$2,638.25	\$33,717.00 \$2,809.75	\$36,408.00 \$3,034.00	\$38,775.00 \$3,231.25	\$41,141.00 \$3,428.42	\$43,815.00 \$3,651.25	\$45,667.00 \$3,805.58
3	1	\$30,816.00 \$2,568.00	\$31,712.00 \$2,642.67	\$29,918.00 \$2,493.17	\$32,609.00 \$2,717.42	\$34,729.00 \$2,894.08	\$37,500.00 \$3,125.00	\$39,938.00 \$3,328.17	\$42,375.00 \$3,531.25	\$45,129.00 \$3,760.75	\$47,037.00 \$3,919.75
4	2	\$31,740.00 \$2,645.00	\$32,663.00 \$2,721.92	\$29,918.00 \$2,493.17	\$33,587.00 \$2,798.92	\$35,771.00 \$2,980.92	\$38,625.00 \$3,218.75	\$41,136.00 \$3,428.00	\$43,646.00 \$3,637.17	\$46,483.00 \$3,873.58	\$48,448.00 \$4,037.33
5	3	\$32,692.00 \$2,724.33	\$33,643.00 \$2,803.58	\$29,918.00 \$2,493.17	\$34,595.00 \$2,882.92	\$36,844.00 \$3,070.33	\$39,784.00 \$3,315.33	\$42,370.00 \$3,530.83	\$44,955.00 \$3,746.25	\$47,877.00 \$3,989.75	\$49,901.00 \$4,158.42
6	4	\$33,673.00 \$2,806.08	\$34,652.00 \$2,887.67	\$29,918.00 \$2,493.17	\$35,979.00 \$2,998.25	\$38,318.00 \$3,193.17	\$41,375.00 \$3,447.92	\$44,065.00 \$3,672.08	\$46,753.00 \$3,896.08	\$49,792.00 \$4,149.33	\$51,897.00 \$4,324.75
7	5	\$34,683.00 \$2,890.25	\$35,692.00 \$2,974.33	\$29,918.00 \$2,493.17	\$37,058.00 \$3,088.17	\$39,468.00 \$3,289.00	\$42,616.00 \$3,551.33	\$45,387.00 \$3,782.25	\$48,156.00 \$4,013.00	\$51,286.00 \$4,273.83	\$53,454.00 \$4,454.50
8	6	\$35,723.00 \$2,976.92	\$36,763.00 \$3,063.58	\$29,918.00 \$2,493.17	\$38,726.00 \$3,227.17	\$41,244.00 \$3,437.00	\$44,534.00 \$3,711.17	\$47,429.00 \$3,952.42	\$50,323.00 \$4,193.58	\$53,594.00 \$4,466.17	\$55,859.00 \$4,654.92
9,10	7	\$36,795.00 \$3,066.25	\$37,866.00 \$3,155.50	\$29,918.00 \$2,493.17	\$39,888.00 \$3,324.00	\$42,481.00 \$3,540.08	\$45,870.00 \$3,822.50	\$48,852.00 \$4,071.00	\$51,833.00 \$4,319.42	\$55,202.00 \$4,600.17	\$57,535.00 \$4,794.58
11,12	L1	\$37,899.00 \$3,158.25	\$39,002.00 \$3,250.17	\$29,918.00 \$2,493.17	\$41,085.00 \$3,423.75	\$43,755.00 \$3,646.25	\$47,246.00 \$3,937.17	\$50,318.00 \$4,193.17	\$53,388.00 \$4,449.00	\$56,858.00 \$4,738.17	\$59,261.00 \$4,938.42
13,14	L2	\$39,036.00 \$3,253.00	\$40,172.00 \$3,347.67	\$29,918.00 \$2,493.17	\$42,318.00 \$3,526.50	\$45,068.00 \$3,755.67	\$48,663.00 \$4,055.25	\$51,828.00 \$4,319.00	\$54,990.00 \$4,582.50	\$58,564.00 \$4,880.33	\$61,039.00 \$5,086.58
15,16	L3	\$40,207.00 \$3,350.58	\$41,377.00 \$3,448.08	\$29,918.00 \$2,493.17	\$43,588.00 \$3,632.33	\$46,420.00 \$3,868.33	\$50,123.00 \$4,176.92	\$53,383.00 \$4,448.58	\$56,640.00 \$4,720.00	\$60,321.00 \$5,026.75	\$62,870.00 \$5,239.17
17,18	L4	\$41,413.00 \$3,451.08	\$42,618.00 \$3,551.50	\$29,918.00 \$2,493.17	\$44,896.00 \$3,741.33	\$47,813.00 \$3,984.42	\$51,627.00 \$4,302.25	\$54,984.00 \$4,582.00	\$58,339.00 \$4,861.58	\$62,131.00 \$5,177.58	\$64,756.00 \$5,396.33
19,20	L5	\$42,655.00 \$3,554.58	\$43,897.00 \$3,658.08	\$29,918.00 \$2,493.17	\$46,243.00 \$3,853.58	\$49,247.00 \$4,103.92	\$53,176.00 \$4,431.33	\$56,634.00 \$4,719.50	\$60,089.00 \$5,007.42	\$63,995.00 \$5,332.92	\$66,699.00 \$5,558.25
21+	L6	\$43,935.00 \$3,661.25	\$45,214.00 \$3,767.83	\$29,918.00 \$2,493.17	\$47,630.00 \$3,969.17	\$50,724.00 \$4,227.00	\$54,771.00 \$4,564.25	\$58,333.00 \$4,861.08	\$61,892.00 \$5,157.67	\$65,915.00 \$5,492.92	\$68,700.00 \$5,725.00



