



common threads of
healthy discontent
about assessment



Library Instruction West 2016



LILAC 2017



common threads of
healthy discontent
about assessment



Library Instruction West 2016

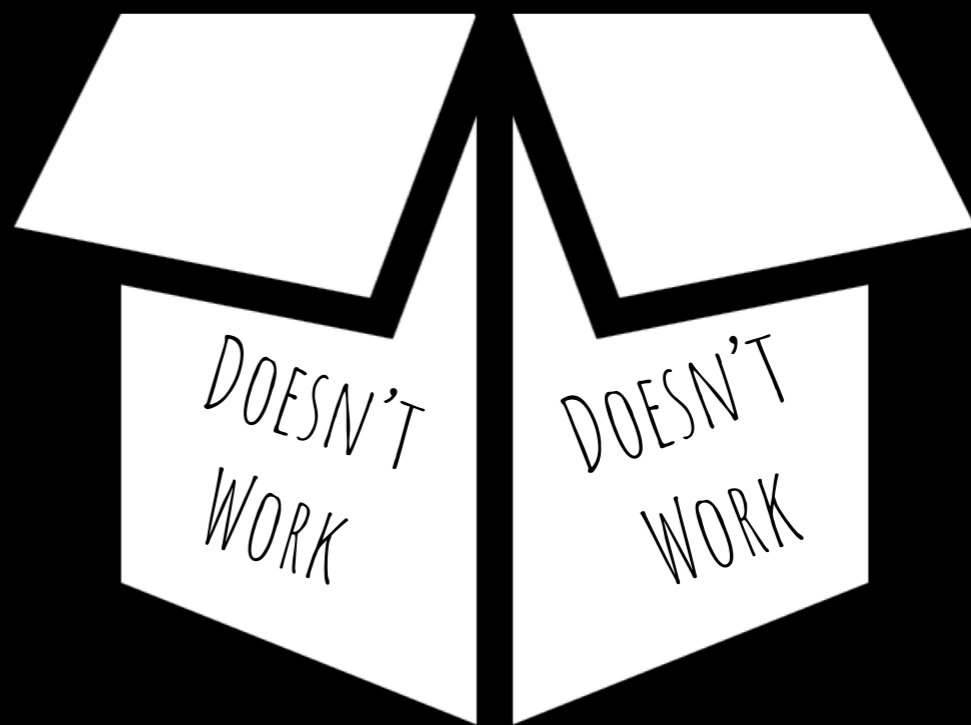
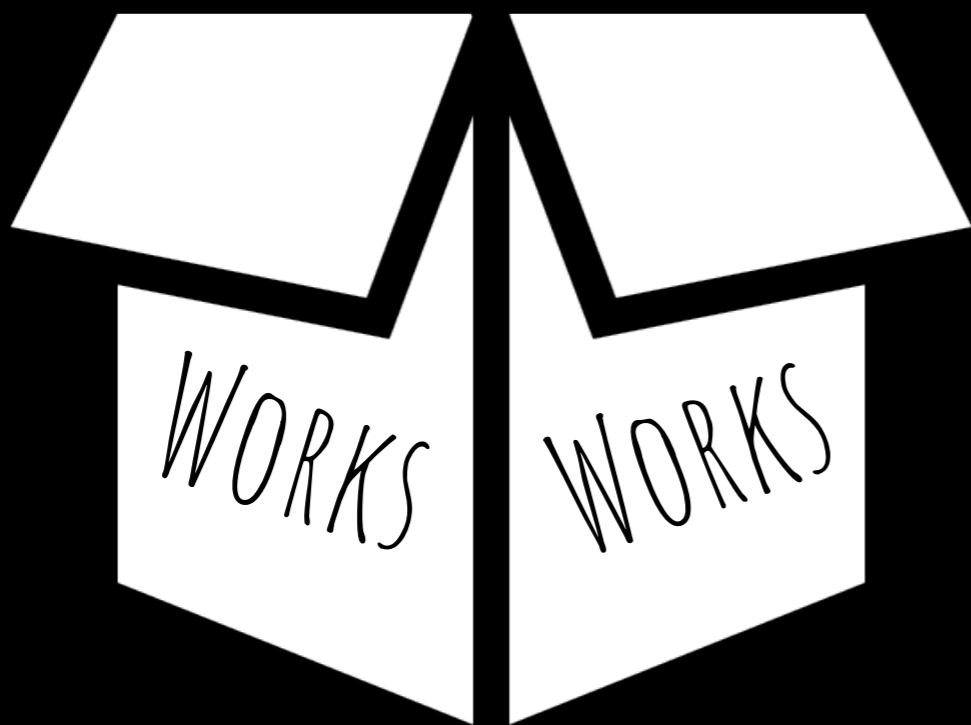


