

Assessment Cycle Details  
Report Generated by: Taskstream  
Instructional Support Assessment Workspace  
2016-2017 Assessment Cycle: Assessment Plan and Assessment Findings  
Instructional Support Assessment Plan  
Tuesday, March 13, 2018

Outcome Set	Outcome	Outcome Description	Measure Title	Measure Type/Method	Details/Description	Acceptable Target	Ideal Target	Implementation Plan (Timeline)	Supporting Attachments	Findings Title	Summary of Findings	Acceptable Target Achievement	Ideal Target Achievement	Recommendations	Reflections/Notes	Substantiating Evidence
Audiovisual Assessment	BU-1	Services provided by the Audiovisual department.	Provide Campus Wide Faculty and Staff Training for Audiovisual Technology	Indirect - Survey	AV supports campus-wide faculty and staff training for campus instructional audiovisual technology.	80% of faculty are confident utilizing SmartAV Equipment	100% of faculty are confident utilizing SmartAV Equipment	Currently in place Ongoing		Findings for Provide Campus Wide Faculty and Staff Training for Audiovisual Technology	AV FACULTY TRAINING 2016-2017 Number of Faculty Trained - 178 Number of Faculty Served - 19 Percent of Faculty Who Are Confident on Equipment After AV Training - 87% Percent Faculty Who Are Somewhat Confident on Equipment After AV Training - 18% Percent Faculty Who Are Not Confident on Equipment After AV Training - 4% Percent Faculty Who Gave No Response - 8%	Exceeded	Approaching	AV recommends providing additional equipment and staffing budget, including at least one full-time contact Media Technician and one full-time Media Clerk to support regular campus AV maintenance. Currently the AV Department has the top priority within our School once funding is available for a new hire.  As technology becomes more integrated into our classroom environment, and as instructors are becoming more familiarized with learning technology, the AV Department should continue to incorporate technology into their making methodology through programs like Canvas and Adobe Captivate.  In order to stay properly informed on the state of technology so that the AV Department can properly train and assist faculty and staff with Campus technology integration and media productions, the Miramar AV Department must continue to seek out training, conferences, and seminars related to their role as trainers, integrators, and producers of media content.		2016-2017 AV FACULTY TRAINING (Taskstream) (Adobe Acrobat Document)
Audiovisual Assessment	BU-2	Train faculty to properly operate SmartAV equipment in the classroom	Provide Audiovisual Equipment Checkout Services to Campus Faculty and Staff	Indirect - Other	Provide equipment checkout services to campus faculty and staff on audiovisual equipment such as portable projectors, sound systems, and other AV equipment.  "A viable request is one that: (1) was requested with sufficient notice to the AV Department under the deadline identified on the relevant AV Department request form (located on Miramar website) (2) requests equipment which is owned and readily accessible to the AV Department at the time of the request and at the time of checkout and is not otherwise encumbered by an alternative impending campus need (3) requests equipment that has been designated by the Miramar AV Department for checkout, where said designation was made prior to the request (4) requests equipment for a purpose and use that is expressly related to the requester's function as a Miramar/DOCCC employee and (5) is not otherwise prohibited by any Miramar AV Department and/or Campus policy or procedure, or by any other local, state, or federal law."	Satisfy 80% of viable* campus audiovisual equipment checkout requests.	Satisfy 90% of viable campus equipment checkout requests.	Ongoing		Findings for Provide Audiovisual Equipment Checkout Services to Campus Faculty and Staff	Number of Equipment Checkouts, Daily and Continued - 113 Number of Equipment Checkouts, Special Request - 31 Number of Equipment Checkouts accommodated (166)	Met	Approaching	AV recommends providing additional equipment and staffing budget, including at least one full-time contact Media Technician and one full-time Media Clerk to support regular campus AV checkout requests.		AV Special Event and Checkout (Taskstream) (Adobe Acrobat Document)
