

### **SECTION 3, COMPREHENSIVE STANDARD 3.8.2**

The institution ensures that users have access to regular and timely instruction in the use of the library and other learning/information resources.

#### **JUDGMENT OF COMPLIANCE**

Compliant

Partially Compliant

Noncompliant

#### **RATIONALE FOR JUDGMENT OF COMPLIANCE**

North Georgia College & State University, through the Stewart Library's [1] Instruction, Reference, and Collection Development Department, offers library users a range of instructional opportunities in the use of learning and information resources. The library's instructional program uses a three-pronged approach: 1) point-of-use instruction from the library's reference service desk 2) classroom-based formal instruction collaboratively designed with faculty, and 3) mediated instruction in the form of print and electronic research guides and tutorials available through the library's website and GALILEO.

In addition to the library's efforts outlined above, the institution has recognized the critical role that information literacy plays in developing informed leaders and involved citizens. The institution, after engaging in two-year campus-wide discussions identified the topic of information literacy for its Quality Enhancement Plan (QEP.) Design of the information literacy based QEP is currently underway and includes input from campus librarians. These rich discussions have brought to the forefront a deeper understanding of the Association of College and Research Libraries' *Information Literacy Competency Standards for Higher Education* [2]. New interest and energy has focused attention on collaborative partnerships between classroom faculty and library faculty to achieve success on the competencies outlined in these standards. This institution-wide focus on information literacy has revitalized the library's faculty liaison program, clarified the library's need for a new Coordinator of Library Instruction position (approved in 2006-2007), and brought a better understanding of the library's partnering role in information literacy instruction.

The first prong of the library's instructional program is the delivery of research assistance from the reference desk within the Stewart Library.

Staffed 80+ hours per week by experienced and qualified library faculty, the service desk handles inquiries in-person, by telephone, and via e-mail. Reference transactions [3] when compared with 23 peer libraries show a modest decline in the number of inquiries over the last three years, a reflection of national trends reported by professional library associations. User satisfaction with reference and research assistance has been assessed in 2006 using the LibQUAL+ [4] survey; the resulting data has identified the need for more effective marketing and more consistent quality in delivering library services.

Library instruction is conducted and assessed by library faculty. Each class is designed in collaboration with faculty to meet specified learning outcomes. Classes are conducted in a "hands-on" environment in computer labs, in the Stewart Library's seminar room, at external program sites in collaboration with local librarians, or faculty members' classrooms depending upon the need. Participants receive a post-instruction evaluation and results inform the faculty members and faculty librarian of needed changes. The cumulated results are reviewed by the library faculty to initiate changes to the instructional program.

The Fall 2005 results of the Cumulated Library Instruction Assessments [5] indicated that 85%+ of the students agreed or strongly agreed that the learning experience was a good use of their time and that learning takes place. Comments from students strongly indicate that library instruction is most useful in a hands-on computer environment. During the spring 2006 [6] survey, 90% of the classes were taught in a hands-on learning environment. 90% of students agreed or strongly agreed that the learning experience was a good use of their time; this represents a 5% increase in student satisfaction. The data and comments are being used for library program planning, the information literacy based Quality Enhancement Plan, and classroom design in the existing and new library facility. Instruction crosses all disciplines ranging from programs in the School of Arts and Letters to the School of Health and Natural Sciences. Particular efforts are made to include library instruction for incoming freshman students as part of the Strategies for College Success courses as well as English 1101 and English 1102. During the 2006 LibQUAL+ survey, data was used to evaluate the instruction program and shape the future instructional program. Students and faculty indicated a low- to mid-range level of satisfaction with information literacy efforts. Increased library liaison efforts to support faculty, improve library classroom space, and more succinctly mapped student learning outcomes are planned for 2006-2007.

The plans for the Library/Technology Center include a 30+ seat dedicated, hands-on library instruction classroom with additional large or smaller rooms

available as needed. The library has planned a pilot test of faculty and student-led instructional showcases for fall 2006 featuring newer databases. In addition, the revitalized library liaison program, now fully staffed with librarians, appears to provide an effective communication means about new resources.

An evaluation of the effectiveness of the library’s website and a comparison against peers was conducted in the fall of 2005. As a result of this analysis, the Center of Teaching and Learning Excellence is spearheading a planned revision of the web site, making it more able to address instructional needs. Links to the high-quality and fully tested research guides and interactive help screens on the 200+ GALILEO databases will be featured. These well-designed guides provide timely instruction at the point-of-need and serve students anywhere and anytime. In addition, a ten-unit online tutorial that addresses key information literacy concepts is available within Galileo at the Online Library Learning Center [7].