LILAC 2017

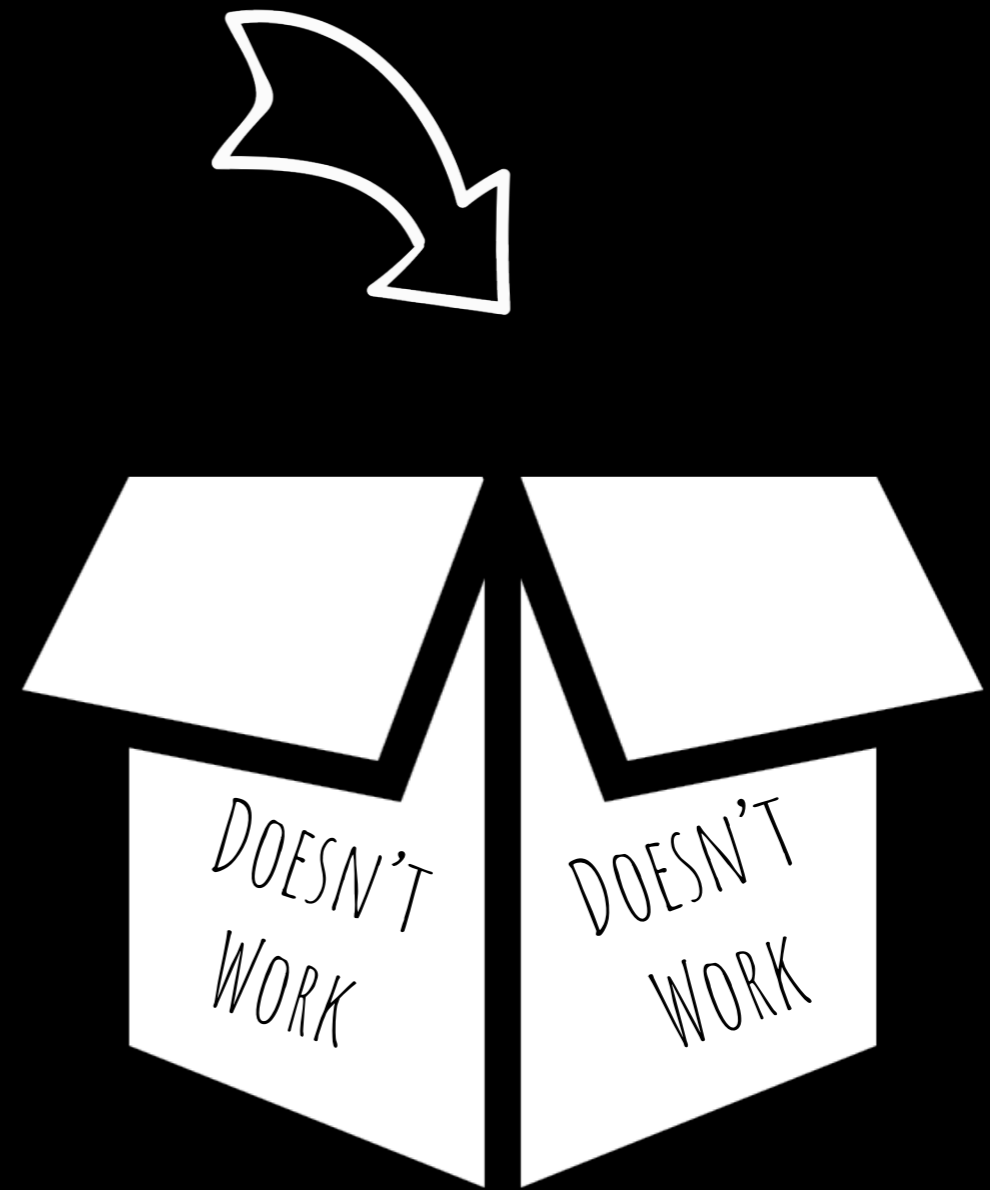
“WE NEED TO DECIDE
WHAT WORKS
AND WHAT DOESN'T WORK.”

