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Evaluating Library Instruction at 2-Year and 4-Year Institutions: Findings and Data Analysis

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ACRL Project Outcome - Part 2

Evaluating Library Instruction

at 2-Year and 4-Year Institutions: Findings and Data Analysis

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Presentation Outline

- Background & Overview
- Methodology
- Preliminary Findings
- Research Team Takeaways



Background & Overview



Institutional Background

Seminole State College of Florida

- 2-year (A.A, A.S) & 4-year college (B.A.S, B.S.) degrees
- Baccalaureate/Associate's Colleges: Mixed Baccalaureate/Associate's
- 24,754 students
- 50 percent of students are minorities
- Designated Hispanic Serving Institution (HSI)

University of Central Florida

- 4-year metropolitan university
- Research University/Very High Research Activity
- 68,442 students
- 49.1 percent of students are minorities
- Designated Hispanic Serving Institution (HSI)



Study Overview: What?

- Librarians from local state college and public research university partnered to assess library instruction at their institutions
- **Research question:** What are the similarities and differences in the perceived value of the library by students at a two-year and four-year institution?



Study Overview: Why?

- To use student feedback to improve the quality of library instruction and discover areas of unmet need
- Relationship between SSC and UCF
- Study fills a gap in the research



Study Overview

Who?

- Students in face-to-face sections of composition II at SSC & UCF

When?

- Spring 2022 semester



Study Overview: How?

- PO immediate instruction survey (plus one additional question) administered to students at both SSC and UCF through Qualtrics
- Researchers shared data via MS Teams



Methodology



Mixed Methods Approach

- Survey contains both quantitative and qualitative questions measuring 4 outcome areas
- Mixed-method concurrent research design
 - Quantitative data
 - Descriptive analysis
 - Qualitative data
 - Thematic analysis

Organizing & analyzing the data

- 3 sets of data:
 - UCF data
 - SSC data
 - Combined cross-institutional data
- Institutional data uploaded separately to SSC & UCF Project Outcome accounts
- Combined quantitative data analyzed via Qualtrics & Excel
- Combined qualitative data analyzed via Excel



Quantitative



Data Collection – Survey Participant Populations

Survey Responses

SSC n=31 14.5%

UCF n=172 85.5%

Total n=203 100%



Quantitative – Four Questions

- Four Likert-type questions using a 5 -point scale measuring the impact of 4 outcomes.

OUTCOME	QUESTION
KNOWLEDGE	I learned something new that will help me succeed in my classes.
CONFIDENCE	I feel more confident about completing my assignment(s).
APPLICATION OF NEW SKILLS	I intend to apply what I learned.
AWARENESS OF RESOURCES	I am more aware of the library's resources and services.

Descriptive Data Analysis: Qualtrics & Excel data analysis

Cross-Institutional Data

Mean

Standard Deviation

Variance

Quantitative Descriptive Statistics: Qualtrics

Questions	Scale Min-Max	Mean	Standard Deviation	Variance
I learned something new that will help me succeed in my classes.	1-5	4.48	0.78	.60
I feel more confident about completing my assignments	1-5	4.30	0.74	0.55
I intend to apply what I learned.	1-5	4.48	0.70	0.49
I am more aware of the library's resources and services.	1-5	4.62	0.66	0.44

Project Outcome Analysis

Instruction Outcomes – Mean - Survey Responses Agree or Strongly Agree

Outcome – Immediate Instruction Survey	SSC n=31	UCF n=172
Knowledge - learned something new to help succeed in classes	97%	98%
Confidence - felt more confident about completing assignments	90%	98%
Application/New Skills - intend to apply what they learned	100%	99%
Awareness of Resources - were more aware of resources and services provided by the library	97%	98%

