Program Review

Form for External Review Committee

Non-Instructional

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Your form has been submitted. Thank you.

Division	Academic Affairs
Department	Library
Program	
Review Year	2006-2007
Names of the External Review Committee Members	Jim Powell, Chair
Division Overview Comments From External Review Committee	

The Library Program Review Committee would like to express its thanks to College Librarian Mark Hanna and the entire staff of the Lynn Library for their cooperation in both submitting a timely self-review but also for assisting in our external report.

This committee acknowledges the budget challenges and rapidly shifting technolgies the Library staff must address and compliments the work done so far in most areas to meet the needs of the Amarillo College community. College Librarian Mark Hanna has done a fine job in training a professional staff and in keeping informed on the latest trends in database technology. All of these efforts both compliment and enhance the mission of Amarillo College. This Review Panel extends congratulations to the Lynn Library staff and leadership.

Questions and answers from the program review appear in the gray boxes. Use this information to answer the questions on the form.

I. Office's/Department's Purpose

State the purpose of the office/department. How is this purpose within the mission

of Amarillo College?

Does the answer include a purpose statement for the office/department? Does the answer indicate how this office/department is within the mission of Amarillo College?

Acceptable

Commendation, Concern and/or Recommendation

COMMENT.
The purpose statement is well written; however, something may need to be said here about how "empowering patrons" adds to "providing educational" services and "enhances the quality of life" for the Amarillo area. The library assists patrons by helping them help themselves. This is part of how it fulfills its purpose.

When was the last time the office's/department's purpose statement was reviewed/revised by faculty/staff in the office/department?

Does the answer indicate the last time the office's/department's purpose statement was reviewed/revised by faculty and staff in the office/department?

Acceptable

Commendation, Concern and/or Recommendation

The library chose this date because it was the beginning of "the environmental scan" for their strategic plan.

Is this office/discipline required to receive approval from an external agency or organization in order to offer courses?

Identify any external approvers for the office/department.

IF the office/discipline is required to receive approval from an external agency or organization (other than the Texas Higher Education Coordinating Board),

Was (were) the external approver(s) for the office/department identified?

Not Applicable

Commendation, Concern and/or Recommendation

SACS does not require a library to receive approval for courses (See Section 2: Core Requirements, especially 2.4, 2.5, 2.9, 2.10, 2.11.2).

What approval schedule is required by the external approver(s)?

Was the approval schedule required by the external approver(s) identified?

Not Applicable

Commendation, Concern and/or Recommendation

When did the office/department last receive approval?

When did the office/department last receive approval?

Not Applicable

Commendation, Concern and/or Recommendation

Is the reason why the office/department is required to receive this approval clear?

Not Applicable

Commendation, Concern and/or Recommendation

II. Office's/Department's Improvements Based on Planning, Evaluation and Assessment

Identify at least one example of an improvement/revision which resulted from the past five-years' annual PET forms.

After reviewing the minimum of at least one example of an improvement/revision which resulted from the annual PET forms for the last five years, determine the extent that this department/office has used the PET forms to make improvements/revisions. Does this meet the minimum expectations for using PET forms to make improvements/revisions to the department/office?

Acceptable

Commendation, Concern and/or Recommendation

CONCERN.
The External Committee believes the test is valid, but the sample size is rather low to use as a basis for analysis. A more aggressive marketing program aimed at recruiting more professors to involve their classes in the pre- and post-test phase is needed. This campaign dovetails well with the stated goal of improving the instruction on the competencies needed most for research assignments by encouraging more student-professor interaction in the learning community of the Lynn Library.

Identify at least one example of an improvement/revision which resulted from the last Program Review.

After reviewing the minimum of one example of an improvement/revision which resulted from the last Program Review, determine the extent to which this program/department values the Program Review process to make improvements/revisions.

Acceptable

Commendation, Concern and/or Recommendation

Identify at least one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the Strategic Plan through 2010.

After reviewing a minimum of one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the *Strategic Plan through 2010*, determine the extent to which this office/department has contributed to the implementation success of the Strategic Plan. Does this office/department lack an understanding of how it relates to the institution's future based on the Strategic Plan?

Acceptable

Commendation, Concern and/or Recommendation

COMMENT.
The library's answer does not clearly indicate how the use of these collaborative databases accomplished the initiatives in the Stategic Plan.

For example, the second problem/improvement is not organized the same as the first, while the first gives the problem (few online tutorials) and follows it with improvments (more online tutorials). The second starts with the a heading (improvement) but follows with a statement of the problem (the need for collaborative efforts to make large databases affordable) and then a list of improvments (cost-savings through these partnerships). This is a simple matter to reword in order to better reflect the contribution to the strategic plan.

This is basically an organizational issue which needs clarification that will better reflect the Library's creation of the Learning Commons as a significant contribution to the Strategic Plan. The Library's response, for example, might begin with the Purpose Statement, followed by the "defining characteristics" paragraph and concluding with the first paragraph about how the "Learning Commons brings together..."

 Does this committee have recommendations as to how this office/department may contribute to the implementation of the Strategic Plan?

