

University of Central Florida

**STARS**

---

Faculty Scholarship and Creative Works

---

10-1-2024

## Two Academic Libraries, One Study: Using Project Outcome for Assessment and Advocacy across Partner Institutions

Katy Miller

*University of Central Florida, [katy.miller@ucf.edu](mailto:katy.miller@ucf.edu)*

Karen Kaufmann

*University of South Florida, [kfkaufma@usf.edu](mailto:kfkaufma@usf.edu)*

Rachel E. Trnka

*University of Central Florida, [rachel.trnka@ucf.edu](mailto:rachel.trnka@ucf.edu)*



Part of the [Library and Information Science Commons](#)

Find similar works at: <https://stars.library.ucf.edu/ucfscholar>

University of Central Florida Libraries <http://library.ucf.edu>

This Other Presentation is brought to you for free and open access by STARS. It has been accepted for inclusion in Faculty Scholarship and Creative Works by an authorized administrator of STARS. For more information, please contact [STARS@ucf.edu](mailto:STARS@ucf.edu).

---

### STARS Citation

Miller, Katy; Kaufmann, Karen; and Trnka, Rachel E., "Two Academic Libraries, One Study: Using Project Outcome for Assessment and Advocacy across Partner Institutions" (2024). *Faculty Scholarship and Creative Works*. 1305.  
<https://stars.library.ucf.edu/ucfscholar/1305>

# Two Academic Libraries, One Study

Using Project Outcome for Assessment and Advocacy across  
Partner Institutions

**Katy Miller**

Department Head, Learning Engagement, University of Central Florida

**Karen F. Kaufmann**

Assistant Professor of Instruction, School of Information, University of  
South Florida

**Rachel E. Trnka**

Instruction & Engagement Librarian, University of Central Florida



# Study Overview: What?

Librarians from Seminole State College of Florida and the University of Central Florida partnered to assess library instruction at their institutions using Project Outcome.

**Research question:** What are the similarities and differences in the perceived value of the library by students at a baccalaureate state college and a four-year research institution?

# Study Overview

**Who?**

Students in face-to-face sections of English composition II at SSC & UCF

**When?**

Spring 2022 semester

**What?**

Immediate Instruction Survey

# Organizing and Analyzing the data

**Project  
Outcome**

Analytical tools for quantitative data

**Qualtrics**

Analytical tools for quantitative data

**Excel**

Thematic analysis of qualitative data

# Measuring value through outcomes

The survey consists of four quantitative questions, using a five-point Likert scale.

<b>OUTCOME</b>	<b>QUESTION</b>
KNOWLEDGE	I learned something new that will help me succeed in my classes.
CONFIDENCE	I feel more confident about completing my assignment(s).
APPLICATION OF NEW SKILLS	I intend to apply what I learned.
AWARENESS OF RESOURCES	I am more aware of the library's resources and services.

# Quantitative Descriptive Statistics: Qualtrics

Questions	Scale Min- Max	Mean	Standard Deviation	Variance
I learned something new that will help me succeed in my classes.	1-5	4.48	0.78	.60
I feel more confident about completing my assignments	1-5	4.30	0.74	0.55
I intend to apply what I learned.	1-5	4.48	0.70	0.49
I am more aware of the library's resources and services.	1-5	4.62	0.66	0.44

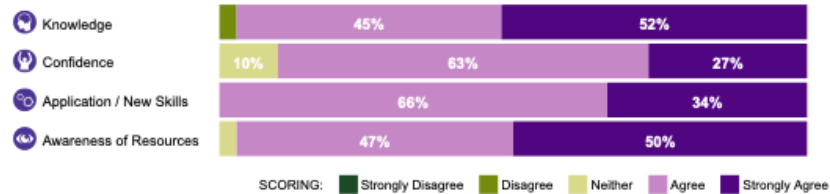
# Quantitative Data: Project Outcome Default Report

## Results

A total of 31 survey responses were collected. Of the patrons surveyed, the following percentages either agreed or strongly agreed that they benefited from the program or service:

- 97% learned something new to help succeed in classes
- 100% intend to apply what they learned
- 90% felt more confident about completing assignment(s)
- 97% were more aware of resources and services provided by the library

The full results of the survey(s) are shown below. (Note that due to rounding, percentages may not add up to 100%)



### Selected Criteria Average

	Library
Knowledge	4.5
Confidence	4.2
Application / New Skills	4.3
Awareness of Resources	4.5

### Instruction Topic Averages

	Library	Carnegie	National	Total
Knowledge	4.4	4.5	4.4	4.4
Confidence	4.2	4.3	4.2	4.2
Application / New Skills	4.3	4.5	4.4	4.4
Awareness of Resources	4.4	4.5	4.4	4.4

AVERAGES: Ranges from 1.0 (Strongly Disagree) to 5.0 (Strongly Agree)



