

## **Work Team Annual Report Worksheet**

### **Work Team**

FLITE Advisory & Accountability Committee (AAC)

### **Chair**

Stacy Anderson & Heather Symon Bassett, Co-Chairs

### **Date**

5/7/19

### **Brief Narrative**

**In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.**

One purpose of the Advisory and Accountability Committee (AAC) as indicated in the Team's Charge is to provide a structure and procedure for the rotation of FLITE team membership. With a membership "freeze" occurring in 2017 due to the newness of the present FLITE team configuration, 2018 represented the first year in which a process and structure for an annual membership rotation was required. To facilitate the membership rotation, a timeline was created, multiple communications were sent to team leaders and appropriate tasks and documentation were completed. That resulted in much AAC activity and the major work of the team in 2018.

The second purpose of the AAC indicated in the Team's Charge is to provide a structure and mechanism for effective communication for the various FLITE teams. The primary means for FLITE team communications and promoting team transparency remains the AAC InfoHub. During the report period, the AAC refined some content on the InfoHub and encouraged teams to continue with updates to respective team pages. The AAC also facilitated an annual report process, which resulted in the posting of an Annual Report on the InfoHub for each team as well as a verbal share of the Reports at the June 2018 FLITE All College meeting. Other AAC communications with FLITE teams tended to be particular to team matters needing advisement, or in regards to FLITE team charge revisions or new charge submissions.

### **List of Activities, Projects; Relevance to Strategic Plan**

**Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.**

AAC activities are within the scope of Initiative 5 of FLITE's 2015-2018 Strategic plan that states "All library positions and work teams are refined and developed, to deliver collaboration, responsiveness, and innovation."

The following activities and projects represent some AAC efforts generally supporting that Initiative:

- Acceptance of the Web Architecture Taskforce Work Team Charge (3/17/19)
- Acceptance of revisions to the Web Services Usability Committee Team Charge (3/17/19)

**Version 1; Approved by the AAC March 9, 2017**

- Creation and approval (12/20/19) of a “FLITE Team Membership Rotation Timeline” outlining the FLITE annual team membership rotation process
- Exploration of, and advisement concerning, possible redundancy of function amongst the Springshare Investigative Committee, Rad Tech Work Group, Website Architecture Taskforce and Web Services Usability Committees (3/18-5/18)
- Annual Report Facilitation (3/18-6/18):  
All meeting discussions, email communications to team leaders, tasks completed and documentation required to facilitate the completion of FLITE Team annual reports.
- FLITE team annual membership rotation process facilitation (6/18-8/18):  
All meeting discussions, email communications to team leaders, tasks completed and documentation required to facilitate FLITE’s Fall 2018 FLITE team membership rotation.
- Review of AAC accountability mechanisms to all of FLITE resulting in a decision to communicate major AAC actions at All College Meetings and in Dean’s Update emails (in addition to agendas and minutes posted on InfoHub). Team meeting schedules, including the AAC’s, were posted on the InfoHub as well.
- Summary of AAC Annual Report provided at 6/18 All College Meeting and written version of report posted on the AAC InfoHub
- AAC report on the Fall 2018 FLITE Team Membership Rotation as well as other recent AAC activity presented at the 8/23/18 All College Meeting
- Review of, and revisions to the Advisory and Accountability Committee Team Charge (12/20/18)

## **Assessment**

**Please relate how the work team has assessed its activities.**

The completion of major activities that fall under the AAC’s purview is a simple and definitive measure of the Team’s success in supporting Initiative 5 of FLITE’s Strategic Plan. Both the 2018 FLITE Team Annual Report and FLITE Team annual membership rotation processes were completed. The AAC engages in ongoing reflection and assessment of activities during meetings, especially considering any feedback offered. The completion of the AAC’s Annual Report is a manner by which the group can reflect on recent activities to evaluate alignment with the FLITE’s Strategic Plan.

In having both the FLITE Team Annual Report and FLITE Team Annual Membership Rotation processes in place, the AAC is in a position to refocus its energies a bit. Based on AAC meeting discussions, efforts of the team in the next year may include (but not be limited to) refining existing processes and associated documentation, promoting a manageable and sustainable number of FLITE teams and developing a mechanism for archiving AAC InfoHub documents.

