PEER RESEARCH CONSULTANTS: MEASURING A NEW LIBRARY SERVICE

ABSTRACT
GVSU offers peer tutoring in the library with research consultants, writing center consultants, and speech consultants working side-by-side in a space called the Knowledge Market. Assessment began with defining measures, data-gathering processes, collaborating with Institutional Analysis for analytical processes, and regular reporting of usage and perception data. Preliminary results show positive student perception of the service.

THEMEs:   USAGe   ·   STUDent PERCEPTIONs   ·   CONSultANT PERCEPTIONs   ·   AWARENESS

WE ASKED A LOT OF QUESTIONS THIS YEAR
Did combining three services in the Knowledge Market contribute to student growth of the individual services? The writing center growth between Fall 2012-Winter 2013 academic year (11,853 consultations) and Fall 2013-Winter 2014 (12,748 consultations) can largely be attributed to the collaboration with the Knowledge Market, which accounted for 32% of all writing center consultations during the Fall 2013-Winter academic year.

Writing Center students: How often have you used the services of the Knowledge Market?

Writing Center students: How do you learn about the Knowledge Market?

How many research consultations per week?

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<tr>
<th>CONSULTANTS</th>
<th>CLASSES</th>
<th>STUDENTS</th>
<th>DEPARTMENTS</th>
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<tbody>
<tr>
<td>22</td>
<td>738</td>
<td>591</td>
<td>53</td>
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BELOW ARE SUMMARIES OF ASSESSMENT ACTIVITIES BY THE WRITING CENTER AND SPEECH LAB

Fred Majer Center for Writing and Michigan Authors Assessment by Patrick Johnson, MA, Director Kay Loosy, PhD Former Interims Director Yol-Hannah Jenkins, Graduate Assistant Method: E-mail survey to students who used the Writing Center at the Knowledge Market (KM) and Writing Center consultants who worked at the KM.

Responses: 90 from students and 21 from consultants.

Interesting Findings: The majority surveyed heard about the KM from a professor. Most respondents came only when a paper was due. Respondents: road long way in times during busy weeks (exams). Respondents: appreciated "one-stop shopping" for multiple services. Some comments mentioned noise, privacy, and finding the space. Other comments mentioned the helpfulness of the consultants.

Limitations: Small sample size. All respondents were selected from Writing Center clients only.

Additional Data Collected: Incentives for use of the Lab—faculty information and consultant follow-up notes.

Challenges: The partners intended to assess learning outcomes for students using all three services in the Knowledge Market. The 2013-2014 academic year was the Knowledge Market’s first year and we soon realized our focus was on running the operation and establishing simple baseline measures: usage patterns, student characteristics, student perceptions, and consultant perceptions. Data analysis is in progress. Conversations about long-range assessment are ongoing.

LITERATURE

FOR MORE INFORMATION
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