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Engaging \neq Engagement: Assessing Students' Behaviors Following Gamified Orientation

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Engaging \neq Engagement

Assessing students' behaviors
following gamified orientation

Utah State University

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Presentation Overview

01 Background

03 Findings

02 Assessment
Methods

04 Takeaways



Background

why did we do this?

Connections (USU 1010)

- 70% of students participate
- 3 intense days
- 2 credits
- ~30 students per class

- Objectives:
 - Why am I here?
 - How do I best engage myself in the process of becoming an educated person?
 - How do I become a fully engaged member of the University community?



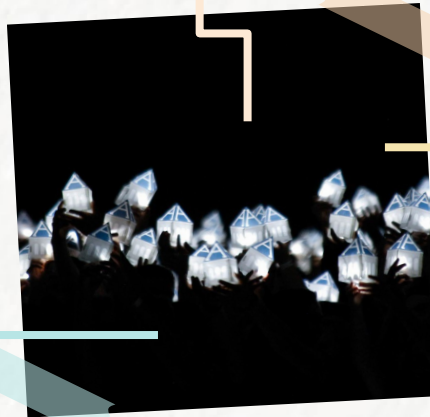
Connections (USU 1010)

Assignments

Pre-Connections reading assignment, final reflection paper, time management exercise

Workshops

Campus resources, mental wellness, upstander training, study strategies, time management



Social Activities

Luminary, Rec Center, Businesses and restaurants in the community

Library integration with Connections

- Formerly required
- From tours to presentations to activities
- Lockbox activity
- 'Students seemed into it' ≠ great assessment

Formal Assessment

what we did & how we did it

Goals

```
graph TD; Goals[Goals] --- G1[Improve our in-person library orientation workshop]; Goals --- G2[Provide evidence to reinstate our workshop as required]; Goals --- G3[Confirmation that we are amazing!];
```

Improve our
in-person
library
orientation
workshop

Provide
evidence to
reinstate our
workshop as
required

Confirmation
that we are
amazing!

Tip: Be open to your findings

Mixed-Methods Assessment

Two methods of assessment

- Focus groups
- Campus-wide data analysis (Civitas)

Two populations to study

- Connections students who had the library workshop
- Connections students who did not have the library workshop

