ASSOCIATION OF SOUTHEASTERN RESEARCH LIBRARIES

ASERL Spring 2018 Membership Meeting

Meeting Evaluation Summary

May 30-31, 2018 – Knoxville, TN

Deans: n = 9 of 35 ASERL library deans who attended this meeting (25%) replied to the survey
SSRs: n = 8 of 26 Student Success Reps who attended (31%) this meeting replied to the survey

1) **Please rank the following discussions/presentations in terms of their overall value.** *(1 = poor, 5 = excellent)*
- Why We Focus on Student Success -- Provost Zomchick & Asst Provost Lavan. **Deans: 3.6 | SSR: 4.0**
- Break-out: How learning spaces can support student success. **Deans: 3.4 | SSRs: 4.0**
- Break-out: Marketing & branding ideas. **Deans: 4.2 | SSRs: 3.0**
- SSR break-out: Collabrations that enhance student success. **SSRs: 3.9**
- SSR break-out: OERs / Affordable Learning - What can ASERL libs do together? **SSRs: 4.3**
- Deans Break-out: 2018 Annual Meeting / Project Updates / Visiting Program Officer Report. **Deans: 3.8**
- Deans Break-out: Conversation with Mary Lee Kennedy (ARL). **Deans: 2.6**
- Whole-Group Discussion: Assessment of Student Success programming. **Deans: 2.9 | SSRs: 3.5**

Dean's Comments
- The focus on student success session was disappointing. They didn't say anything we did not already know.
- The pacing of this meeting was a little off, but I'm not sure how that could have be fixed given the circumstances
- The UT administrators didn't have much to their content. I'd like outside speakers to either provide new ideas or challenge us. Their talk fell flat for me.
- Tour of UTK library was very nice and informative. Many thanks to Steve and his colleagues. Always learn from conversations with colleagues.

Student Success Rep Comments
- The tour of the UT Hodges Library very much appreciated.
- for the breakout sessions and student success discussions, the sessions would have been more productive if the facilitators had presented formally for a few minutes on the topic to set the context - then broken us into small groups for discussion.
- The only suggestion I would have is breaking up the Assessment discussion into student success reps in one room and directors/deans in another. While there is certainly overlap, there are things each could discuss separately in the short amount of time.

2) **What was your #1 take-away from this meeting?**
Deans' Comments
- I took away a number of ideas from the Assessment of Student Success Programming session. This is extremely important and would like more time spent on it.
- Impressed by the energy, creativity and innovation of the student success delegates; augurs well for the future of research libraries.

- Information as to what others are doing in the area of student success. Good idea to involve student sucess librarians.
- need to re-evaluate ILL activity and future
- Not a surprise, but assessing the library impact on student success is hard and has potential privacy issues
- Possibility of using RAPID or RAPID-R instead of Tipasa for ILL; validation of my distrust/dissatisfaction with OCLC
- Some insight into the various uses of metrics about success. Some programming ideas from UTK.
- Useful discussion about development at dinner
- U-Tennessee library's roles in student success efforts at UT

Student Success Rep Comments
- Collaboration and information exchange opportunities.
- I deeply appreciated getting to talk with counterparts at similar universities!
- need to do more with gen ed curriculum excellent networking opportunity
- Networking with fellow colleagues.
- Possibility of the GWLA cohort b/c potential to track over time how our libraries impact student retention and success.
- That different institutions define and measure "student success" in different ways. It made me want to spend some time thinking through what would work best for my own institution.
- We are all struggling to figure out how to quantify "student success"
- What other libraries are doing for student success -- I mean the practical things that others can try too.

3) What was the "low point" of this meeting?

Deans' Comments
- Call with Mary Lee Kennedy (again, can't help the canceled flight); would also would have liked more time at the reception (tour was long)
- Conversation with Mary Lee Kennedy.
- I was disappointed that we didn't have more engagement with Mary Lee Kennedy. People were quiet!
- Interview of Mary Lee Kennedy
- Mary Lee Kennedy had little to say (doing it virtually was harder, admittedly). In the end, it was best she didn't come if she had so little to offer.
- The conversation with Mary Lee Kennedy was not interesting or helpful, particularly to me as an non-ARL library dean. I do appreciate Yolanda & Bob's effort, though.
- The keynote session.
- Video "meeting" with Mary Lee Kennedy. She was impressive but the communication mode was not effective in engaging others in the room, aside from Yolanda who had a wonderful conversation with Mary Lee.

