California State University, Fresno
University Library
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Student Outcomes Assessment Plan (SOAP)

1. Mission Statement

The University Library supports the University mission of education, research and service. To this end, the Library selects, develops, manages and provides access to information resources; promotes the critical use of information for learning and research; and presents cultural and scholarly programming that serves the campus, region and beyond.

2. **Institutional Learning Outcomes, Program Learning Outcomes/Goals, and SLO's**

    a. Institutional Learning Outcomes
        1. Improving intellectual skills
        2. Applying knowledge

    b. Program Learning Outcomes and related SLO's

The University Library will develop information literacy to foster inquiry, innovation, and participation in the use and creation of information.

Program Learning Outcome 1: *Students will be able to plan, manage, execute, and adapt search strategies in order to explore topics and meet information needs.*

      1.1   Students will select search tools (databases, search engines, etc) according to their information need and for specific information tasks.
      1.2   Students will use vocabulary appropriate to the search tool for effective initial and advanced searches.
      1.3   Students will use a research question to plan a search, including selecting information sources, determining keywords and retrieval techniques, and establishing an appropriate research scope.
      1.4   Students will demonstrate resilience in performing searches, altering search strategies based on results.

1.5   Students will form a research topic based on gaps in existing knowledge and will demonstrate the ability to break a complex topic into multiple simple research questions.

Program Learning Outcome 2: *Students will apply a variety of critical practices to evaluate information for their information needs.*

2.1   Students will recognize the characteristics of scholarly information sources in order to evaluate and use these resources appropriately for their information needs.
2.2   Students will identify the attributes of an authoritative source and apply this knowledge to the evaluation of sources to determine whether they contain biased, opinion-based, or factual information.
2.3   Students will evaluate information from a variety of perspectives, recognize that credible sources may conflict with other sources, the status quo, and their own knowledge constructs, including how their own biases influence their processing of information.

Program Learning Outcome 3: *Students will recognize the social and economic value of information, both their own and others, through its ethical and considered use.*

3.1   Students will describe and identify different forms of plagiarism and will use this knowledge to prevent plagiarism in their own work.
3.2   Students will analyze how information may be commodified and the impact this commodification has on access, use, and creation of information.

Program Learning Outcome 4: *Students will participate actively in the creation of information in a variety of formats.*

4.1   Students will synthesize information gathered from various sources, presenting reasonable, evidence-based conclusions through analysis of these sources.
4.2   Students will be able to analyze various ways to contribute to scholarship and recognize the benefits and challenges of each.

3. **Measurement Map**

The unique aspect of teaching and learning information literacy requires the assessment of SLOs beyond course assignments, or even beyond the scope of an individual course. Listed below are learning activities where these outcomes are assessed.

Information literacy is also discussed in terms of advancement from novice to expert practice. To reflect the developing nature of information literacy, each of the SLOs are identified as Skills (demonstrated practices); Understandings (a knowledge of the concepts behind those practices); and Values (the inclusion of those concepts in the research and information practices because they are recognized as

important; this includes affective aspects of research and information). These are analogous to the Introduced, Developed, and Mastered levels, respectively.

S = Skills (Introduced)   **U = Understanding (Developed)**   **V= Values (Mastered)**

Learning Activity	Assessment Measure	Evaluation Method	1.1	1.2	1.3	1.4	1.5	2.1	2.2	2.3	3.1	3.2	4.1	4.2
Matching Search Tools to Needs Badge	In development	In development	S											
Searching Language Badge	In development	In development		S										
Research as Inquiry Badge	Multiple-choice quiz	Score	U	U									U	
Planning Badge	In development	In development			S									
Search Management Badge	In development	In development				S								
Formulating Research Questions Badge	In development	In development					S							
Scholarly Articles Badge	Short response, activity	Score						S						
Credible Sources Badge	Short response, activity, and reflection	Score						U	S					
Conflicting Information Badge	Short response, activity, and reflection	Score							U	S				
Plagiarism Badge	Multiple-choice quiz	Score									S, V			
Information as Currency Badge	In development	In development										S		
Synthesis Badge	In development	In development											S	
Types of Scholarship Badge	In development	In development												S