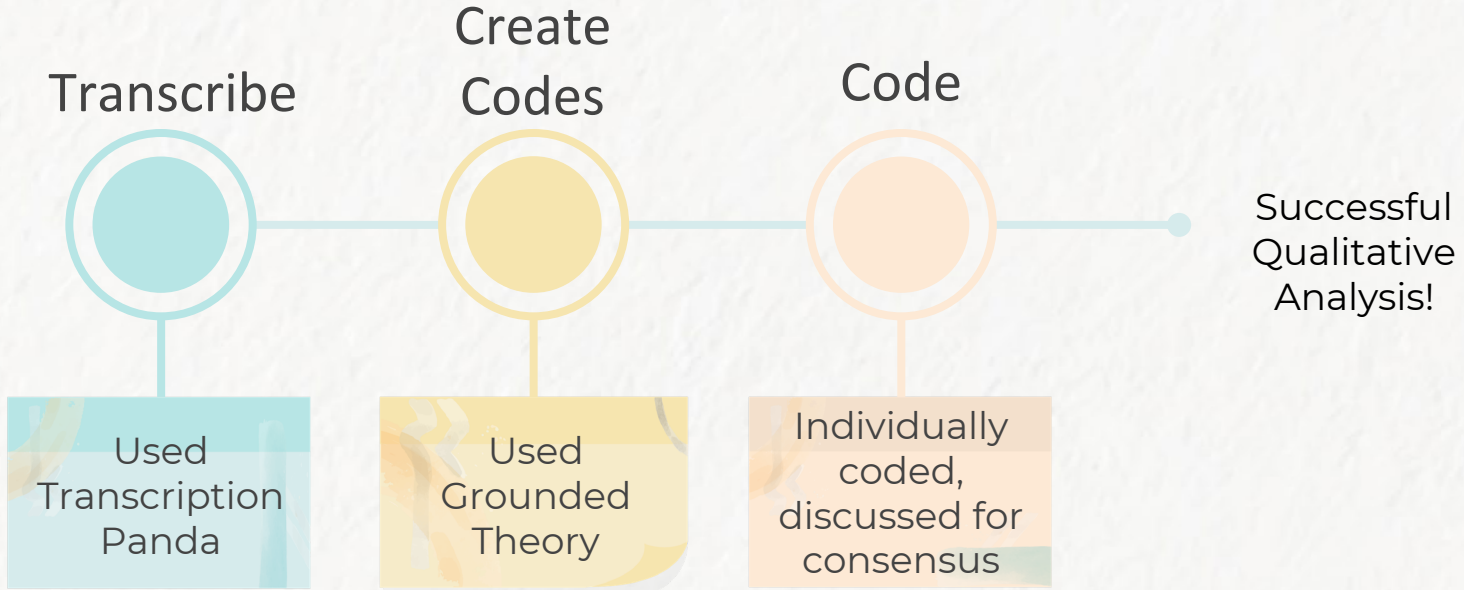
Tip: Be flexible

Focus Groups



Tip: Don't solely promote within

Analysis



Tip: Give yourself time

| Totals for Each Code | | | | | | |
|--------------------------------------|--------------|-----|------------------|-----|-------|-----|
| | Participants | % | Non-Participants | % | Total | % |
| Library as Space | 45 | 20% | 34 | 22% | 79 | 21% |
| Awareness Levels | 25 | 11% | 29 | 19% | 54 | 15% |
| Wanting to Know more | 31 | 14% | 20 | 13% | 51 | 14% |
| Exploration | 6 | 3% | 8 | 5% | 14 | 4% |
| Labs | 52 | 24% | 25 | 16% | 77 | 21% |
| Study Rooms | 43 | 20% | 16 | 11% | 59 | 16% |
| Books | 27 | 12% | 37 | 24% | 64 | 17% |
| Research | 20 | 9% | 10 | 7% | 30 | 8% |
| Connections Library Workshop | 60 | 27% | 2 | 1% | 62 | 17% |
| Future Intent | 4 | 2% | 2 | 1% | 6 | 2% |
| Basement | 12 | 5% | 3 | 2% | 15 | 4% |
| ILS | 1 | 0% | 0 | 0% | 1 | 0% |
| Library is whatever you need/make it | 5 | 2% | 5 | 3% | 10 | 3% |
| Asking for help | 23 | 10% | 12 | 8% | 35 | 9% |
| Word of Mouth | 5 | 2% | 5 | 3% | 10 | 3% |
| Social Media | 1 | 0% | 1 | 1% | 2 | 1% |
| Textbooks/Course Reserves | 5 | 2% | 9 | 6% | 14 | 4% |
| Food/Café | 6 | 3% | 0 | 0% | 6 | 2% |
| Marketing | 0 | 0% | 3 | 2% | 3 | 1% |
| Orientation Methods | 40 | 18% | 44 | 29% | 84 | 23% |



Findings

what did we learn?

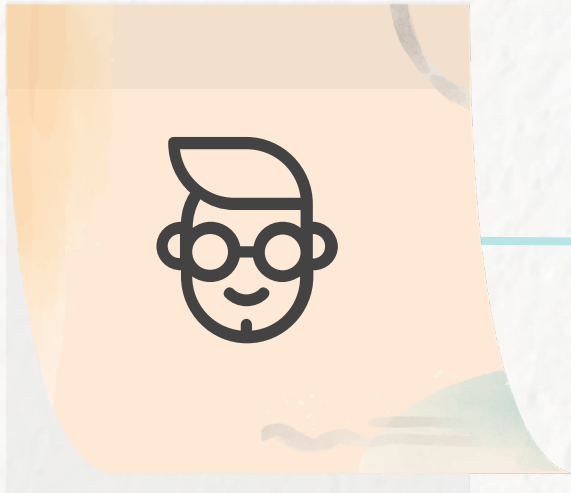
Books

Students talked about books A LOT! Mostly with questions.