# Quantitative Data: Interactive Outcome Matrix

## AVERAGE SCORE MATRIX

Scoring 1.0



Strongly Disagree

Strongly Agree

## Outcome

Topic

Instruction

Increased  
Knowledge

Increased  
Confidence

Application  
New Skills

Awareness  
of Resources



**4.5**



**4.4**



**4.6**

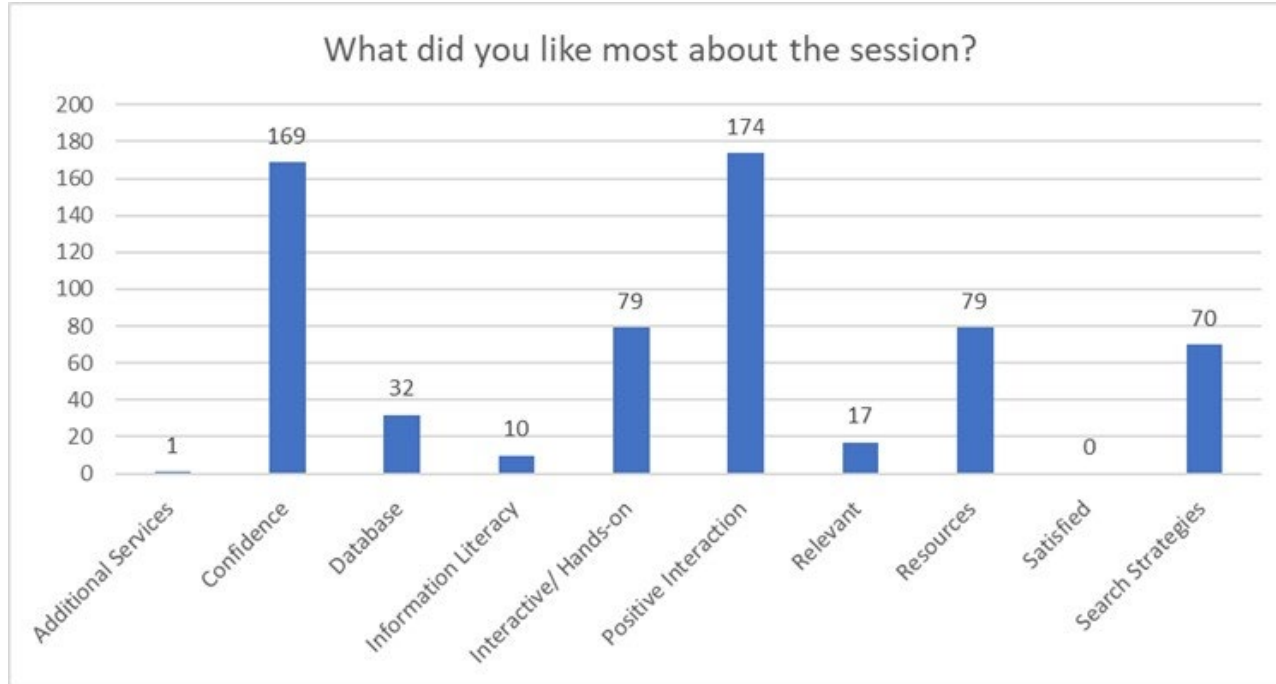


**4.7**

**4.6**

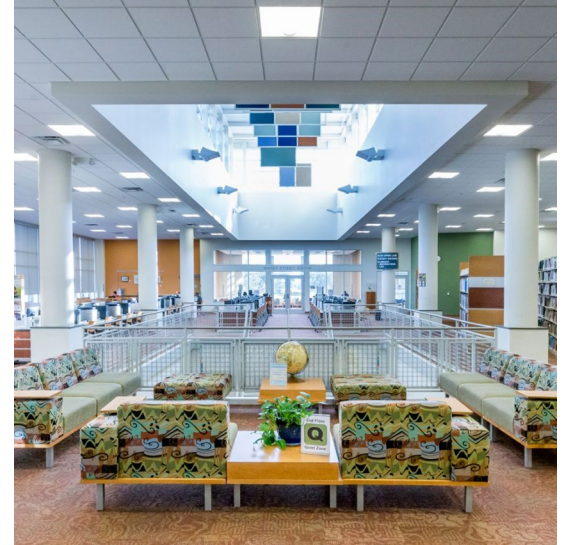
Averages

# Qualitative Data - Question 1



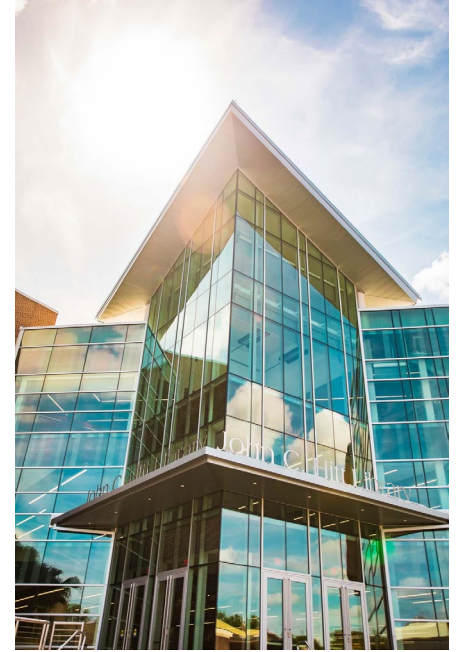
# Taking Action: SSC

- Institutional level
  - Pilot data included in Libraries' annual report
  - Data used to start discussions about need for more formalized assessment
- Individual level
  - Pilot data included in individual librarian's annual evaluation report
  - Data useful for individual reflection & assessment



# Taking Action: UCF Libraries

- Institutional level
  - Data included in Libraries' annual report
- Individual level
  - Data included in individual librarians' annual reports
  - Data used by department head to complete yearly evaluation of librarian
  - Reports included in promotion dossiers to demonstrate impact



# Takeaways

- Majority of students at SSC and UCF found value in LI
- Learned about the language students use to describe their own research experience



# Benefits of Project Outcome

- Way for libraries to rethink how and what they measure (outcomes vs. inputs or outputs)
- Provides easy access to validated tools
- Ability to benchmark results

# Thank you!

**Katy Miller**

[Katy.Miller@ucf.edu](mailto:Katy.Miller@ucf.edu)

**Karen F. Kaufmann**

[kfkaufma@usf.edu](mailto:kfkaufma@usf.edu)

**Rachel E. Trnka**

[Rachel.Trnka@ucf.edu](mailto:Rachel.Trnka@ucf.edu)