

**Library and Learning Support Services: Student Learning Outcomes**

SLO	Intended Outcome	Means of Assessment and Success Criteria	Summary of Data Collected	Use of Results and Improvement Plan
<p><b>LPS.PLO 7</b></p> <p>Based on a research topic, students will be able locate a variety of print resources from the library collection.</p>	<p>Students will demonstrate the information literacy skill of identifying topically relevant information sources in print.</p>	<p><b>Means of Assessment:</b> Analysis of Works Cited pages from research assignments from a broad spectrum of classes.</p> <p><b>Success Criteria:</b> Strong use of the library's print collection, with particular emphasis on print sources from different collection areas. 80% with at least one print title from library collection.</p>	<p>Of the 49 works cited pages analyzed, 40 cited to at least one print resource housed in the NMC library. This yields a positive response rate of 82%. <b>Library meets this SLO.</b></p>	<p>One possible area of improvement for this SLO would be to obtain works cited pages from each department on campus to ensure a diverse sample. The library is now using this data to develop research aides to increase patron knowledge of and access to NMC's library collection, including the CNMI Archives.</p>
<p><b>LPS.PLO 8</b></p> <p>Students will demonstrate familiarity with the library and its resources and services.</p>	<p>Students will display an awareness of the library collection and services provided.</p>	<p><b>Means of Assessment:</b> BE 111: College Success Skills in-class assignment.</p> <p><b>Success Criteria:</b> Orientation checklist must be successfully completed and approved by librarian on duty.</p>	<p>All students are required to enroll in BE: 111 College Success Skills, which includes a requisite library orientation. This instruction outlines key library services and students must complete a scavenger hunt style assignment that familiarizes them with library policies and the location of several library resources and service points. Fifty six checklists have been approved and collected by the Academic Librarian during the Spring 2013 semester. <b>Library meets this SLO.</b></p>	<p>The library uses this information to ensure that students have hands-on experience with the library and its resources. This assignment will be updated semestertly to reflect new resources and services and to ensure that students are familiar with the expanding library collection.</p>
<p><b>LPS.PLO 9</b></p> <p>Students will demonstrate effective use of the Library of Congress System of Classification.</p>	<p>Students will be able to locate a book after being given a Library of Congress call number.</p>	<p><b>Means of Assessment:</b> BE 111 orientation. Specifically questions 5, 6.A, 6.B, and 7.</p> <p><b>Success Criteria:</b> Students will correctly respond to these four questions with an 80% success rate.</p>	<p>Students responded to questions concerning the Library of Congress System of Classification with the following percentages of accuracy.</p> <p>Q5: Identify the system of classification used in the NMC library? 100%, 40 out of 40</p> <p>Q6.A Use title to find Call Number: 100%, 40 out of 40</p> <p>Q6.B Use title to find Call Number: 100%, 40 out of 40</p> <p>Q7 Determine subject based on a given LOC call number: 87.5%, 35 out of 40</p> <p><b>Library meets this SLO.</b></p>	<p>Student response was overwhelmingly accurate when testing basic knowledge of the Library of Congress System of Classification. There was a marked drop in correct answers for the question #5 Determine a topic of a book based on a given LOC call number. Future library orientations will use this information to focus more attention on using Library of Congress call numbers to identify a book's topic.</p>
<p><b>LPS.PLO 10</b></p> <p>Students will display the information literacy skill of accurately evaluating an information source.</p>	<p>Students will be able to identify scholarly literature in print and digital forms.</p>	<p><b>Means of Assessment:</b> Quiz administered after Evaluating Information session.</p> <p><b>Success Criteria:</b> Students will correctly answer questions concerning information quality at least 80% success rate.</p>	<p>Of the students who attended the session on information evaluation, quiz responses were 89% correct. Only three students scored beneath the 80% threshold established as Success Criteria. <b>Library meets this SLO.</b></p>	<p>Student response displays a high degree of understanding in the area of information evaluation (an identified component of information literacy). The library will continue make this presentation widely available to the campus community as a part of an ongoing information literacy campaign.</p>