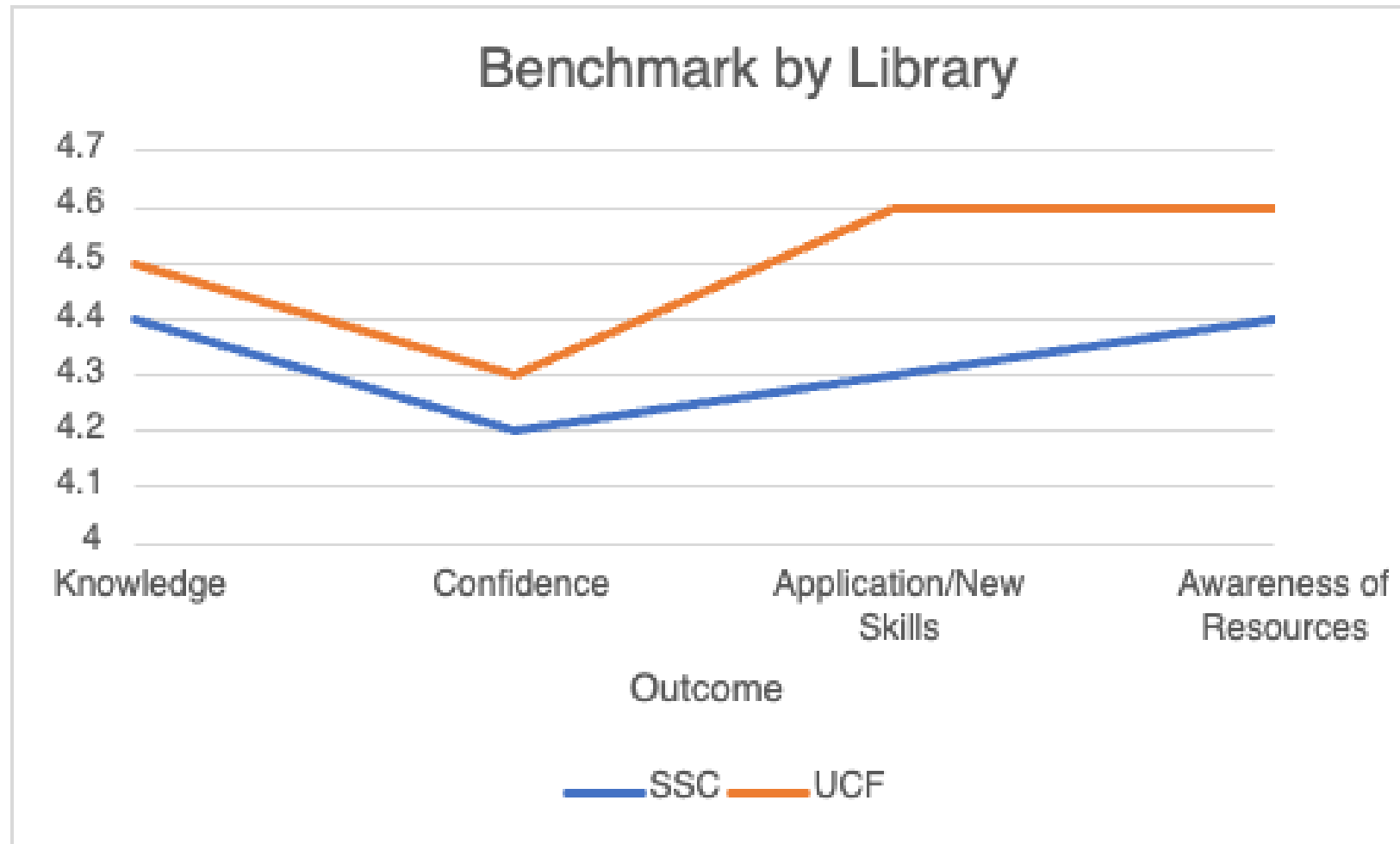


Benchmarking

- Selected Library Type Averages
- Carnegie Class Averages
- National Average
- Outcome Overview – Averages
- Percentage Details for each Outcome Score



Outcome Benchmark Averages



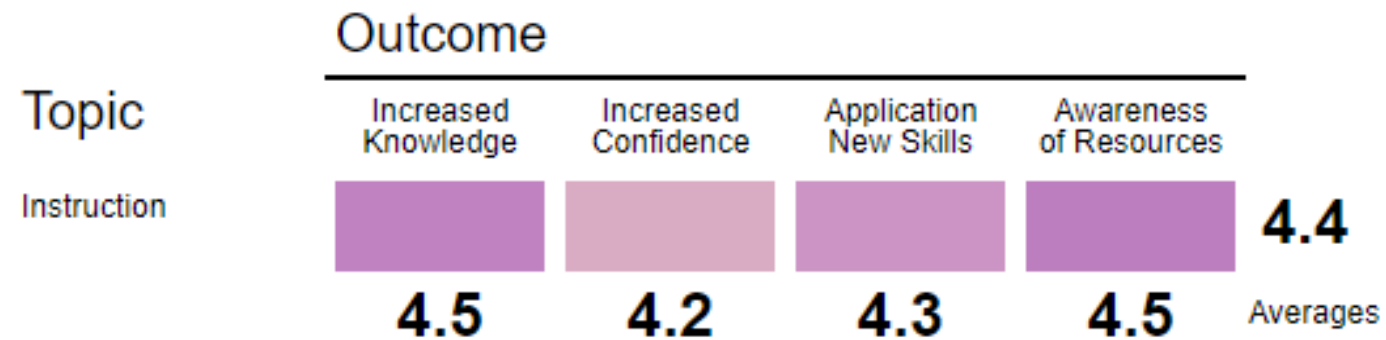
Carnegie Benchmark Averages

Outcome	Carnegie	
	SSC	UCF
	4.5	4.5
Knowledge	4.5	4.5
Confidence	4.3	4.3
Application/New Skills	4.5	4.5
Awareness of Resources	4.5	4.5

