

Program Review Summary Template

3.7 Academic Program Review

(optional)

Based on the thorough internal or external program review addressing all criteria in policy, a comprehensive report should be possible within ten or fewer pages. This program review template is provided to assist institutions in compiling the program review information, which is to be presented to the institutional governing board prior to submission to the State Regents. Executive Summaries should be possible within two pages using the provided template (Program Review Executive Summary Template).

Description of the program's connection to the institutional mission and goals:

(Size of box provided is NOT an indicator of the length of response expected; please include as much information as needed to thoroughly address each element of the review.)

Rose State's mission statement declares that "As a public and open admission institution that grants associate degrees, Rose State College provides higher education programs and services intended to foster lifelong learning for a diverse population." Moreover, our vision statement asserts that we are an institution "Supporting, serving and advancing the common good — sustaining and advancing a tradition of excellence." The Library Technical Assistant program has been part of that tradition since 1977, and despite the immense changes the field has undergone in the intervening decades, it continues to effectively prepare graduates receiving their associate in applied science degree to enter the work force and use their skills to enhance the common good by providing better access to information in this complex age.

The college's and community's dedication to library services can, in part, be seen in the funding for vast renovations to the library facilities on our campus in the past years:

- Learning Resources Center construction contract (bond funds) - \$9,486,086.61
- Storm sewer modification (College funds) - \$131,319.06
- Water infiltration remediation (College funds) - \$70,905.85
- Compact shelving (College funds) - \$212,251.00
- Building signage (College funds) - \$29,960.15
- LRC Café modifications (College funds) - \$163,830.03

Total \$9,930,522.67*

*This total is construction costs only.

The above demonstrates powerfully that our community and college are committed to our library and, by extension, the only degree program centered there.

3.7.5 Process (Internal/External Review):

Previous Reviews and Actions from those reviews:

Analysis and Assessment (including quantitative and qualitative measures) noting key findings from internal or external reviews and including developments since the last review:

The LTA program classes are reviewed annually by other tenured faculty members within the Humanities Division on a rotating basis, including the dean and associate dean. All courses and professors receive high reviews (records available upon request).

Students enrolled in the individual classes evaluate their professors as well. Those are consistently positive in both the qualitative and quantitative measures (records available upon request).

Based on suggestions made during review of the LTA program in 2013-2014, the following actions were taken:

The LTA Advisory Committee analyzed program courses and structure, and the faculty reshaped them based on changing program needs. The possibilities of reinstituting embedded certificates and internships were discussed as possibilities but no motion was made to act upon them. Further exploration of this was conducted in August 2018, in meeting with Humanities Dean Toni Castillo and Head Librarian Melissa Huffman, and it was decided to pursue this as an institution so we may effectively serve other states without such programs.

New marketing materials were created and shared with potential program enrollees via the Oklahoma Library system List-serve.

In 2018, Humanities scholarships through the Rose State Foundation were extended to LTA majors for the first time, and 2 students in the program received scholarships.

In October and November of 2018, data was requested and examined from Rose State's Office of Institutional Research to prepare for this study, with Toni Castillo, Dean of Humanities ultimately examining that information to assess the program along with the input of Head Librarian Melissa Huffman and Associate Dean of Humanities Jeff Conkin.

A. Centrality of the Program to the Institution's Mission:

(Institution's response/rationale should follow each criteria of this policy; (Size of box provided is NOT an indicator of the length of response expected; please include as much information as needed to thoroughly address each standard.)

As the only applied science degree offered through the Rose State Humanities Division, the Library Technical Assistant Program ensures Humanities graduates are able to curate public access to the core ideas and human values embedded in the College's mission. For this program, students are accepted throughout the state, and occasionally from other states, so it widely disseminates the College's values. As the program is offered fully online, students do not have to live in the immediate area to participate successfully in it. In this way, it is open to and serves a wide variety of ages, ethnicities, and geographic locations while maintaining our college's commitment to affordability and open access.

