

Advisory & Accountability Committee (AAC)

FLITE Team Annual Report Worksheet

FLITE Team: Advisory & Accountability Committee (AAC)

Date: 4/7/20

Chair: Heather Symon Bassett & Stacy Anderson (CoChairs)

Members:

Heather Symon Bassett (CoChair), Stacy Anderson (CoChair), Tammy Finch, Kelly McNeill, Leah Monger, Jason Bentley (Sponsor)

Was a review of the Team charge completed in the past academic year?

Yes (1/7/20 Revision Approval Date)

Brief Narrative

In 1-2 paragraphs, please explain how the team has made progress in accomplishing its goals over the past academic year.

The AAC maintained a regular meeting schedule, initiated and/or completed major projects, completed regular business, facilitated a variety of team communications and provided advisement as requested. All efforts fell within the scope of the AAC's charge that asserts "The AAC will offer advice and provide a structure and procedure for rotation of membership and effective communication for FLITE teams."

List of Activities, Projects; Relevance to Strategic Plan

Please list activities and projects undertaken during the past academic year. For each, specify which part of FLITE's Strategic Plan it addressed.

All work of the AAC during the 2019/2020 Academic Year supported Initiative 5 of FLITE's Strategic Plan which states "All library positions and work teams are refined and developed, to deliver collaboration, responsiveness, and innovation."

Regular business activities of the AAC:

- Annual Report Facilitation (4/19-8/19): This included all communications to teams, review of reports, drafting of annual report statements on behalf of inactive teams, offering individual team feedback and drafting a written summary of collective efforts.

- Acceptance of FLITE Safety Team Charge with recommendation of some edits with the Fall 2020 review of the charge (6/19/2020)
- Acceptance of revised AAC Charge (1/7/20)
- Recommended Fall Team Activity (8/19): This included email reminders and posting of a notice on the AAC InfoHub for encouraged team fall activities
- Request for Advisement (11/13/20 Meeting)-Met with web-related teams to help discern the need for a separate systems-related committee.
- Acceptance of Inclusion, Diversity, Equity, and the Accessibility of Library (IDEAL) team charge with recommendation of some edits (1/7/20)
- Early annual report facilitation for teams on hiatus (1/20-3/20): This included communications to teams, review of reports, drafting of annual report statements on behalf of inactive teams and offering individual team feedback
- Posted notices on AAC InfoHub team pages for teams on hiatus (1/20-3/20): This included email request to team leaders and AAC drafting, posting and review of notices for inactive teams
- Updated AAC InfoHub by removing and Work Teams Inventory and link to FLITE's Strategic Plan, which included archiving considerations (2/20)
- Revised and accepted content changes to 'Work Teams Annual Report Worksheet' (2/5/20)

Major projects assumed by the AAC:

- Advise regarding policy/procedure development at FLITE (10/20-Present): This included multiple discussions and inviting meeting guests for specific input
- Archiving of AAC InfoHub documents (10/20-Present): This included multiple meeting discussions (with several guests providing input), communications with University Archives, team notices as relevant, and requesting an In-FLITE session on document retention by the University Archives
- Promoting accessibility of AAC InfoHub forms and team page documents (10/20-Present): Recommendations to teams including document update deadline of 7/1/20, acceptance of accessibility updates to all AAC InfoHub guiding documents (2/5/20), requested IN-FLITE for Creating Accessible documents and other related communications with FLITE teams.

Assessment

Please relate how the work team has assessed its activities.

The completion of regular activities and projects that fall within the scope of the AAC charge is one measure of way to evaluate the Committee's success in supportin. In 2019/2020, the AAC was able to facilitate annual membership rotation and annual report processes, engage in three major projects and complete regular work such as facilitating communications, offering advisement, review and acceptance of new or revised team charges, etc.; all of which align with the AAC's charge. The AAC regularly evaluates and reflects on its activities during meeting discussions, in completion of an

annual charge review and in completion and review of its annual report. All feedback, individual or collective, is taken into consideration as it is offered.

How has your team supported FLITE-wide efforts to promote inclusion, diversity, equity and accessibility over the past academic year?