4. **Assessment Measures: Description of Assignment and Method (rubric, criteria, etc.) used to evaluate the assignment**

   a. Direct Measures

1. Matching Search Tools to Needs Badge: In development
2. Searching Language Badge: In development
3. Research as Inquiry Badge: A four-question assessment, this evaluation asks students to match concepts to a common model for synthesizing information, the BEAM method, as well as demonstrate understanding through other, more-advanced multiple choice questions.
4. Planning Badge: In development
5. Search Management Badge: In development
6. Formulating Research Questions Badge: In development
7. Scholarly Articles Badge: A four-question assessment, this evaluation asks students to assess the value of scholarly articles, identify, upload, and describe the features of an example of a scholarly article, and self-check using major scholarly communication tools
8. Credible Sources Badge: A five-question assessment, this evaluation asks students to describe the features of a credible source and reflect on how context impacts credibility of information. Students are also asked to upload an example of an article and evaluate it for credibility.
9. Conflicting Information Badge: Using climate change as a frame, students evaluate sources as well as their own existing biases in selecting and using information
10. Plagiarism Badge: A 10-question, multiple-choice quiz covering topics introduced in the Plagiarism Badge tutorial, including citation practices and proper summary, paraphrase, and quotation use
11. Information as Currency Badge: In development
12. Synthesis Badge: In development
13. Types of Scholarship Badge: In development

   a. Indirect Measures

1. Using data collected from Bulldog Connect, a sample of students who participated in an information literacy session will be provided a brief survey that addresses PLOs 1-4. Results will be compiled and addressed in the annual assessment report.

2. The University Library supports student learning beyond teaching and learning by providing learning spaces, making available technology, through access to information (print and digital collections, as well as the tools to retrieve them), and by offering academic and cultural programming. These outcomes will also be assessed on a five-year timeline, and reported as an in-direct measure in the annual report. These have been attached as Appendix A.

   4. **Assessment Schedule/Timeline**

Academic Year	Measure	SLO	SLO	SLO	Indirect Measure 1	Indirect Measure 2

2020/2021	7, 8, 9	2.1	2.2	2.3	AO 3.1; 3.2; 3.3; 1.3	
2021/2022	10, 11	3.1	3.2		AO 1.1; 1.2; 4.1; 4.2	Program outcome survey
2022/2023	3, 12, 13	4.1	4.2		AO 5.1; 5.2; 5.3; 5.4; 5.5	
2023/2024	1, 2, 3	1.1	1.2		AO 2.1; 2.2; 2.3	Program outcome survey
2024/2025	4, 5, 6	1.3	1.4	1.5	AO 4.3	

5. Closing the Loop
Fresno State Closing the Loop process is described immediately below.
A major assessment report, which focuses on assessment activities carried out the previous academic year, is submitted in September of each academic year and evaluated by the Learning Assessment Team and Director of Assessment at Fresno State.
Following the assessment of PLO/SLOs, the results will be shared and discussed at the August Research Services meeting (the teaching and learning librarian unit). Results from the annual survey will also be shared. Through discussion, two action items will be identified annually for the Research Services team to address, either through modifications of learning activities (digital and in-person), outreach to disciplinary faculty, or development of services/resources.

Appendix A

Additional Outcomes in Support of Student Success, Excellence in Teaching and Research, and Service to the Broader Community

The University Library supports student learning beyond teaching and learning by providing learning spaces, making available technology, through access to information (print and digital collections, as well as the tools to retrieve them), and by offering academic and cultural programming. Below is the plan for the assessment of these additional outcomes (AO).

GOAL I: Professional Values

The University Library will enact professional values as established by the American Library Association and the Association for College and Research Libraries.

1.1   The library will set a standard of universally accessible facilities, resources, programming, and services.

1.2   The library will maintain confidentiality and privacy of patron records in accordance with the American Library Association Patron's Bill of Rights.

1.3   The library will create a professional environment with respect for diversity, equity, access, and inclusion.

GOAL II: Space

The University Library will provide diverse and flexible spaces that serve the transforming needs of the campus community.

2.1   The library will provide an environment that facilitates collaborative and individual learning.

2.2   The library will provide a safe physical environment for patrons.

2.3   The library will maintain facilities for library use, including meeting rooms, teaching spaces, collections, study and learning spaces, and student areas.

2.4   The library will be aware of changing campus needs for library spaces.

GOAL III: Technology & Tools

The University Library will provide access to necessary and emerging technologies for academic, research, and creation needs.

3.1   The library will provide the appropriate, up-to-date technology (hardware & software) to support educational needs.

3.2   The library will provide technology in its learning spaces to foster active and collaborative learning.

3.3   Students will use the resources of the library's technology and innovation spaces to create content, objects, and other new information resources.

