INSTITUTIONAL SELF EVALUATION

STANDARD IIC

LIBRARY AND LEARNING SUPPORT SERVICES

College of Micronesia – FSM

STANDARD IIC: LIBRARY AND LEARNING SUPPORT SERVICES
Library and other learning support services for students are sufficient to support the institution's instructional programs and intellectual, aesthetic, and cultural activities in whatever format and wherever they are offered. Such services include library services and collections, tutoring, learning centers, computer laboratories, and learning technology development and training. The institution provides access and training to students so that library and other learning support services may be used effectively and efficiently. The institution systematically assesses these services using student learning outcomes, faculty input, and other appropriate measures in order to improve the effectiveness of the services.

STANDARD IIC1
The institution supports the quality of its instructional programs by providing library and other learning support services that are sufficient in quantity, currency, depth, and variety to facilitate educational offerings, regardless of location or means of delivery.

STANDARD IIC1A
Relying on appropriate expertise of faculty, including librarians and other learning support services professionals, the institution selects and maintains educational equipment and materials to support student learning and enhance the achievement of the mission of the institution.

STANDARD IIC1A: DESCRIPTIVE SUMMARY

The college provides a wide range of learning resource material in print and non-print and through internet access at all college sites. The national campus LRC has wireless internet connectivity for those students, faculty and staff with laptop computers. Computers with Internet access and computers with software applications on them are available to all students, faculty and staff at each site. The college's enrollment management indicators that are reported on each fall and spring semester include ratios for LRC staff to students, LRC volumes per student and LRC seating capacity.

Table IIC.1 Library Holding Volume per Student

Indicator	Target ratio Per student	Actual
Learning resources staff ratio	1 LRC staff member for each 150 students	115　(system wide)
LRC volumes capacity	30 volumes per student	40　(system wide)
Learning Resources seating capacity	1 seat in the LRC for every 10 students	12　(system wide)

Additionally, LRC computer usage, reference inquires, and programs and services are reported in the college's quarterly report. EBSCO host is accessible at all sites through the Pacific Resources for Education and Learning (PREL) organization. The PREL organization maintains access records by states and not specifically by source.

The college uses the Follett Library software at all sites (different versions in use) that allow tracking of collection statistics by age and by call number and circulation statistics by call number. Tracking material usage by call number provides data used to enhance material collections.

In addition to the general and reference collections, the national campus LRC is designated as a government depository for US government documents, United Nations documents, and Food and Agriculture Organization (UN) documents. The national campus LRC's Pacific collection

assists in meeting the college's mission of being uniquely Micronesian and also hosts the Trust Territory of the Pacific Islands (TTPI) archives. These special collections on the second floor of the national campus LRC are accessible by stairs or electric lift Curriculum Resources Centers provide support for the college's teacher education programs. Materials from the national campus collections are available to all sites through interlibrary loan and are identifiable through the WebOpac which is an online public access catalog. The Media & Instructional Technology Centers (MITC) at the National and Chuuk campuses and computer labs at all sites, provide access to multimedia materials and support multimedia equipment needs of faculty for improved student learning. Smart Boards have been installed at all campuses in selected classrooms, computer labs and conference rooms.

The LRCs solicit advice and recommendations from faculty, staff and students regarding new materials via email, personal contact and walk in requests. The Library Patron Survey, administered yearly, provides input from all segments of the college community on LRC operations, satisfaction levels, and input on collections. Information on new materials received by the LRCs is emailed out periodically to the college community to improve access to materials to support student learning. The LRC also uses listings of research topics, collection statistics, MITC statistics and research topics submitted by faculty for their classes to assist in determining collection purchase needs.

The Director of Academic Programs (DAP) at the national campus and Instructional Coordinators (ICs) at other sites assist with determination of needs, acquisition and use of learning resources materials for classroom use.

STANDARD IIC1A: SELF EVALUATION

Students, faculty and staff at all sites have access to educational equipment and direct, electronic and online access to materials that are supportive of student learning which enhance the achievement of the mission of the college. Access to computers is very important, as reported in the annual library survey. Equipment and learning support materials are selected and purchased with input from faculty, staff and students. According to the survey results, materials collections need to be improved.