The Department of Information and Instructional Technology (IIT) [8] provides training and instruction in the use of technology for student labs, classroom technology, distance education, WebCT, and computer security.

Student and faculty at NGCSU have access to 26 technology, based labs housing 441 computers. Staffed and maintained by The Department of Information and Instructional Technology [9], these labs provide access for general studies and discipline specific research. Within these labs, students can utilize over 100 software titles, browse the internet, and access personal and shared network space. Computer labs for student use can be found in a number of locations across the campus. The labs are equipped with a full array of software applications, as well as e-mail and Internet access capabilities. Availability of some labs is dependent upon when classes are scheduled. Other labs are open and staffed on a part-time basis with student lab assistants. The table below depicts general purpose computer lab locations, the hours the labs are available, the number of computers provided and any peripheral equipment that may be available.

<p><b>Cyber Cafe Hoag Student Center</b></p>	<p>M - TH, 8:00 a.m. - 11:00 p.m. Friday, 8:00 a.m. - 5:00 p.m. Saturday, 2:00 p.m. - 6:00 p.m. Sunday, 3:00 p.m. - 7:00 p.m.</p>	<ul style="list-style-type: none"> <li>• 25 PC computers</li> <li>• 1 laser printer</li>   <li>• 1 scanner</li> </ul>
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<b>Dunlap Hall Lab Room 108</b>	M - TH, 8:00 a.m. - 10:00 p.m. Friday, 8:00 a.m. - 5:00 p.m. Saturday & Sunday, Closed	<ul style="list-style-type: none"> <li>• 30 PC computers</li> <li>• 1 laser printer</li> <li>• 1 scanner</li> </ul>
<b>Health &amp; Natural Science Lab Room 147/150</b>	M - TH, 8:00 a.m. - 6:00 p.m. Friday, 8:00 a.m. - 5:00 p.m. Saturday & Sunday, Closed	<ul style="list-style-type: none"> <li>• 17 PC computers</li> <li>• 1 laser printer</li> <li>• 1 scanner</li> </ul>
<b>Health &amp; Natural Science Lab Room 152</b>	M - TH, 8:00 a.m. - 6:00 p.m. Friday, 8:00 a.m. - 5:00 p.m. Saturday & Sunday, Closed <i>**Availability depending on scheduled classes**</i>	<ul style="list-style-type: none"> <li>• 25 PC computers</li> <li>• 1 laser printer</li> <li>• 1 scanner</li> </ul>
<b>Stewart Library Lab Serials Desk Area</b>	M - TH, 7:30 a.m. - 10:00 p.m. Friday, 7:30 a.m. - 4:00 p.m. Saturday, Closed Sunday, 2:00 p.m. - 10:00 p.m.	<ul style="list-style-type: none"> <li>• 13 PC computers</li> <li>• 1 laser printer</li> </ul>
<b>Newton Oakes Center Room 109</b>	M - F, 8:00 a.m. - 5:00 p.m. <i>**Classroom Use Only**</i>	<ul style="list-style-type: none"> <li>• 30 PC computers</li> <li>• 1 laser printer</li> </ul>
<b>Newton Oakes Center Room 208 Math/CSCI</b>	M - F, 8:00 a.m. - 5:00 p.m. <i>**Classroom Use Only**</i>	<ul style="list-style-type: none"> <li>• 28 PC computers</li> <li>• 1 laser printer</li> </ul>
<b>Newton Oakes Center Room 210 Math/CSCI</b>	M - F, 8:00 a.m. - 5:00 p.m. <i>**Classroom Use Only**</i>	<ul style="list-style-type: none"> <li>• 34 PC computers</li> <li>• 1 laser printer</li> </ul>
<b>Nix Center Room 221 Fine Arts</b>	M - F, 8:00 a.m. - 5:00 p.m. <i>**Classroom Use Only**</i>	<ul style="list-style-type: none"> <li>• 13 G4 Macintosh computers</li> <li>• Scanners, laser printer and color inkjet printer</li> </ul>

The Instructional Technology component of IIT administers distance education and oversees the planning, installation, and maintenance of all

classroom-based instructional technology. At NGCSU, videoconferencing courses are designed to offer credit classes to students who are separated from campus either by distance or time. Video-conferencing provides live two-way interactive video that transmits a course throughout the state to regional centers, high schools, and other universities. The department provides administrative, hardware and software support in addition to training and faculty consultation. Training is provided on a per request basis throughout the year through the office of the Director of Instructional Technology.

