Outcome:
As a result of using the library's research consultation service students will indicate an increase in their research skills, as well as increased confidence about their ability to conduct research.

Assessment Measure:
Project Outcome survey for instruction: 4 likert-scale questions, and 2 open-ended questions. The text of the questions was modified to suit the research consultation model.

Note: our decision to use Project Outcome was determined by a preference for comparing results to those of other universities. It also led to the elimination of demographic questions, since PO allows only limited modification to their standard surveys.

Assessment Timeline:

- Summer 2021: Choose instrument, design survey questions.
- September –December 2021: Administer survey, analyze data.

Assessment Results:
A brief summary of assessment results, analysis of results, and key findings is provided below:
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A total of 37 responses were collected. 97% (all respondents but 1) responded that they learned something new to help with their research, and 95% indicated they intended to apply their new skills to their research. In both categories responses averaged out at 0.1 higher than other Carnegie class institutions, and 0.2-0.3 higher than the national average. 94% indicated they felt more confident about their ability to conduct research, and 92% reported greater awareness of the library's resources and services. These numbers were identical to scores from our Carnegie peers, whole 0.1-0.2 points above the national average. Finally, 23 students responded to one or both open-ended questions. The majority of their responses were positive feedback for services provided by the library: students commented on the accessibility of the appointment process, the positive reinforcement by the librarians, and the overall value of individualized assistance.

The numbers generated by this survey provide confirmation of the overall effectiveness of the research consultation service when it comes to affective categories. Students feel the service is beneficial to their levels of knowledge and confidence. The results also place us in step with (or very slightly ahead of) our peers.

The librarians reviewed survey results, and decided not to continue the survey in 2022. We felt these responses, gathered during our traditionally most busy time, were a good representative sample.

For complete findings and full text of the open-ended questions, see our report from Project Outcome.

Use of Assessment Results for Improvement:
A summary of how the unit used the information gathered from assessment activities to make program improvements is provided below:

No action items were derived from this years' process.

Supporting Documents:
(Include only if needed. Supporting documents related to assessment of this outcome should be listed below and included in attachment form. Label documents clearly e.g. "Alumnae Relations Reunion Satisfaction Survey Summer 2013." Acceptable formats: .doc, .pdf, .ppt, .xls)

Report from Project Outcome: Project Outcome – Overview_Jan2022.pdf

Hollins University - Wyndham Robertson Library
Survey Results and Implications

REPORT INFORMATION
Topic: Research
Program: Research Consultation 2021-22
Date Range: Programs 09/01/2021 to 05/16/2022

HOLLINS UNIVERSITY - WYNDHAM ROBERTSON LIBRARY SURVEY WORK

Hollins University - Wyndham Robertson Library staff distributed surveys to program participants to collect data and insights about how their research services and programs support user needs. Hollins University - Wyndham Robertson Library surveyed patrons using the Project Outcome Research Survey, which measures the impact of services designed to improve research skills and help researchers succeed. A total of **37** survey responses were collected.

Results

A total of **37** survey responses were collected. Of the patrons surveyed, the following percentages either agreed or strongly agreed that they benefited from the program or service:
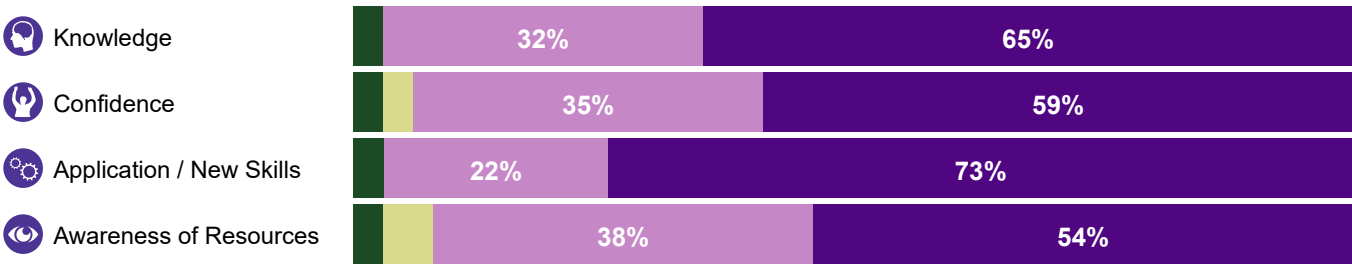
97% learned something new to help with their research

95% intend to apply what they learned to their research

94% felt more confident about their ability to conduct research

92% 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%)*

Knowledge	32%	65%
Confidence	35%	59%
Application / New Skills	22%	73%
Awareness of Resources	38%	54%

SCORING: ■ Strongly Disagree ■ Disagree ■ Neither ■ Agree ■ Strongly Agree

✔ Selected Criteria Average   ### 📊 Research Topic Averages

	Selected Criteria Average	Research Topic Averages			
	Library	Library	Carnegie	National	Total
Knowledge	4.6	4.6	4.5	4.4	4.4
Confidence	4.5	4.5	4.5	4.3	4.3
Application / New Skills	4.7	4.7	4.6	4.4	4.4
Awareness of Resources	4.4	4.4	4.4	4.3	4.3

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

Survey topic averages represent all data under the survey topic and type. Selected criteria average represents data under any additional criteria applied to the report, such as date range, program or survey name.

project | **OUTCOME**
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IMPACT OF LIBRARIES

A total of **37** survey responses were collected across **1** surveys. The list of programs surveyed are shown in the table below.