<p><b>LPS.PLO 11</b></p> <p>Students will demonstrate effective use of the Online Public Access Catalog (OPAC).</p>	<p>Students will be able to utilize the OPAC to locate bibliographic information for library materials.</p>	<p><b>Means of Assessment:</b> BE 111 Quiz: 9.A-9.3. (BE 111 Quiz v.2: 10.A-10.E.)</p> <p><b>Success Criteria:</b> 80% accuracy</p>	<p>Responses from questions 9.A-9.E (v.2: 10.A – 10.E) on the library quiz yielded 200 responses and 181 correct answers, an accuracy rate of 92%. <b>Library meets this SLO.</b></p>	<p>After attending a library instruction session, students were overwhelmingly able to locate and record bibliographic information from the OPAC. In the future, this set of questions can be made more challenging by including requirements to identify different types of resources (ex. A/V, Electronic, Archival, Peer-reviewed).</p>
<p><b>LPS.PLO 7</b></p> <p>Based on a research topic, students will be able locate a variety of print resources from the library collection.</p>	<p>Students will demonstrate the information literacy skill of identifying topically relevant information sources in print.</p>	<p><b>Means of Assessment:</b> Analysis of Works Cited pages from research assignments from a broad spectrum of classes.</p> <p><b>Success Criteria:</b> Strong use of the library's print collection, with particular emphasis on print sources from different collection areas. 80% with at least one print title from library collection.</p>	<p>Of the 49 works cited pages analyzed, 40 cited to at least one print resource housed in the NMC library. This yields a positive response rate of 82%. <b>Library meets this SLO.</b></p>	<p>One possible area of improvement for this SLO would be to obtain works cited pages from each department on campus to ensure a diverse sample. The library is now using this data to develop research aides to increase patron knowledge of and</p>

				access to NMC's library collection, including the CNMI Archives.
<b>ISS.PLO.1</b> International students will be able to identify policies, procedures, and requirements to maintain their immigration status.	The students will attain sufficient knowledge to identify actions that may affect their immigration status.	Means of Assessment: Orientation Evaluation Survey and Workshop Evaluation Survey  Success Criteria: At least 65% of students will indicate that learning about immigration regulations was helpful.	OPT Workshop:  3/1/2013 100% of students stated information gained was useful.  Fall 2013 Orientation:  8/5/13: 100% of students stated information presented was useful 8/9/2013: 89% of students stated the information present was useful.	SLO Achieved. To augment this positive feedback, ISS will be creating a new international student handbook and providing expanded counseling services.
<b>ISS.PLO.4</b> After meeting with a tutor: Students will indicate being better prepared to succeed in college courses.	The student will indicate being better prepared for courses after a tutoring session.	Means of Assessment: Tutor Survey  Success Criteria: At least 65% of the students will indicate a better prepared for college courses.	43% of students strongly agreed that they were better prepared. 50% of students agreed that they were better prepared. 7% of students were neutral about being better prepared to succeed in college courses	SLO achieved. To improve these services ISS has created an English conversation group and is now checking in with international students on a weekly basis. ISS plans to increasingly purchase English language learning resources, such as ESL workbooks.
<b>ISS.PLO.5</b> After meeting with a tutor: Students will indicate improved self-confidence in their abilities to retain and apply course material.	The students will indicate improved self-confidence to utilize course materials.	Means of Assessment: Tutor Survey  Success Criteria: 65% of the students will indicate improved self-confidence in their abilities to retain and apply course materials.	43% of students strongly agreed that they had more confidence in their ability to retain apply course material. 36% of students agreed that they had more confidence in their ability to retain and apply course material.  21% of students stated they were neutral about having more confidence in their ability to retain and apply course material.	SLO achieved. To improve these services ISS has created an English conversation group and is now checking in with students on a weekly basis. ISS plans to increasingly purchase English language learning resources, such as ESL workbooks.
<b>CAR.PLO.1</b> Students will be able to identify their career interests, skills and values.	To better guide students with career exploration through research and digital tools.	Means of Assessment: Kuder Journey  Success Criteria: Widespread participation of NMC students in this exercise.	During the Spring 2013 semester, over 1,000 students participated in this exercise.	Kuder results are continuously used to better guide NMC students with their career choices. In future semesters Career Services will seek to involve more students in the Kuder Journey assessment.