B. Vitality of the Program:

B.1. Program Objectives and Goals:

The online Library Technical Assistant Program at Rose State is the only LTA program in Oklahoma and surrounding states in the region. All courses are taught by master's-level librarians. Currently, we offer two Library Technical Assistant courses per semester, and, since all courses are taught online, students may complete program requirements while working full-time.

Graduates of the LTA program are able to do the following:

- Exhibit knowledge and understanding of libraries, museums, and other knowledge storage mechanisms.
- Demonstrate understanding of customer service, library classification MARC records, children's and teens' authors, familiarity with common reference materials and how to use them to assist library patrons.
- Demonstrate basic computer literacy skills, basic management skills and the life cycle of documents.
- Exhibit a basic general foundation of English, history, government, science or math, and liberal arts

The program seeks to prepare students to enter the following career fields:

- Public and private libraries
- School libraries at all levels
- Government agencies
- Research organizations

B.2 Quality Indicators (including Higher Learning Commission issues):

- In spring 2017, a Low Productivity Report was filed, with the recommendation to increase marketing and audit students currently enrolled in the LTA program courses to encourage them to formally declare the major and complete the program. (report attached)
- The LTA Advisory Committee met on Sept. 26, 2015 with the following attendees: Melissa Huffman, Joanne Huff, Pauline Rodriguez, Sadie Bruce, Cathy Blackman, Sharon Saulmon, Jeff Conkin, and Jeff Caldwell. It met again on October 19, 2016, with the following attendees: Martha Pangburn, Norman High School Librarian; Joanne Huff, Library Assistant at Western OK College; Sharon Saulmon, LTA professor and Library Dean Emeritus; Cathy Blackman, Librarian at Cameron University; Jeff Conkin, Humanities Advisor; Claudia Buckmaster, Humanities Dean; Eddie Gert, Humanities Associate Dean; and Jeff Caldwell, Academic Vice President.

B.3. Minimum Productivity Indicators:

Time Frame (e.g.: 5 year span)	Head Count	Graduates
--------------------------------	------------	-----------

2013-14	34	5
2014-15	31	5
2015-16	30	4
2016-17	33	6
2017-18	29	4

B.4. Other Quantitative Measures:

a. Number of courses taught exclusively for the major program for each of the last five years and the size of classes:

List or attach list of courses

LTA Prog Review Number of Courses Taught		LTA Prog Review Number of Enrollments	
Year	# Courses	Year	# Enrollments
2014	7	2014	60
Fall 2013	3	Fall 2013	33
LTA 2001	1	LTA 2001	3
LTA 1353	1	LTA 1353	15
LTA 1303	1	LTA 1303	15
Spring 2014	3	Spring 2014	26
LTA 2001	1	LTA 2001	4
LTA 1322	1	LTA 1322	11
LTA 2093	1	LTA 2093	11
Summer			
2013	1	Summer 2013	1
LTA 2001	1	LTA 2001	1
2015	6	2015	55
Fall 2014	3	Fall 2014	24
LTA 2001	1	LTA 2001	1
LTA 1333	1	LTA 1333	9
LTA 1323	1	LTA 1323	14
Spring 2015	3	Spring 2015	31
LTA 2001	1	LTA 2001	3
LTA 1312	1	LTA 1312	14
LTA 1313	1	LTA 1313	14
2016	6	2016	53
Fall 2015	3	Fall 2015	32
LTA 2001	1	LTA 2001	1
LTA 1353	1	LTA 1353	16
LTA 1303	1	LTA 1303	15
Spring 2016	3	Spring 2016	21
LTA 2001	1	LTA 2001	1

