

Programs

LIBRARY AND OTHER LEARNING RESOURCES

25. *The institution provides facilities, services, and other learning/information resources that are appropriate to support its teaching, research, and service mission.*

JUDGMENT OF COMPLIANCE

- Compliance
 Partial Compliance
 Non-compliance

STATEMENT OF RATIONALE FOR JUDGMENT OF COMPLIANCE

LSUE provides facilities, services, and other learning/instructional resources that are appropriate to support its courses and programs as well as to support teaching, research, and service mission. This report covers the library; multimedia, audio-visual, and duplication services; laboratories; computing resources and services; student development services; and electronic learning. Special support services for students taking their classes at locations away from the Eunice campus are also described.

In the *2003 Faculty and Staff Surveys*, respondents agreed that they had adequate knowledge of the services available to assist students. Evidence of student and faculty awareness of and satisfaction with such services is provided throughout the report.

Library

The Arnold LeDoux Library is a 37,700 square foot facility for the use of LSUE faculty, staff, students, and other users. The library houses group meeting rooms, small group study rooms, photocopying machines, video-viewing rooms, a mini-computer lab (4 computers and networked printer), an audio-visual department, and a computer lab (24 computers, networked printer and scanner). The library's lobby serves as a focal point for displays and exhibits, providing the local community, faculty, staff, and students with learning opportunities. In the Louisiana Room, noontime programs and performances are held for the personal enrichment of the campus and local community. The library also issues borrowers' cards to community members. In 2002-2003, eighty-eight cards were issued to community members.

The library houses a number of special collections for use by faculty, students, and community members. These include a local genealogy collection, a collection of Louisiana resources, videotapes, audio books, and a reserve collection. The reserve collection maintains instructional support materials for various instructors and their courses. A list of materials in the reserve collection is available online by clicking on the "Reserve Desk" link on the LSUE *ilink Catalog (Reserve Desk)*. Students may check out these materials at the circulation desk. Among the materials in the reserve collection are videotapes and CDROM products that support

mathematics courses. These are available for in-library use and overnight checkout. Students in French courses may check out French in Action videotapes that support French courses.

The library's physical collection includes 91,097 volumes, 2,600 videotapes, 300 audiotapes, and 250 periodical subscriptions. Additionally, the library has over 130,000 federal and state documents (*2002 LSUE Fact Book*). Library liaisons are assigned specific discipline areas to monitor and develop collections (*Library Liaisons to Academic Departments*). Faculty members are encouraged to work with the liaisons to request new acquisitions for the library. Financial resources are adequate to increase and maintain library holdings. For budget year 2003-2004, \$61,000 has been allocated for periodicals and books (*2003-2004 Library Budget Requests*).

The library provides enhanced access to a variety of information and learning resources and services through its participation in *LOUIS, the Louisiana Library Network*. The network combines the resources of Louisiana's public and private academic libraries, along with a centralized support staff to provide consortium members with such services as library automation, a union catalog, a digital library, and electronic resources. Established in 1992 by the Louisiana Board of Regents, *LOUIS* has 39 members and receives approximately \$3.5 million annually in contracts and membership fees to support consortium members. As a consortium member, the library has an online catalog, *LSUE iLink*, which enables students and faculty to search LSUE's library collection and the collections of other consortium members. LSUE maintains a membership in the Louisiana Academic Library Information Network Consortium (LALINC). It provides for the sharing of resources among other LALINC member libraries. LSUE library users may also use the LALINC Borrowers' Card to check out materials from participating LALINC libraries (*LALINC Agreement for Reciprocal Borrowing; LALINC Reciprocal Borrowing CHART*). Users in good standing may obtain a LALINC Card in the Office of the Library Director. As an added service, items not available in the LeDoux Library may be obtained through interlibrary loan.

The library houses a twenty-four station computer laboratory with a laser printer. Each computer is connected to the internet and has software programs that support various academic programs including word processing, spreadsheet applications, database applications, presentation software and other course specific software such as PageMaker and GDP (keyboarding software). A computer lab attendant is available to assist visitors to the laboratory.

The library has a sufficient number of qualified staff with appropriate education and experience to assume that students and faculty have timely access to information services to meet the curricular and research needs. *Educational Program Standard 27* details the number and qualifications of the library staff.

Library services are numerous and support the needs of faculty, staff, students, and community:

- Library tours for incoming freshmen.
- Library presentations at freshman orientation day.
- Library presentation at new faculty and staff workshop.
- Bibliographic guide sheets in many subject areas.
- Bibliographic instruction sessions.