Audiovisual Assessment	BU-3	Train students to properly operate SmartAV equipment in the audiovisual viewing area (L111)	Facilitate Procurement and Integration of Campus Audiovisual Technology	Indirect - Other	In addition to procuring audiovisual technology for campus AV production, special events, and other AV Department needs, the Miramar AV Department will continue assisting other campus departments with the procurement and integration of campus audiovisual technology for their respective departments. The AV Department is responsible for ensuring that AV requests and integration are consistent with and promote student learning, Campus, and District requests. It is the Miramar AV Department's role to provide other campus departments with direction and assistance on audiovisual technology solutions in their respective classroom and/or administrative environments. Also, the AV Department regularly liaises with administrators and faculty to facilitate integration needs.  "A viable AV request is one that: (1) was requested with sufficient notice to the AV Department under the deadline identified on the relevant AV Department request form to be located on Miramar website (forthcoming) (2) requests assistance where the integration requested has received prior approval from the department dean or other relevant administrator (3) requests assistance that is reasonable in time and scope (4) the dean or relevant administrator is responsible for the procurement of the equipment (5) a minimum of 80% of the total viable campus requests for productions and special events will be accommodated."	A minimum of 80% of viable* requests for integration assistance will be addressed.  Every year the Miramar AV Department will procure new AV equipment for the AV Department to help facilitate each of the following areas: (1) campus special events; (2) campus audio productions; (3) campus video productions; (4) faculty equipment checkout; (5) campus AV training; and (6) other general campus AV services.  "A viable AV request is one that: (1) was requested with sufficient notice to the AV Department under the deadline identified on the relevant AV Department request form to be located on Miramar website (forthcoming) (2) requests assistance where the integration requested has received prior approval from the department dean or other relevant administrator (3) requests assistance that is reasonable in time and scope (4) the dean or relevant administrator is responsible for the procurement of the equipment (5) a minimum of 80% of the total viable campus requests for productions and special events will be accommodated."	A minimum of 80% of viable requests for integration assistance will be addressed.  Every year the Miramar AV Department will procure new AV equipment for the AV Department to help facilitate each of the following areas: (1) campus special events; (2) campus audio productions; (3) campus video productions; (4) faculty equipment checkout; (5) campus AV training; and (6) other general campus AV services.	Ongoing		Findings for Facilitate Procurement and Integration of Campus Audiovisual Technology	Currently is tracking mechanism for new AV Department integration requests is in development. However, current AV Department estimates reflect an approximate 100% of viable integration requests have been addressed for the 2016-2017 year.  AV has completed 8 out of 15 room renovation priorities. AV has initiated the process on 100% of requests and is awaiting funding and/or approval from the Administration.	Met	Approaching	AV recommends providing additional equipment and staffing budget, including at least one full-time contact Media Technician and one full-time Media Clerk to support AV coverage when techs are conducting integration assistance. Currently the AV Department has the top priority within our School once funding is available for a new hire. A greater equipment budget is recommended to accommodate the growing campus needs for special events, productions, and checkouts.  In order to stay properly informed on the state of technology so that the AV Department can intelligently assist with the Campus AV integration and procurement processes, the Miramar AV Department must continue to seek out training, conferences, and seminars related to their role as trainers, integrators, and producers of media content.	Although there is currently not a great demand for student training in the AV media center, it is anticipated with additional staffing and the AV Department's acquisition of newer instructional technology that is intended for student operation - a greater need for student training will arise.	2016-2017 Classroom Prioritization (Excel Workbook) (Open XML) Audiovisual funded projects approved by BRDS 2016-2017 (Adobe Acrobat Document)