WebCT [10] offers students and faculty access to the system anytime and from any location with internet access. Security is handled through username and password authentication and provides for the privacy of student records, grades, and general class work. The Department of Information and Instructional Technology [11] provides administrative and technical support for WebCT. In addition, IIT provides regular training [12] for faculty. Training services include course consultation, student orientation, course development, and instructional design tips. There is also an online tutorial [13]. Higher level design training and complex pedagogical issues are supported by the Center of Teaching and Learning Excellence [14].

NGCSU has established a network security office and staffed a full time Network Security Officer. Within the scope of responsibilities of the NSO, is training and communication. Much of the information for the NGCSU community is provided through the INFO SEC website [15]. Additionally, North Georgia College and State University is completing a comprehensive Information Technology Security Plan [16] as prescribed by the USG System Office. Completion of the plan is due by the end of the 2005 calendar year. At 90% completion, the document will be published to the NGCSU community in the spring of 2006.

Finally, IIT provides formal training [17] throughout the year for various technology services. Currently, the training offerings are:

### **Computer Basics**

**File Management and Backing Up My Files** - As you work with a computer creating documents, presentations, graphics, and other files, you need to find a way to keep this information organized. This course will teach you methods for keeping your files organized as well as keeping them backed up.

**Getting More Out of Windows** - Learn how to use features in Windows that help you save time, be more productive, and be

creative, too. This class will cover various short topics, tips, and customizing your work environment.

## **Web Design**

**Dreamweaver Basics** – Dreamweaver is a web page editor - an alternative to Microsoft FrontPage. This introductory course will cover the Dreamweaver interface; adding text, graphics, and images; working with tables; setting up a site; and creating links.

**FrontPage Basics** - This course will cover the basics of creating web pages with Microsoft FrontPage Topics covered will be setting up a site, creating pages, inserting images, formatting text, working with tables, and creating hyperlinks.

**NGCSU Web Page Template Training** - Are you a new NGCSU Unit Web Coordinator assigned to maintain a department web site? This class will introduce you to the Dreamweaver templates we use for our campus site and will show you how to develop your site with a pre-designed template or one you customize.

## **Graphics**

**Preparing Images for the Web & Print** – Do you have a image from your digital camera that you need to resize, crop, or sharpen? This is the class for you. Learn how to use a wide variety of tools in Image Composer to modify your images for print or the web. Learn how to recognize different types of graphics file formats and manipulate them to create the image you need.

## **Microsoft Office**

**Getting Started with Excel** - Microsoft Excel spreadsheets let you easily store and manipulate data. This class will teach you how to create a spreadsheet in Excel; manipulate, format, and edit cells; and build simple formulas for calculating data.

**Using Excel to Calculate& Manage Grades** - Microsoft Excel is the perfect application for computing and managing grades. This class will include calculating averages and standard deviations, dropping low test scores, assigning letter grades, and creating frequency distributions. For this course, you should be

able to enter and edit data in Excel and create basic formulas and functions.

**Getting Started with PowerPoint** - Microsoft PowerPoint allows you to create slide shows for live presentations or for printing. This class will teach you how to use PowerPoint to create slides, add and format text, insert graphics, and add a background design.

**Add Pizzazz to Your PowerPoint Presentations** - This class will help you make your PowerPoint presentation more exciting! You will work with animations and transitions to bring your presentations alive, add sound, and web links.

### **WebCT Vista & Respondus**

**Vista Demonstrations** – Come test drive a full online Vista course from a student perspective.

**Vista Template Training** – Learn how to develop your own course template for teaching online with Vista.

**Vista Section Overview** – You've finished developing your template and now you're ready to teach with Vista as a Section Instructor/Designer. This session will cover the basic features in a section, such as the Teach tab, gradebook, class roster, and content inventory.

**Vista: The Learning Module** – The learning module tool allows you to organize and deliver course content to students in a hierarchically structure, grouping related information about your course. Learning modules can contain single content pages formatted in html, doc, pdf, xls, jpg, etc. and can include other WebCT Vista tools and components, such as assignments, quizzes, and discussion threads, or chat.