- Electronic access to library informational resources.
- Librarian on duty during open hours.
- 59 hour per week operating schedule including evening and weekend hours to accommodate evening students and commuters.
- Extended operating hours during final examination week.
- Audio-visual equipment for instructional use by faculty.
- Reserve collection to support academic courses.
- Computer laboratory.
- Interlibrary loan.
- Borrowers cards for community members.
- Noontime cultural/educational programs.

Annual survey results indicate that students and faculty are satisfied with the library. In 2002, students rated the library 4.43 on a 5 point scale (*2002 ACT Student Opinion Survey*). In 2003, 76% of the faculty and 92% of the staff responding to surveys agreed or strongly agreed that library resources and services were adequate. Equally impressive, 93% of the faculty and 92% of the staff agreed or strongly agreed that the library staff was helpful (*2003 Faculty and Staff Surveys*).

The library uses an established set of user-centered outcomes to assess the library and its services:

- Students and faculty find adequate resources and services to support their courses and interests at LSUE (*2001-2002 Outcomes Assessment Forms. Library: Provide Adequate Resources and Services*).
- Library users find willing and knowledgeable staff for assistance (*2001-2002 Outcomes Assessment Forms. Library: Provide Adequate Staff*).
- Students retrieve information through the use of online catalogs and databases (*2001-2002 Outcomes Assessment Forms. Library: Automation*).
- Students become lifelong library users and learners (*2001-2002 Outcomes Assessment Forms. Library: Lifetime Users and Learners*).
- Students, faculty, and local citizens find federal documents available (*2001-2002 Outcomes Assessment Forms. Library: Federal Document Use*).
- Local citizens use the LeDoux Library as an alternative to local public libraries (*2001-2002 Outcomes Assessment Forms. Library: Community Use*).

These outcomes are evaluated each year as part of the assessment and planning cycle discussed in *Core Requirement 5*. Progress toward each of these outcomes is evaluated annually using a variety of methods. Surveys, circulation statistics, interlibrary loan statistics, online catalog use statistics, and collection statistics are collected and tallied. The information from each of these sources is analyzed in the review process. When a deficiency is identified, appropriate responses are implemented throughout the next year. For example, in 2001-2002, science faculty members requested the addition of several journal subscriptions. In 2002-2003, the library added those journals to the collection. During the 2002-2003, the library assessed and updated the library's collection in radiologic technology as that program prepared for its reaccreditation review.

Learning and Instructional Support

LSUE students and faculty have access to several learning/instructional support services including multimedia, audio-visual, and photocopying services. Support is also provided through instructional laboratories in the following subject areas: chemistry, physics, biology, microbiology, zoology, computer science, nursing, respiratory care, radiologic technology, sonography, and fire science. Physical education facilities as well as art studio and theater facilities support instruction in these areas.

Multimedia, Audio-Visual, and Duplication Services

The faculty and students have access to appropriate multimedia technology and audio-video equipment to support their courses and interests. There are 22 smart classrooms located throughout the campus that are equipped with multimedia podiums that allow faculty to use technology in the classroom. These carts have computers that enable faculty to use presentation software to accompany their classroom activities. Students also use these carts. For example, speech students present visual aids during their speeches using the multimedia carts. The lecture auditoriums in Manuel Hall and the Science Building have large screen video projection equipment that have touch screen technology for faculty use during class lectures. Recently, three televisions connected to video cassette and DVD players have been permanently mounted in Manuel Hall classrooms. In addition, the campus has a compressed video classroom equipped with computers, fax machines, projectors, television monitors, and video recording equipment. This room supports distance education programs and provides a multimedia classroom for instructional use by faculty.

Audio-visual services are available to faculty through the library and division offices. The library has TV/VCR units, tape recorders, slide projectors, and overhead projectors that faculty may use in their classrooms. The library also has an extensive video tape collection for both curricular support and leisure enjoyment. For example, instructional video tapes are available to accompany Math 0001, 0002, 0007, and 1011. Also, academic divisions maintain a variety of equipment to meet specific needs of their respective faculty members. Faculty members teaching at off-campus sites may make arrangements with the Director of Continuing Education for the use of multimedia and audio-visual equipment at their off-campus sites.

Duplication services are available to faculty for instructional and professional needs. Most faculty members have computer printers in their offices. In division offices, computer printers are available as well as other types of duplicating machines. Faculty members also have access to photocopying machines near their offices. Students have access to three photocopiers in the library. The Office of Continuing Education provides duplicating services for off-campus and evening faculty.

Instructional Laboratories

Students and faculty are served by the following instructional laboratories: chemistry, physics, biology, microbiology, nursing, respiratory care, radiologic technology, sonography, fire

science, art, theater, and physical education. Students and faculty use these labs to reinforce classroom lectures. Computer laboratories are discussed separately.