Program Name	Survey Name	Attendance	Response Rate
Research Consultation 2021-22 - 9/1/2021	Research Consultation 2021-22	0	

Additional Survey Information

The library also asked the following questions:

1. What did you like most about this research service?
2. What else could the library do to help you with your research?

About the Surveys

The Project Outcome for Academic Libraries surveys were developed by a Task Force of the Association of College and Research Libraries, a division of the American Library Association. The surveys are designed to help libraries measure the outcomes of programs and services and the impact they have on patrons. The results are intended to show a direction of change, not rigorous statistical proof of change. To learn more about Project Outcome for Academic Libraries, visit acrl.projectoutcome.org (https://acrl.projectoutcome.org).

Open-Ended Responses

Open-ended responses are listed in chronological order and grouped by survey and then by question.

Research Consultation 2021-22

1. What did you like most about this research service?

- I was able to find better keywords to search for the materials I needed.
- Luke is so helpful and friendly.
- it was easy to understand and luke was a great help
- How easy it is to make an appointment and how helpful and enthusiastic they were to help me.
- I liked how Maryke listened to my actual problem about writing and helped me on my papers. I also liked how she suggested me to read and immediately write about it instead of reading a whole text and write it later. I found that helpful.
- Where to navigate the resources provided through the Hollins database.
- I got direct support in doing the research itself, it helped me figure out what I keywords I needed and where to look.
- The librarian is so positive and she guided me on which sources are better in giving more information on my research. She was so patient and took her time going through my sources and advising me on how to utilize them.
- Luke was very helpful. He listened to what I needed and was able to find many useful resources I didn't even know we had.
- Being able to narrow my research focus!
- I'm glad I was able to scan works out of a book for my presentation. Thank you so much!
- Kindness and great help
- I liked that the person who helped me was easy to talk to. She also gave great advice.
- The one-on-one conversation!
- how accessible it is
- I liked the support :)
- I liked being able to get help with finding more sources.
- The help Maryka gave me and the extra articles she Sent to me.
- That there is always someone to reach out to when I'm feeling a little overwhelmed with my projects.
- They made helping me personalized not just a general information session.
- The research appointment helped me identify where I was going wrong in my searching of the databases, and gave me some good strategies to help me find appropriate articles for my thesis.
- Going through the resoucres together were useful as I was able to grasp fresh perspectives.

- During my consultation with Luke, I liked that he was able to recognize where I was in the process of starting my research and offered suggestions and advice that would help me find more clarity on what I want to do moving forward.

2. What else could the library do to help you with your research?

-
- Maybe more free data sources such as the Statista or FRED subscription
- n/a
- was my first meeting and got what i need to get.
- N/A
- I might come back to find more sources from the list, but my question is mostly answered.
- I can't think of anything else that could help, since everything is pretty good already.
- Any other sources that could be useful, if we have them
- I'm not sure.
- It seems to do great in what it is doing right now!
- idk you're doing good tho
- Nothing i can think of as of now
- n/a
- Nothing that I'm aware. I know I can contact her when I have a question or a problem.
- Some highly visible links to help with specific research techniques (ex: boolean expressions etc) could be useful. I am sure there is probably a resource somewhere on the library's site, but the point is that I don't know where to find it.
- maybe some workshops on how to get started on finding a research topic
- I think they are doing great, everyone is so kind, helpful and passionate about helping us. The service is commendable.

Please take a few moments to give us feedback on your research consultation. All questions are optional, and your responses are anonymous. Thank you!

1. I learned something new that will help me with my research.

    Strongly Disagree   Disagree   Neither   Agree   Strongly Agree   N/A

2. I feel more confident about my ability to conduct my research.

    Strongly Disagree   Disagree   Neither   Agree   Strongly Agree   N/A

3. I intend to apply what I learned to my research.

    Strongly Disagree   Disagree   Neither   Agree   Strongly Agree   N/A

4. I am more aware of the library's resources and services.

    Strongly Disagree   Disagree   Neither   Agree   Strongly Agree   N/A

5. What did you like most about this research service?

6. What else could the library do to help you with your research?

Location: Hollins University