Audiovisual Assessment	BU-4	Campus-wide Pre/Post Audiovisual Production and Special Events Setup on Campus	Provide Campus Wide Pre/Post Audiovisual Production and Special Events Setup on Campus	Indirect - Other	Provide videography, pre/post video and audio production, still photography, and full setup on all audiovisual setup for campus events.  "A viable request is one that: (1) was requested with sufficient notice to the AV Department under the deadline identified on the relevant AV Department request form (located on Miramar website) (2) requests services where the equipment needed to provide said services is owned and readily available to the AV Department at the time of the request and at the time services are to be rendered, and is not otherwise encumbered by an alternative impending campus need (3) requests production and/or special event services that are expressly related to the requester's function as a Miramar/DOCCC employee and to campus interests and (4) is not otherwise prohibited by any Miramar AV Department and/or Campus policy or procedure, or by any other local, state, or federal law."	A minimum of 80% of viable* campus requests for productions and special events will be accommodated.  "A viable request is one that: (1) was requested with sufficient notice to the AV Department under the deadline identified on the relevant AV Department request form (located on Miramar website) (2) requests services where the equipment needed to provide said services is owned and readily available to the AV Department at the time of the request and at the time services are to be rendered, and is not otherwise encumbered by an alternative impending campus need (3) requests production and/or special event services that are expressly related to the requester's function as a Miramar/DOCCC employee and to campus interests and (4) is not otherwise prohibited by any Miramar AV Department and/or Campus policy or procedure, or by any other local, state, or federal law."	A minimum of 80% of the total viable campus productions and special events will be accommodated.	Ongoing		Findings for Provide Campus Wide Pre/Post Audiovisual Production and Special Events Setup on Campus	2016-2017 State Totals Special Campus Events Requests: 199 Production Requests: 6 Percent of Special Campus Events Accommodated - 90% Percent of Production Accommodated - 90%  Some requests were denied/denied due to lack of staffing coverage available. One AV Tech was on maternity leave during part of summer/fall 2016.  Currently there are only 2 Contract Classified Staff working in the Audiovisual Department. The AV Department relies heavily on these 2 AV Technicians to support the entire San Diego Miramar College Campus on all things Audiovisual, including but not limited to providing AV support to 133 Smart Classrooms, 34 Conference Rooms, Specialty Rooms 24, and 20 Digital Garage Displays. They also plan, design, and implement AV systems; set a liaison between end-user and vendors, respond to troubleshooting calls, and warranty contracts, create promotional videos and so much more.	Met	Approaching	AV recommends providing additional budget for equipment and staffing, including at least one full-time contact Media Technician and one full-time Media Clerk to accommodate campus AV special events, checkouts, and media productions.  "A viable request is one that: (1) was requested with sufficient notice to the AV Department under the deadline identified on the relevant AV Department request form (located on Miramar website) (2) requests services where the equipment needed to provide said services is owned and readily available to the AV Department at the time of the request and at the time services are to be rendered, and is not otherwise encumbered by an alternative impending campus need (3) requests production and/or special event services that are expressly related to the requester's function as a Miramar/DOCCC employee and to campus interests and (4) is not otherwise prohibited by any Miramar AV Department and/or Campus policy or procedure, or by any other local, state, or federal law."	More current equipment and staffing is needed to accommodate new requests. The AV Department is receiving more special event requests related to live music on campus. Thus, when infrastructure, equipment, and staffing are needed to accommodate these requests. Additional equipment needed includes PA system equipment, mixing boards, speakers, microphones, cables, sound processing equipment, lighting, and "backline" instruments and amplifiers. Additional staff will be required to operate this equipment.	AV Special Event and Checkout (Taskstream) (Adobe Acrobat Document)