LTA 1322	1	LTA 1322	12
LTA 2093	1	LTA 2093	8
2017	6	2017	55
Fall 2016	3	Fall 2016	30
LTA 2001	1	LTA 2001	1
LTA 1333	1	LTA 1333	16
LTA 1323	1	LTA 1323	13
Spring 2017	3	Spring 2017	25
LTA 2001	1	LTA 2001	2
LTA 1312	1	LTA 1312	12
LTA 1313	1	LTA 1313	11
2018	7	2018	47
Fall 2017	3	Fall 2017	25
LTA 2001	1	LTA 2001	1
LTA 1353	1	LTA 1353	14
LTA 1303	1	LTA 1303	10
Spring 2018	3	Spring 2018	21
LTA 2001	1	LTA 2001	2
LTA 1322	1	LTA 1322	10
LTA 1343	1	LTA 1343	9
Summer			
2017	1	Summer 2017	1
LTA 2001	1	LTA 2001	1
Grand Total	32	Grand Total	270

b. Student credit hours by level generated in all major courses that make up the degree program for five years:

Course	Years	Number of Student Credit Hours
LTA 2093 SPECIAL TOPICS (This course was converted to an ongoing course in 2016: LTA 1343.)	2014	33
	2015	0
	2016	24
	2017	0
	2018	0
LTA 1303 SPECIAL PUBLICATIONS	2014	0
	2015	45
	2016	0
	2017	0
	2018	30

LTA 1312 LIBRARY SERVICES FOR CHILDREN AND YOUNG ADULTS	2014	0
	2015	28
	2016	0
	2017	24
	2018	0
LTA 1313 INTRODUCTION TO LIBRARY PUBLIC SERVICES	2014	0
	2015	42
	2016	0
	2017	33
	2018	0
LTA 1322 INTRODUCTION TO THE LIBRARY PARAPROFESSIONAL FIELD	2014	22
	2015	0
	2016	24
	2017	0
	2018	20
LTA 1323 INTRODUCTION TO LIBRARY TECHNICAL SERVICES	2014	42
	2015	0
	2016	0
	2017	39
	2018	10
LTA 1333 TECHNOLOGY IN LIBRARIES	2014	27
	2015	0
	2016	0
	2017	48
	2018	9
LTA 1343 RECORDS MANAGEMENT	2014	0
	2015	0
	2016	0
	2017	0
	2018	27
LTA 1353 LIBRARY MANAGEMENT SKILLS	2014	0
	2015	0
	2016	48
	2017	0
	2018	42
LTA 2001 CAPSTONE PROJECT	2014	5
	2015	6
	2016	2
	2017	4
	2018	3

c. Direct instructional costs for the program for the review period:

\$10,844/year

The average of cost of salaries paid to adjunct faculty over a 5-year period (earning \$660 per credit hour) is \$8,844 per year.

Support costs for the Humanities Division overall were \$30,000 in supplies and \$3,000 for equipment with an estimated \$2,000 going to support the LTA program.

d. The number of credits and credit hours generated in the program that support the general education component and other major programs including certificates:

LTA 1313 Introduction to Library Public Services is accepted as a limited general education support and related credit for the College's English degree.

e. A roster of faculty members, faculty credentials and faculty credential institution(s). Also include the number of full time equivalent faculty in the specialized courses within the curriculum:

Faculty	Credential	Institution that granted degree
Melissa Huffman, Director, Library Services	Master of Library and Information Science	University of Oklahoma, 1987
Sharon Saulmon, Dean Emeritus, Rose State College Learning Resources Center	Master of Library Science Master of Business Administration	University of Oklahoma, 1974 University of Central Oklahoma, 1987 (formerly Central State University)
Laura Teske, Adjunct Faculty, Rose State College	Master of Library and Information Science	University of Oklahoma, 1999

f. If available, information about employment or advanced studies of graduates of the program over the past five years:

Not available

g. If available, information about the success of students from this program who have transferred to another institution:

16 students from the past 5 years who majored in LTA at Rose have transferred to other colleges:

<u>College Name</u>	<u>Enrollment Begin</u>	<u>Enrollment End</u>	<u>Enrollment Major</u>
UNIVERSITY OF OKLAHOMA	20170117	20170602	LIBRARY INFO STUDIES
ROGERS STATE UNIVERSITY	20150112	20150508	ELECT DEL
OKLAHOMA STATE UNIVERSITY - OKLAHOMA CITY	20140818	20141214	LIBERAL ARTS
OKLAHOMA CITY COMMUNITY COLLEGE	20150810	20151219	NOT APPLICABLE
			DIVERSIFIED STUDIES

GORDON STATE COLLEGE	20180808	20181128	HISTORY
UNIVERSITY OF CENTRAL OKLAHOMA	20170109	20170505	GENERAL STUDIES
UNIVERSITY OF PHOENIX	20140114	20140217	BACHELOR OF SCIENCE
UNIVERSITY OF CENTRAL OKLAHOMA	20160111	20160506	HISTORY MUSEUM
UNIVERSITY OF CENTRAL OKLAHOMA	20180820	20181214	STUDIES
UNIVERSITY OF CENTRAL OKLAHOMA	20180108	20180504	HISTORY MUSEUM
OKLAHOMA CITY COMMUNITY COLLEGE	20130812	20131221	STUDIES
MID AMERICA CHRISTIAN UNIVERSITY	20160816	20161024	COMPUTER SCIENCE
LIBERTY UNIVERSITY	20180827	20181214	APPLIED
UNIVERSITY OF OKLAHOMA	20170821	20180112	ACCOUNTING AND
OKLAHOMA STATE UNIVERSITY -	20160822	20161006	ETHICS
OKLAHOMA CITY	20170821	20171215	PSYCHOLOGY
NORTHEASTERN OKLAHOMA A&M COLLEGE			INFORMATION STUDIES
			MANAGEMENT
			GENERAL STUDIES

B.5. Duplication and Demand:

In cases where program titles imply duplication, programs should be carefully compared to determine the extent of the duplication and the extent to which that duplication is unnecessary. An assessment of the demand for a program takes into account the aspirations and expectations of students, faculty, administration, and the various publics served by the program. Demand reflects the desire of people for what the program has to offer and the needs of individuals and society to be served by the program.

B.5. Duplication and Demand Issues:

Address Duplication:

N/A

Address Demand:

N/A

B.5.a. Detail demand from students, taking into account the profiles of applicants, enrollment, completion data, and occupational data:

N/A

B.5.b. Detail demand for students produced by the program, taking into account employer demands, demands for skills of graduates, and job placement data:

The current U.S. Bureau of Labor Statistics report states based on 2017 numbers that

“Overall employment of library technicians and assistants is projected to grow 9 percent from 2016 to 2026, about as fast as the average for all occupations.

Communities are increasingly turning to libraries for a variety of services and activities. Therefore, there will be a continuous need for library technicians and assistants to help patrons find information and operate the libraries on a day-to-day basis. Parents value the learning opportunities that libraries present for children because libraries are able to provide children with information they often cannot access from home. In addition, the increased availability of electronic information is also expected to increase the demand for research and special libraries, where patrons will need help sorting through the large amount of digital information.”

B.5.c. Detail demand for services or intellectual property of the program, including demands in the form of grants, contracts, or consulting:

None of these apply to this program.

B.5.d. Detail indirect demands in the form of faculty and student contributions to the cultural life and well-being of the community:

By its very nature this program’s graduates help provide their communities with access to data needed to enhance their culture and well-being as they work in libraries and schools to provide better guidance to information access. In specifics, it contributes by providing copyright information, maintaining historical Rose State information (of particular importance to the upcoming 50th anniversary), and providing extensive open access support.

Study related to the Library Technical Assistant Program keeps library staff up to date on issues relating to library involvement in serving their community.

LTA students and faculty support the library community through involvement with the greater Oklahoma Library community in the Oklahoma Library Association conferences and workshops.

B.5.e. The process of program review should address meeting demands for the program through alternative forms of delivery. Detail how the program has met these demands:

This program is available completely online to students.