Acceptable

Commendation, Concern and/or Recommendation

COMMENDATION.
College Librarian Mark Hanna and the Libary deserves a Commendation for their efforts in this area. Other libraries aspire to give individual help to patrons, but this library, both through its personnel and programs, does it with a skill and passion that is exemplary.

Provide names and titles of those who determined the process used to assess the outcomes of the office/department.

Has the office/department had a broad base of involvement from a majority of the staff within the office/department regarding implementation of student/client service or learning outcomes of the office(s) or department(s)? What recommendations does the Committee have for increasing involvement?

Acceptable

Commendation, Concern and/or Recommendation

For client/student outcome assessments, review the five-year graph(s) *quantitative* results or provide a brief narrative summary of *qualitative* results.

What changes have been made in the services of the office/department because of the analysis of these results?

For client/student service or learning outcomes, review the five-year graph(s) quantitative assessment results or provide a brief narrative summary of *qualitative* assessment results.

Have any changes been made in the services of the office/department because of the analysis of these results?

Acceptable

Commendation, Concern and/or Recommendation

Provide the five-year graph(s) indicating the demand for the office's/department's services.

Assess the need for the office/department.

Does the review of the five-year graph(s) of the office's/department's services demonstrate that an analysis has been used to make action plans for the future?

Will the program's/department's plan of action for improving any identified problem or results directly improve demand for the office's/department's services?

Acceptable

Commendation, Concern and/or Recommendation

COMMENT.
The demand for services from the library staff is driven principally by requests from other departments and programs on all campuses that have core use requirements.

The library staff meets the requests for instruction in accordance with established standards in a timely manner.

III. Resources

Library

Which of the following library collections/resources/services have been used by the staff and/or students within the past five years? (Select all that apply.)

Does it appear that the library collections/resources/services used by the staff and/or students within the past five years is accurate and thorough?

Acceptable

Commendation, Concern and/or Recommendation

Which 2 or 3 collections/resources/services should be improved to support Amarillo College's mission regarding teaching and service?

Has the office/department identified why 2 or 3 collections/resources/services should be improved to support Amarillo College's mission regarding teaching and service?

Acceptable

Commendation, Concern and/or Recommendation

Does your office/department have an external approver (other than the Texas Higher Education Coordinating Board)?

How has the library participated in the approver's evaluation?

IV. Budget

Which office/department outcomes have resulted in budget requests to date?

Have any of this office's/department's outcomes resulted in budget requests to date? If not, why? Was the explanation valid or reasonable?

Not Applicable

Commendation, Concern and/or Recommendation

Project the office's/department's strategic initiatives for the next five years based on the office's/department's outcomes.

Has this office/department been able to project strategic initiatives for the next five years based on the office's/department's outcomes? If not, what appears to be blocking this office/department from accomplishing this?

Acceptable

Commendation, Concern and/or Recommendation

V. Publications

If the office/department publishes any advertising or recruitment documents (electronic or paper), do the documents accurately represent Amarillo College and the program/department?

IF the office/department has published any advertising or recruitment documents (electronic or paper), check at least one copy of each document and determine whether it accurately represents Amarillo College and the office/department.

Acceptable

Commendation, Concern and/or Recommendation

If no, explain what is inaccurate?

IF anything appears to be inaccurate, identify the apparent violation.

Not Applicable

Commendation, Concern and/or Recommendation

Does the office/department publish any documents (electronic or paper) with references to SACS accreditation?

Are the references in compliance with SACS approved statement?

IF the office/department has published any document(s) with a reference to SACS accreditation, are all references consistent with the approved statement? (Approved reference: Amarillo College is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award associate degrees. Contact the Commission on Colleges at 1866 Southern Lane Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Amarillo College.)

Not Applicable

Commendation, Concern and/or Recommendation

Which reference is not in compliance? Describe how you will assure compliance for all references in the future.

IF any references are inconsistent, identify all documents with the inconsistent reference(s).

Not Applicable

Commendation, Concern and/or Recommendation

IF the Self-Study did identify inconsistencies, does the plan for assuring future compliance appear to correct the problem?

Not Applicable

Commendation, Concern and/or Recommendation

IF the Self-Study did NOT identify all inconsistencies, what plan does this Committee recommend?

VI. Other

State any additional comments/concerns which may impact this office/department during the next five years.

IF additional comments/concerns were included in the Self-Study regarding items which may impact this office/department during the next five years, does this

Committee feel that recommendations and/or concerns have merit. IF NO such items were included in the Self-Study but this Committee feels such comments or concerns are valid, cite them and include any relevant recommendations.

COMMENDATION.

The committee interviewed faculty and staff at the West Campus about the relationship between students/patrons and whether they could cite specific about meeting the needs of these individuals. One statement, which reflected the overall view, was that the relationship was both "positive and amicable." A faculty member insisted that he had "not used the Library in a while, but during one recent Academy class, found several opportunities to access the Library for several reasons." This professor noted that "several of our online students did not have external access to computers or lacked the skill-base needed for some assignments." The Library staff assisted these students thus providing "a great way for them to complete their learning objectives online." The Committee's investigation found that College Librarian Mark Hanna and his staff were both supportive of, and knowledgeable in, the area of technology support for collaborative learning in an online environment.