

LIBRARY & LEARNING/INFORMATION RESOURCES AND ACADEMIC & STUDENT SUPPORT SERVICES

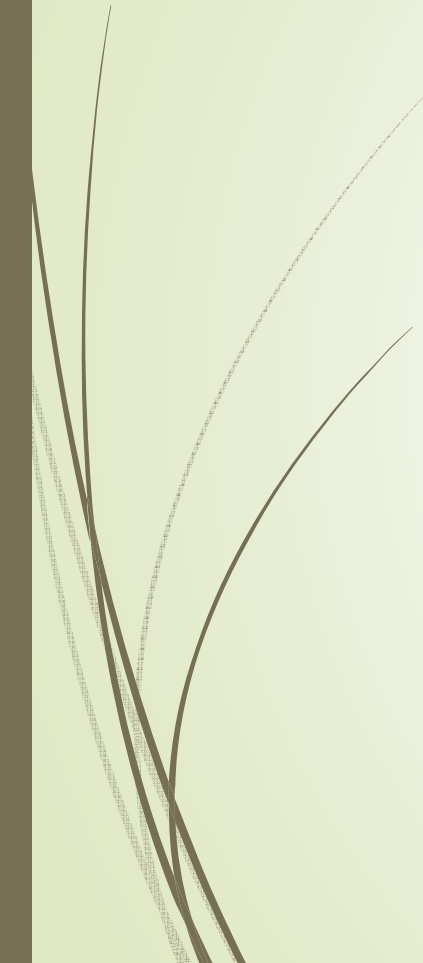


Dr. Crystal A. Baird, Vice President

<http://www.sacscoc.org/cbaird.asp>



During our time together, we will...

- ▶ Explore the current Library & Learning/Information Resources and Academic & Student Support Services
 - ▶ Review the new standards
 - ▶ Share strategies for responding to the standards
 - ▶ Address your specific questions
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Section 11: Library and Learning/Information Resources

- ▶ 1. The institution provides adequate and appropriate library and learning/information resources, services, and support for its mission. (*Library and learning/information resources*) [CR]
- ▶ 2. The institution ensures an adequate number of professional and other staff with appropriate education or experiences in library and/or other learning/information resources to accomplish the mission of the institution. (*Library and learning/information staff*)
- ▶ 3. The institution provides (a) student and faculty access and user privileges to its library services and (b) access to regular and timely instruction in the use of the library and other learning/information resources. (*Library and learning/information access*)



Section 12: Academic and Student Support Services

- 1. The institution provides appropriate academic and student support programs, services, and activities consistent with its mission. (*Student support services*) [CR]
- 2. The institution ensures an adequate number of academic and student support services staff with appropriate education or experience in student support service areas to accomplish the mission of the institution. (*Student support services staff*)
- 3. The institution publishes clear and appropriate statement(s) of student rights and responsibilities and disseminates the statement(s) to the campus community. (*Student rights*)



Section 12: Academic and Student Support Services

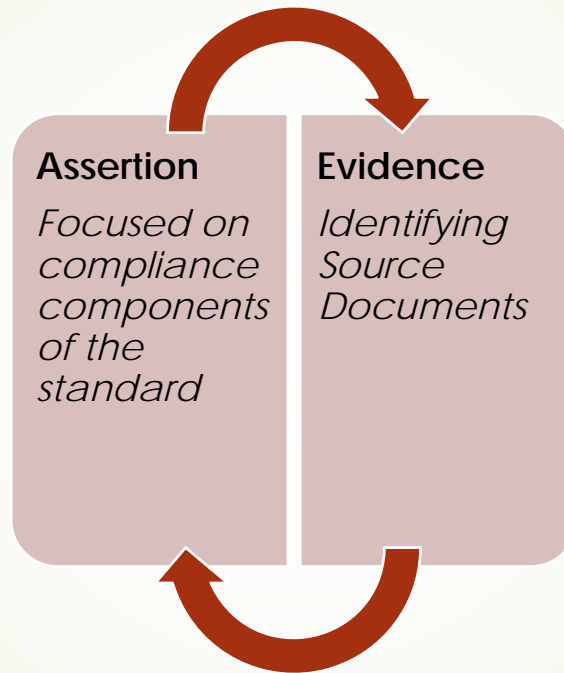
- 4. The institution (a) publishes appropriate and clear procedures for addressing written student complaints, (b) demonstrates that it follows the procedures when resolving them, and (c) maintains a record of student complaints that can be accessed upon request by SACSCOC. *(Student complaints)*
- 5. The institution protects the security, confidentiality, and integrity of its student records and maintains security measures to protect and back up data. *(Student records)*
- 6. The institution provides information and guidance to help student borrowers understand how to manage their debt and repay their loans. *(Student debt)*