<b>CAR.PLO.6</b> Students will be able to apply effective career/job search strategies toward employment attainment. (SLO)	To prepare students for résumé creation and job searching.	Means of Assessment: Résumé Writing Workshop Evaluation  Success Criteria: 75% will report positive feedback to the resume writing workshop.	Over 80% positive feedback in all categories of post-workshop evaluation form. SLO Achieved.	Feedback from résumé writing workshops is used to refine future events. This semester's positive feedback indicates which areas of student interest require additional focus.
<b>ELL.PLO.1</b> Upon completion of the Lab orientation, students will be able to: Identify print materials and resources relevant to English language acquisition.	Students will demonstrate the ability to identify print materials relevant to their English class.	Means of Assessment: Post-Orientation Quiz  Success Criteria: 75% of English Language Institute students surveyed will be able to identify two relevant print resources for English language learning.	19 out of 26 students enrolled SU '13 took the quiz. 16 students (84%) were able to list 2 print materials in the lab that are recommended for their English Class.	SLO achieved. Students were able to identify two relevant print resources for their English Class. In future quizzes, students will be asked to demonstrate the usage of the materials.
<b>ELL.PLO.2</b> Upon completion of the Lab orientation, students will be able to: Identify computer materials and resources relevant to English language acquisition.	Students will demonstrate the ability to identify computer programs relevant to their English class.	Means of Assessment: Post-Orientation Quiz  Success Criteria: 75% of English Language Institute students surveyed will be able to identify two relevant computer programs for English language learning.	19 out of 26 students took the quiz. 6 students (32%) listed two computer programs, 12 students (63%) listed only one computer program and 1 student (5%) left the question blank.	SLO was not achieved. Future improvement: Expand orientation to include more computer programs, resources, tutorials, and reading & writing websites in the Lab for easy access for students.
<b>CACG.PLO 5</b> After meeting with a tutor: students will indicate being better prepared to succeed in college courses.	Students will pass each of their courses/complete Individual Degree Plan.	Means of Assessment: Student grades and Tutor Satisfaction Survey.  Success Criteria: 80% positive response rate.	95% of students surveyed indicated being better prepared to succeed in college courses.	CACG Tutoring Services meets this goal. All resultant data will be used for continuous improvement of tutoring services.
<b>CACG.PLO 6</b>	Students will pass each of their courses/complete Individual Degree Plan.	Means of Assessment: Student grades and Tutor Satisfaction Survey.	95% of students surveyed identified with having a better understanding of course material.	CACG Tutoring Services meets this goal. All resultant data will be used

After meeting with a tutor: students will identify having a better understanding of course material and how to approach courses.		Success Criteria: 80% positive response rate.		for continuous improvement of tutoring services.
<b>IT.PLO.11</b> Students will be able to effectively use Media Services equipment to complete A/V-based assignments. (SLO.MS)	Students using Media Services resources and instruction will be able to successfully produce a short video clip.	Means of Assessment: Completed A/V assignments collected by the Media Services department.  Success Criteria: Students that contact Media Services will be able to successfully complete A/V assignments.	A digital copy is retained of all student assignments that utilize Media Services instruction or equipment.	Media Services has participated in the successful completion of a small number of A/V projects. Media Services has committed to increased marketing of the department through participation in student orientations and instruction on using personal devices for A/V assignments (smartphones, etc).
<b>IT.PLO.12</b> Students will be able to identify their preferred computing platform for A/V-based assignments. (SLO.MS)	Students will be able to identify their preferred computing platform.	Means of Assessment: Campus TechKnowledge Survey  Success Criteria: 70% of respondents will be able to identify their preferred computing platform.	Of the 52 students polled, only 1 was unable to identify their preferred computing platform. This question was successfully answered by 98% of participating students.	The vast majority of respondents indicated that they preferred a Windows/PC computing platform (81%). Media Services will use this data to develop A/V instruction with a focus on the Windows computing environment.