### **Current Membership:**

Stacy Anderson (Co-Chair)

Tammy Finch

Jason Bentley (Sponsor/Ex Officio)

Heather Symon Bassett (Co-Chair)

Leah Monger

Kelly McNeill

**Version 1; Approved by the AAC March 9, 2017**

# Work Team Annual Report Worksheet

**Work Team:** FLITE Assessment Committee

**Chair:** Stacy Anderson

**Date:** May 10, 2019

## Brief Narrative

**In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.**

The FLITE Assessment Committee has met regularly throughout the year. We have continued to spend a significant amount of time discussing FLITE's Quality Initiative projects that are part of Ferris' overall quality initiative submissions to HLC. These projects revolve around the concept of the Center for Academic Literacies and the areas of Learning Completion, and Climate.

We continued to spend some time working on assessment of the strategic plan though we were not good about keeping to the calendar outlined in the strategic plan scorecard. All of the relevant information from the FLITE committees and task forces' Annual Reports, presented at the All Staff Quarterly Meeting in May 2018, were added to the scorecard. (<http://ferris.libguides.com/strategicplanassessment>)

Though the FLITE Strategic Plan ended in June 2018, the Assessment Committee extended it for one more year while the University wrote its new strategic plan. The Assessment Committee has had preliminary discussions about the new strategic plan centered on how closely the Library's Strategic Plan can align with Ferris' overarching strategic plan.

The FLITE Assessment Committee also participated in the Library Learning Analytics Project (LLAP) presentation by Felix Kabo from the University of Michigan. Individual members of the Committee participated in several online conversations about the Privacy Toolkit being developed by the LLAP and anticipate developing and/or updating a student data privacy policy and statement for FLIT.

## List of Activities, Projects; Relevance to Strategic Plan

**Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.**

- Continued adding to and assessing the Strategic Plan initiatives and entered data and other information into the libguide (Initiative 1.1, 1.4)
- Continued working on the Quality Initiative actions for the HLC Quality Initiative; some members participated in a sharing of the findings so far hosted by the Academic Affairs Assessment Committee (AAAC). (Initiative 1.3)

## Assessment

**Please relate how the work team has assessed its activities.**

Assessment is built into the Quality Initiative projects in the form of periodical reporting to the Ferris Academic Affairs Committee until the projects are completed in 2019-2020. The FLITE Assessment Committee continued discussing the advantages and disadvantages of the modified balanced scorecard approach and libguide in anticipation of the development of the next strategic plan.

# Work Team Annual Report Worksheet

## Work Team

Building Emergency Coordinators

## Chair

## Date

6/19/19

## Brief Narrative

**In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.**

Advisory and Accountability Committee Statement:

Due to staff changes and a reconfiguration of the team to include membership from multiple units, this team reported no activity for the 2018-2019 Academic Year. This team was officially subsumed under the FLITE Safety Committee with AAC acceptance of its Charge on 6/19/19.

## List of Activities, Projects; Relevance to Strategic Plan

**Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.**

## Assessment

**Please relate how the work team has assessed its activities.**

# Work Team Annual Report Worksheet

## Work Team

Diversity & Inclusion Committee

## Chair

## Date

8/1/19

## Brief Narrative

**In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.**

Advisory and Accountability Committee Statement:

Due to staffing changes and limited member resources as well as consideration for a team reconfiguration, this team was inactive for the 2018/2019 Academic Year with no activities to report. There is a general consensus of interest in reconstituting this team in 2019/2020 through the development of a new Charge, with team sponsor(s) initiating that activity.

## List of Activities, Projects; Relevance to Strategic Plan

**Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.**

## Assessment

**Please relate how the work team has assessed its activities.**

# Work Team Annual Report Worksheet

ork Team FLITE Space Utilization and Furnishings

Chair David Scott

Date May 9, 2019

## Brief Narrative

In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.

Due to many other activities in the library, the committee did not meet this year.

## List of Activities, Projects; Relevance to Strategic Plan

Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.

## Assessment

Please relate how the work team has assessed its activities.