Section 8: Student Achievement

- ▶ 2. The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results in the areas below:
 - ▶ c. academic and student services that support student success. (*Student outcomes: academic and student services*)


Building a Case for Compliance...



Bridge: *Narrative that Links Documentation to Judgment*

11.1 The institution provides adequate and appropriate library and learning/information resources, services, and support for its mission. (*Library and learning/information resources*) [CR]





“ **adequate** and **appropriate** library and learning/information **resources, services,** and **support** for its mission”

- ▶ How do you know that your library resources, services, and support are adequate?



“Adequate Library & Learning/Information Resources”

- Collection Development Policy
- Collection Analysis—Strengths and Weaknesses Given Institutional Mission and Programs/Services Supported
- Student/Faculty Feedback
- Ongoing Analysis of Usage Data
- Age Analysis
- Acquisition Statistics
- Trends in ILL

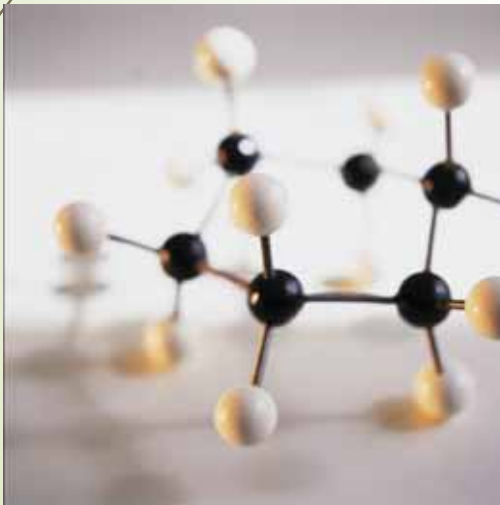



“Services and support”

- ▶ What services and/or support are offered?
- ▶ How do these services support academic programs and the mission of the institution?
- ▶ Student/Faculty Feedback?



“Learning/Information Resources”






*Don't forget about distance learning and off-campus instructional sites.

▶ How are resources and services provided to students enrolled in distance education courses/programs or in programs offered at off-site locations? To faculty?



11.2. The institution ensures an adequate number of professional and other staff with appropriate education or experiences in library and/or other learning/information resources to accomplish the mission of the institution. **(Qualified library staff)**






“adequate number of professional and other staff with appropriate education or experiences”

- ▶ How many library staff members are enough?
 - ▶ Consider charting coverage during hours open to illustrate sufficiency.
- ▶ What academic preparation is expected of staff?
 - ▶ List of staff with experience, education, and any additional training noted.
 - ▶ Provide linkage between job description/duties and experience/education/training.