Many students had not needed a book yet, but they felt that they would in the future

Some students had discovered that the library is more than just books.

Student Quote



“When we think of libraries traditionally, we think of books and other things similar to that. And I think, just based off of what we’ve heard here right now and what I’ve done with the library, I haven’t used those resources as much as the newer electronic resources. Like the computers, or just the physical space of having a place to go and study, take a break. Have a place for that weird hour and a half in between classes.”

How can we make students aware of all the great things we provide without overwhelming them?

- Keep orientations simple
- Don't ignore what student already know
- Connect to what they know to ease some anxiety



Library Space

Students see the library as a neutral and collaborative space.

Students use the library as a dedicated space to focus.

The library is a multi use space if you take advantage of it.

Student Quote



So then it's like the second day of school, and this is stupid, but I was nervous to go see what does the third floor have? I don't want to be dumb walking in there like everyone's looking at me. So I think it would have been nice to go around. Because, I know it sounds silly to be scared of going to places in the library, but...

How can we give students ownership over university spaces?

- Students need time and space to get comfortable
- Collaborate with the organizations that share your space
- Make sure students know the space is theirs and that there's not a right or wrong way to use it



Exploration

The library is for individual exploration

Individual exploration = more retention

Library offers boundless opportunities

Student Quotes

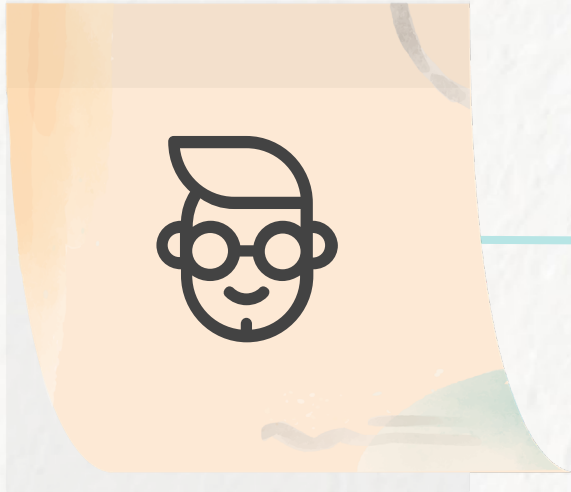


You can come in to library and explore at anytime.

I saw this the other day exploring the library. You go down past the course reserves, and you can go and there's this fancy study room. And it's a family study room.

I just kind of explored different sections. Like I found a section about Indian folklore, that was interesting.

Student Quote



*To me, the library is whatever you want it to be. It's here and it gives you a lot of resources, and it's **only a resource if you take it.** So I think it's **more of a personal matter than a school matter**, in a way. Because the library can be whatever you want.*

How can we encourage meaningful individual exploration?

- Individual exploration empowers students and may improve retention
- How do we still offer guidance and instruction when wanted/needed?
- How do we encourage self-exploration for those with library anxiety?



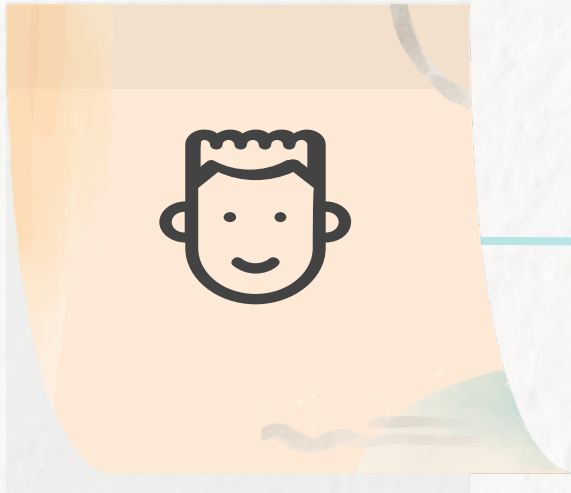
Library Workshop

Students felt too rushed.