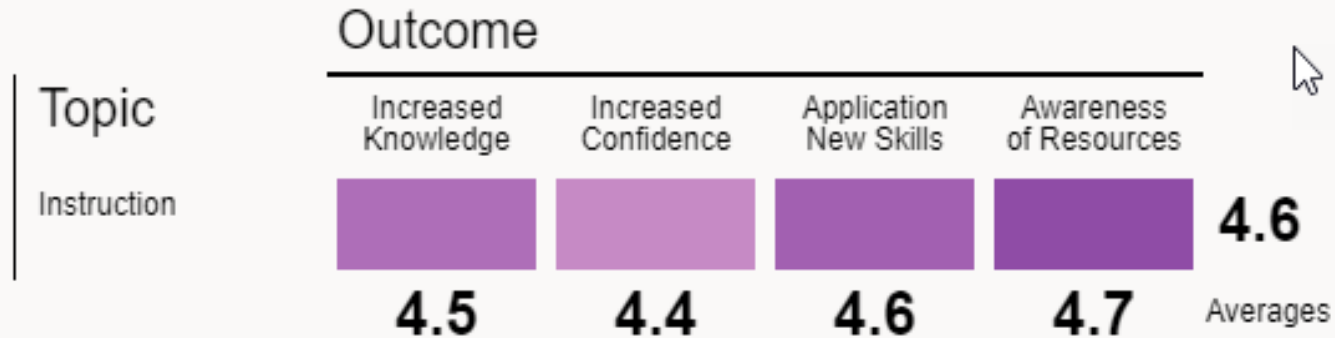


Impact Matrix – Table & Chord, Word Clouds

SSC

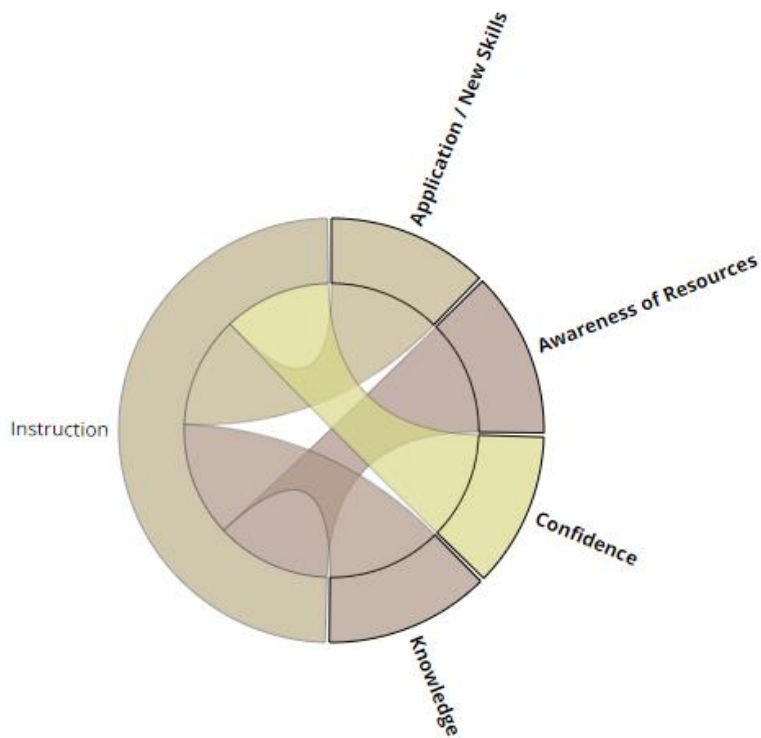


UCF

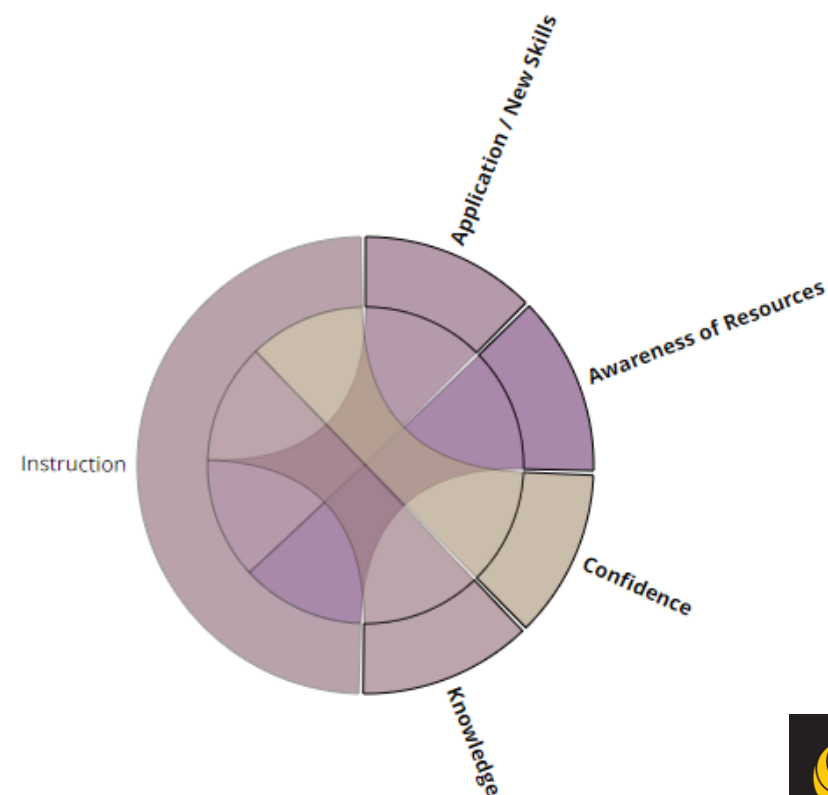


Impact Matrix Chords

SSC Impact Matrix



UCF Impact Matrix