NA

# Work Team Annual Report Worksheet

Work Team: FLITE Internal Event Planning Committee

Chair: Josie VanAvery

Date: May 1, 2019

## Brief Narrative

**In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.**

The Event Planning Committee is charged with the purpose of promoting comradery between FLITE faculty/staff, student employees, and building partners and celebration of special events. The membership is open to volunteers. This membership is renewable each fiscal year and newcomers are welcome effective July 1 of each fiscal year.

Members on the 2019 team are as follows and are renewable if desired:

1. Josie VanAvery
2. Kelly McNeill
3. Kristy Motz
4. Tammy Finch
5. Carrie Buss
6. David Scott
7. Chelsea Mitchell

## List of Activities, Projects; Relevance to Strategic Plan

**Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.**

1. FY18 United Way Chili Cook-off
2. Winter Soup Pot Luck – Building Wide
3. FLT FY18 Student Appreciation Luncheon

## Assessment

**Please relate how the work team has assessed its activities.**

**Event #1 – The United Way chili cook-off and fundraiser by far is the big event for FLITE. It is a great avenue to stimulate comradery among all of our building partners and our Ferris community. The event was well attended and the funds raised through donations for chili testing and baskets totaled \$547.75, a decrease from the prior year by \$18.40.**

**After assessment the recommendations are as follows:**

- a. Silent Auction baskets: Continue to make them a lesser value and continue to use a sign-in by number with bid rather than a secret bid.
- b. Continue to receive donations from the community businesses, solicit donations for the baskets on behalf of United Way and FLITE.
- c. Continue to involve FLITE /building partner employees for contributions as well.
- d. Discontinue candy jar count due to financial loss on this one
- e. Thumbs-up again for this one.

**Event #2 – Winter Soup Pot Luck – Self-funded building wide lunch get together.**

- a. Seemed to be well received with enthusiasm.
- b. Thumbs up on this one for next year.

**Event #3 – Student Employee Appreciation Luncheon –** The student employee appreciation luncheon was well received, well attended and a great avenue to show the students they are important and appreciated. The event appears to be a great tool to initiate comradery within the building partners when involving them with prize contributions and the pot luck.

**After assessment the recommendations are as follows:**

- a. Taco Bar was well received again-keep the same arrangements (Dean's office used previous theme décor and provided the meat plus a few incidentals).
- b. Prizes- well received – continue to involve the partners along with the Dean's office on those.
- c. Timeline for luncheon – continue the 12:00 pm – 1:30 pm timeframe.
- d. (Suggestion for next year – Put a survey out to find most popular day of the week and time to assure good attendance).
- e. Great tool for comradery through all personnel including students.
- f. Suggestion to add treat /social time during the Student Employee Appreciation Week as well as the luncheon.
- g. Thumbs-up for this one next year.

## Work Team Annual Report Worksheet

Work Team                      Library Student Scholarship Review Committee  
*Elise Bohn, Leah Monger, Heather Symon Bassett, Josie VanAvery*

Chair                              Vacant

Report Submitter      Josie VanAvery

Date                                4/29/19

### Brief Narrative

**In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.**

We were set in the scholarship portal to receive applicants in December and submissions closed at the end of February. We had a small pool of 4 applicants but two were disqualified due to graduation before the FY20 Academic year. We were able to award two \$500 scholarships. One to Rebecca Morris who currently works at the Kendall Library and one to Dannielle Rogers who currently works at the FLITE Check-out desk. Both are returning students to Ferris for FY20.

During the past year we were able to solicit funding to the scholarship endowment fund through Bulldog Days sponsored by UAM. The current balance as of 4/29/2019 will be **\$20,281.94**. The current balance of the actual scholarship FOAP for the start of FY20 is **\$2,000**. Sufficient funding for the two new award winners starting FY20 and two for FY21. The award is distributed out of this fund and deposited to the student's account.

As recommended by last year's committee, we discussed holding a meeting this summer to create new essay questions for the application. We also decided to revise the advertisement for the scholarship to not only refresh it but also noting the application submission should be about one week prior to the deadline to allow the designated reference enough time to submit their reference letter.