Chemistry and Physics Laboratories

The freshman chemistry lab is well-equipped with fume-hoods, five sinks (including one with hot water), a balance room, a chemical preparation room, and a chemistry storeroom. Safety features include a safety shower, two eye wash stations, fire extinguishers, fire blankets, and several first aid kits. Laboratories are also equipped to support instruction in organic chemistry and physics.

Biology Laboratories

Biology laboratories provide students with “hands on” learning and one to one interaction with the instructor. These laboratories are well equipped with microscopes, models, preserved specimens, prepared microscope slides, computers, and software. The anatomy lab affords the student an opportunity to study the human body using anatomically correct models as well as illustrative posters and diagrams. The models available include human skeletons, muscle mannequins, and disarticulated bones. Posters and diagrams illustrate key anatomical features of the body systems as well as those features which are difficult to view on a model. Life-size torso models feature removable body parts. The student can experience a comprehensive view of anatomy from histological sections of preserved tissues and preserved specimens of mammals. Slides can be projected through a video monitor enabling teacher and students to view the specimen simultaneously.

The physiology lab has 5 computer stations that are networked to a laser printer. A human physiology software package allows the gathering of data for a variety of functions such as respirator volumes, electrocardiograms, and electromyographs to mention only a few. In this lab, students can investigate osmosis and diffusion as well as blood typing and enzymatic reactions. In cell biology, equipment includes a refrigerated centrifuge, refrigerating circulator, and binocular microscopes.

The microbiology lab contains sophisticated laboratory equipment including new mechanical stage microscopes with a 4x to 100x magnification range, a circulator water bath, a purifier for cultures, a Bacti-Cenerator for cleanliness and purity of cultures, and an ultra centrifuge to isolate DNA or RNA. A state of the art autoclave has been recently purchased for the lab as well. It is used for the sterilization of equipment and media used in experiments.

Biology faculty members have research laboratories to provide them with the opportunity as well the equipment to conduct personal research and investigations. They have access to an atomic absorption spectrophotometer, shaking tables for sample agitation, incubation ovens, and a water de-ionization system.

Nursing and Allied Health Laboratories

The Health Technology Building, which opened in the fall of 1997, houses programs in nursing, radiologic technology, respiratory care, and sonography. The 43,700-square-foot facility includes the Office of the Division of Nursing and Allied Health, classrooms, health care laboratories, a 250-seat auditorium with satellite TV connections, a computer laboratory, and an audio-visual laboratory. The nursing and allied health laboratories are designed to provide students with the opportunity to learn about procedures and equipment before entering a hospital clinical setting. The state-of-the-art equipment includes a fully energized radiologic laboratory and a patient simulator that allows sonography students to practice their ultrasound skills in a realistic setting. Students in all four programs do clinical rotations at various hospitals. Nursing, radiologic technology, and respiratory care labs meet the standards of their respective accreditation associations. The sonography program is currently seeking accreditation.

Students also have access to specialized computer software and audio-visual materials to help them review classroom topics or clinical situations. The Division of Nursing and Allied Health publishes a listing of these learning materials in the *Library of Computer Software, Interactive, Videos, Slides, Audio Tapes, Videos with CE Credits* and the *Library of Models/Mannequins/Equipment and Video Tapes*.

Fire Science

The Rural Environmental/Hazardous Materials Training Laboratory supports instruction and learning in fire and forensic science courses. Lab equipment includes a weather station, computers, safety suits, TV/VCR/DVD, environmental testing kits and supplies, microscopes, projection system and screen, computer printer, Smart Board, and hazardous material testing kits and supplies.

Art Studios

Art students enrolled in various drawing, painting, ceramic, and photography courses work in two studios and a darkroom. One studio is used primarily by ceramic students. Students work with clay on large tables and complete ceramic pieces. The studio is fully equipped to mix clay as well. Also, ceramic students have access to a gas kiln, enabling them to fire their ceramic pieces.

Drawing, painting, and photography students work in the second studio. This studio has all the necessary art equipment for students to draw, stretch canvas, and paint. Adjoining the studio is a large patio, where students can draw and paint in natural light. Photography students are introduced to this art form and learn about 35mm and digital cameras. Students have access to a darkroom where they can develop and print their photographs. Funded by a grant, five computers with appropriate software and printer enhance instruction in art courses, especially photography. Also, a computer lab is equipped with software to support instruction in computer art courses.

A tiered lecture hall is located between the two studios. The lecture hall is designed to accommodate audio-visual presentations during lectures. In art history, instructors use an extensive slide collection on great works of art to enhance lecture materials.