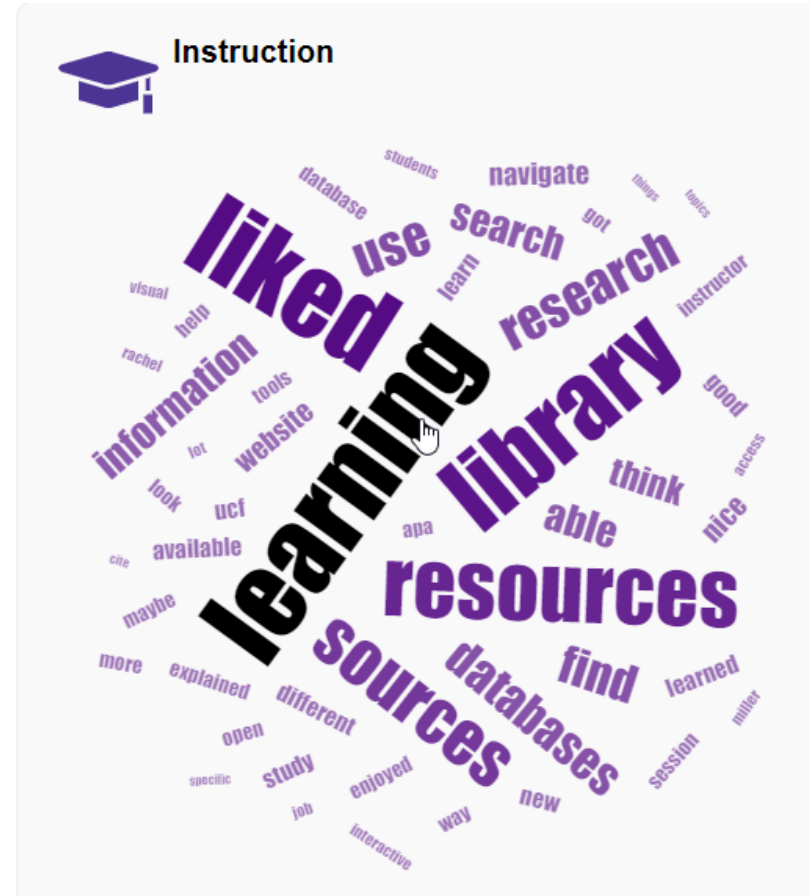


Impact Word Clouds

SSC



UCF



Qualitative



Three Questions

- What did you like most about this session?
- What else could the library do to help you succeed in your classes?
- Please share one thing you learned today.