The AAC engages in and encourages inclusive practices at FLITE. The following activities during the 2019/2020 demonstrate that commitment:

- The AAC initiated efforts to reconstitute a diversity and inclusion-oriented committee to replace the now defunct Diversity and Inclusion Committee. AAC members who were potential committee sponsors, made initial contacts with constituents, one or more planning meetings were held and a committee charge for a new Inclusion, Diversity, Equity, and the Accessibility of Library (IDEAL) committee was developed and submitted to and accepted by the AAC. Because of recent staffing levels, the team did not anticipate much activity until the Fall 2020 semester, at which time several positions are expected to be filled. The AAC drafted an annual report statement on IDEAL's behalf and posted a notice reflecting the same.
- The AAC discussed, revised and approved the AAC's 'Work Teams Annual Report Worksheet with the addition of a question to discern how activities of various teams have supported diversity and inclusion efforts at FLITE.
- The AAC completed tasks in an ongoing major project to promote AAC InfoHub accessibility. To that end, the AAC solicited help in updating all AAC InfoHub forms and guiding documents for accessibility, updated AAC team page documents for accessibility and encouraged all FLITE teams to update team page documents for accessibility on or before July 1, 2020. The AAC also contacted the Staff Center for Training and Development (SCTD) to facilitate initial planning of a Summer In-FLITE professional development opportunity for creating accessible documents.
- The AAC generally attempts to observe universal design principles when developing and managing content for the AAC InfoHub.

Work Team Annual Report Worksheet

Work Team

Building Emergency Coordinators

Chair

Date

2/4/20 (Early Annual Report Submission)

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 & Accountability Committee Statement:

The Building Emergency Coordinator team is no longer active and had no activity to report for the 2019/2020 Academic Year. This team was officially replaced by the FLITE Safety Committee with AAC acceptance of its Charge on 6/19/19 (refer to 2018/2019 AAC Annual Report statement for more details).

AAC team page contents may be considered for long-term archiving.

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

2/4/20 (Early Annual Report Submission)

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 Diversity & Inclusion Committee is no longer active and has no collective activity to report for the 2019/2020 Academic Year though diversity and inclusion measures have occurred FLITE-wide. Work to reconstitute this Committee was carried out in the 2019/2020 Academic Year and it was officially replaced by Committee to Facilitate Inclusion, Diversity, Equity, and the Accessibility of the Library (IDEAL) with the AAC acceptance of its Charge on 1/7/20 (see 2018/2019 AAC Annual Report Statement for more details).

AAC team page contents may be considered for long-term archiving.

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.

Advisory & Accountability Committee (AAC)

FLITE Team Annual Report Worksheet

FLITE Team: FLITE Internal Events Committee

Date: May 1, 2020

Chair: Josie VanAvery

Members: Josie VanAvery, Kelly McNeill, Kristy Motz, Tammy Finch, Carrie Buss, David Scott, Chelsea Mitchell

Was a review of the Team charge completed in the past academic year?

Yes

Brief Narrative

In 1-2 paragraphs, please explain how the team has made progress in accomplishing 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 plus the celebration of special events. The membership is open to FLITE volunteers. This membership is renewable each fiscal year and newcomers are welcome effective July 1 of each fiscal year. With that said, the Events Committee has made every effort to create comradery, celebrate our employees, and create a welcoming atmosphere here at FLITE to all building partners. For FY20, only 6 of the 7 events planned were actual due to the Covid 19 Pandemic.

List of Activities, Projects; Relevance to Strategic Plan

Please list activities and projects undertaken during the past academic year. For each, specify which part of FLITE's Strategic Plan it addressed.

1. 7/17/19 – FLITE Annual Picnic – FLT Wide
2. 8/21/19 – Ray Dickenson Needlepoint Dedication
3. 9/22/19 – FY20 Student Meet & Greet – FLT Wide
4. 9/23/19 – Ann Breitenwischer 50th Anniversary – Campus Wide
5. 10/23/19 – FY20 FLITE Annual United Way Chili Cook-off – FLT Wide
6. 12/17/19 – Kristy Motz Retirement Reception – Campus Wide
7. 4/15/20 – Student Employee Appreciation Luncheon – FLT Wide
(Cancelled due to Covid – 19 Pandemic)

Please relate how the work team has assessed its activities.