DO WE?

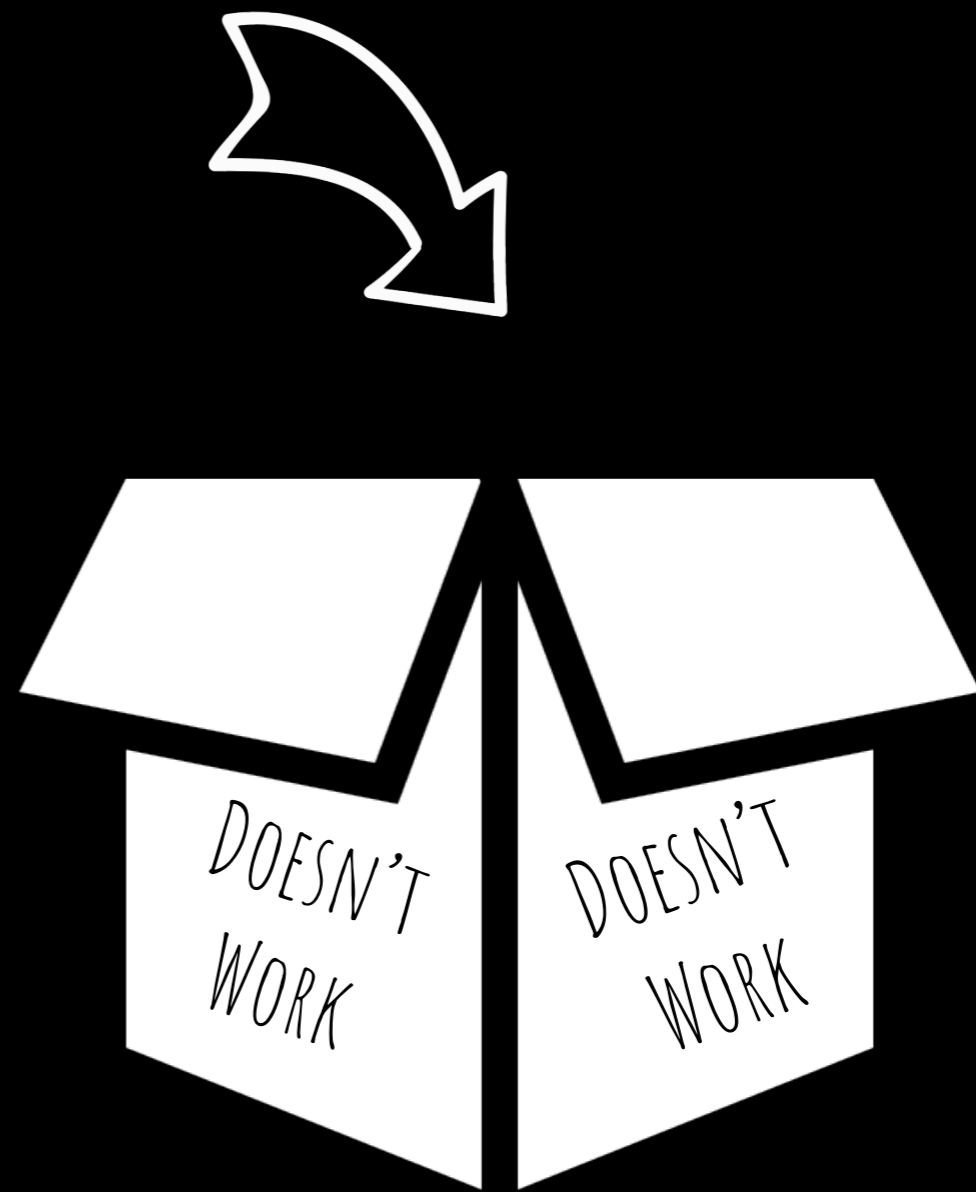
DO WE NEED TO BE
SO DUALISTIC?