Audiovisual Assessment	BU-5	Provide preventative maintenance support on all SmartAV equipment on campus.	Maintain Campus Audiovisual Equipment	Indirect - Other	To ensure SmartAV equipment is properly maintained, preventative maintenance should be performed on all SmartAV equipment.  "A viable request is one that: (1) was requested with sufficient notice to the AV Department under the deadline identified on the relevant AV Department request form (located on Miramar website) (2) requests services where the equipment needed to provide said services is owned and readily available to the AV Department at the time of the request and at the time services are to be rendered, and is not otherwise encumbered by an alternative impending campus need (3) requests production and/or special event services that are expressly related to the requester's function as a Miramar/DOCCC employee and to campus interests and (4) is not otherwise prohibited by any Miramar AV Department and/or Campus policy or procedure, or by any other local, state, or federal law."	A minimum of 80% of SmartAV equipment will properly be maintained each semester.	A minimum of 90% of SmartAV equipment will properly be maintained each semester.	Ongoing		Findings for Maintain Campus Audiovisual Equipment	AV MAINTENANCE INFORMATION 2016-2017 Number of Campus Smart Classroom Troubleshoot Calls - 188 Number of Service Emails - 166 Number of In-Person service calls - 134  AV responded to 100% of Campus Smart Classroom Troubleshoot Calls (188) AV responded to 100% of Service Emails (166) AV responded to 100% of In-Person service calls (134)  2016-2017 Total Number of Campus Rooms: Classrooms 133 Total Conference Rooms 24 Total Specialty Rooms 24 Total Service Rooms 20	Met	Approaching	AV recommends providing additional equipment and staffing budget, including at least one full-time contact Media Technician and one full-time Media Clerk to support regular campus AV maintenance. Currently the AV Department has the top priority within our School once funding is available for a new hire.		2016-2017 AV Filter Cleaning Log (File) 2016-2017 AV Lamp Replacement Log (File) 2016-2017 AV Troubleshoot Log (File)

ICS Outcomes Set	SUO.1	Maintain Existing Technology	Make efficient use of resources	Direct - Other	Utilize FOSS, virtualization, etc. to minimize expense.	Majority of servers virtualized; physical servers primarily used to host virtualization and provide adequate redundancy by time.	No new physical servers purchased for non-hypervisor roles. Existing servers may continue to be utilized in a roll-down manner, but will be migrated to virtual vs. dedicated hardware.	Continuous.		Findings for Make efficient use of resources	All end-user services are virtualized. Physical servers act as hypervisors and host multiple server instances. Redundancy and resiliency provided by iSCSI storage. Infrastructure allows real-time "live" migration of virtual systems among hypervisors allowing for maintenance and upgrades with no downtime.	Met	Exceeded	Existing hypervisors need to be upgraded to current generation servers.	Virtual infrastructure justifies additional staff at higher level than "Network Specialist". Should be "Enterprise Network Specialist" or equivalent. The relatively low level job description of "Network Specialist" and base pay made recruitment difficult.	
ICS Outcomes Set	SUO.2	Be Responsive	Be Responsive	Indirect - Other	Resolve issues in a timely manner	Resolve 80% of minor service calls within 1 business day, or within scheduled timeframe.	Resolve 80% of minor service calls within 1 business day, or within scheduled timeframe.	Continuous		Findings for Be Responsive	The ICS department manages as much as the client is suitable for many non-critical applications which can greatly enhance the ability to deploy updates & changes quickly. Some faculty are particularly resistant to the concept of virtualization, regarding this as unreasonably slow. Much of this relates to graphics intensive programs such as Google Earth or other OpenOffice programs. These would not be suitable targets for virtualization but, neither are they currently applications causing deployment slowdowns.	Met	Approaching	Application virtualization technology such as the client is suitable for many non-critical applications which can greatly enhance the ability to deploy updates & changes quickly.		
ICS Outcomes Set	SUO.3	Efficient Use of Resources	Expenditures	Indirect - Other	Budget analysis	Remain within departmental budget	Budget not overspent	Continuous		Findings for Expenditures	While I stayed within my budget, I underspent by \$3,100, leaving \$100 in \$600, \$1900 in \$2000 and \$200 in \$400. As my entire \$600 budget is \$2,500 – far less than a single server, the budget is essentially for replacing departmental desktop system. The \$200 budget is mostly software maintenance costs, but as we have given these costs have exceeded my dedicated budget, and some must be covered through Technology Refresh.	Met	Exceeded	As Dell discontinued their iWorkSpace product, this will make OIT costs initially less as we are not renewing maintenance for a dead product, but a replacement will need to be found. An IT budget that is insufficient for regular server replacement or the ongoing maintenance of routine software needs means the major costs must be funded by other, often unpredictable, means, leaving the internal budget to be used to "fill gaps" – resulting in planning difficulties.		