Student Success Rep Comments
- assessment discussion - i really wish the library directors had lead on this rather than leaving all the participants to discuss. it was great to have a discussion without barriers and hierarchy, but i didn't leave with any idea of what administrators would find valuable.
- Just hitting the wall by the end on Thursday. To be expected.
- None. Well done!
- Not enough break-out sessions. 1st day could have been longer with more meaningful sessions.

- Not enough time for most of the discussions!
- The student success-oriented sessions were mostly talking with seat mates and reporting back. I would have preferred a bit of presentation or context or an intentional intermingling since most people didn't change seats between sessions.
- To be honest I thought some of the sessions would have benefited from better facilitation. I was especially disappointed with Student Success Discussion: Collaborations that enhance student engagement. We spent a lot of time for some reason hearing a report about the learning spaces discussion the day before. And then we were just given a long list of questions to discuss and told to discuss whatever we wanted. My group ended up discussing the first question about instruction strategies (because the person with the most seniority in our group wanted to hear about it), which was frustrating to me. If I wanted to hear instruction strategies, I would have gone to an instruction conference.

4) **Amount and mix of discussion topics at this meeting?** *(1 = Light on topics / more time than needed; 5 = Too many topics / too little time to discuss adequately).*
   Deans = 2.1 | SSRs: 3.0

5) **Was attending the ASERL meeting a good use of your time?** *(1 = no; 3 = not particularly, 5 = OK, not great, 7 = very good use of time)*
   Deans' = 5.9 | SSRs: 6.25

6) **How would you rate this ASERL meeting in terms of usefulness, productivity, and enjoyability?** *(1 = poor, 5 = excellent)*
   Usefulness. **Deans: 4.0 | SSRs: 4.1**
   Productivity. **Deans: 3.8 | SSRs: 3.9**
   Enjoyability. Deans: **4.2 | SSRs: 4.5**
   Deans' Comments:
   Appreciated the talented complement at the meeting, and the conversations that inspired many aha! moments for me.
   Great networking opportunities - enjoyed being with the student success folks.
   SSR Comments: None

7) **Feedback on logistics** *(1 = poor, 5 = excellent)*
   UTK Conference Center. Deans: 4.4 | SSRs: 4.5
   Hilton Knoxville hotel. Deans: 4.4 | SSRs: 4.8
   Convenience of travel to Knoxville. Deans: 3.9 | SSRs: 4.3
   Deans' Comments
   - Hotel staff were outstanding; fabulous customer service.
   - The meeting facility was nice but I did not like the arrangement of tables in our main meeting room. It was not conducive to discussion at all.
   - Meeting facilities good except for IT issues.
   - The Hilton was extremely clean and well-run. I would return to that hotel any time.
   - The venue at UTK was excellent.

SSR Comments
- Loved the city itself; travel there was challenging
- Overall, excellent, but it would have been nice to have room arrangements that supported small group discussions.

8) **Dean-only question: Given the various areas of programming that ASERL has touched on recently (e.g., Diversity & Inclusion, Digital Scholarship, Information Literacy, Library Liaisons, Student Success, etc.), what priority would you want ASERL to give to developing Student Success programming for its membership?**
2 - highest priority
5 - mid-level priority
2 - low priority
Deans' Comments
- Many of us are already doing very good work in this area.
- Student success efforts are tightly linked to an institution's student profile and particular circumstances. ASERL might be challenged to develop programming that's useful to our diverse group in these circumstances.
- Although the library should and must support the academic life of all students, the issues involved are very different across institutions. At my institution, student retention issues are driven by factors like high-talent students being insufficiently challenged and problems with substance abuse. These were not the kinds of things we talked about. In fact, we did not define student success for the purposes of the discussions.

