

Students' Information Literacy Skills

University Library

Step 1: Student Learning Outcome

First Year Experience (FYE) students enrolled in University 100 courses will demonstrate proficiency using library services and tools to understand basic research practices by completing five online tutorials.

Step 2: Methods and Measures

The outcome aligns with Undergraduate Learning Goal #1 (ULG-01) and with CSUF Strategic Plan Goal #2: Strategy #1 (SPG-02) with its efforts to partner cross-divisionally with the First Year Experience program and support students beginning their academic career with foundational knowledge of basic information literacy skills and library services and resources that will bolster their academic success.

Students enrolled in University 100 courses complete five online library tutorials and answer basic information literacy questions. Tutorials address common knowledge students should have on using resources and doing basic research. Areas assessed include; basics of APA citation, finding books and media, getting library help, awareness of services and collections, and locating articles using a database.

Step 3: Criteria for Success

Students will achieve an average score of 90 out of 100 points per tutorial with an overall average of 450 out of 500.

Step 4: Results

Library tutorials were embedded in Canvas course shells for all University 100 classes. A total of 248 students were assigned to complete the tutorials. The five tutorial scores and overall total scores were collected using Canvas' internal grading system. Each tutorial was graded out of 100 possible points with 500 total points possible for completing all five library tutorials.

The FYE student overall total average score for all five of the library tutorials was 291 points, which did not meet the SLO criteria for success.

The individual tutorial averaged scores were:

- Basics of APA = 25 points
- Finding Books and Media = 62 points
- Get Library Help = 63 points
- Services and Collections = 62 points
- Finding Articles & Databases = 80 points

The scores were fairly low, showing much room for improvement to reach the average 90-point proficiency level in the tutorial topics for the criteria for success.

A significant reason the scores were lower than expected were due to a high level of students not taking or completing the tutorials with nearly 31% or 77 students scoring less than 100 total points. FYE instructors were advised to incorporate the tutorials into their University 100 classes, however, it was not mandatory, which may have affected participation. Additional limitations may have arisen from difficulties of teaching online during COVID, with no in-person instruction or interaction from the library.

Step 5: Improvement Actions

Re-examine how and when information literacy and general library tutorials are delivered to students: whether faculty assign these digital learning objects, at which point in the semester, and other considerations such as the grade weight of online assignments of this nature and potential attendance of related synchronous library instruction sessions. Investigate and potentially implement new software and learning object platforms to better engage with learners.