ICS Outcomes Set	SUO.3	Efficient Use of Resources	Utilize enterprise/scalable management technology	Direct - Other	Utilize enterprise & centralized IT technologies to effectively and efficiently manage instructional IT infrastructure.	Systems are in place to manage 80% of campus instructional IT	Systems in place to manage 75% of campus instructional IT. NOTE: 100% is not feasible, as it would include remote management of all printers, remote systems, disconnected laptops, etc.	Continuous		Findings for Utilize enterprise/scalable management technology	Campus websites are hosted 100% open-source. Open source tools are routinely utilized for diagnostics & maintenance. Server infrastructure is virtualized, scalable and centrally managed. Desktop systems are managed via GPO & ACD. System images are now built primarily via MDT and ICS has migrated to newest version of Ghost enabling Windows 10 support. All deployed workstations are managed via Ghost/DeepFreeze with the exception of certain laptops. Approximately 420 out of 475 laptops remain managed by Ghost/DeepFreeze, the main exception being 52 laptops for student use in EOIPS. 88% of laptops are thus managed. The percentage of workstations similarly managed approaches 100%. All production servers are centrally managed through vSphere, and backed up using Veeam. Software deployment is managed via GPO and MDT, however there are a number of applications that do not properly deploy in this automated fashion. About 70% of our software is currently deployed in a managed fashion.	Exceeded	Approaching	Application deployment not fully automated (average iWorkSpace to deploy apps faster)	Network Specialist hired in late April ending nearly year long vacancy.	
ICS Outcomes Set	SUO.3	Efficient Use of Resources	Utilize enterprise/scalable management technology	Direct - Other	Utilize enterprise & centralized IT technologies to effectively and efficiently manage instructional IT infrastructure.	Systems are in place to manage 85% of campus instructional IT	Systems in place to manage 75% of campus instructional IT. NOTE: 100% is not feasible, as it would include remote management of all printers, remote systems, disconnected laptops, etc.	Continuous		Findings for Utilize enterprise/scalable management technology	Campus websites are hosted 100% open-source. Open source tools are routinely utilized for diagnostics & maintenance. Server infrastructure is virtualized, scalable and centrally managed. Desktop systems are managed via GPO & ACD. System images are now built primarily via MDT and ICS has migrated to newest version of Ghost enabling Windows 10 support. All deployed workstations are managed via Ghost/DeepFreeze with the exception of certain laptops. Approximately 420 out of 475 laptops remain managed by Ghost/DeepFreeze, the main exception being 52 laptops for student use in EOIPS. 88% of laptops are thus managed. The percentage of workstations similarly managed approaches 100%. All production servers are centrally managed through vSphere, and backed up using Veeam. Software deployment is managed via GPO and MDT, however there are a number of applications that do not properly deploy in this automated fashion. About 70% of our software is currently deployed in a managed fashion.	Exceeded	Approaching	Application deployment not fully automated (average iWorkSpace to deploy apps faster)	Network Specialist hired in late April ending nearly year long vacancy.	
ICS Outcomes Set	SUO.4	Environmental Awareness	Be Green	Indirect - Other	Maintain systems and service in as green a manner as possible.	80% of non-laptop systems will have power savings features enabled.	All systems without clear power savings features enabled, all CRT's retired and replaced with energy LCD technology.	Continuous		Findings for Be Green	No significant changes from previous year. Power savings features enabled on most systems – automated shut-down.	Met	Approaching	There is no ability to measure actual lab power use, therefore means to enhance energy savings or even determine a need for enhancement.	Little more can be done other than common sense settings for systems without a means to measure power use. We do not even know if computer labs are significant contributors.	