<b>IT.PLO.9</b> Students will be able to effectively use campus e-mail. (SLO.LT)	Students will demonstrate the ability to access and use NMC student email.	<b>Means of Assessment:</b> Statistics gathered from Gmail Analytics and Dashboard.  <b>Success Criteria:</b> 70% of students will log in to their campus e-mail account during the semester.	Gmail Analytics shows that 33% of students enrolled in the 2013 Summer semester accessed their campus e-mail. (Note: these statistics do not record logins from smartphones)  <b>SLO not achieved.</b>	In order to increase use of campus email, IT orientations will increasingly focus on e-mail access. A dedicated guide to student email has been developed and will be distributed to all new students. Since assessing this SLO, student e-mail use has become mandatory at NMC. Campus e-mail use is expected to greatly increase during the Fall 2013 semester.
<b>IT.PLO.10</b> Students will be able to identify the appropriate software to complete a task. (SLO.LT)	Demonstrated familiarity with common computer programs used on campus and in the workforce.	<b>Means of Assessment:</b> TechKnowledge Quiz  <b>Success Criteria:</b> Students will be able to associate Computer Lab software with appropriate tasks at a rate of 70% or higher.	NMC Campus TechKnowledge Quiz was conducted during the 2013 Summer semester. From a pool of 52 respondents, 77% were able to correctly identify a web browser, and 100% correctly associated MS Word and Powerpoint with the appropriate tasks. <b>SLO Achieved.</b>	NMC meets the Success Criteria of this SLO. In future semesters, further student IT training will be provided through the use of atomiclearning.com subscription.
<b>DSS.PLO.9</b> Students will be able to identify services they may access to support their success	Student ability to identify Disability Support resources.	Means of Assessment: 2013 DSS End of Semester Survey  Success Criteria: Target response rate of 30% of DSS users. 70% will be able to identify support resources.	90% of DSS users were able to identify support resources.	DSS meets this SLO. In future semesters efforts will be made to increase services and to evaluate student knowledge of these services.  This SLO statement was revised on October 4, 2013 to further strengthen statement and develop appropriate means of assessment.  New statement – “DSS.PLO.9 Students will be able to identify services they may access to support their success.”  The DSS 2013 End of Semester Survey will need to be revised accordingly and scheduled for deployment once each semester.
<b>DSS.PLO.1</b> Students will articulate personal and educational goal statements	Student ability to identify individual goal for positive change.	Means of Assessment: 2013 DSS End of Semester Survey.  Success Criteria: Target response rate of 30% of DSS users. 70% will be able to identify positive change.	70% of DSS users able to identify positive change.	DSS meets the minimum Success Criteria for this SLO. During the next evaluation of this SLO, DSS will strive to increase the percentage of disabled students who are able to identify personal and academic goals.  This SLO statement was revised on October 4, 2013 to further strengthen statement and develop

				<p>appropriate means of assessment.</p> <p>New statement – “DSS.PLO.1 Students will articulate personal and educational goal statements”</p> <p>The DSS 2013 End of Semester Survey will need to be revised accordingly and scheduled for deployment once each semester.</p> <p>The DSS Intake Assessment Form will also be used as a means of assessment for measuring this outcome.</p>																					
<p><b>DLE.PLO.1</b></p> <p>Use computer and communications technologies appropriately at a basic level</p>	<p>Use computer and communications technologies appropriately at a basic level</p>	<p><b>Means of Assessment: Question from Online Orientation Certification Quiz:</b></p> <p>“After completing this orientation, I am prepared to use computer and communications technologies appropriately at a basic level.” True / False”</p> <p><b>Success Criteria:</b> 70% will answer: “TRUE”</p>	<p>Of the 240 students that completed the Fall 2013 NMC Online Orientation and then the Certification Quiz 98.33% answered true. Showing this outcome was met.</p> <p>Because this is a True/ False question there is a random guess score of 50% giving the discriminative efficiency 46.47% for this question.</p> <p>Evidence of Statistics attached from NMC Online.</p>	<p>In the interpretation of this data it is determined that the DLE Orientation did meet this DLE.PLO aligned with the General Learning Outcomes</p> <p>Although these responses are favorable due to the type of assessment question selected. It is determined that we must find other Means of Assessment for this DLE.PLO.1</p> <p>This outcome will be built upon in the Fall 2014 NMC Online Orientation, DLE.PLO.1 is scheduled to be review in Form 1 Cycle 7</p> <p>FY 2014 , Form 1 Cycle 9 FY 2016, and Form 1 Cycle 11 FY 2018</p>																					