### List of Activities, Projects; Relevance to Strategic Plan

**Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.**

The Library Student Scholarship Review Committee supports the following Initiatives and Measures of the FLITE Strategic Plan:

- Initiative 1, Measure 4: Students, faculty and staff are able to articulate the value of the library in terms of what they do, and in terms of the university overall

- Initiative 1, Measure 5: Results we report to the university garner greater fiscal support to the library (e.g. for collections)
- Initiative 2, Measure 2: Students cite the library as one reason they came to Ferris and/or were successful here
- Initiative 2, Measure 5: Students report feeling greater ownership of and pride in their library
- Initiative 4, Measure 5: Users report being better informed on what's happening at the library

We supported these initiatives with the following activities:

- Posted the FY19 Library Student Scholarship flyer with updated dates
- Promoted funding through Bulldog Days
- Evaluated applicants
- Awarded Scholarships
- Collected recipient thank you letters

### **Assessment**

**Please relate how the work team has assessed its activities.**

Both scholarship recipients have submitted their thank you letters, so I believe we have fulfilled our duties in a timely manner. I am not sure if we need to be formally assessed like other committees because we serve a very specific and limited function.

# Interest Group Annual Report Worksheet

Interest Group Marketing

Chair David Scott

Date April 16, 2019

## Brief Narrative

In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.

Most of the efforts of the Group focus on Initiatives 3.2, 3.3 and 3.4.

To date 41 digital signs were created and posted on a variety of events. Many of our signs were shared on campus and we posted other signs from campus areas as well. Initiative 3.3

Our social media reach increased in each platform. Facebook had over 1256 likes and twitter is up to 424 followers. Initiative 3.4

All library signage is consistent with images, text, font and color and is more positive in nature. Initiative 3.4

## List of Activities, Projects; Relevance to Strategic Plan

Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.

Final exam week activities.

FALL 2018

Therapy dogs at BRCL: 89 attendees. Up 9 from previous year.

Random Snacks with Dean: Over 100 students received free water and fruit

Let's Stick Together. Starry Night. Very positive

Spring 2019

National Library Week: Timing for popcorn was not good so we decided to move to exam week.

Handed out over 60 bags.

Therapy dogs on the quad. 150 or so students, 7 dogs

Stick Together. The Scream

Relaxation: 0. Instructor got ill.

Version 1; Approved by the AAC March 9, 2017

## **Other events:**

### **Money talks**

4 events this year.

October 2018: Investing 33 attendees

Feb. 2019 Insurance: 17 attendees

March 2019: Investing: IRA's. 18

April 2019: Car buying strategies: 16 attendees

One attendee from each event won a \$200 scholarship. Students report that E-mail is the best method of notification followed by posters and social media

The University increased the participation in the One Day for Dawgs fundraising effort this year. FLITE participated and we were able to raise \$690 for the Scholarship Fund. I was hoping for more, but it does help our fund some. I later heard that we received an additional donation from the "regular" giving site. The amount was not shared but it should have put us over \$700.

## **Assessment**

**Please relate how the work team has assessed its activities.**

Social Media analytics are analyzed and goals are set.

I use the comments on the Money talks events to come up with new ideas. Would like to see attendance grow without the lure of the scholarship!

Our best noted social media posts focused on the staff with a new series on FLITE staff and their pets averaging around 400 engagements. Most "regular" posts get about 200. Our best hit overall was an archival one on the fire anniversary of close to 1000 engagements.

Our top tweet with over 136 impressions was for One Day for Dawgs

# Work Team Annual Report Worksheet

**Work Team: PILOT Committee**

**Chair: Stacy Anderson**

**Date: May 10, 2019**

## **Brief Narrative**

**In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.**

As was the case in previous years, the PILOT Committee has not met regularly during the 2018-19 academic year; indeed we only met once in July 2018 and once in October 2018. This is not terribly unusual for this committee because most of the work is done in the summer. However, individual members of the committee continued to work on various goals of the committee including the goal to maintain and troubleshoot PILOT, and assessing usage data. With the assistance of the Web Services Library, Sela Constan-Wahl, we had developed a preliminary plan to leave PILOT on its current server (EZ Proxy was moving off of that server which should reduce the number of times PILOT "breaks") for the 2018-19 year and ask the Creative Learning Librarian, Mari Kermit-Canfield, to move the FSUS PILOT module to LibWizard while looking at the newest release of LibWizard as to appropriateness for PILOT.

