

## CCSF Library and Learning Resources Academic Service Area SSO Plan: 2015-2018

The Library and Learning Resources department follows the CCSF assessment process as documented on the [Outcomes Assessment Reporting website](#).

The department's Assessment Team coordinates and monitors assessment activities. Assessment reports are filed through [CurricUNET](#), under the heading Academic and Student Service Area SSO and SLO Assessment.

The chart below shows the plan for reporting on SSO Outcomes 1-3. Follow the link for the department's plan for reporting on Outcome 4.

Outcome	Assessment	Fall 15	Spring 16	Fall 16	Spring 17	Fall 17	Spring 18
<b>1) Students will receive accurate, professional, and timely support and assistance through our service points.</b>	-assessment of transit/requests		X		X		
	-reference services assessment					X	
	-student assessment survey						X
<b>2) All CCSF students, regardless of location will be able to access library resources and facilities sufficient to meet their academic needs.</b>	-assessment of open hours/staffing	X	X	X	X	X	X
	-assessment of student achievement at Evans (Library opened Fall 2015)			X			
<b>3) Students will be able to meet their academic needs through use of high quality library collections and other resources.</b>	-assessment of outsourcing of cataloging/processing				X		X
	-assessment of library reserves equity project		X				
	-correlation of circulation with student achievement			X		X	
<b>4) Students who receive library instruction demonstrate information competency through effectively acquiring, interpreting, critically evaluating and ethically applying information for academic and personal enrichment goals.</b>	See LLR Instructional Services Assessment Plan <a href="http://www.ccsf.edu/dam/Organizational_Assets/Department/library/Assessment/15FA_IC_plan.pdf">http://www.ccsf.edu/dam/Organizational_Assets/Department/library/Assessment/15FA_IC_plan.pdf</a>						