<p><b>DLE.PLO.2</b></p> <p>Create and access student account on NMC Online – Moodle (courses.nmcnet.edu)</p>	<p>Create and access student account on NMC Online – Moodle (courses.nmcnet.edu)</p>	<p><b>Means of Assessment: Question from Online Orientation Certification Quiz:</b></p> <p>“How did you find creating your NMC Online – MOODLE account? Easy - Slightly Easy - Neutral - Slightly Difficult - Difficult”</p> <p><b>Success Criteria:</b> 70% will answer: “Easy -Slightly Easy “</p>	<p>Of the 240 students that completed the Fall 2013 NMC Online Orientation and then the Certification Quiz the Analysis of responses:</p> <table border="1"> <thead> <tr> <th>Model response</th> <th>Count</th> <th>Frequency</th> </tr> </thead> <tbody> <tr> <td>Easy</td> <td>129</td> <td>53.75%</td> </tr> <tr> <td>Slightly Easy</td> <td>42</td> <td>17.92%</td> </tr> <tr> <td>Neutral</td> <td>62</td> <td>25.83%</td> </tr> <tr> <td>Slightly Difficult</td> <td>5</td> <td>2.08%</td> </tr> <tr> <td>Difficult</td> <td>1</td> <td>0.42%</td> </tr> <tr> <td>[No response]</td> <td>0</td> <td>0.00%</td> </tr> </tbody> </table> <p>There a total of 71.67% of the students that completed the NMC Online Orientation felt that creating the NMC Online Moodle Account was “Easy to Slightly Easy”.</p> <p>Evidence of Statistics attached from NMC Online.</p>	Model response	Count	Frequency	Easy	129	53.75%	Slightly Easy	42	17.92%	Neutral	62	25.83%	Slightly Difficult	5	2.08%	Difficult	1	0.42%	[No response]	0	0.00%	<p>The data received from the NMC online certification quiz showed that for this particular outcome students are only slightly above (71.67%) the desired criteria (70%). As the data does meet the desired criteria having even more feelings of ease by students when creating their Moodle account is desired. The data however shows that only a very small number (less than 3%) found it difficult to slightly difficult to create with the majority of those not meeting the desired criteria being at neutral. The student orientations during registration week as well as during the initial/getting started 1st day of class are benefiting students and will continue as we strive for even more understanding and success.</p>
Model response	Count	Frequency																							
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<p><b>DLE.PLO.3</b></p> <p>Register and access student email account (mail.student.nmcnet.edu)</p>	<p>Register and access student email account (mail.student.nmcnet.edu)</p>	<p><b>Means of Assessment:</b></p> <p><b>1. Question from Online Orientation Certification Quiz:</b> “Do you have an NMC student email account?” “YES”</p>	<p>1. Of the 240 students that completed the Fall 2013 NMC Online Orientation and then the Certification Quiz – 236 answered yes that they</p>	<p>1. The data received from the NMC online certification quiz showed that for this particular</p>																					

		<p>2. <b>Logs from NMC Online</b> of # and % of students using NMC Student Email within NMC Online-MOODLE</p> <p><b>Success Criteria:</b> 90% utilizing NMC Online will have an NMC Email Address</p>	<p>have an NMC Student Email Account. Only 4 responders did not have access to their NMC Student Email Account. Therefore 98.33% of the NMC Online students that completed the Orientation have an NMC Student Email.</p> <p>Evidence of Statistics attached from NMC Online.</p> <p>2. Of the 1410 Moodle users 1239 (87.87%) are using an NMC email address.</p>	<p>outcome students are above the success criteria and are at 98.33% which is 236 of the 240 participants. As having a student email account is a MUST for all students in order to participate in the NMC course site through Moodle one would think this criteria should be 100%. The most possible reason for the "3" is that new instructors may have also completed this certification quiz and could have been granted access using a personal email prior to receiving their NMC email account.</p> <p>2. The data here is slightly lower (87.87%) than the desired 90%. As stated above for students it is a MUST to use a NMC student email to participate in NMC courses online instructor however may not always use an NMC account for various reasons. Will continue work on this and bring the numbers up at least desired criteria for success.</p>