Event #1 – FLITE Annual Picnic

- a. Well received, great reviews, excellent comradery**

Event #2 – Ray Dickenson needlepoint dedication was planned by Academic Affairs

- a. we did however assist with the preparations and clean-up**

Event #3 – Student Meet & Greet

- a. This was a great avenue to introduce our student team to our FLT team**
- b. Thumbs-up again for this event**

Event #4 – 50th Anniversary for Ann Breitenwischer

- a. Rare special occasion for Ferris & FLITE**
- b. It was great to celebrate with Ann!**

Event #5 – The United Way chili cook-off and fundraiser by far is the big event at FLITE, FSU, and the United Way.

- a. It is a great avenue to stimulate comradery among all of our building partners and our Ferris community. The FY20 event was well attended and the funds raised through donations for chili testing and silent auction baskets totaled \$373**

Event #6 – Kristy Motz Retirement Reception – Kristy retired from FLITE after almost 13 years.

- a. Reception was well attended and although we are happy for Kristy, we will miss her**

Event #7 – Student Employee Appreciation Luncheon-unfortunately, this event was cancelled due to the Covid-19 pandemic

How has your team supported FLITE-wide efforts to promote inclusion, diversity, equity and accessibility over the past academic year?

All events were open to the appropriate guest list promoting inclusion, diversity and equity; accessibility was arranged for those who needed assistance.

Advisory & Accountability Committee (AAC)

FLITE Team Annual Report Worksheet

FLITE Team: FLITE Safety Committee

Date: 4/2/20 (Early Annual Report Submission)

Chair: N/A

Members: N/A

AAC Statement:

In light of present staffing and workload considerations, the Safety Committee does not anticipate functioning as a collective until the Fall 2020 semester at which time several vacant positions are expected to be filled. A Committee charge was developed and accepted in the 2019/2020 Academic Year as there was an interest in reconstituting the now defunct Building Emergency Coordinators team.

Though FLITE's Safety Committee is not yet functioning, other mechanisms continue for building planning and maintenance in observance of safe and efficient building operations. These include building and safety measures effected by FLITE staff and administration, and in consultation with various stakeholders as relevant per consideration, such as the Ferris Physical Plant, Department of Public Service, etc.

Was a review of the Team charge completed in the past academic year?

Brief Narrative

In 1-2 paragraphs, please explain how the team has made progress in accomplishing its goals over the past academic year.

List of Activities, Projects; Relevance to Strategic Plan

Please list activities and projects undertaken during the past academic year. For each, specify which part of FLITE's Strategic Plan it addressed.

Assessment

Please relate how the work team has assessed its activities.

How has your team supported FLITE-wide efforts to promote inclusion, diversity, equity and accessibility over the past academic year?

Advisory & Accountability Committee (AAC)

FLITE Team Annual Report Worksheet

FLITE Team: Committee to Facilitate Inclusion, Equity, and Accessibility in the Library (IDEAL)

Date: 2/6/20 (Early Annual Report Submission)

Chair: N/A

Members: N/A

AAC Statement:

In light of present staffing and workload considerations, the IDEAL Committee reports that it does not anticipate functioning as a collective until the Fall 2020 semester at which time several vacant positions are expected to be filled. A Committee charge was developed and approved in the 2019/2020 Academic Year as there was an interest in reconstituting a team in place of the former Diversity & Inclusion Committee at FLITE.

FLITE services, events, resources and planning continue to be developed through inclusive practices. One example is the inclusion of a preferred qualification for experience serving diverse and underrepresented student populations in a recently revised First-Year Experience Librarian position description. Other such work continues individually or through collective efforts at FLITE. FLITE also participates in University-wide diversity and inclusion activities and committees. Leah is currently designated as the representative on a University-wide Diversity and Inclusion Work Group through the Ferris Diversity and Inclusion Office and Heather is a member of the Academic Senate Diversity Committee.

Was a review of the Team charge completed in the past academic year?

Brief Narrative

In 1-2 paragraphs, please explain how the team has made progress in accomplishing its goals over the past academic year.

List of Activities, Projects; Relevance to Strategic Plan

Please list activities and projects undertaken during the past academic year. For each, specify which part of FLITE's Strategic Plan it addressed.

