Annual Administrative Unit Assessment Plan

<table>
<thead>
<tr>
<th>Name of Unit:</th>
<th>Library &amp; Media Services</th>
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<tr>
<td>Administrative Unit Responsible Person:</td>
<td>Ken Sullivan</td>
</tr>
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| Assessment Team Member/s: | Valerie Andersen  
Larry Calkins  
Danna Sturm  
Fallon Librarian |
| Date Submitted: | November 18, 2008 |
| College Mission: | Western Nevada College inspires success in our community through opportunities that cultivate creativity, intellectual growth and technological excellence, in an environment that nurtures individual potential and respects differences. |
| College Strategic Plan Goals: | 1. Improve student success in program completion and graduation rates.  
2. Ensure institutional excellence in teaching, programs and services.  
3. Embrace our college’s many communities and respond to their diverse needs. |
| Unit Mission: | The mission of Library & Media Services is to support the educational programs of the college throughout the service area; to foster the ability of students, faculty and staff to find, evaluate and use appropriate quality information sources; and to provide a physical environment conducive to learning. |

This form allows all groups engaged in the on-going assessment process at WNC to document their assessment activities. The form includes a plan for the coming year’s project. Those responsible for annual assessment of administrative units are required to complete an assessment of at least one outcome each year but may assess more than one if they choose. (Copy and paste the tables if more than one objective is assessed.)

Completed assessment plans are to be electronically submitted to Catherine Boedenauer in IR (boedenau@wnc.edu) by October 1, 2008 for posting on the assessment Web site.
### Assessment Plan

**Year:** 2008-2009

**Outcome #1**

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<th>Program Goal:</th>
<th>Provide electronic resources to support the college’s academic programs throughout the service area.</th>
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<tr>
<td><strong>Outcome:</strong></td>
<td>Efficient utilization of databases purchased to support the college’s academic programs.</td>
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<tr>
<td><strong>Assessment Methods and Criteria for Success:</strong></td>
<td>Data is gathered on an annual basis on actual use of individual databases by our students.</td>
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<tr>
<td><strong>Planned Use of Results:</strong></td>
<td>Compare usage of specific databases in order to provide data on future database subscription purchases or cancellations.</td>
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**Program Goal:** What program goal will drive the assessment activities this coming year? This goal is a statement of what the program wants to accomplish or become over the next several years in terms of staff development, service, or a co-curricular initiative.

**Outcome:** Which administrative outcome will be the focus for this year’s assessment project? Examples of administrative outcomes are described below.

- What a unit intends to accomplish in terms of a level or volume of activity. *Example:* number of payroll transactions processed.
- Efficiency of the unit’s processes. *Example:* departmental cost per purchase order.
- Compliance with external standards. *Example:* maintain financial accountability with state government, Federal grantors, and private funding entities.
- The ability of customers after services have been utilized. *Example:* faculty’s ability to utilize lab equipment after completing training by computing services.
- Customer satisfaction at the institution, unit, or specific offered service level. *Example:* students will be satisfied with library circulation services.

**Assessment Methods and Criteria for Success:** Describe assessment methods to be used and the criteria for success. To come up with the specific measure for your outcome, ask the following questions:

- What will provide us with this information?
- How will we know if this is being accomplished?
- What kind of data can we use to show that we are attaining this outcome?
- How will the assessment be accomplished?
- Who will take part?
- When will assessment activities take place?

Assessments are overseen by Institutional Research (IR) and the Program and Assessment Review Committee (PARC).
How should the unit perform on the means of assessment if it is operating as it should be?

You must have some proposed data target upon which you can judge your success. It gives the department a goal for performance and helps ensure that assessment results are used to make improvements.

**Planned Use of Results:** Describe how your results will be used to make improvements.

Library & Media Services has gathered annual database usage data for a number of years in order to compare student usage of databases purchased to support the college's academic programs. Usage is driven by a number of factors, including faculty assignments, relevancy and ease of use. Student usage data allows us to compare actually usage by students. This information is used each year to determine which databases to keep and which to consider dropping.