

OSU Student Affairs Assessment Council
Minutes
April 14, 2010

Attendance: Rebecca Sanderson, Kent Sumner, Allyson Dean, Victor Santana-Melgoza, Melissa Yamamoto, Beth Dyer, Joshua Du Chene, Lisa Hoogesteger, Pat Ketcham, Jennifer Nutefall, Eric Hansen, Jennifer Vina

- 1) Welcome and introductions
 - a. Welcome to all and to our guest Jennifer Nutefall from the Valley Library
- 2) LibQual+ Survey—Valley Library
 - a. Jennifer talked with us about the LibQual+ survey that will be launched to faculty, staff and students likely for the month of February, 2011. This is a national survey conducted by the Library about every two years. It surveys three broad areas: Library as place, Information control, and Affect of service and allows the Library to conduct a gap analysis to see where they are performing well in terms of patron expectations and where they might not be performing as well.
 - b. LibQual is a service quality survey and helps libraries better understand user perceptions of library service quality. It also provides libraries with comparable assessment information from peer institutions.
 - c. They will be administering the “lite” version which has 8 questions rather than 22 so the hope is that people will respond to the short survey.
 - d. The hope is that we can collaborate and work together to help maximize response rates on surveys by not overlapping with each other.
- 3) Announcements
 - a. Assessment Council Retreat is scheduled for June 17 (Thursday) at the Adair Clubhouse – same place as last year.
 - i. Send in your votes for salads to Rebecca by the end of the week.
Electronically is fine.
 - b. Next meeting is next week rather than April 28. Same time and place—so see you next Wednesday.
- 4) Our Diversity Project Discussion
 - a. Where do we go from here?
 - b. The group discussed thoughts on how to proceed. Comments about learning included:
 - i. Can start anyplace-our job is to provide learning experiences to help move folks through a process
 - ii. Motivational interviewing—students where they are—need to listen and ask questions that will help students discover
 - iii. Just because people have knowledge doesn't mean that they will behave differently
 - iv. Knowledge is not enough to change behavior
 - v. Our environment should tell a story or support a story about our diversity and expectations for behavior, knowledge, awareness, etc.

- c. After some discussion the group decided to use the next meeting to think about a structure that might be developed which would allow programmers and others to have a place to “hang” their educational efforts. It might look like a map or some other design. Hopefully it would allow us to look at ways in which to assess the effects of diversity education efforts in perhaps a more holistic way.
- d. Eric and Victor volunteered to show us the map/structure they are using which might be helpful to us as we think about how to put our learning into some sort of design

5) Next Meeting

April 21, 2010

9-10:30

MU Council Room