Preparation

- **Continuing education required for certification renewal**
- **Employer-sponsored training**
- **Noncredit personal development**
- **Transfer credits**
- **Prior learning credits**



Constraints

- **Work obligations**
- **Parenting/elder care**
- **Financial support**
- **Geographic location**
- **Rusty skills**
 - Research
 - Technical
 - Writing

Meet Shelia

- **Background**
- **MA in Ed program**
- **Capstone research**
- **Using digital resources**
- **Challenges**
- **Accomplishments**





Our challenge

Think about:

- **What works well?**
- **What are the challenges?**
- **What could we change?**



Our opportunities

- **Help build technical skills to minimize frustration**
- **Help develop online research skills to improve access to digital resources**
- **Offer flexible services to support a variety of learning styles and lifestyles**
- **Increase comfort level by putting a “face” to our off-campus services**



Our plan

- **Understand our students' needs**
 - Comfort level with digital environment
 - Online or face-to-face or both
 - Capstone research issues
- **Implement expanded services**
 - Capstone research labs
- **Evaluate & monitor**
- **Determine next steps**



Understand student needs

- **Target group**
 - EDU 660, EDU 776
 - Atlanta Metro locations
- **Input**
 - OCLS student surveys
 - EDU 776 focus group
 - Capstone requirements
 - Capstone completion data



Understand student needs

- **Reference requests**

Email	53%
Phone	23%
Web form	23%

- **Document delivery requests**

Email	52.4%
Phone	37%
Web form	24.4%



Understand student needs

- **How can we improve library services?**

Scheduled consultation w/librarian	4.2%
More F2F instruction sessions	12.7%
Librarian-led online instruction	28%
More library resources (books, journals, etc.)	44.1%
Expanded library hours	31.4%
Online chat with a librarian	54.2%



Capstone research

Brings together concepts learned through core and concentration courses and allows students to apply learning to profession.

- **EDU 776 format**
 - Independent research
 - Supervised by instructor
 - Graded by instructor and second reader
- **Timeframe**
 - 12 classroom hours
 - 90 day course
 - 90 day extension



Capstone research

- **Barriers to completion**
 - Technical skills
 - Research skills
 - Academic writing skills
 - Schedule constraints
 - Unexpected life events
 - Procrastination
 - Fear



Capstone research

Capstone completion data (01/06 – 08/06)

Grade	Qty	%	Days	Qty	%
A	99	60%	< 90	11	8.66%
B	25	15.15%	91 - 180	98	77.17%
C	3	1.82%	181 - 270	12	9.45%
I	24	14.55%	> 271	6	4.72%
N	14	8.48%			

*Letter grades are rounded; I indicates Incomplete;
N indicates no grade posted.*



Implement expanded services

- **Intend to...**
 - Increase support for Atlanta students completing MA in Ed program
 - Minimize technical/social barriers
 - Improve variety & quality of resources used in capstone research
 - Decrease time to project completion
- **Wouldn't mind...**
 - Maximizing use of CMU resources
 - Highlighting library's role in supporting off-campus graduate programs



Capstone research labs

- **Targeted students**
 - EDU 660 & EDU 776
- **Drop-in research lab**
 - Initiated August 2006
 - Atlanta Metro Center location
 - 30 workstations
 - Individual assistance from librarian on duty
- **Twice-monthly**
 - 1 evening & 1 weekend
 - 3 hour sessions



Capstone research labs

- **Tools**

- Student guide to Capstone Research
- APA style manual
- Resource lists
- Consultation forms

- **Consultation**

- Familiarity with OCLS
- Comfort level
- Technical/research skills
- Stage of research



Considerations

- **Resources needed**
 - Staffing
 - Lab access
 - Faculty support
- **Limitations**
 - Scheduling issues
 - Commuting in Atlanta
- **Promotion/participation**
 - leading them to water
 - making them drink

Promotion

- Print fliers
- EDU 776 class visits
- Faculty announcement
- Monthly email reminders
- Web announcement
- Lobby directory screen

OFF-CAMPUS LIBRARY SERVICES

Ask a Librarian !