ICS Outcomes Set	SUO.6	Assist with Campus Website	Assist Web Designer	Indirect - Other	Assist web designer by various means, including advocacy for issues such as "end user responsible for content" and handling technical tasks such as the Web servers, website backup, DNS issues, etc.	More time for Bill to handle website design	Bill's current responsibility for web content, and currency of content.	Ongoing		Findings for Assist Web Designer	The campus web designer rolled out the "New Generation website" in June. Reception was initially positive, but much work to be needed in the details. A last minute removal of a planned resource page exacerbated the issues, and made certain things difficult to fix. A "Therapy" process was adopted isolating production from development, and adding version control, development and staging environments. This enhances production server stability.	Met	Approaching	Last minute reactions should be avoided; need rollout should include non-public beta phases, allowing for more collaborative content creation during development. A non-public beta would consist of opportunity for the entire campus to view the site prior to the public launch. This would occur later in the development phase, but be a part of the development phase. While we have established a process that focuses the web designer on back-end items, there was an unavoidable surge in content-focused work during (and after) the rollout. Extended alpha/beta trials with users actively preparing their content is advised.		
ICS Outcomes Set	SUO.5	Assist with Campus Website	Professional Development	Direct - Other	Attend yearly DrupalCon	Web designer and ICS Supervisor attend annual US DrupalCon	Web designer and ICS Supervisor attend annual US DrupalCon	Annual		Findings for Professional Development	Both Kurt and Bill Smith were able to attend Drupalcon 2016. A significant challenge is forthcoming due to the State of California and the District restricting travel funds to certain states, thus we will be unable to complete the DrupalCon sessions this year. We are looking at alternatives, but they will not be as comprehensive.	Met	Moving Away	Continue the practice, find alternative training when necessary.	DrupalCon is a significant source of information, training, ideas for our CMS. However, we have training needs in other areas as well. Funds should be found for IT related training as well, such as IT Dev Connections or similar.	

ICS Outcomes Set	SLD-6	Update Technology Plan	Complete Draft	Direct - Student Artifact	The completed draft update, ready to be submitted to constituency	End of Spring 2016/Beginning Fall 2016	End of Spring 2016	Project launched September 22, 2015	Technology Plan 2.0 (Adobe Acrobat Document)	Findings for Complete Draft	The Technology Plan was approved at CEEC in September 2017. This was a complete rewrite of the previous plan and incorporated a framework which included all technology areas (including placeholders for District), included the College Strategic Plan as integral to the document, included actual planning sections for future years. Additionally, the Plan utilized Program Review from Taskstream integrating the PIR/assessment process with the technology planning.	Met					Tech Plan 2.0 (Adobe Acrobat Document)
ICS Outcomes Set	SLD-6	Update Technology Plan	Complete Draft	Direct - Student Artifact	The completed draft update, ready to be submitted to constituency	End of Spring 2016/Beginning Fall 2016	End of Spring 2016	Project launched September 22, 2015	Technology Plan 2.0 (Adobe Acrobat Document)	Findings for Complete Draft	The Technology Plan was approved at CEEC in September 2017. This was a complete rewrite of the previous plan and incorporated a framework which included all technology areas (including placeholders for District), included the College Strategic Plan as integral to the document, included actual planning sections for future years. Additionally, the Plan utilized Program Review from Taskstream integrating the PIR/assessment process with the technology planning.	Met					Tech Plan 2.0 (Adobe Acrobat Document)
