

2010 Annual Assessment Report

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Program Name: The Student Success Center at Sinclair Library

Unit: Library Services

UH User Name:

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1. Program goals and mission statement are as follows: The Student Success Center provides students with the information and skills to be academically successful in their courses. It is a place for students to work with faculty, librarians, mentors, and tutors to meet their learning needs. It also assists students in finding the help they need to succeed in their academic work. The [Sinclair Library](#), as host to The Student Success Center, provides a learning environment that meets the space, computing, and information needs of students and those who work with them.

2. The program's student learning outcomes are as follows: Since the SSC is not an instructional unit but rather a facility that provides space, infrastructure, furniture, and services to support academic learning we do not have "learning outcomes" as such. Instead we have service goals. Some of these goals are under our purview while others are under the purview of our SSC partners. Here are the service goals for the SSC.

- a. **Provide wireless access throughout the SSC/Sinclair Library**
- b. **Provide access to the facility as long as possible**
- c. **Provide a variety of study environments to meet diverse needs of students**
- d. **Provide space for support services such as Tutoring, teaching, workshops, lectures, and mentoring.**

3. Provide the program's activity map or equivalent graphic.

Again, these services in the SSC are true "learning outcomes." We do, however, monitor closely the usage of our facility and survey user satisfaction. For example:

- a. Hourly patron counts tell us the number of students using our facility, where exactly they are working, and how many personal laptops are used.
- b. We monitor the use of our Test Proctoring Program and not only count users but have them complete a survey to determine user satisfaction.

4. Where are the following items published or how are they distributed to students?

Examples: published in the UHM Catalog, on the unit website, in Program Annual Reports, in brochures; distributed during student orientation, advising sessions, via email.

ITEM	Publication Location or Distribution
Program mission/goals	Our SSC Website
Program statistics	Presented in our annual report and presented on our

	SSC Website
Program activity map or equivalent graphic	N/A

5. **Assessment Timeline and Lead People.** The assessment program is under the Head of Sinclair Library. The routine assessment operations such as collecting data, calculating statistics and developing reports is a shared responsibility between the SSC Supervisor and the Sinclair Business Officer.

The SSC/Sinclair Library currently takes an hourly patron count during every day of operation.

Test Proctoring surveys are completed after students complete their exams. This survey is delivered online.

An online user satisfaction survey is currently planned to seek feedback from student who use our study rooms and online reservation system. It should be operational by the spring of 2011. The survey will be sent to all patrons who book a study room.

The Library participates in a tri-annual user satisfaction survey that informs the Library about the user's expectations and perceived satisfaction with our ability to meet that expectation. In the last iteration of that survey completed in 2010, the data shows an improvement with the Library as place. Improving the Library as place is the main objective of the SSC at Sinclair Library.

6. Other important information