Drop-in Research Lab

Wednesday, August 16 6-9 PM
Saturday, August 26 1-4 PM

Atlanta Metro Center / Shadowood
Classroom 1

EDU 776 STUDENTS:

CMU's Off-Campus Library Services now offers twice-monthly research labs that allow you to work directly with a librarian to conduct research for your capstone project. Get assistance with:

- refining topics and problem statements
- selecting appropriate resources
- developing a search strategy
- conducting database searches
- evaluating resources
- citing references



Please bring your project materials and Campus ID with you. Individual session times may be limited due to demand, but follow-up appointments will be available.

To receive email notification of future sessions, please send your name and email address to worle1cl@cmich.edu.



Evaluate & monitor

- **Evaluation**
 - Ongoing participation
 - Nature of requests
 - Student/faculty feedback
- **Performance measures**
 - Capstone completion data
 - Quality of resources
 - Assess now and in one year

Evaluate & monitor

- # of participants
- Nature of requests
- Follow-up needed

Ask a Librarian Consultation

Name: _____ Course: _____ Center: _____

Email: _____ Phone: _____

What is the topic of your paper (or if you are still deciding, what topics are you considering)?

What specific aspects of this topic do you want to explore? _____

If you have already started your research, what resources have you used so far? _____

Librarian Notes: _____

Follow-up consultation requested: YES NO

Appt. Date: _____ Appt. Time: _____

On site location _____ Telephone: _____

Off Campus Library Services
1-800-274-3838
<http://ocis.cmich.edu>

Atlanta Metro Librarians:
Julie LaDell-Thomas
Thad Dickinson

Follow-up consultation:

Appt. Date: _____ Appt. Time: _____

On site location _____ Telephone: _____



Performance measures

- **Student achievement (grades)**
 - Research quality indicator
 - Other factors likely to influence
- **Capstone time to completion**
 - Improved technical/research skills
 - Benefit from social interaction
 - Regular schedule keeps students on track
- **Quality/quantity of resources used**
 - Citation analysis



Citation analysis plan

- **15 sample papers**
- **Evaluate reference lists**
- **# of works cited**
- **Quality of works cited**
 - Tunon/Brydges rubric

Citation analysis

Citation Categories

		Description	Pts.	Add	≤ 3 yrs	≤ 10 yrs	max pts
1	Dissertations	published and unpublished	2		0.3	0.2	2.5
2	Theses/practicums/action-based research		1		0.3	0.2	1.5
3	Periodicals	magazines and trade journals	0		0.3	0.2	0.5
4	Scholarly periodicals		1.5		0.3	0.2	2
4a	Journals			0.3			
4b	Academic/scholarly			0.2			
4c	Peer-reviewed			1			
5	Books/book chapters	not scholarly	0		0.3	0.2	0.5
6	Books/book chapters	scholarly publishers	1		0.3	0.2	1.5
7	Books/book chapters	academic presses	1		0.3	0.2	1.5
8	Reports	govt. agencies, foundations, assoc., univ.	1		0.3	0.2	1.5
9	Conference papers and proceedings	published and unpublished	1		0.3	0.2	1.5
10	Government laws, legal cases		1		0.3	0.2	1.5
11	ERIC ED documents		0.5		0	0	0.5
12	Newspapers		0		0	0	0
13	Web sites		0		0	0	0
14	Miscellaneous		0		0	0	0



Challenges so far

- **Scheduling**
 - Capstone deadlines
 - Conflict with classes
 - Lab availability
 - Librarian availability
- **Participation**
 - Building awareness
 - Faculty support
 - Student expectations
 - Stage of research



Expected benefits

- **Increased awareness of library resources & services**
- **Increased comfort with using digital resources**
- **Decreased time to capstone completion**
- **Improved quality of research**



Next steps

- **Expanded implementation?**
 - Additional programs (MSA)
 - Additional EDU classes/locations
- **Additional services?**
 - Individual consultation
 - Drop-in BI sessions
 - Online chat
- **Increased collaboration?**
 - Off-campus programs
 - Faculty



Additional research

- **One year follow-up**
- **Targeted surveys**
 - Recent graduates
 - Lab participants
- **Usage data**
 - Digital resources
 - Reference statistics
 - Document delivery requests



Your challenge

Share:

- What does your library do well to meet the needs of nontraditional students?
- How could your experience help address challenges that others might face?

Think about:

- What one change could you make to improve support for nontraditional students?
- How could techniques for serving nontraditional students be applied in other areas of library service?



Resources

CMU links:

Central Michigan University

<http://www.cmich.edu/>

Off-Campus Library Services

<http://ocls.cmich.edu>

CMU Off-Campus Programs

<http://www.cel.cmich.edu/>

Contact:

Julie LaDell-Thomas

Off-Campus Library Services

Central Michigan University

770-933-7671

julie.ladell-thomas@cmich.edu



Resources

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QUESTIONS?