However, the server hosting PILOT failed in Fall 2018, and we had to make the immediate decision to move PILOT to LibWizard. After extensive work by Sela Constan-Wahl and Chelsea Mitchell, with some outside assistance from Emily Mitchell, former Electronic Services Librarian, PILOT was back up and running in time for spring semester 2019.

## **List of Activities, Projects; Relevance to Strategic Plan**

**Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.**

- Data analysis of the pre/post tests each semester (1.1 Determine what we are currently doing well and how to expand/enhance that)
- Enter data results into TracDat (1.5 Report data/results to the university community to tell the library's story)
- Began a basic discussion to move PILOT from LibWizard to free-standing Canvas module. (2.4 Refresh online system user interfaces in ways that meet user needs and are consistent with common university standards for an enhanced user experience)

## **Assessment**

**Please relate how the work team has assessed its activities.**

The data is analyzed and distributed to faculty, shared with librarians, and uploaded to TracDat. The questions on the pre/post tests and the learning objectives were analyzed as to relevance to the learning outcomes of PILOT and the content was reviewed for accuracy and currency in July 2018.

# Work Team Annual Report Worksheet

## Work Team

Scholarly Communication Interest Group

## Chair

## Date

6/19/19

## Brief Narrative

**In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.**

Advisory and Accountability Committee Statement:

Due to previous staffing changes and limited interest in continuing the interest group as a collective, this team was inactive for the 2018/2019 Academic Year.

## List of Activities, Projects; Relevance to Strategic Plan

**Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.**

## Assessment

**Please relate how the work team has assessed its activities.**

# Work Team Annual Report Worksheet

## Work Team

SpringShare Investigative Committee

## Chair

## Date

6/19/19

## Brief Narrative

**In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.**

Advisory and Accountability Committee Statement:

This Committee was officially subsumed under the Web Content and Integration Committee with the AAC's acceptance of its Charge on 10/18/18 (as reflected in 10/18/18 AAC Minutes). There was no activity reported for the 2018/2019 Academic Year.

## List of Activities, Projects; Relevance to Strategic Plan

**Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.**

## Assessment

**Please relate how the work team has assessed its activities.**

# Work Team Annual Report Worksheet

## Work Team

Technology Committee

## Chair

## Date

6/19/19

## Brief Narrative

**In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.**

Advisory and Accountability Committee Statement:

This Committee has an “in flux” status with no membership or activity to report for the 2018/2019 Academic Year.

## List of Activities, Projects; Relevance to Strategic Plan

**Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.**

## Assessment

**Please relate how the work team has assessed its activities.**

# Work Team Annual Report Worksheet

## Work Team

Web Architecture Task Force

## Chair

## Date

6/19/19

## Brief Narrative

**In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.**

Advisory and Accountability Committee Statement:

The purpose of this taskforce was to develop a new website that complied with the *Use of Electronic and Information Technology Accessibility Policy* and web accessibility guidelines, specifically WCAG 2.0 Level AA. Having completed that task coinciding with the Fall 2018 semester, the team disbanded and there is was no further 2018/2019 activity to report.

## List of Activities, Projects; Relevance to Strategic Plan

**Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.**

## Assessment

**Please relate how the work team has assessed its activities.**

# Work Team Annual Report Worksheet

Work Team

Web Content & Integration Committee

Chair

Sela Constan-Wahl

Date

June 18, 2019

Brief Narrative

**In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.**

The Web Content & Integration Committee began meeting in fall 2018 with the goal of developing a transparent strategy for changing the library website based on dependencies including the limitations of the software and the needs of our student population. We put all work on hiatus in December, 2018 to make the Alma migration a priority, and plan on resuming meetings in September, 2019.

List of Activities, Projects; Relevance to Strategic Plan

**Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.**

We identified goals, what workload for a year is feasible, and began work on projects before the work Alma took priority in December 2018.