Theater Facilities

The 250-seat auditorium located in the Health Technology Building has a stage with professional quality flooring, lights, and light and sound control booth. The auditorium is home to the LSUE Performing Arts Series. The series is funded by a grant and brings artists, musicians, and touring troupes to the campus. The stage and its technical equipment provide a learning environment for theater students as well.

Health and Physical Education Facilities

The Health and Physical Education Building houses facilities that support instruction in health and physical education courses as well as provide recreational activities for faculty, staff, students, and community. These facilities are listed below:

- Heated indoor swimming pool.
- Indoor archery and golf room.
- Weight training and conditioning room with weight machines, treadmills, stair steppers, and other exercise machines.

Other facilities include outdoor tennis courts, a sand volleyball court, and a baseball field.

On the *2002 ACT Student Opinion Survey*, students were satisfied with instructional laboratories, rating them 3.88 (5 point scale), slightly above the national average of 3.85. On the *2003 Faculty Survey*, 17 respondents agreed and 3 strongly agreed that laboratories and equipment were adequate on campus. Only 5 disagreed and 4 were neutral.

Computing Resources

Louisiana State University at Eunice provides computer resources and services to support the educational and administrative functions of the institution. The Office of Information Technology (OIT) provides services as well as user support, training and consulting related to computing, networking, telecommunications, and video conferencing for the University community. The Office of Academic Affairs is responsible for the ultimate allocation, prioritization, and scheduling of instructional technology resources (*P.S. 65: LSUE Administrative Computing Policy*).

Computer Laboratories

LSUE has eleven computer labs located throughout the campus that support instructional programs in the four academic divisions. These labs are available to faculty and students during normal University operating hours. These labs are listed below:

- Manuel Hall 1103: A 24 station, networked computer lab with internet access that allows for collaboration between students and instructor. This lab is often used by composition instructors to teach writing skills and computer literacy.
- Manuel Hall 210: A 15 station computer lab with internet access that supports instruction in the paralegal studies program, criminal justice, and social sciences.
- Manuel Hall 201: A 30 station computer lab with internet access that supports instruction in business and technology courses. Software includes Microsoft Visual Studio and Microsoft Office 2000.
- Manuel Hall 203: A 30 station computer lab with internet access, laser printing, color laser printing, and scanner. The lab supports instruction in business and technology courses.
- Manuel Hall 113: A 30 station computer lab with laser printing, business and technology course related software, and Microsoft Office 2000. The lab has access to the internet.
- Manuel Hall 112: A 30 station computer lab with internet access, laser printing, and Microsoft Office 2000. This lab supports instruction in business and technology.
- Health Technology 205: A 25 station computer lab with internet access, laser printer, scanner and five additional stations supporting video laserdisc applications. The lab supports instruction in the nursing and allied health programs.
- LeDoux Library: A 24 station computer lab with internet access and laser printing. Microsoft Office 2000 and various other software programs are available to support academic courses.
- Science Building 224: A 20 station computer lab with internet access and laser printing. The lab supports instruction in science and mathematics courses.
- Science Building 145: A three station computer lab available to all students on campus. In this lab, students find computerized tutorials in math, English, history, art, and chemistry. Additionally, reference materials are available on CDROM for research. Computer assistance for visually impaired students is available. The lab is part of the Center for Academic Support operated by Student Support Services, a TRIO program.
- Acadian Center 122: An 8 station open access lab located in the student union with internet access and Microsoft Office 2000.

Technology Learning Resources

In addition to computer laboratories, faculty and students have access to various technological resources and services that support instruction and learning at LSUE. These resources and services are listed below:

- A campus-wide wireless network system which allows faculty and students the ability to access LSUE online services as well as the internet from anywhere on campus.
- An Adopt-A-Laptop Program which enables faculty members who are interested in using technology in the classroom to acquire laptop computers. Each laptop is equipped with a wireless network card allowing for complete network access from anywhere on campus. More than one-third of LSUE's full-time faculty participate in this program.
- 22 Smart Classrooms are located throughout the campus equipped with multi-media podiums that allow faculty to effectively use technology in the classroom. The carts have

video projection capability for small or large group viewing. Manuel Hall and the Science Building lecture auditoriums are both equipped with video projectors that have touch screen technology.