Assessment

Please relate how the work team has assessed its activities.

How has your team supported FLITE-wide efforts to promote inclusion, diversity, equity and accessibility over the past academic year?

Advisory & Accountability Committee (AAC)

FLITE Team Annual Report Worksheet

FLITE Team: Marketing

Date: April 7, 2020

Chair: David Scott

Members: Stacy Anderson, Mari Kermit-Canfield and others on occasion

Was a review of the Team charge completed in the past academic year?

Brief Narrative

In 1-2 paragraphs, please explain how the team has made progress in accomplishing 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 35 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. This is an estimate on the number of signs as that information is still in my office. Initiative 3.3

Our social media reach increased in each platform. Facebook had over 1303 followers (up from 1256) and twitter is up to 440 (from 424) followers. Initiative 3.4

All library signage is consistent with images, text, font and color and is more positive in nature. This year the campus developed a new logo for all university offices. We are implementing these new logos in our signage. Initiative 3.4

List of Activities, Projects; Relevance to Strategic Plan

Please list activities and projects undertaken during the past academic year. For each, specify which part of FLITE's Strategic Plan it addressed.

Activities.

FALL 2019

Disc Golf-45 golfers

Bulldog Beginnings. 1000 metal straws at our table went in 45 minutes.

Finals week

Therapy dogs at FLITE: Approx. 150 attendees. First time back in FLITE in some time.

Let's Stick Together. Snowflake. Very positive.

Henna Artist. This year we had two of them. We served over 60 students with shorter wait times.

Spring 2020

No activities due to COVID-19

Other events:

Money talks

1 event this year.

October 2019: Investing 4 attendees

Other events cancelled to the COVID-19

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! Maybe the short hiatus this year due to the virus will increase awareness. I still have a goal of working with the new Provost on the establishment of a financial literacy office on campus.

I would like to see more involvement from FLITE staff on many of our initiatives especially ones focused on them and their activities.

How has your team supported FLITE-wide efforts to promote inclusion, diversity, equity and accessibility over the past academic year?

The Money talks event was conducted by a Spanish speaking financial counselor in conjunction with the Latin@ Center on campus.

Work Team Annual Report Worksheet

Work Team RADTech

Chair **Dejah Rubel**

Members: **Stacy Anderson, Tammy Finch, Sela Constan-Wahl**

Date **1/28/20**

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 the Alma migration as well as role and personnel changes, RADTech has not met since 3/7/19. The previous annual report was submitted on 5/7/19 and nothing has changed since then.

RADTech continues to maintain the ERM Troubleshooting Ticketing System to make improvements and solve problems as they arise. From 5/1/19 to 1/28/20, RADTech has handled 36 tickets the majority of which were database issues that required vendor assistance. Of the 36 tickets, 30 (or 83%) were fully resolved.

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.

In addition to maintaining a ticket system, RADTech has kept up with new features as they are released in Alma and PrimoVE.

Assessment

Please relate how the work team has assessed its activities.

RADTech has not assessed its activities since the previous annual report.

Work Team Annual Report Worksheet

Work Team

Scholarly Communication Interest Group

Chair

Date

2/4/20 (Early Annual Report Submission)

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 Scholarly Communication Interest Group no longer operates as a collective and had no activity to report for the 2019/2020 Academic year (refer to 2018/2019 AAC Annual Report Statement for more details).

AAC team page contents may be considered for long-term archiving.

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.

Advisory & Accountability Committee (AAC)

FLITE Team Annual Report Worksheet

FLITE Team: Library Student Scholarship Review Committee

Date: April 28, 2020

Chair: Josie VanAvery

Members: *Elise Bohn, Leah Monger, Heather Symon Bassett, Josie VanAvery*

Was a review of the Team charge completed in the past academic year?

Yes. It was reviewed at our meeting on September 12, 2019.

Brief Narrative

In 1-2 paragraphs, please explain how the team has made progress in accomplishing its goals over the past academic year.

