A ‘Culture of Assessment’ Planning Toolkit: Blueprints to Organically Grow Assessment Capacity and Support

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NEW ASSESSMENT COORDINATOR NEW OPPORTUNITIES

A well-rounded Culture of Assessment was crucial for success.

The new position provided opportunities to explore a wide range of prescribed and organically grown assessment initiatives.

The primary goal was to build assessment capacity and support, and break down silos that caused communication to collapse.

MAJOR CONSIDERATIONS

TECHNICAL INFRASTRUCTURE VS HUMAN RESOURCE DEVELOPMENT

A robust technical infrastructure is necessary to ensure colleagues have the appropriate tools at their disposal.

An effective Assessment Coordinator gives people choices and tools, helps them use those tools to do good work, and assists them in sharing their stories, whether the stories turn out well or not.

A Culture of Assessment was initiatives that

1. helped them with guidance from the Assessment Coordinator.
2. offered useful data for scholarly communication.
3. supported the rest of the Library, as well as assisting with assessment of Library-wide or campus-wide services to campus departments.
4. assisted with communication of assessment results.

NEW OPPORTUNITIES

- Site-wide assessment and tracking gaps in our services to campus departments.
- Gaining buy-in from all stakeholders with an intimidating-looking template.
- Reinforcing the notion that difficulties and failures with the template may happen, and this is okay.
- Organically grown

- A human need component to building a culture organically.

- Additional software is not the only piece of building a culture of assessment, if you want the institution to get better results with assessment, you have to help your professionals change their practice, too.

- An annual, site-wide assessment of the Library's performance at the start of the academic year, conducted by the Library Assessment Committee.

- An advisory committee that oversees the Assessment Coordinator with updates and initiatives to the rest of the Library, as well as assisting with assessment of Library-wide or campus-wide services to campus departments.

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BENEFITS

- Big-picture assessment is visualized, as is goal connection to library and campus priorities.

- Annual reports from the template provide tangible impact demonstration for campus administration.

- Unit assessment silos are deconstructed as they begin to communicate and connect projects across their divisions.

- Assessment capacity and support increases as all involved become more mindful of demonstrating impact through assessment.

CHALLENGES

- Divergent divisional approaches to utilizing the template.

- Gaining buy-in from all stakeholders with an intimidating-looking template.

- Addressing varying stakeholder needs in one homogenized template.

- Reinforcing the notion that difficulties and failures with the template may happen, and this is okay.

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