GOAL IV: Access and Collections

The University Library will develop, organize, and preserve a multiformat collection that provides access towards the equity and use of information.

4.1   The library has the infrastructure to collect, organize, provide access to, disseminate, and preserve collections needed by users.

4.2   The library creates and maintains interfaces and system architectures that include all resources and facilitates access from preferred user starting points

4.3   The library will provide resources that provide representation and diversity in the collection both in terms of voices and formats.

GOAL V: Programming and Outreach

The University Library will plan and promote inclusive programming to engage the campus and broader community.

5.1   The library will provide access to events and programming that highlight different voices and cultures within our community.

5.2   The library will provide events and programming that engage students and promote Fresno State's mission, values, and strategic plan.

5.3   The library will maintain a visible presence across campus through tabling and other partner events, campus newsletters, and library website.

5.4   The library will build relationships with community partners through a presence at community events (including presence and sponsorships), student attendance at these events, and collaborative programming.

5.5   University communities (students, staff, faculty, and administration) will have an awareness of library services, programs, and resources through strategic and ongoing marketing efforts.

Measurement Map

Assessment Measure	Evaluation Method	1.1	1.2	1.3	2.1	2.2	2.3	2.4	3.1	3.2	3.3	4.1	4.2	4.3	5.1	5.2	5.3	5.4	5.5
Accessibility audit (IFLA accessibility criteria; WAVE)	Criteria	X																	
Office of Intellectual Freedom Privacy Audit	Criteria		X																
ClimateQual	Score			X															
Workplace Quality Survey	Score			X															
Space Audit	Criteria, Rubric				X														
User Services Survey	In development				X	X	X	X											
LibQual	Score				X	X	X	X	X	X				X	X	X	X		X
Library Technology User Assessment Survey	Score								X	X	X								
Alma Analytics	Raw data								X			X	X	X					
WIT Comparative Audit	Criteria											X	X						
Collection Analysis	Criteria													X					
Social Media Engagement	Score														X	X	X	X	X
Event Assessment Survey	Qualitative Analysis														X	X	X	X	X

Assessment Measures: Description of method (rubric, criteria, etc.) used to evaluate the measure

    b. Measures

1. Accessibility audit: Using IFLA library accessibility criteria and WAVE (web accessibility evaluation tool), this audit will assess both library spaces and electronic resources (including online library instruction and outreach materials)
2. Privacy Audit: Using the Office of Intellectual Freedom's Privacy Audit Toolkit, this audit assesses patron privacy, data exchange, vendor relations, and other library privacy concerns
3. ClimateQual: ClimateQual assesses internal organizational culture and diversity
4. Workplace Quality Survey: The Fresno State Workplace Quality Survey assesses internal workplace quality in several key areas, including job satisfaction, teaching environment, employee relations, communication, fairness, and respect.
5. Space Audit: Using internal data (LibCal, gate count, space head count, 25Live data) and the Educause Learning Space Rating System, the space audit assesses library space use and quality of facilities for creating an environment conducive to learning
6. User Services Survey: In development
7. LibQual: An external audit of faculty, staff, and student perceptions of library services and resources, LibQual assesses patron satisfaction
8. Library Technology User Assessment Survey: In development
9. Alma Analytics: Alma Analytics (including Tableau Data Visualization studio plug-in) provides complex data on library resource use and access
10. WIT Comparative Audit: This comparative audit captures differences between library websites, the goal being to identify new features or features to improve for patron usability; this will include data from library website usability studies
11. Collection Analysis: In development
12. Social Media Engagement: Data collected from engagement with the University Library's social media platforms, including Twitter, Instagram, and Facebook, this data can be analyzed for key information related to library outreach and marketing
13. Event Assessment Survey: In development

Assessment Schedule/Timeline

Academic Year	Measure	AO	AO	AO	AO	AO
2020/2021	3, 4, 7, 8, 9	3.1	3.2	3.3	1.3	
2021/2022	1, 2, 9, 10	1.1	1.2	4.1	4.2	

2022/2023	12, 13	5.1	5.2	5.3	5.4	5.5
2023/2024	5, 6, 7	2.1	2.2	2.3		
2024/2025	7, 9, 11	4.3				

Closing the Loop
Following the assessment of the AO, results will briefly be shared with the library as a whole in the appropriate venue (e.g., All-Staff meeting, Library All-Staff retreat). Results will also be given in detail to the unit responsible for the assessed library measure, who will discuss and create a brief action plan to implement changes in response to the assessment results.