Our scholarship opportunity was submitted through the scholarship portal to receive applicants for December 2019 and submissions closed at the end of February 2020. We had a small pool of 2 applicants but both were great candidates for the FY20 Academic year. We were able to award two \$500 scholarships. One to Gordon Mallett who currently works at the Kendall Library and one to Rachel Vance who currently works at the FLITE Check-out desk. Both are returning Ferris students for FY21.

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 4/03/2020 is **\$24,716.94**. The current balance of the actual scholarship FOAP for the start of FY20 is **\$1,000**. Sufficient funding for the two new award winners starting FY21 but will need to draw off of our endowment fund for 2021. The award is distributed out of the scholarship fund and deposited to the student's account in two installments (fall & spring semesters) of \$250. Those students do need to submit a thank you note to the Dean's office prior to distribution and have been notified of that requirement.

As recommended by last year's committee, we held a meeting in September 2019 to create new essay questions for the application. We did choose new questions but unfortunately they were not loaded into the FY20 scholarship portal so the previous questions were used again. We also decided to redesign/revise the advertisement for the scholarship to not only refresh it but also to note the application submission should be about one week prior to the deadline in order to allow the designated reference enough time to submit their reference letter. Recently, I was notified that Student Services have now loaded the new questions for the FY21 scholarship portal.

List of Activities, Projects; Relevance to Strategic Plan

Please list activities and projects undertaken during the past academic year. For each, specify which part of FLITE's Strategic Plan it addressed.

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

- Initiative 1, Measure 1: Determine what we are currently doing well and how to expand/enhance that
- 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:

- Redesigned & Posted the FY20 Library Student Scholarship flyer with updated dates
- Promoted funding through Bulldog Days
- Evaluated applicants
- Awarded Scholarships
- Plan to Collect recipient thank you letters

Assessment

Please relate how the work team has assessed its activities.

The committee met on February 19, 2020 to review the applicants and chose two winners. It was decided that the redesigned advertisement flyer with deadlines met the needs for the supervisor reference letter. Choosing the Bulldog Days avenue for contributions was definitely an added bonus to provide for the endowment fund. We also confirmed the definite need to change the questions for the next fiscal year.

Both scholarship recipients have been asked to submit their thank you letters, so when these are received we have fulfilled our duties in a timely manner.

How has your team supported FLITE-wide efforts to promote inclusion, diversity, equity and accessibility over the past academic year?

Our team prepares this scholarship opportunity to be included within the FSU Scholarship Portal criteria and per the founder's choice is currently not income based nor are there any other mandates except it is detailed to include only library student employees within the KCAD Library, the Ferris Archives, and FLITE Library.

Work Team Annual Report Worksheet

Work Team

SpringShare Investigative Committee

Chair

Date

2/4/20 (Early Annual Report Submission)

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:

There was no activity to report for this Committee in the 2019/2020 Academic Year as this Committee was officially subsumed under the Web Content and Integration Committee with the AAC's acceptance of its Charge on 10/18/18 (refer to the 2018/2019 AAC Annual Report statement for more details).

AAC team page contents may be considered for long-term archiving.

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

2/4/20

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 continues to have an “in flux” status with no membership or activity to report for the 2019/2020 Academic Year (refer to 2018/2019 AAC Annual Report Statement for more details).

Though other mechanisms are currently in place to meet FLITE’s technology needs, the AAC anticipates this team’s implementation as staffing allows, and its team page will be retained on the AAC in the interim as a placeholder.

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**

2/4/20 (Early Annual Report Submission)

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 met and there was no activity to report for the 2019/2020 Academic Year (refer to 2018/2019 AAC Annual Report Statement for more details).

AAC team page contents may be considered for long-term archiving.

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: FLITE Web Services Usability Committee

Chair: Kristy Motz

Date: January 31, 2020 (Early Annual Report Submission)

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 offered nine usability assessment activities over the 2019/2020 Academic Year, which were developed from website feedback, test idea submissions and the availability of new features for the website and/or web-based interfaces. These activities included four student test dates, two intensive theme-based student ‘TestFests’ and two faculty/staff focus groups. Input provided from those events regularly informed user enhancements to FLITE’s website including the redesign of elements, functional improvements and language selection for the site.