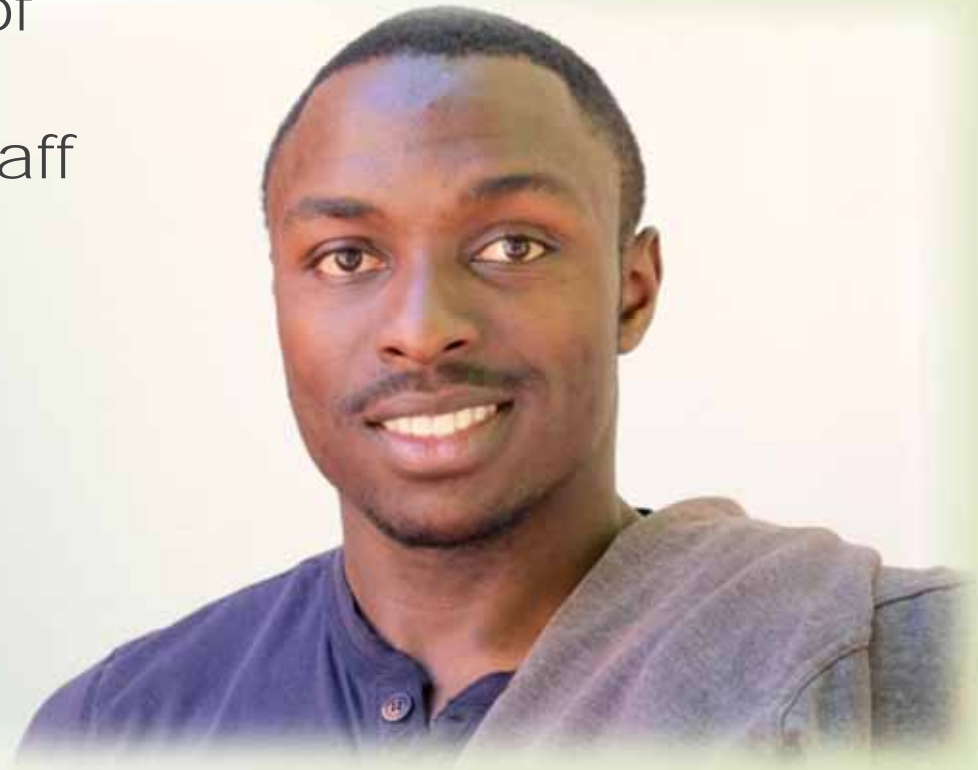
11.3. The institution provides (a) student and faculty access and user privileges to its library services and (b) access to regular and timely instruction in the use of the library and other learning/information resources. ***(Library and learning/information access)***





“(a) student and faculty **access** and user **privileges** to its library services”

- Access—regardless of who owns resources/employs staff
- Agreements?
- Hours of operation/access?



“ (b) **access to regular** and **timely instruction** in the use of the library and other learning/information resources”

- ▶ Is instruction “**Regular and Timely**”?
- ▶ Are online tutorials sufficient? Effective?



What happened to library facilities?

- ▶ **Section 13.7** The institution ensures adequate physical facilities and resources, both on and off campus, that appropriately serve the needs of the institution's educational programs, **support services**, and other mission-related activities. *(Physical resources)*



“Facilities”

- Description of the Physical Facilities: Size, Proximity, Features
- Facility Usage Data
- Student/Faculty Feedback
- Age and Renovation History
- Pictures, virtual tours





Section 12: Academic and Student Support Services

- ▶ 1. The institution provides appropriate academic and student support programs, services, and activities consistent with its mission. (*Student support services*) [CR]
 - ▶ Combines the old CR2.10 (Student support services) and CS3.49 (Academic support services)


“appropriate academic and student support programs, services, and activities”

- ▶ What programs, services, and activities are provided?
- ▶ Are these appropriate given the institution’s mission? The student population? The academic programs offered?
- ▶ How do you know?



12.2. The institution ensures an adequate number of academic and student support services staff with appropriate education or experience in student support service areas to accomplish the mission of the institution.
(Student support services staff)





“adequate number of academic and student support services **staff** with **appropriate education** or experience”

- How many student services staff members are enough?
- What academic preparation is expected of staff?
 - List of staff with experience, education, and any additional training noted.
 - Provide linkage between job description/duties and experience/education/training

12.3. The institution publishes clear and appropriate statement(s) of student rights and responsibilities and disseminates the statement(s) to the campus community.
(Student rights)





“publishes clear and appropriate statement(s) of student rights and responsibilities and disseminates the statement(s) to the campus community.
(Student rights)

- ▶ Published in logical places?
- ▶ Clearly written?
- ▶ Content in keeping with good practice in higher education?

12.4. The institution (a) publishes appropriate and clear procedures for addressing written student complaints, (b) demonstrates that it follows the procedures when resolving them, and (c) maintains a record of student complaints that can be accessed upon request by SACSCOC. (*Student complaints*)




“(a) **publishes** appropriate and clear **procedures** for addressing **written student complaints**” *(See page 5 of the Resource Manual.)*



“(b) **demonstrates** that it **follows the procedures** when resolving them”

- ▶ Provide at least one example.
- ▶ Does the example demonstrate that you follow your procedures?