- The *my.LSUE FirstClass* system enables faculty members to create online course materials for their courses. Students can easily access these materials on campus or at home through their *my.LSUE* accounts. The system also allows the faculty member and student to exchange messages. It should be noted that the *FirstClass* system will be phased out and replaced by *Blackboard* as the platform for online class materials.
- Faculty members have access to two mobile laptop carts for instruction. Each cart has twenty-five laptop computers with wireless access to the internet and the LSUE network.
- Students have access to *SMARTHINKING*, an online tutoring service offered free of charge to LSUE students. Tutoring and assistance are available 24 hours a day, seven days a week for courses in English, mathematics, accounting, chemistry, and economics.
- Computers have been placed at the Wackenhut Correctional Facility where LSUE offers courses leading to an associate degree in criminal justice to facility employees. These computers support instruction and learning for the off-campus program.

Students and faculty have indicated a high level of satisfaction with computing services. Students rated services 4.47 compared to the 4.18 national average (*2002 ACT Student Opinion Survey*). Responding to the *2003 Faculty Survey*, 83% of the faculty agreed or strongly agreed that computer equipment in the labs and offices meet their needs.

Student Development Services

Student development services are provided through the Office of Students Affairs, which offers services and activities to aid in the student's total development: personal, social, physical, and intellectual. These responsibilities are administered by the Vice Chancellor for Student Affairs. Specific services are detailed in *Educational Programs Standard 30* including orientation, counseling, Student Government Association, student activities and organizations, scholarships, financial aid, student housing, health services, publications, career development, and campus security. This section focuses upon services provided by the Office of Academic Assistance and the academic advising system.

Office of Academic Assistance

The Office of Academic Assistance supplements the services offered to LSUE students by the Office of Student Affairs. It houses two federally funded TRIO programs: Student Support Services and Project Upward Bound, a program to prepare high school students for post-secondary education. The Office of Academic Assistance is headed by a director who reports to the Vice Chancellor for Academic Affairs and serves on the Academic Council. The staff of Student Support Services consists of a transfer counselor, an academic support specialist, a college resource specialist, a coordinator of the tutorial center, and a coordinator of accommodated services. Several of the staff members also serve as academic advisors for developmental students (*Roster of Academic Assistance Staff*).

Student Support Services is funded by the U.S. Department of Education through a grant that, for the 2003-2004 fiscal year, is \$406,606 (*Grant Award Notification*). Project Upward Bound was funded for \$328,133 for fiscal year 2003-2004 (*Grant Award Notification*). Students must meet specific criteria as mandated by the U.S. Department of Education in order to be eligible for the Student Support Services program. In program year 2001-2002, the program served a total of 469 participants, including 67 students with disabilities who received accommodated services (*Student Support Services Annual Performance Report*).

Student Support Services provides participants with numerous services to help them be successful college students. These services include personal and academic counseling, peer tutoring, accommodated services for students with disabilities, typing services, computer laboratory, and college success workshops (*Student Support Services web page*). Peer tutoring, the computer laboratory, and the college success workshops are open to all LSUE students. LSUE peer tutors are trained by professional staff members and have at their disposal reference books and CD-ROM's, textbooks, and solution manuals that can be utilized during the tutoring sessions. Weekend tutoring is available on an as-needed basis. Tutorial and child care services are also available to students who attend evening classes in Opelousas, Louisiana.

Another support service coordinated through Student Support Services is the Supplemental Instruction (SI) Program. This nationally recognized support learning resource helps students in historically difficult classes master course content while they develop and integrate learning and study strategies. Supplemental instruction is presented to participating students in guided study sessions that meet three times a week and is conducted by a trained SI Leader. SI Leaders are students who have excelled in the particular class and who possess strong leadership traits.

Academic Advising Services

Louisiana State University at Eunice provides faculty advisors for all students. Certain faculty members are designated as academic advisors in specific areas in each of the four divisions. Additionally, professional staff members in the Office of Student Affairs and Student Support Services serve as academic advisors. Students are assigned an advisor during the admission process based upon their declared academic major and/or associate degree program.

The *Faculty Advisor's Handbook* and the *my.LSUE* online registration system contain materials to assist faculty advisors in fulfilling their academic advising responsibilities. The handbook includes general scheduling guidelines, a "how to" guide to the *my.LSUE* system, policies and procedures for "audits" and the "pass/fail option," and curriculum and advisor change procedures. It also contains course equivalency agreements with the University of Louisiana at Lafayette and McNeese State University.

With the introduction of the *my.LSUE* online registration system, faculty advisors have electronic access to advising resources and information. The advising screen allows viewing of a student's ACT scores, transcripts, academic status, classification, degree and major, fee statement, registration messages, and anticipated graduation date. Other services include links to advisee lists, the Louisiana Public Higher Education General Education Articulation Matrix, and the

course catalog. The system also allows faculty advisors to send e-mail messages to their advisees and receive e-mail updates on their advisee's transactions on the registration system.