B.6. Effective Use of Resources:

Resources include financial support, (state funds, grants and contracts, private funds, student financial aid); library collections; facilities including laboratory and computer equipment; support services, appropriate use of technology in the instructional design and delivery processes, and the human resources of faculty and staff.

During recent renovation, the following support changes were made to the library, all of which are instrumental in providing new resources for the LTA program:

- In order to make space for increased seating, the library print collection went from approximately 100,000 print items to 40,000 print items. Many of the print items were obsolete and needed to be culled from the collection, but many items during this decade are being moved to electronic format in libraries throughout the country.
- Another method used to maximize space was to purchase a high density mobile shelving system at the cost of approximately \$220,000. This system houses all of the library's legal and reference print collections.
- The library now has a total of 54 computers and printers available to students. Four of these computers are enclosed in individual study rooms to accommodate students with special needs including parents with small children. This is no significant increase in computers but they are located in a more central, open, and accessible area of the building. In addition to the 4 individual study rooms, the library has 5 group study rooms seating from 4 to 10 students each.
- The library now has a variety of seating options to accommodate different study preferences. It provides open seating near a vast wall of windows facing the campus mall. There is seating on the east side of the Library in a very quiet but well-lit area insulated from most traffic and noise by the shelved print circulating collection. The library has study tables, carols, lounge chairs, and sectional seating options.
- All of the furniture throughout the building is brand new and designed for flexibility, comfort, and durability. The furniture for the entire building cost a little over \$610,000. This includes purchase of over 500 tables/desks, over 1000 chairs, and various cabinets/credenzas. Approximately \$250,000 was spent on new computers for students and staff and another \$85,000 on printers, TV displays, etc. (These figures are building wide with the library occupying roughly 75% of the 1st floor.)
- The library is developing the LibGuides web-based content management platform to make research through the library webpages more efficient. The webpages are being developed at <https://library.rose.edu>.
- The Library maintains online databases (over \$192,000), including EBSCOhost's [Library, Information Science & Technology Abstracts with Full Text](#) for LTA student use, as well as all other students. Additionally, it maintains print and electronic materials related to library operations and services for use with the LTA program.

*Low Producing Program Reviews follow a different format and template.

Institutional Program Recommendations: (describe detailed recommendations for the program as a result of this thorough review and how these recommendations will be implemented, as well as the timeline for key elements)

Recommendations	Implementation Plan	Target Date
Since this program is delivered fully online, quality of instruction can be more fully ensured if the courses go through the rigorous Quality Matters review and certification.	<ol style="list-style-type: none"> 1. LTA 1312 & LTA 1313 2. LTA 1353 & LTA 1303 3. LTA 1322 & LTA 2093 4. LTA 1333 & LTA 1323 	<ol style="list-style-type: none"> 1. 2019 2. 2020 3. 2021 4. 2022
More marketing is needed to recruit throughout Oklahoma. Certification is necessary to then successfully market and recruit in other states.	<ol style="list-style-type: none"> 1. Initiate and complete process to become accredited for LSSC by the ALA. 2. Update 3 existing courses in "Technology," "Collections" and "Reference and Information Services" to put them back in catalog and in requirements to meet certification requirements. 3. Work with Rose marketing to feature this degree option in online marketing. 4. Identify national marketing venues (through ALA) and use those to market program awareness. 	<ol style="list-style-type: none"> 1. Dec. 2019 2. Jan. 2020 3. Jan. 2020 4. Jan. 2020
Create a method to continue contact with program graduates to enable better tracking of outcomes and needed changes to the program for workforce preparation.	Program lead will gather information from the College's Office of Institutional Research to begin creating a contact list. She will also create a questionnaire to use to reach out to any received.	February 2019

Summary of Recommendations:

	Department	School/College	Institutional
Possible Recommendations:			
Expand program (# of students)	X		
Maintain program at current level			

Reduce program in size or scope			
Reorganize program			
Suspend program			
Delete program			

Department/
Program Head _____
(Signature)

Date _____

Dean _____
(Signature)

Date _____