<p><b>DLE.PLO.4</b></p> <p>Recognize "netiquette rules"</p>	<p>Recognize "netiquette rules"</p>	<p><b>Means of Assessment: Question from Online Orientation Certification Quiz:</b> "An example of netiquette rules is: - Changing font color and size to reflect your personality - Cussing on a discussion - <u>Respecting other people's time and bandwidth</u>"</p> <p><b>Success Criteria:</b> 70% will answer: "Respecting other people's time and bandwidth"</p>	<p>Students were Given 4 examples of behavior on the internet at the end of the orientation the students were given the options of 3 (three) that are not good netiquette and 1 (one) good example of those provided in the orientation. Of the 240 students that completed the Fall 2013 NMC Online Orientation and then the Certification Quiz – 85.83% responded correctly to the question on netiquette by answering "Respecting other people's times and bandwidth."</p> <p>Evidence of Statistics attached from NMC Online.</p>	<p>The data received from the NMC online certification quiz showed that for this particular outcome students are above the success criteria we were looking for by over 15%. With the high success in students understanding of proper netiquette this demonstrates the effectiveness of the orientations. The student orientations during registration week as well as during the initial/getting started 1st day of class are benefiting students and will continue as we strive for even more understanding and success.</p>
<p><b>DLE.PLO.6</b></p> <p>Differentiate between online and hybrid course offerings.</p>	<p>Differentiate between online and hybrid course offerings.</p>	<p><b>Means of Assessment: Question from Online Orientation Certification Quiz:</b> Multi-match question (Online, Hybrid, Web-Enhanced)</p> <p><b>Success Criteria:</b> 75% will select the correct terms for the provided definitions.</p>	<p>Of the 240 students that completed the Fall 2013 NMC Online Orientation and then the Certification Quiz 92.92% of the student were able to identify and match the term used to identify the different course modes with the definition.</p> <p>Evidence of Statistics attached from NMC Online.</p>	<p>The data received from the NMC online certification quiz showed that for this particular outcome students are above the success criteria we were looking for by almost 18%. With the high success in students understanding of the various course modes being offered it is truly showing the effectiveness of the orientations. The student orientations during registration week as well as during the initial/getting started 1st day of class are benefiting students and will continue as we strive for even more understanding and success.</p>
<p><b>DLE.PLO.8</b></p> <p>Identify Mozilla Firefox as recommended browser for NMC Online – Moodle</p>	<p>Identify Mozilla Firefox as recommended browser for NMC Online – Moodle</p>	<p><b>Means of Assessment: Question from Online Orientation Certification Quiz:</b> Which browser is best for NMC Online?</p> <ul style="list-style-type: none"> <li>o Internet Explorer</li> <li>o Mozilla Firefox</li> <li>o Google Chrome</li> <li>o Netscape</li> </ul> <p><b>Success Criteria:</b> 70% will select the recommended</p>	<p>When asked, "Which browser is best for NMC Online?"</p> <p>77.08% of the respondents were able to answer Mozilla Firefox as the recommended browser for NMC Online- Moodle utilization. This statistic is gathered from the certification quiz Of the 240 students that completed the Fall 2013 NMC Online Orientation.</p> <p>Evidence of Statistics attached from NMC Online.</p>	<p>The data received from the NMC online certification quiz showed that for this particular outcome students are above the success criteria we were looking for by 7%. The student orientations during registration week as well as during the initial/getting started 1st day of class are benefiting students and will continue as we strive for even more understanding and success.</p>

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