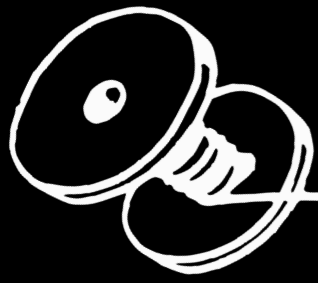
WE HAVE TO INVEST
SIGNIFICANT ENERGY
IN MAKING SURE
NOTHING WE DO EVER
ENDS UP IN THE
WRONG BOX.



THE BOX MINDSET
STIFLES CREATIVITY,
DISCOURAGES RISK-
TAKING, AND
INCREASES IMPOSTER
SYNDROME.



WHAT'S THE ALTERNATIVE?



REFRAMING FAILURE

#FAIL4LIB





Melissa Wisner

@melissawis

Follow

#fail4lib



2:38 PM - 7 Mar 2016



#FAIL4LIB



Vero Roni

@verolynne

Follow

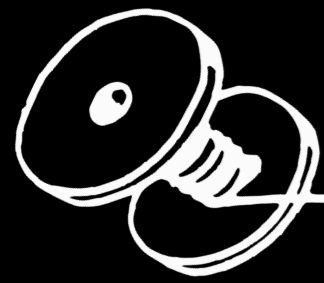
Loving the analogies at #fail4lib; Failure as a forest fire, vital to maintaining the health of the forest in the long run. #c4l16

RETWEETS 2 LIKES 2



2:06 PM - 7 Mar 2016





ENCOURAGING REFLECTIVE PRACTICE



angela
@LibrarianAngie

 Follow

Noting that when employers provide time, opportunity to reflect, improves work environment and productivity [#lilac17](#)

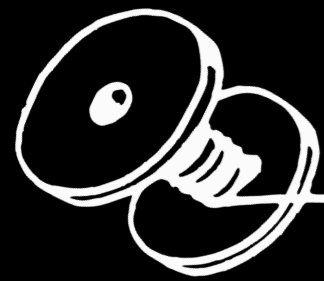
LIKES
3



5:16 AM - 10 Apr 2017



#LILAC17

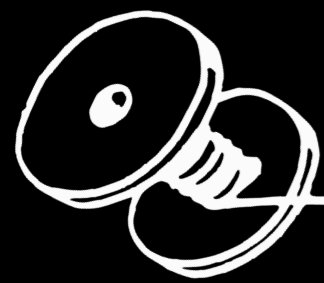


RE-FRAMING FAILURE + REFLECTIVE PRACTICE



“WE NEED DATA-DRIVEN DECISION-MAKING”

DO WE?



DATA DRIVEN OR DATA-INFORMED?

 **Ben Companjen**
@bencomp Follow

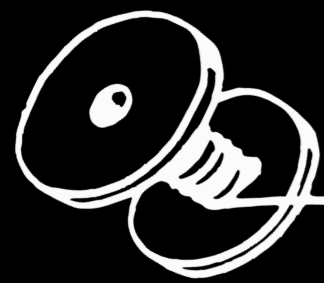
"Data-informed is better than data-driven" – Dre
[#c4l17](#) – I'll remember that

RETWEETS **8** LIKES **13**

11:54 AM - 7 Mar 2017

  8  13 

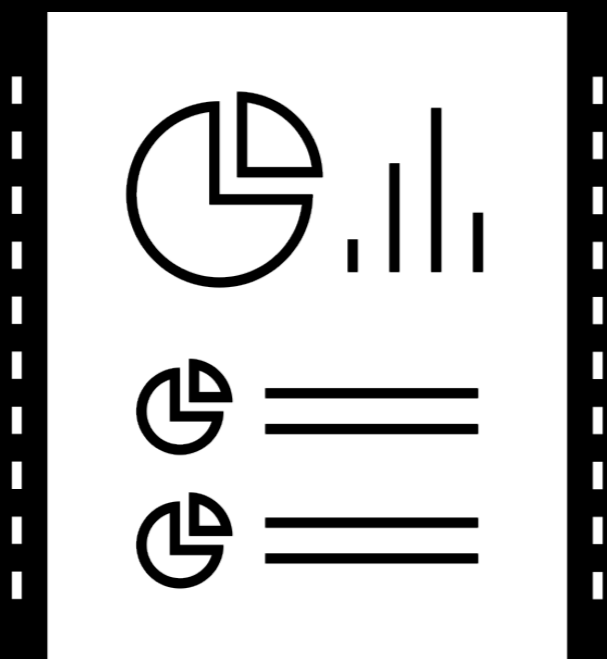
Andreas Orphanides, NCSU Libraries, "It's made of people: designing systems for humans"



DATA-INFORMED > DATA DRIVEN



It might be good for
Data to drive the
enterprise.