“(c) maintains **a record of student complaints** that can be accessed upon request by SACSCOC.” *(See page 97 of the Resource Manual.)*

- *Who is responsible for the records?*
- *Data elements of the record?*
- *Location of the record(s)?*

- *Pattern of complaints?*
- *Will be reviewed by the On-Site Reaffirmation Committee*

12.5. The institution protects the security, confidentiality, and integrity of its student records and maintains security measures to protect and back up data. ***(Student records)***



“protects the **security, confidentiality, and integrity** of its **student records** and maintains **security** measures to protect and **back up** data”

- ▶ How are records secured physically? Electronically?
- ▶ Who may access them and how?
- ▶ How often are records backed up?
- ▶ What are the institution's related policies/procedures? Are these in keeping with good practice?



12.6. The institution provides information and guidance to help student borrowers understand how to manage their debt and repay their loans. (*Student debt*)

- ▶ ***New Standard but not a new practice***
- ▶ No prescribed way to demonstrate compliance



8.2.c The institution identifies **expected outcomes**, **assesses** the extent to which it achieves these outcomes, and provides evidence of **seeking improvement** based on analysis of the results for **academic and student services** that support student success. (Student outcomes: academic and student services)




Top 10 Most Frequently Cited Principles in Decennial Reaffirmation Reviews: 2016 Reaffirmation Class (N=87)

| Review Stage I: OFF-Site Committee | | | Review Stage II: ON-Site Committee | | | Review Stage III: C&R Board of Trustees | | | |
|---|---|----------------------------------|---|---|----------------------------------|---|---|----------------------------------|----|
| Rank | Requirement/Standard | % Institutions in Non-Compliance | Rank | Requirement/Standard | % Institutions in Non-Compliance | Rank | Requirement/Standard | % Institutions in Non-Compliance | |
| 1. | 3.7.1 (Faculty Competence) | 93% | 1. | 3.3.2 (Quality Enhancement Plan) | 59% | 1. | 3.3.1.1 (IE - Educational Programs) | 22% | |
| 2. | 3.3.1.1 (IE - Educational Programs) | 64% | 2. | 3.3.1.1 (IE - Educational Programs) | 30% | 2. | 3.3.1.3 (IE - Educational Support) | 8% | |
| 3. | 3.3.1.3 (IE - Educational Support) | 55% | 3. | 3.7.1 (Faculty Competence) | | 3. | 3.3.1.2 (IE - Administrative Units) | 6% | |
| 4. | 3.3.1.2 (IE - Administrative Units) | 52% | 4. | 3.3.1.3 (IE - Educational Support) | 18% | 4. | 3.4.7 (Contractual Agreements) | | 5% |
| 5. | 3.2.14 (Intellectual Property Rights) | 49% | 5. | 3.3.1.2 (IE - Administrative Units) | 16% | 5. | 3.5.1 (General Education Competencies) | ≤3% | |
| 6. | 3.3.1.5 (IE - Community/Public Service) | 44% | 6. | 3.3.1.5 (IE - Community/Public Service) | 9% | 6. | 3.2.2.3 (Board Policies) | | 5% |
| 7. | 3.4.11 (Academic Program Coordination) | | 7. | 3.5.1 (General Education Competencies) | | 7. | 3.3.1.5 (IE - Community/Public Service) | | |
| 8. | 2.11.1 (Financial Resources) | 40% | 8. | 3.7.2 (Faculty Evaluation) | 7% | 8. | 3.7.1 (Faculty Competence) | ≤3% | |
| 9. | 3.7.2 (Faculty Evaluation) | 38% | 9. | 3.8.3 (Qualified Staff) | | 9. | | | |
| 10. | 4.1 (Student Achievement) | 37% | 10. | 3.4.7 (Contractual Agreements) | 6% | | | | |
| Key Descriptive Statistics (Number of Principles Cited Per Institution) | | | Key Descriptive Statistics (Number of Principles Cited Per Institution) | | | Key Descriptive Statistics (Number of Principles Cited Per Institution) | | | |
| Mean=16.4 SD=7.9 | | Median=15 | Range=40 | | Mean=2.7 SD=2.6 | | Median=2 | Range=11 | |
| Mean=1.2 SD=2.2 | | Median=0 | Range=10 | | | | | | |

INSTITUTIONAL FOCUSED REPORT

INSTITUTIONAL RESPONSE REPORT



*Again--Don't forget about distance learning and off-campus instructional sites.

▀ How are resources and services provided to students enrolled in distance education courses/programs or in programs offered at off-site locations? To faculty?



What questions do you have?



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