Technology has greatly changed the advising and registration process at LSUE since its last reaccreditation nearly ten years ago. The institution recognizes the need for revision of its academic advising process with faculty and student surveys corroborating the need for such a revision. LSUE is preparing a Strategic Enrollment Plan with assistance from Noel-Levitz enrollment management consultants. As part of the plan, a key retention strategy is to revise the advising system to enhance retention rates and to improve faculty and student satisfaction with the academic advising (*Goal 1: Strategy 2, Retention Action Plan*). Furthermore, as part of its Quality Enhancement Plan, the institution is restructuring its developmental education program, including the advising of developmental students (*Core Requirement 12*).

Electronic Learning

The Office of Continuing Education ensures that appropriate instructional support is provided to various remote locations for LSUE faculty and students. Additionally, as discussed in *Educational Programs: Comprehensive Standards 2 and 14*, the Office of Continuing Education with support from OIT serves as the center for electronic learning on the LSUE campus. Continuing Education oversees the scheduling and use of the compressed video lab. The Assistant to the Director of Continuing Education serves as the contact person for providing electronic resources and training for faculty and students. To ensure proper administration, development, and assessment of distance education, especially electronic learning, a campus committee has drafted a proposed policy on distance education. The policy will be brought forth for final approval during the 2003-2004 academic year (*Proposed Electronic Learning Policies and Procedures*).

Note: The links below for 2001-2002 Outcomes Assessment Forms will access documents containing all forms.

Source	HC	Electronic	URL
2003 Faculty Survey	X		http://irdev.lsue.edu:8001/surveys.html
2003 Staff Survey	X		http://irdev.lsue.edu:8001/surveys.html
LSUE ilink, Reserve Desk	X		http://lsue.louislibraries.org/
2002 LSUE Fact Book	X	X	
Library Liaisons To Academic Departments	X	X	
2003-2004 Library Budget Requests	X	X	
LOUIS: The Louisiana Library Network			http://louislibraries.org

LALINC Agreement for Reciprocal Borrowing; LALINC Reciprocal Borrowing CHART	X	<u>X</u>	
Educational Programs: Comprehensive Standard 27	X	X	
2002 ACT Student Opinion Survey	X	<u>X</u>	
2001-2002 Outcomes Assessment Forms. Library: Provide Adequate Resources and Services	X	<u>X</u>	
2001-2002 Outcomes Assessment Forms. Library: Provide Adequate Staff	X	<u>X</u>	
2001-2002 Outcomes Assessment Forms: Library: Automation	X	<u>X</u>	
2001-2002 Outcomes Assessment Forms. Library: Lifetime Users and Learners	X	<u>X</u>	
2001-2002 Outcomes Assessment Forms. Library: Federal Document Use	X	<u>X</u>	
2001-2002 Outcomes Assessment Forms. Library: Community Use	X	<u>X</u>	
Core Requirement 5	X	X	

Library of Computer Software, Interactive Videos, Slides, Audio Tapes, Videos with CE Credits; Library of Models/ Mannequins/ Equipment and Video Tapes	X	X	
P.S. 65: Administrative Computing Policy	X	X	
SMARTHINKING			http://www.smarthinking.com
Student Affairs and Services: Comprehensive Standard 30	X	X	
Roster of Academic Assistance Staff	X	X	
Student Support Services Grant Award Notification	X	X	
Project Upward Bound Grant Award Notification	X	X	
Student Support Services Annual Performance Report	X	X	
Student Support Services			http://www.lsue.edu/stuspt/SSSWEB.htm
Faculty Advisor's Handbook, available in the Office of Academic Affairs	X		
my.LSUE			http://www.lsue.edu/it/
Retention Action Plan, Goal 1: Strategy 2	X	X	
Core Requirement 12	X	X	
Educational Programs: Comprehensive Standard 2	X	X	

Educational Programs: Comprehensive Standard 14	X	X	
Proposed Electronic Learning Policies and Procedures	X	<u>X</u>	

Programs

LIBRARY AND OTHER LEARNING RESOURCES

26. *The institution ensures that users have access to regular and timely instruction in the use of the library and other learning/information resources.*

JUDGMENT OF COMPLIANCE:

- Compliance
 Partial Compliance
 Non-compliance

STATEMENT OF RATIONALE FOR JUDGMENT OF COMPLIANCE

The library's mission is to provide informational resources to students and faculty while recognizing the varying levels of information literacy of individuals. The library teaches information literacy and encourages self-sufficiency in locating, critically evaluating, and utilizing the library's materials with the goal of promoting life-long learning skills (*LeDoux Library Mission Statement*).