Additionally, the Committee was able to offer a large-scale *Web Content for Everyone Symposium* to the entire web content creation community at Ferris including faculty, staff and students on May 15, 2019. Coordination with six campus units (FLITE, RS&S, UA&M, SCTD, FCTL, and ECDS), receipt of a diversity mini-grant from the Office of Diversity and Inclusion and additional financial support from the Office of the Provost and the Office of the Vice-President for Administration made this impactful event featuring a nationally renowned speaker on web accessibility and inclusive design possible. Attendees learned about universal design principles, video accessibility, how to conduct usability testing, etc. The Committee had hopes of sixty participants and more than eighty were in attendance! Feedback from the campus community provided via email, survey and through other mechanisms was overwhelmingly positive.

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
FLITE Student TestFest. 9 students spent an hour moving through five different usability tests (Reserve Study Room, Find Database, Find Course Guide, Find Citation Guide, Mini Focus Group-General Comments).	9/6/18	<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

Test	Date	Initiative of FLITE Strategic Plan
		common university standards, for an enhanced user experience <i>Initiative 3: communication is user-focused</i>
Student "Study Room Reservations" Testing	9/20/18	<i>Initiative 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</i> <i>Initiative 3: communication is user-focused</i>
Student "Databases by Major/Subject Testing"	10/25/19	<i>Initiative 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</i> <i>Initiative 3: communication is user-focused.</i>
Student "Current Room Schedule" Testing	11/27/19	<i>Initiative 1.1: Determine what we are currently doing well and expand/enhance that</i> <i>Initiative 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</i> <i>Initiative 3: communication is user-focused</i>
FLITE Student TestFest. 10 students spent an hour moving through tests using mobile devices (Finding a Book, Reserving Rooms,	1/22/19	<i>Initiative 1.1: Determine what we are currently doing well and expand/enhance that</i>

Test	Date	Initiative of FLITE Strategic Plan
Finding an Article, Getting Help)		<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 involving 15 faculty (Expectations for Website, How Directing Students to use it, Preference for Faculty Tab on Website, Other Commentary)	1/21/19 & 1/24/19	<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
“Web Content for Everyone Symposium” for web content creation community at Ferris (faculty, staff and students); 80+ attendees.	5/15/19	<i>Initiative 1.1:</i> Determine what we are currently doing well and expand/enhance that <i>Initiative 1.3:</i> Find ways to correlate our data with university data to demonstrate how we help further Academic Affairs’ and the university’s strategic plans and meet/exceed expectations <i>Initiative 1.5:</i> Report data/results to the university community as part of telling the library’s story
FLITE Student Fall TestFest. 10 students spent an hour running through tests about Primo display and some	9/10/19	<i>Initiative 1.1:</i> Determine what we are currently doing well and expand/enhance that

Test	Date	Initiative of FLITE Strategic Plan
questions dealing with the reference desk.		<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
Student “Student Workers Naming” Testing	11/26/19	<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

Assessment

Please relate how the work team has assessed its activities.

The aspiration of this Committee is continuous improvement to website and other web-based FLITE interfaces to promote optimal user experiences. The team accomplished that through initiating usability testing, instituting changes based on testing data and other feedback, and confirming usability enhancements through continued testing.

Assessment for the *Web Content for Everyone Symposium* was conducted through reviewing scores and comments offered by attendees, which were solicited by the staff Center for Training and Development. Unsolicited email feedback from various campus stakeholders was also shared with Committee members for further consideration. A request for a repeat presentation of *Symposium* content for the Fall 2019 Faculty Welcome Back week suggested a perceived value for the event. Formal assessment of the *Symposium* was submitted to the Ferris Diversity and Inclusion Office in a Faculty Staff Diversity Mini-Grant report.

2019/2020 Membership:
 Kristy Motz (Chair until 1/3/20 retirement)

Sela Constan-Wahl (until 1/3/20)

Stacy Anderson

Mari Kermit-Canfield

David Scott

Heather Symon Bassett

This annual report is an early submission due to the Committee's present 'hiatus' status. Please see the following message posted on the Web Services Usability Committee's team page on the AAC InfoHub:

12.20.19 The Web Services Usability Committee is going on temporary hiatus due to changes in personnel. Committee members can be contacted in an emergency. Once new personnel come on board, the group anticipates resuming activities once again.