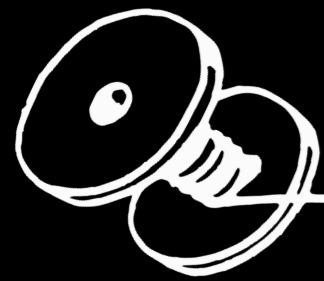
but do we want “data”
alone driving our
decisions?



MOTIVATION

"What gets measured gets improved." -- Peter Drucker

slide from Andreas Orphanides, NCSU Libraries, "It's made of people: designing systems for humans"



ARE WE SETTING THE RIGHT MEASURES?

The Washington Post
Democracy Dies in Darkness

The Switch

The tech behind how Volkswagen tricked emissions tests

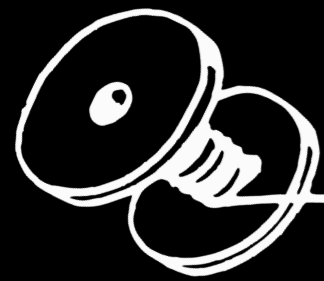
By **Andrea Peterson** and **Brian Fung** September 22, 2015



(Odd Andersen/AFP/Getty Images)

Volkswagen isn't hiding from its emissions cheating scandal, which the company now says affects some [11 million diesel cars](#) worldwide.

“By measuring how long the engine was running, the vehicle’s speeds, and even seemingly esoteric factors, such as the position of the steering wheel and barometric pressure, Volkswagen vehicles could understand they were being tested and so adjusted their engine performance to pass the tests, according to the EPA.”



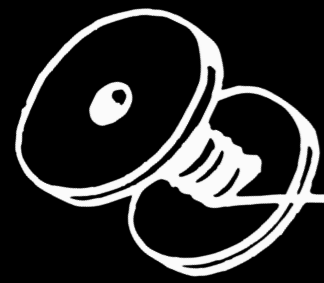
ARE WE SETTING THE RIGHT MEASURES?

12 one-shot sessions.
24 Students per session

Total engagement: 288!

1 train-the-trainer sessions w/ TAs.
12 TA's in the session

Total engagement: 12 :-(



ARE WE SETTING THE RIGHT MEASURES?

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Total learning: ???

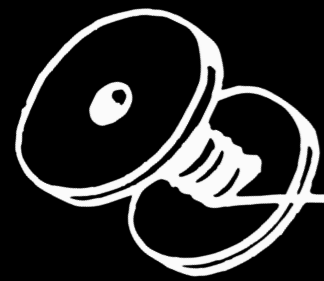
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But wait, each TA taught a section w/ 24 students. And research skills were integrated across 3 class sessions, instead of just one.

Total impact:
288 students x 3 sessions?

Total learning: ???



ARE WE SETTING THE RIGHT MEASURES?

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24 Students per session

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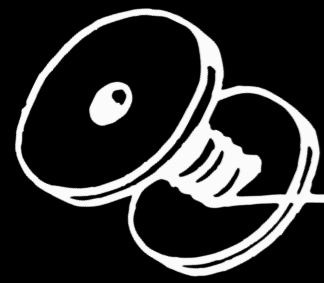
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S.M.A.R.T. GOALS NEED SMART METRICS

“Increase engagement with ___ dept. by 30% each academic year.”

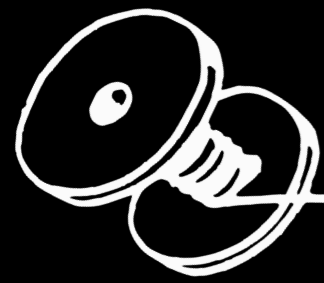
“WHAT GETS
MEASURED GETS
IMPROVED.”

- Peter Drucker


THINGS THAT ARE
EASY TO MEASURE
AREN'T ALWAYS THE
BEST METRICS.

- Doug

WHAT'S THE ALTERNATIVE?







MIXED METHODS APPROACHES.