Process

- Survey was exported from Qualtrics into Excel.
- Responses separated from the rest of survey and separated by question.
- Reviewers independently coded for themes.

What did you like most about this session?	Reviewer 1	Reviewer 2	Reviewer 3
How informative and engaging it was. I learned a lot of new information and resources to use.	engaging, multiple resources	informative, engaging, awareness of resources	I- new knowledge - student focused - experiential learning
How she correlated the lesson into our specific research project	relevant instruction	assignment specific instruction	I- relevant to learning
How to get my foot in the door in the assignment	getting started	how to begin assignment	I- new knowledge - relevant - confidence
how to make more accurate searches for articles that i will need for my paper	searching	search strategies	I- student focused - searching- experiential learning



Process

- Themes were combined into a single column, sorted, and counted.
- Variations of the terms were combined.
- Frequency of terms was used to decide on ten themes.

Theme	Count	Variations
search strategies	189	searching, search terms, search phrases, search limiters, searching for books
database	141	database access, database awareness, database research, database research/library resources, database searching, database tools, databases
new knowledge	90	
relevant	84	relevant articles, relevant examples, relevant instruction, relevant sources, relevant to learning
clear	65	clear explanation, clear instruction, clear understanding, clear/easy/simple explanation
helpful	50	help



Ten Themes

- Additional Services
- Confidence
- Database
- Information Literacy
- Interactive
- Positive Interaction
- Relevant
- Resources
- Satisfied
- Search Strategies



Process

- Reviewers again independently coded responses using the ten themes.
- Comments were grouped by question.

Comment	Search Strategies	Database	Positive Interaction	Confidence	Etc...
Gave numerous online resources for obtaining peer reviewed and scholarly articles for use in our writing projects.					
Getting sources for paper.					
Going through the actual examples					



Summary

Theme	Liked Most	One Thing Learned	What Else	Total
Search Strategies	70	95	14	179
Database	32	63	3	98
Positive Interaction	174	0	36	210
Confidence	169	8	9	186
Relevant	17	2	30	49
Interactive	79	1	2	82
Resources	79	57	15	151
Satisfied	0	0	52	52
Additional Services	1	0	57	58
Information Literacy	10	5	20	35
Total	631	231	238	1100
No Comment/Blank	27	32	70	129



What did you like most about the session?

Top themes identified:

Positive Interaction	n=174	Frequently about the librarian
Confidence	n=169	responses focused on what the students learned, sentiments of feeling secure, gaining a better understanding of how to locate resources, and acquiring new knowledge of resources
Interactive/Hands-on	n=79	highlighted the importance of giving students time to conduct searches
Awareness of Resources	n=79	directly identifies how students appreciated learning about library resources and how to use them

Common vocabulary about the instruction:

clear, helpful, informative, enthusiasm, friendly, examples, thorough



“I walked in so afraid for this research project we’re working on and now I can walk out knowing that I understand how to use these resources!”



What else could the library do to help you succeed in your classes?

Top Themes Identified:

- Solicited the lowest number of responses (n=231)
- 34% of the students did not provide a comment (n=70)
- **Additional Services (n=57)**
 - Feedback to improve the instruction(n=26)
 - Further instruction would be beneficial (n=8)
 - Improvements to the collection, facilities, hours, and outreach



Satisfied (n=52)

Common response was "nothing" or "nothing I can think of".



"Nothing. She provided many great resources to help me in my class."

Please share one thing you learned today.

Top Themes Identified:

- Search Strategies (n=95)
- Databases (n=63)
- Awareness of Resources (n=57)



Search Strategies

"I learned how to search the library database because I didn't know how until today."

"One thing I learned today was to be able to see the full text of an article or book I need to select that option before searching the title or after inputting the search key words."



Databases

"I learned that there are multiple databases that can be used for secondary research."

"I learned about the different layers in the database and how they work. Ex: Bloom's Literature, Gale Literature, etc. And how to find literacy criticisms under each."



Awareness of Resources



I learned that you can contact the librarians by using Ask Us. You can also try to get a document or book by using a library loan program.

Research Team Takeaways



Takeaway 1 – Check your Data

Review and reconcile
between Qualtrics,
Excel, and Project
Outcome.



Takeaway 2 – Document Methodology and Decisions

Open Coding:

- SSC
- SSC and UCF
- UCF and different state college



Takeaway 3 – Review Project Outcome Resources

- **Awareness of Resources**
- **Confidence**
- Knowledge
- New Skills



Takeaway 4 – Insight on instruction

- Value
- Impact



Thank you!

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