Improvement in selecting and maintaining equipment and materials can be enhanced at the college by a number of activities. First would be improving linkages to program and course offerings based on balancing of collections and circulation statistics. Second, increasing the number of credentialed librarians to support the expertise they already possess. Third, much of the instructional support equipment is at the end of its useful life and needs replacing and updating. Finally, while the Follett system used by the LRCs provides basic information, different sites are using different versions of the software that affect reporting and querying. The versions of Follett software that are currently being used in the LRC are each more than six years old and at times unstable.

STANDARD IIC1A: PLANNING AGENDA
- Critical elements for improvement of selecting and maintaining learning resources materials and equipment are:

o Development and implementation of a formal purchase plan that includes proactive solicitation of learning resources material and equipment and a replacement plan for existing materials and equipment that meets students' learning needs.   Special attention will be placed on broader solicitation for items through the college's governance structure standing committees.

o Development and implementation of an improvement plan for increasing the availability of credentialed librarians to provide training in and improvement of the selection of materials that support the college's mission and enhances student learning.

o Replace Follett software currently used at LRCs with software that improves reporting and record keeping components.

STANDARD IIC1B
The institution provides ongoing instruction for users of library and other learning support services so that students are able to develop skills in information competency.

STANDARD IIC1B: DESCRIPTIVE SUMMARY

The LRC supports ongoing instruction to users through orientation programs for new students conducted each semester at all sites by LRC staff, training offered to classes as per instructor requests, training/support/assistance offered to individuals on request and information literacy trainings in support of the general education core requirements. The college revised its general education core outcomes in July 2009 that specifically required students to "Demonstrate understanding of the modes of inquiry by identifying an appropriate method of accessing credible information and data resources; apply the selected method; and organize results." The information competencies of students will be evaluated as part of the general education assessment and provide direct evidence of students' skills in information literacy.

Additionally, support for developing information literacy is provided by the library survey to determine levels of satisfaction with library services and orientation programs. Use and demonstration of information literacy is embedded in the college's advanced expository writing course required of all students and additionally, in majors such as Micronesian Studies.

STANDARD IIC1B: SELF EVALUATION

While the college is meeting the substandard, improvement could be seen by having a more structured training approach based on direct assessment of entering students' information literacy skills that assesses students' competence in fundamentals and familiarity with Web 2.0.

STANDARD IIC1B: PLANNING AGENDA

- Develop a structured information literacy training program based on pre post testing of entering, current and exiting students' competencies through web, local server based and print tutorial programs.

STANDARD IIC1C
The institution provides students and personnel responsible for student learning programs and services adequate access to the library and other learning support services, regardless of their location or means of delivery.

STANDARD IIC1C: DESCRIPTIVE SUMMARY

All LRCs at the different sites of the college maintain access appropriate to the size of the site. The national campus LRC (the only college site with boarding students) maintains a regular schedule of 63 hours per week with all LRCs open a minimum of 40 hours per week. All LRCs support additional hours of operation during mid-term and final exam periods. LRC schedules and special hours are posted widely at the sites and emailed to students, faculty and support staff.

Inter-library loan and email reference services expand options for student, faculty and support staff access to library services and collections. EBSCO access is available to the college 24/7 through the PREL organization.

Access to other learning support services is provided through counseling and tutoring programs at all sites and the SSSP program at the national campus. Counseling programs also provide learning support programs such as test taking skills, stress management, and other training and support that enhance student learning. The Financial Aid office provides support for students in completing online financial aid forms while the MITC provides access to collections of non print materials and equipment.

Access to the college's Pacific collection is available during normal hours of operation. Components of the Pacific collection are being digitized to improve access and ease of use for students, faculty and staff through web sources.

STANDARD IIC1C: SELF EVALUATION

The college meets the substandard but access can be improved by extending service hours for the college's computer laboratories at midterm and final exam times.