 **Katherine Lynch**
@katelynch Following

"You can fight metrics with anecdotes, and you can fight anecdotes with metrics." - Dre #c4i17

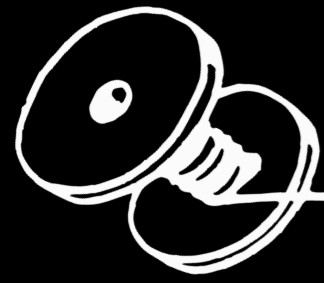
RETWEETS 7 LIKES 9

11:59 AM - 7 Mar 2017

  7  9 



CAN WE MAKE ASSESSMENT BOTH
QUANTITATIVE AND QUALITATIVE?



HUMANIZE OUR DATA AND BREAK THROUGH THE METRIC WALL!



JoChenCham 
@JoChenCham

Following



Stories and anecdotes that humanize the data can help us get through the metric wall.

[#code4lib](#) [#c4l17](#)

RETWEET

1

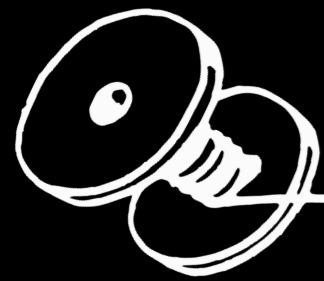
LIKES

4




12:02 PM - 7 Mar 2017 from [Los Angeles, CA](#)





FOCUS ON BENEFITS FOR LEARNERS & RESEARCHERS


 **Carrie Moran**
@DigitalCarrie Follow

How do we make sure our assessment methods don't interfere with student learning needs?
[#liw16](#)

LIKES
3

12:37 PM - 10 Jun 2016

← ↻ ❤️ 3 ✉


 **Julia Glassman**
@juliaglassman Following

"We need to think about how assessment benefits students, not the library's ability to demonstrate its value" [@nope4evr](#) [#critlib](#) [#liw16](#)

RETWEETS **18** LIKES **30**

5:15 PM - 9 Jun 2016

← 2 ↻ 18 ❤️ 30 ✉

 **margy maclibrary**
@margymaclibrary Follow

[#liw16](#) [#critlib](#) [@nope4evr](#) Assessment- Who benefits?bTHE critical question... And if it's not the student, maybe needs a rethink

LIKES
3

5:13 PM - 9 Jun 2016

← ↻ ❤️ 3 ✉

#LIW16

MAYBE?

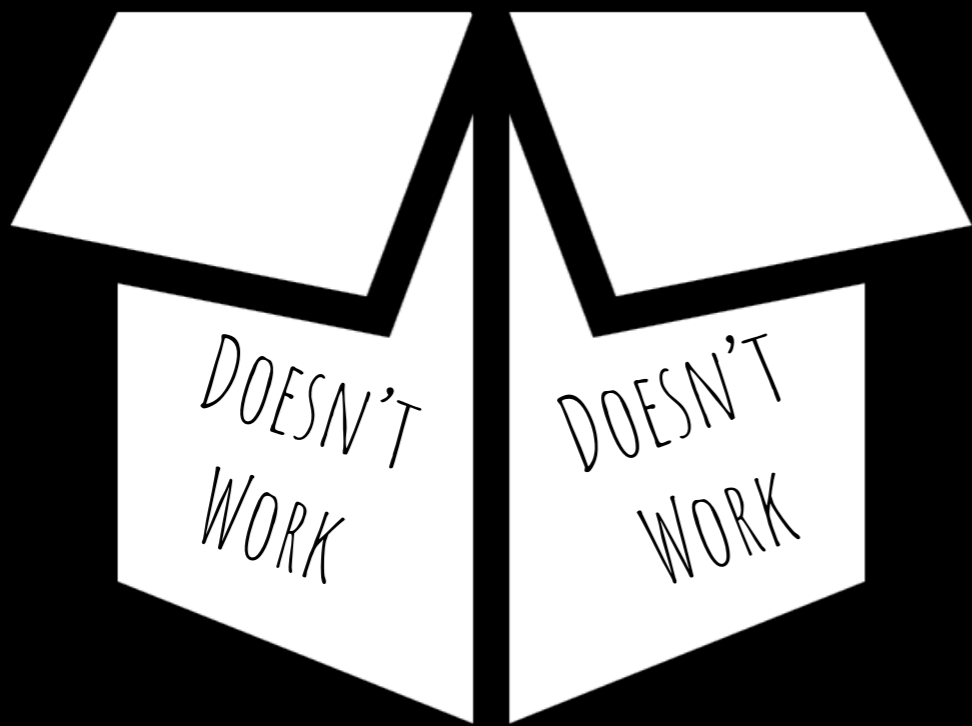
Strategy-Driven Decision Making?
Mission-driven decision making?