Library Outcome Set 2	SLD-1	Services provided by Library	Library Stats	Indirect - Other	Since 2011, library patrons' gate count has increased tremendously to date. Also, with the increase of library patrons, stats for checkout regarding usage of books in circulation, reference and reserves has increased as well.	80,000 books  Compared to other community colleges our size, Miramar College should have at least 75,000 books in circulation, reference and reserves.	85,000 books	Ongoing		Findings for Library Stats	Details/Description: Library gate count and students served:  2011 - 2012 served 76,122 2012 - 2013 served 128,763, increase of 52,641 patrons, 2013 - 2014 served 130,581, increase of 1,818 patrons, 2014 - 2015 served 141,906, increased of 11,325 patrons, 2015 - 2016 served 146,994, increased of 5,088 patrons, 2016 - 2017 served 158,203, increased of 11,209 patrons.  Total books in Circulation collection: 2016 - 2017 = 36,404  Total books in Online Resources collection(s)-books: 2016-2017 = 30,635  Total books in Reference collection: 2016 - 2017 = 3,824  Total in Magazine collection: 2016 - 2017= 131  Total books in Reserves collection: Method of Survey: Staff, and student surveyed - 54  Results of overall satisfaction of services from reference and circulation - 89%  Results for overall satisfaction of resources in the library - 83%	Not Met					
Library Outcome Set 2	SLD-2	Library point of service survey	Library point of service survey	Indirect - Survey	Survey patrons on Library services (circulation and reference)	80% of Library patrons will be proficient in accessing Library resources.	80% of Library patrons will be proficient in accessing Library resources.	Ongoing		Findings for Library point of service survey	Method of Survey: Staff, and student surveyed - 54  Results of overall satisfaction of services from reference and circulation - 89%  Results for overall satisfaction of resources in the library - 83%	Met					2016-2017 Library point of service survey (Web Link)
Library Outcome Set 2	SLD-3	Bibliographic instruction assessment through polling (via clickers)	Rolling Bibliographic instruction classroom students	Direct - Other	With the use of clickers, librarians will determine how effective the bibliographic instruction was understood by the students. This will be done with a three question survey related to catalog, articles and database search techniques.	Student will achieve 80% or better	Student will achieve 90% or better.	Ongoing		Findings for Polling Bibliographic instruction classroom students	2016-2017 Bibliographic instruction assessment through polling results - 89.05%	Not Met			Double down our focus on achieving our students learning objectives. Make sure all concepts that are included on the quiz are covered in the teaching presentation.		
Library Outcome Set 2	SLD-4	Staff and Workstudy students exhibit knowledge of Library of Congress. Routinely quiz and challenge students to properly locate books, magazines and media.	Quiz staff and work-study students on the ability to properly reshelve materials in order.	Direct - Exam	By placing identifying markers in a book we task the staff and work-study students with properly placing titles in the collection using Library of Congress.	staff and work-study students will achieve 90% or better on exam.	staff and work-study students will achieve 100% on exam.	Ongoing		Findings for Quiz staff and work-study students on the ability to properly reshelve materials in order.	The quiz: Identifying markers are placed in books for staff and work-study students to properly place titles in the collection using Library of Congress rules. After the staff and work-study students complete the shelving quiz, the lead technician evaluates their shelving abilities.  In 2016-2017, 3 work-study students were tested by the lead technician. 3 out of 3 (100%) successfully completed the test. 1 staff member successfully completed the	Exceeded			Purchase LC Easy software to track completion results of shelving abilities.		
Library Outcome Set 2	SLD-5	Professional Development	Professional Development	Direct - Other	Identify opportunities for Staff Development	Staff	Staff	Fall 2017		Findings for Professional Development	The quality of service provided to the public by library depends on the expertise of the staff. Constant flux in the needs of societies, changing technologies, and growth in professional knowledge demand that information workers must expand their understanding and update their skills on an ongoing basis.  Research articles states professional development helps employees continue to not only be competent in their profession, but also excel in it.	Not Met		Attend staff development workshops/training through American Library Association Attend the yearly IFAL conference Attend the annual SLA conference		American Library Association (Web Link) Benefits of Professional Development (Adobe Acrobat Document) Electronic Resources and Libraries (Web Link) SLA Connecting People and Information (Web Link)	
Library Outcome Set 2	SLD-6	Library Workshops	Library Workshops	Direct - Other	Provide library workshops relating to catalog searching, database navigation and MLA citation style.	Student will achieve 80% or better	Students will achieve 90% or better	Project completed. Switched to Turning Point Turning Technologies.		Findings for Library Workshops							