The workshop is not consistently
accomplishing its goals.

Students wanted more out of the library
workshop

Student Quote

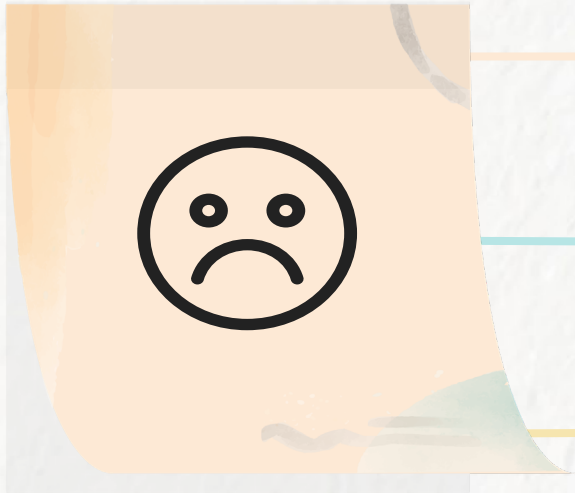


I feel like the learning part of the website was a little bit rushed, so that we would have time for all the game stuff. But then, when I wanted to actually use the website later on, I still wasn't very familiar with it and couldn't accurately find the things I needed to.

A so-so library workshop is still better than nothing

| Total Comments Per Question | | |
|--|--------------|------------------|
| | Participants | Non-Participants |
| Do you use the library? If so, how do you use the library? | 23 | 7 |
| Have you ever asked for help at the library? Tell me more... | 21 | 4 |

Angry Student Quotes



I'm like really disappointed now.

What did I pay for for Connections?

Can you make this mandatory?

How can we decrease students' anxieties during orientation?

- Lack of equitable engagement with gamified orientation
- What will they remember?
- Students have a lot going on





Next Steps & Lingerin
Questions

Our challenges

Ownership

How can we give students ownership over university spaces?

Anxiety

How can we decrease students' anxieties during orientation?

Awareness

How can we make students aware of all the great things we provide without overwhelming them?

DIY

How can we encourage meaningful individual exploration?



LMS Module

Library orientation reworked as LMS module

- 2020 & 2021
- Work at your own pace
- DIY functionality


Addresses:

- Awareness
- DIY

WELCOME TO YOUR LIBRARY, AGGIES!

Through this online orientation, we want to introduce you to all the resources and opportunities that USU Libraries has to offer - whether you'll be on campus in Logan or studying at one of the Statewide campuses or centers. Your education begins now! The USU library is here to help!

If you are on the Logan campus, we'd love to introduce you to the library and its resources in person, so please stop by the Merrill-Cazier Library for a student led tour anytime between 4pm - 5pm on Aug. 25-27th.



[← Home page](#) [Begin ▶](#)

Connections Tutorial

0 of 7 Complete

Overview

- Intro
- Library Resources & Services
 - Overview of Library Services
 - Study Rooms
 - Access to Information
 - Technology and Digital Collections
 - Textbooks
 - Research Help
 - Conclusion

Student-led tours

Student-guided drop-in tours

- 2021
- Led by fellow students
- Guided by student needs, conversational

Addresses:

- Ownership
- Awareness
- Anxiety

TOUR YOUR LIBRARY!

Explore the library building, services, and collections - fellow students will share library tips and tricks as they orient you to your library, the heart of USU's campus!

AUG 25-27TH | 4-5PM



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Freshmen-only, after-hours event

Library after-hours party

- 2022
- Low-stakes: only freshmen
- Explore, student-guided or self-guided
- Booths featuring services

Addresses:

- Ownership
- DIY
- Anxiety

Your challenges

Ownership

How can we give students ownership over university spaces?

Anxiety

How can we decrease students' anxieties during orientation?

Awareness

How can we make students aware of all the great things we provide without overwhelming them?

DIY

How can we encourage meaningful individual exploration?





Questions?