Information on library and information services is presented to users in several ways. The library is a designated stop on the tours of incoming freshmen, and librarians speak each semester at various student orientation programs. Faculty members often invite librarians to their classes at appropriate times during the semester for individualized bibliographic instruction sessions on the use of library resources. In academic year 2001-2002, 56 classes and 903 students participated in bibliographic instruction sessions (*2001-2002 Outcomes Assessment Forms: Library, Lifetime Users and Learners*). The bibliographic sessions are also available to off-campus and evening faculty members. In academic year 2002-2003, three such presentations were made to off-campus classes, including two classes that chose to meet on Saturday in the LeDoux Library for that class session. At these sessions, students receive customized resource guides for the particular course. As examples, resource guides for English 1003, Honors English Composition, and Radiologic Technology 2036, Radiographic Pathology are provided in this report (*Resources Guide: English 1003; Resources Guide: Radiologic Technology 2036*). Members of the library staff periodically host workshops on new online features available to library users. One such workshop for faculty and staff is scheduled for August 20, 2003.

The library prepares a variety of published materials available to all library users. These describe library services and resources and are distributed at freshmen orientation, at new faculty and staff orientations, and at the part-time faculty workshop and are available in the Office of the Director of the Library (*Handbook for Part-time Faculty*). The library also regularly sends e-mail messages to the campus community updating it on library and information tools.

A librarian is available during the hours that the library is open to assist users. Librarians are available by telephone or e-mail to answer user questions, and users are encouraged to call or e-mail librarians if they are having problems navigating electronic resources. As an additional

service, a computer lab attendant is on duty to assist computer lab users with library information or computer related questions. In the *2003 Annual Faculty Survey*, 83% of the respondents agreed or strongly agreed that library resources and services were adequate.

While the LeDoux Library staff uses a variety of methods to provide timely and regular instruction in the use of library resources, a review of assessment strategies has revealed that there is no instrument to measure the effectiveness of bibliographic instruction. Accordingly, the library staff will test a survey instrument during the Summer 2003 session and implement it in the subsequent fall semester (*Library Instruction Evaluation Form*).

As stated in *P.S. 65: Administrative Computing Policy*, the Office of Information Technology (OIT) is to provide “services as well as user support, training and consulting related to computing, networking, telecommunications, and video conferencing to the LSUE community.” Accordingly, OIT periodically offers workshops and online instruction for faculty and staff on electronic resources available to them on their desktop and home computer. For example, tutorial sessions were held July 9, 16, and 23, 2003 for faculty and staff on the new Outlook e-mail system (*Memorandum from Jason Joubert, July 7, 2003*). OIT also offers instruction sessions for new faculty advisors to prepare them to use the online registration system. Online sources of instruction for faculty, staff, and students include “my.LSUE FAQ for Faculty and Staff,” “my.LSUE Instructions for Advisors,” and “my.LSUE Brochure for Students” (*my.LSUE: Anytime/Anywhere Access to Campus Services*). OIT is also responsible for training computer lab attendants who are employed by that office. These students can access an electronic site that includes training information, troubleshooting information and forms (*OIT Lab Assistant Page*).

New students are provided information on the my.LSUE Registration System in various ways. Early registration seminars to orient new freshmen to the registration process are held during the early registration period. The most recent seminars were held twice a day on April 30, May 1, and May 2, 2003 (*LSUE Bulletin, Summer and Fall 2003*, p. 19). OIT provides students with a brochure on the my.LSUE registration system when they are issued their ID and PIN numbers, and the *LSUE Bulletin* includes a page of instructions on the system (p. 41). Lastly, faculty advisors assist students in using the registration system.

The Office of Continuing Education, with technological support from OIT, serves as the campus center for electronic learning. The Assistant to the Director of Continuing Education, added to the staff in Summer 2003, administers LSUE’s Blackboard system and manages compressed video facilities. This staff member is directed to promote Blackboard use and training and to provide electronic learning resources for faculty and students campus wide. Blackboard orientation sessions for faculty and staff were scheduled for July 24, 2003, and August 21, 2003 (*Memorandum from Dustin Hebert, July 9, 2003*).

Note: The link below for 2001-2002 Outcomes Assessment Forms will access a document containing all forms.