9) **Student Success Rep-Only Question: What are your ideas for follow-up activities?**
- annual session to continue networking and brainstorming in the digital community
- Ithaka survey results: over 80% of deans and directors indicated student success was their number one priority, yet only about half had articulated how their libraries support student success. Need to move from a collections and space-centric view to acknowledging the importance of services in supporting students. A lot of support and leadership is needed, both for frontline student success librarians, but especially to move the needle on what D&D focus on and support.
- It's a pity we don't have a student success gathering for ASERL schools every year!
- Keep the mix of academic deans and academic librarians and staff, time to network, see others may not normally see so much.
- list serv for contacts, ideas, discussions, etc about student success; helping universities promote and support OER - possibly through consortial membership with OTN (for those schools that can't afford it) -- could even just host an OTN workshop at an ASERL meeting
- Maybe a list-serv? A website with examples of projects. I'd like to see more done with the OER/textbook affordability question. Maybe a workshop specifically on that. I'd also like to see more done with the learning analytics part of the discussion.
- More meaningful programming.
- Provide the notes from the meetings, and places where we can discuss the different ideas online.

10) **Would you want your library to participate in a research project similar to the GWLA Student Learning Outcome project?** *(See https://bit.ly/2JbDBek for background info.)*
   - Yes, ready to join GWLA cohort. **Deans: 3 | SSRs: 3**
   - ASERL should replicate the GWLA study with our own cohort. **Deans: 2 | SSRs: 1**
   - ASERL should tweak/expand upon the GWLA study. **Deans: 2 | SSRs: 2**
   - Not sure / Need more information. **Deans: 2 | SSRs: 1**

   Deans' Comments:
   - This research is useful, but ultimately I am skeptical of attempts to develop quantitative measures of library impacts on student success. Ultimately, we don't need them.
   - I realize that we are not staffed to do, so the first option is probably more realistic
   - I answer "yes" with hesitation. I think we need to work on this, but I am underwhelmed by the outcomes to date of the GWLA project. I don't fault their effort - it was a huge undertaking. I'm just not convinced that the evidence gathered real tells us much (and is even less compelling to our funders).
   - Due to our state-mandated metrics we need to focus on more areas of student impact than just library instruction as the GWLA project does

   SSR Comments
   - Concerns about the research design, though.
   - Hmmm, yes, that would be very valuable, but also extremely resource and time intensive. Will participate if something happens and there are resources.
   - Yes, but I'm not sure if this institution has a priority on data sharing that would lead to successfully completing this study. I'd love to help plan it though!

11) **Deans-Only Question: Should ASERL continue to invite subject matter experts (e.g., Student Success reps, Special Collections leaders) to future membership meetings?**
   1 - Yes, at all future meetings
   5 - Develop a regular schedule for 'joint' meetings
   3 - Periodically, when there's an emerging reason for it

   Deans' Comments
   - The subject focus at different meetings has been stimulating.
   - While it is good to have experts from our staff participate occasionally, I get a lot of value out of the deans and directors only meetings. And as ASERL deans and directors change, these meetings help us bond as a cohort
   - I think this is valuable, but not every time, and we should probably have a broader discussion about topics and schedules. If ASERL develops a strategic plan, programming should follow from it.
   - This is VERY beneficial for networking and professional development of our team members.

12) What word or short phrase would you use to describe ASERL?

Deans' Comments:
- awesome!
- collaborative
- collaborative
- Collegial
- Collegial testbed for exploration
- Collegial.
- Innovative & Inspirational
- Outstanding fellowship and sharing.
- Searching for a purpose

SSR Comments:
- A great group of libraries
- collaboration
- community
- Effective (for building connections)
- jeb
- The Power of Community

13) Other feedback?

Deans' Comments:
- Would love to hear initial observations from the Exec Director's research project
- Invite collection development/assessment/rightsizing folks as subject matter experts- maybe we could get them re-invigorated!
- I know this topic bores people, but we should be more engaged in shared print (monograph) planning. We should be thinking about our collective collections and managing them more effectively to bring supply and demand into a rational ratio.
- I'm looking forward to what John learns from his study of consortia
- future of ILL

SSR Comments
- I like the format -- being able to suggest ideas for discussion and then vote on those. Great!
- maybe a focus on scholarly communication
- Keep Student Success track.
- this mix of library leadership and on-the-ground staff was excellent - please continue to offer these opportunities