Connection to strategic plan:

- 2.3 Evaluate and replace enterprise and ancillary online systems in line with emerging library community practice and standards (i.e. cloud-hosted, new metadata standards, new workflows), as needed (maps to measures 3, 4)
- 2.4 Refresh online system user interfaces in ways that meet user needs and are consistent with common university standards, for an enhanced user experience (maps to measures 3,4)

Assessment

**Please relate how the work team has assessed its activities.**

No activities to assess this year, we plan on working collaboratively with the Web Services Usability Committee to assess work performed on the website.

# Work Team Annual Report Worksheet

**Work Team: FLITE Web Services Usability Committee**

**Chair: Kristy Motz**

**Date: May 2, 2019**

## **Brief Narrative**

**In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.**

The committee planned and executed nine different activities during this academic year: five traditional usability tests, two intensive student TestFests, and two faculty/staff focus groups. We met bi-weekly on Friday mornings. The committee began by establishing a FLITE Usability Group in OrgSync, soliciting student testing volunteers at Founder's Day 2018. We then used OrgSync group messaging software to invite website testers whenever we needed volunteers. We currently have 65 members. This worked well for the first semester, but we sensed a burn-out in OrgSync student contacts by Spring Semester and depended more heavily on FLITE employees from the Checkout Desk and other locations in the building. Our two student TestFest days at the start of each semester were extremely successful. Nine students in the fall and ten students in the spring ran through a series of tests, (five in Fall and four in Spring), over an hour of testing and then received a pizza lunch afterwards. We received very useful feedback. The Spring Testfest day tested the new website's functionality on mobile, and we made several immediate corrections, one correcting website access using Safari on iPhones. Fifteen faculty/staff attended the two focus groups, and we implemented some updates immediately during the group meetings, including adding a link to the Library and Historical Archives Committee. During the latter half of Spring Semester, this committee has been planning the campus-wide *Web Content for Everyone: Usability, Accessibility and Content Creation Symposium* slated for May 15. We are coordinating six units on campus (FLITE, RS&S, UA&M, SCTD, FCTL, and ECDS), have written a proposal and received a diversity mini-grant from the Office of Diversity and Inclusion, and have received pledges of financial support from the Office of the Provost and the Office of the Vice-President for Administration and Finance. The Symposium features a nationally-known speaker on web accessibility and a variety of break-out sessions from Ferris accessibility and web content experts. The committee hopes for 60 participants.

We added two new members to the committee this year and, due to changes in the charge, the chair of the committee has not changed.

### List of Activities, Projects; Relevance to Strategic Plan

Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.

Test	Date	Initiative of FLITE Strategic Plan
Graduate Student Journals Tab Testing: Tested 10 graduate students in their use of the Journals tab (MSW, MEd, MCJ, DCCL)	Summer 2018	<i>Initiative 1.1:</i> Determine what we are currently doing well and expand/enhance that <i>Initiative 2.4:</i> refresh online system user interfaces in ways that meet user needs and are consistent with common university standards, for an enhanced user experience <i>Initiative 3:</i> communication is user-focused
FLITE Student TestFest: This was the first annual "day of testing" for Web Services Usability. 9 students spent an hour moving through 5 different usability tests.	9/6/2018	<i>Initiative 1.1:</i> Determine what we are currently doing well and expand/enhance that <i>Initiative 2.4:</i> refresh online system user interfaces in ways that meet user needs and are consistent with common university standards, for an enhanced user experience <i>Initiative 3:</i> communication is user-focused
"Study Room Reservations" Testing	9/20/2018	<i>Initiative 2.4:</i> refresh online system user interfaces in ways that meet user needs and are consistent with common university standards, for an enhanced user experience <i>Initiative 3:</i> communication is user-focused
"Databases by Major" Testing through button or A-Z List	10/25/2018	<i>Initiative 2.4:</i> refresh online system user interfaces in ways that meet user needs and are consistent with common university standards, for an enhanced user experience