Yes - our strategy & mission should
be informed by data.

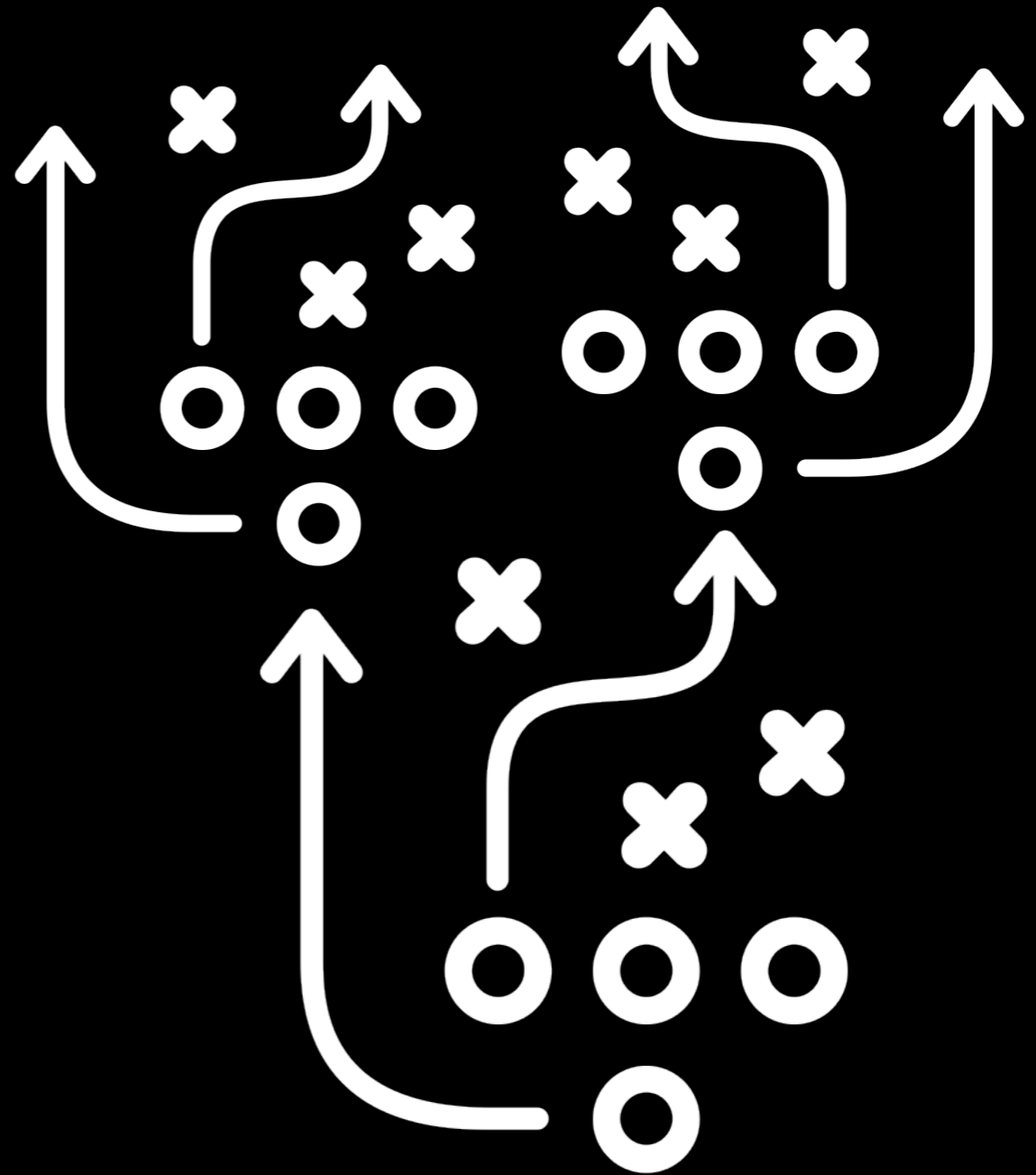
And - our data can be contextualized
and better understood through
reflective practice.