Source	HC	Electronic	URL
LeDoux Library Mission Statement	X	X	
2001-2002 Outcomes Assessment Forms: Library, Lifetime Users and Learners	X	X	
Resources Guide, English 1003	X	X	
Resources Guide, Radiologic Technology 2036	X	X	
Handbook for Part-time Faculty	X	X	
iLink Overview	X	X	
2003 Faculty Survey	X		http://irdev.lsue.edu:8001/surveys.html
Library Instruction Evaluation Form	X	X	
P.S. 65: Administrative Computing Policy	X	X	
Memorandum from Jason Joubert, July 7, 2003	X	X	
my.LSUE: Anytime/Anywhere Access to Campus Services			http://www.lsue.edu/it/page4.html
OIT Lab Assistant Page			http://ioliver.lsue.edu
LSUE Bulletin: Summer and Fall 2003	X	X	
Memorandum from Dustin Hebert, July 9, 2003	X	X	

Programs

LIBRARY AND OTHER LEARNING RESOURCES

27. *The institution provides a sufficient number of qualified staff – with appropriate education or experiences both in library or other learning/information resources – to accomplish the mission of the institution.*

JUDGMENT OF COMPLIANCE:

- Compliance
 Partial Compliance
 Non-compliance

STATEMENT OF RATIONALE FOR JUDGMENT OF COMPLIANCE

The LeDoux Library is staffed by three professional librarians who hold graduate degrees from American Library Association (ALA) accredited library schools. The library support staff is comprised of an administrative secretary, two paraprofessionals with the Civil Service title of Library Specialist 3, and one Library Specialist 2 (*Roster of Library Staff*). In addition to the full-time librarians and staff, there are six student assistants who work primarily in the library and three student assistants assigned to the library's computer laboratory.

Librarians and support staff regularly participate in professional development activities. All library staff members are encouraged to attend state and national conferences and workshops to increase their knowledge and enhance their skills in their respective areas. For example, the reference librarian regularly attends database searching workshops and other relevant conferences; the circulation library specialist 3 attended numerous workshops on SIRSI Unicorn, the library's new Library Manager Client Software; and the cataloging specialist 3 participates in extensive cataloging workshops, as well as numerous training sessions for implementation of the SIRSI Unicorn System (*Roster of Library Staff*). The library annually reports continuing education and professional development activities in its outcome assessment and annual report (*2001-2002 Outcomes Assessment Forms, Library: Provide Adequate Staff*.)

Librarians have academic ranks and status equivalent to those of faculty and are active in faculty governance (*LSU Board of Supervisors Bylaws and Regulations*). Additionally, LSU System and LSUE policies regarding tenure and promotion are applicable to librarians (*P.S. 12: Recruitment, Retention, Promotion, Tenure, and Evaluation of Faculty Members, p.4*).

As of fall 2002, the number of staff in the library is consistent with guidelines set forth by the *Association of College and Research Libraries' Standards for Community, Junior and Technical College Learning Resource Programs* for institutions with a FTE enrollment of 1,000-2,999. The ACRL guideline recommends that a campus the size of LSUE should have at least one administrator and three professional librarians. Currently, the library has three librarians, one of whom also serves as the library director. In response to enrollment growth, the library has hired extra student assistants to assist with the additional workload. Should LSUE's student

enrollment continue to grow, library staffing levels and hours of service will need to be carefully re-evaluated.

Assessment data indicate a high level of satisfaction with the library staff and services. In the most recent faculty survey, eighty-three percent of the respondents agreed or strongly agree that library resources and services were adequate, and ninety-three percent found the staff helpful (*2003 Annual Faculty Survey*). Similarly, in the staff survey, ninety-six percent of the respondents agreed that library resources and services were adequate, and ninety-two percent found the library staff helpful (*2003 Annual Staff Survey*). Students were also very satisfied with the library, rating library services 4.43 (on a 5.0 scale) compared to the national average of 4.07 (*2002 ACT Student Opinion Survey Results*).

Information on the number and the qualifications of staff in other units that support learning/information resources is found in *Library and Other Learning Resources: Comprehensive Standard 25* and *Student Affairs and Services: Comprehensive Standard 30*.

Note: The link below for 2001-2002 Outcomes Assessment Forms will access documents containing all forms.

Source	HC	Electronic	URL
Roster of Library Staff	X	X	
2001-2002 Outcomes Assessment Forms, Library: Provide Adequate Staff	X	X	
LSU Board of Supervisors Bylaws and Regulations, Chapter II, Section 2-6	X	X	
P.S. 12: Recruitment, Retention, Promotion, Tenure, and Evaluation of Faculty Members	X	X	
ACRL Standards for Community, Junior, and Technical College Learning Resource Programs, also available in the LeDoux Library	X		http://www.ala.org/ContentStandards_and_Guidelines/Standards_and_Guidelines.htm
2003 Faculty Survey	X		http://irdev.lsu.edu:8001/surveys.html

2003 Staff Survey	X		http://irdev.lsue.edu:8001/surveys.html
2002 ACT Student Opinion Survey	X	<u>X</u>	