Test	Date	Initiative of FLITE Strategic Plan
		<i>Initiative 3:</i> communication is user-focused
"Current Room Schedule" Testing	11/27/2018	<i>Initiative 2.4:</i> refresh online system user interfaces in ways that meet user needs and are consistent with common university standards, for an enhanced user experience <i>Initiative 3:</i> communication is user-focused
FLITE Student TestFest: This was the second "day of testing" for web services usability. 10 students spent an hour moving through 4 different usability tests using mobile devices (phones).	1/22/2019	<i>Initiative 1.1:</i> Determine what we are currently doing well and expand/enhance that <i>Initiative 2.4:</i> refresh online system user interfaces in ways that meet user needs and are consistent with common university standards, for an enhanced user experience <i>Initiative 3:</i> communication is user-focused
Faculty/Staff "Focus Groups" to get insight on FLITE website usage and layout	1/21/2019 & 1/2/2019	<i>Initiative 1.1:</i> Determine what we are currently doing well and expand/enhance that <i>Initiative 2.4:</i> refresh online system user interfaces in ways that meet user needs and are consistent with common university standards, for an enhanced user experience <i>Initiative 3:</i> communication is user-focused.
"Contacting Librarians for Assistance from Website" Testing	3/19/2019	<i>Initiative 2.4:</i> refresh online system user interfaces in ways that meet user needs and are consistent with common university standards, for an enhanced user experience <i>Initiative 3:</i> communication is user-focused

# Work Team Annual Report Worksheet

Work Team            RADTech

Chair                 Dejah Rubel

Date                  5/7/19

## Brief Narrative

**In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.**

This year is RADTech's third full year of operation. Our two goals are to develop efficient processes for implementing and maintaining access to electronic resources and to promote collaboration and communication about those processes.

We continue to meet these goals by maintaining the electronic troubleshooting ticketing system and the SFX broken link reporting features. This year we also co-branded all of our vendor platforms, rewrote the database descriptions, drafted a Primo Central Index Activation Policy, and analyzed mappings between collections in Primo's and SFX's knowledge bases. Although we have been "on hiatus" for the duration of the Alma migration, RADTech continues to make improvements and solve problems as they arise.

## List of Activities, Projects; Relevance to Strategic Plan

**Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.**

RADTech directly supports Initiative 2, Action Step 4 of the FLITE Strategic Plan: Refresh online system user interfaces in ways that meet user needs and are consistent with common university standards, for an enhanced user perspective. All work listed below is applicable.

- Co-branded all vendor platforms
- Rewrote and developed a descriptive standard for all databases on the SpringShare A-Z list and in Primo's Resource Recommender
- Drafted and submitted a Primo Central Index Activation Policy for librarian review
- Documented and analyzed mappings in Primo's and SFX's knowledge bases to illustrate the gaps and naming differences between the two products
- Analyzed all Open Access collections for functionality and content to develop a master list of what we have de/activated and why

## **Assessment**

**Please relate how the work team has assessed its activities.**

We assessed our activities by creating an efficacy survey and soliciting submissions from all FLITE personnel first in October 2018 then again in January 2019. The first attempt resulted in one response and the second attempt generated three responses. We were hoping for more, but here is what we were able to learn based on the small sample size.

The first section was on overall communication. We asked respondents to score on a scale of 1-100 how well RADTech communicated in terms of frequency, timeliness, content, and clarity. Frequency ranged from 60-95 with a mean of 78.3. Timeliness had the same range but a lower mean of 71.6. Content scores ranged from 70-95 with a mean of 83.3 and clarity scores ranged from 40-95 with a mean of 70.

All respondents submitted 1-10 troubleshooting tickets with RADTech's first response time for each ticket occurring within 24-48 hours. All of these tickets were also resolved. Ticket system communication scores ranged from 50-80 with a mean score of 70.

We learned that one person uses the troubleshooting ticketing system FAQ to check whether they need to file a ticket and the other two respondents prefer referring to emails.

As for broken link reports, two respondents submitted at least one report that included their email. The respondent that didn't submit a broken link report also did not report any issues using email, phone, etc. because they "haven't needed to". Similar to the tickets, RADTech's first response time was within 24-48 hours and all the broken links were resolved. Broken link communication scores ranged from 80-95 with a mean of 87.5.

Last year's highest impact projects were change to the A-Z list and the Primo/SFX interfaces with one vote each. The lowest impact project with all three votes was the vendor platform co-branding. All three respondents also agreed that there was enough time and opportunities for input on projects and that RADTech communicated the results well. Project progress scores ranged from 50-75 with a mean of 73.3.