**Vista: This Assignment Tool** – Learn how to use the Assignments Tool to create and distribute course assignments while providing students with a controlled online environment where they can submit their assignments (files). Assignments created with this tool can have a due date, a cut-off date, and can be listed in the calendar as a reminder for the student.

**Vista: Setting Up Groups** - This is the ultimate Group therapy session! Learn how to set up your students into groups for assignments, discussions, chat, and projects.

**Respondus 3.0** - Creating Quizzes for Online and Face to Face Instruction – Respondus is an application that helps instructors build quizzes and tests to use online or in print format. Learn how to use upload your Respondus tests directly into WebCT.

#### Document Reference:

Number	DB Num	Document Title	Resource
1		Stewart Library	<a href="http://www.ngcsu.edu/Adminsrv/Library/index.htm">http://www.ngcsu.edu/Adminsrv/Library/index.htm</a>
2		Association of College & Research Libraries, Information Literacy Competency Standards for Higher Education	<a href="http://www.ala.org/ala/acrl/acrlstandards/informationliteracycompetency.htm">http://www.ala.org/ala/acrl/acrlstandards/informationliteracycompetency.htm</a>
3		Reference transactions Peer Comparisons 1998-2004 Table 7	<a href="http://www.ngcsu.edu/sacs/Reference_Room/documents/Library_docs/Library_Peer_Comparisons7_Ref-FTE.pdf">http://www.ngcsu.edu/sacs/Reference_Room/documents/Library_docs/Library_Peer_Comparisons7_Ref-FTE.pdf</a>
4		LibQUAL+ website	<a href="http://www.libqual.org/About/Information/Index.cfm">http://www.libqual.org/About/Information/Index.cfm</a>
5		Fall 2005 Library Instruction Assessment Results	<a href="http://www.ngcsu.edu/sacs/Reference_Room/documents/Library_docs/Library_Instruct_Assess_Dec_2005.pdf">http://www.ngcsu.edu/sacs/Reference_Room/documents/Library_docs/Library_Instruct_Assess_Dec_2005.pdf</a>
6		Spring 2006 Library Instruction Assessment Results	<a href="http://www.ngcsu.edu/sacs/Reference_Room/documents/Library_docs/Library_Instruct_Assess_Jan-June_2006.pdf">http://www.ngcsu.edu/sacs/Reference_Room/documents/Library_docs/Library_Instruct_Assess_Jan-June_2006.pdf</a>
7		Galileo Online Library Learning Center	<a href="http://andromeda.galib.uga.edu/cgi-bin/homepage.cgi?style=&amp;_id=a81ec99b-1197366654-7761&amp;_cc=1">http://andromeda.galib.uga.edu/cgi-bin/homepage.cgi?style=&amp;_id=a81ec99b-1197366654-7761&amp;_cc=1</a>
8, 9, 11		NGCSU Department of Information & Instructional Technology	<a href="http://www.ngcsu.edu/Adminsrv/infotech/index.shtml">http://www.ngcsu.edu/Adminsrv/infotech/index.shtml</a>
10		NGCSU Department of Information & Instructional Technology, WebCT	<a href="http://www.ngcsu.edu/Adminsrv/infotech/WebCT/index.htm">http://www.ngcsu.edu/Adminsrv/infotech/WebCT/index.htm</a>

Number	DB Num	Document Title	Resource
12, 17		NGCSU Department of Information & Instructional Technology, Technology Training	<a href="http://www.ngcsu.edu/trainme/">http://www.ngcsu.edu/trainme/</a>
13		NGCSU Department of Information & Instructional Technology, Technology Training, FAQ's, Tutorials, and Documentation	<a href="http://www.ngcsu.edu/trainme/tutorials.htm">http://www.ngcsu.edu/trainme/tutorials.htm</a>
14		NGCSU Center of Teaching and Learning Excellence	<a href="http://www.ngcsu.edu/ctle/">http://www.ngcsu.edu/ctle/</a>
15		NGCSU Department of Information & Instructional Technology, Information Security	<a href="http://www.ngcsu.edu/Adminsrv/infotech/infosec/index.html">http://www.ngcsu.edu/Adminsrv/infotech/infosec/index.html</a>
16		Information Technology Security Plan	<a href="http://www.ngcsu.edu/sacs/Reference_Room/documents/NGCSU_documents/NGCSU_Security_Plan_12-27-2004.pdf">http://www.ngcsu.edu/sacs/Reference_Room/documents/NGCSU_documents/NGCSU_Security_Plan_12-27-2004.pdf</a>