“WE NEED A CULTURE OF ASSESSMENT!”

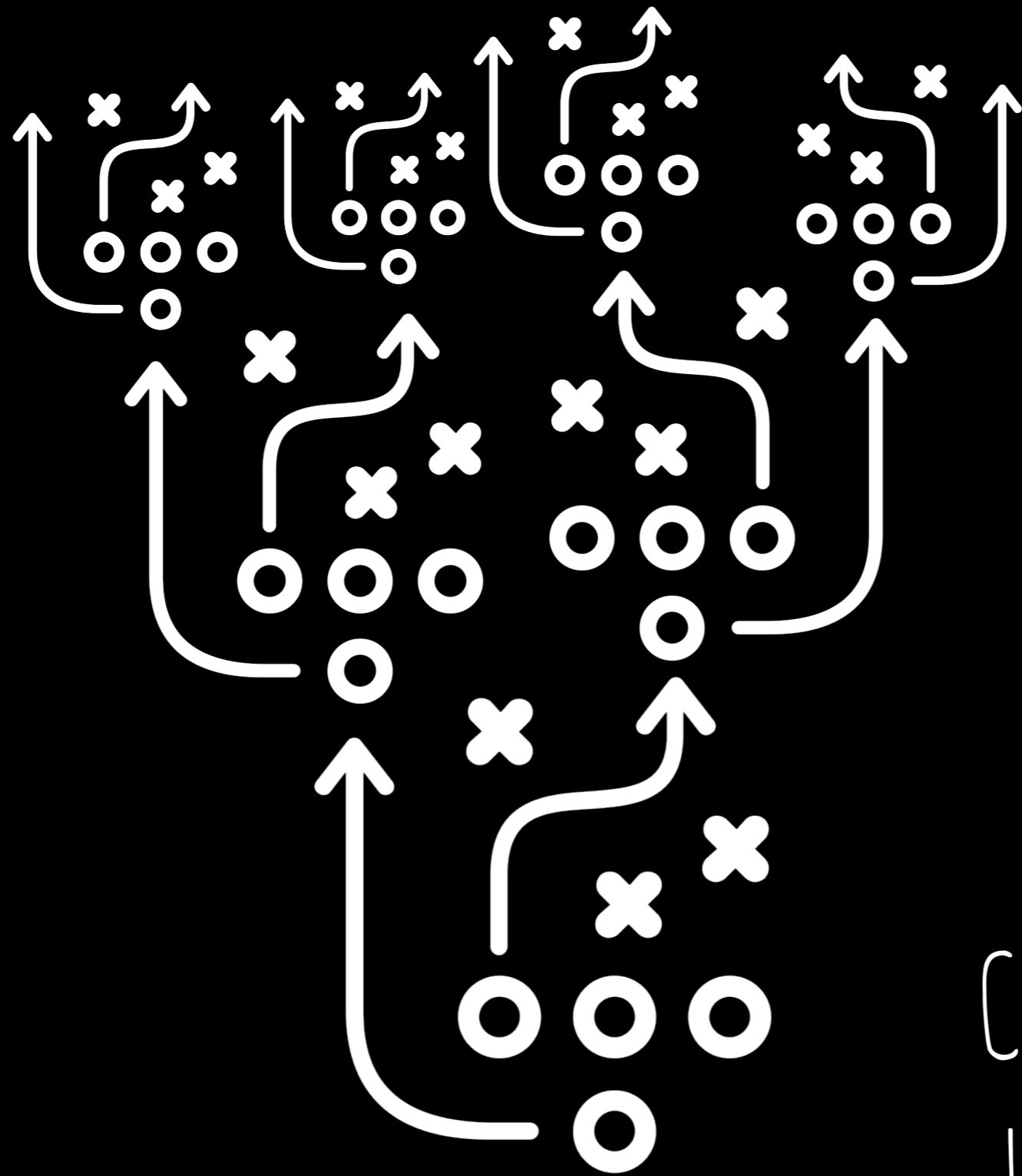
DO WE?



CULTURE OF
ASSESSMENT



CULTURE OF
LEARNING



CULTURE OF
LEARNING