STANDARD IIC1C: PLANNING AGENDA
- Expanding the digital collection of learning materials, including Trust Territory of the Pacific Islands (TTPI) collections and additional Pacific collection materials, will assist the college in meeting its mission by providing better access to previously unavailable materials related to the history and culture of the FSM.

STANDARD IIC1D
The institution provides effective maintenance and security for its library and other learning support services.

STANDARD IIC1D: DESCRIPTIVE SUMMARY

The college provides planned preventive maintenance including air conditioning for all facilities including its LRCs. The college's Information Technology Division and staff regularly provide support and maintenance/repair for computer and multi-media equipment.

LRC facilities are included in nighttime and weekend security checks at all sites with security on call to LRC staff during working hours. LRCs also have physical security check systems for learning resources materials. Campus IT offices provide computer security updates on a daily basis on all the college computers.

STANDARD IIC1D: SELF EVALUATION

The college meets the substandard but improvement could be made by installation and maintenance of security gates at all LRC sites to eliminate the time and bother to students and staff for manual check of backpacks and other bags.

STANDARD IIC1D: PLANNING AGENDA
- The college will acquire, install and maintain security gates at LRC sites.

STANDARD IIC1E
When the institution relies on or collaborates with other institutions or other sources for library and other learning support services for its instructional programs, it documents that formal agreements exist and that such resources and services are adequate for the institution's intended purposes, are easily accessible, and utilized. The performance of these services is evaluated on a regular basis. The institution takes responsibility for and assures the reliability of all services provided either directly or through contractual arrangement.

STANDARD IIC1E: DESCRIPTIVE SUMMARY

The college maintains inter-library loan statistical logs of usage. To expand and improve inter-library loan services, Inter-Library Loan Memoranda of Understanding with the University of Guam and the University of Hawaii-Manoa are being pursued. EBSCO access usage data is provided through the PREL organization. PREL provides EBSCO usage statistics by FSM state.

The college evaluates the quality of the LRC services through its IAP process.

STANDARD IIC1E: SELF EVALUATION

While the substandard is substantially being met regarding periodical and journal articles and other materials, there is improvement needed regarding arrangements for borrowing of books from other institutions. For a time, the mail service in the FSM was regarded as international which hampered borrowing materials from other institutions, but in November 2007 mail to and from the college to the US began being treated as US domestic mail, somewhat alleviating the problem.

STANDARD IIC1E: PLANNING AGENDA
- The college will expand its interlibrary loan program with regional institutions with a focus on Pacific Postsecondary Education Council (PPEC) institutions.

STANDARD IIC2

The institution evaluates library and other learning support services to assure their adequacy in meeting identified student needs. Evaluation of these services provides evidence that they contribute to the achievement of student learning outcomes. The institution uses the results of these evaluations as the basis for improvement.

STANDARD IIC2: DESCRIPTIVE SUMMARY

The library and other learning support services programs participate in the IAP process as described in other sections of standard II. The LRCs develop yearly improvement and assessment plans and reports that are reviewed and endorsed by the LRC subcommittee, curriculum committee and assessment committees. Final approval and acceptance of the plans and reports are by the college President. Recommendations and findings (closing the loop) of the reports feed into the next improvement cycle for the LRCs and are used in the development of Annual Institutional Priorities that drive major resource allocation at the college. LRC assessment plans and reports can be found on the IRPO web site. A LRC patron survey is given annually to assist with determination of effectiveness of services and improvement needs. LRCs provide monthly and quarterly reports to the VPIA through the local site Instructional Coordinators and the national campus LRC director.

STANDARD IIC2: SELF EVALUATION

The college meets the substandard but improvement can be made with greater focus on commonalities across sites that are identified in the IAP assessment reports and plans for each LRC site.

STANDARD IIC2: PLANNING AGENDA
- To improve implementation of the program assessment at each LRC site:
- Provide training to LRCs in program planning and assessment.
- Provide either face to face or electronic meetings to discuss improvement plans and implementation of improvement activities