

KPI #1: Net Tuition & Fees per 120 Credit Hours

Definition: This metric is based on resident undergraduate student tuition and fees, books, and supplies as calculated by the College Board (starting in Fall 2017, a textbook cost model is added to national averages), the average number of credit hours attempted by students who were admitted as FTIC and graduated with a bachelor's degree for programs that require 120 credit hours, and financial aid (grants, scholarships, and waivers) provided to resident undergraduate students (does not include unclassified students).

Library strategies:

- Increase Reserve book collection by buying more textbooks, working with students and faculty to get more donations for Reserves;
- further expand the Textbook Affordability initiative with the Center for eLearning;
- Expand the web-based tool for identifying materials on Reserve;
- Eliminate late fees for books, study rooms, and equipment
- Track savings through ILL
- Textbook Affordability Institute is probably the best strategy but may be difficult to justify the savings. Also OER feeds into this
- Find ways to identify students that rely on library computers rather than their own devices

KPI #2 University Access Rate

Definition: This metric is the percentage of enrolled undergraduates who received a Pell Grant during the Fall term. Unclassified students, who are not eligible for Pell Grants, were excluded from this metric.

Library strategies:

- If given access to data identifying the students or by partnering with other units that already work with this group, provide targeted services to these students, such as special instruction sessions;
 - Special instructions: How to Study; Study Skills; How to Take Notes; How to Write an Essay; very basic research strategies
- work with Advising to develop a program to provide textbooks to low-income students;
 - Good idea but what about having them study in groups with a subject specialist or other library employee. Often these are the first college students in the family and our help would be a benefit to our students
- investigate a special study area in the library for these students.
- A class to calm their nerves but not too New Age
- Find donors willing to help with textbook costs

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KPI #3 Academic Progress Rate

Definition: This metric is based on the percentage of FTIC students who started in the Fall term (or summer continuing to Fall), and were enrolled full-time in their first semester and were still enrolled in the same institution during the Fall term following their first year with GPA of at least 2.0 at the end of their first year (Fall, Spring, Summer).

Library strategies:

- Track usage and measure against graduation and retention rates for:
 - Logins to e-resources and Wifi;
 - Attendance at special events and programs;
 - Attendance at library instruction sessions and tours;
 - use of Interlibrary Loan (ILL) ;
 - Utilize portable trackers to collect data on student participation in library programs and events;
 - Entry to Wimberly after 10 p.m.
- Improve library instruction program by:
 - Reviewing instruction program with CLASS & Colleges to ensure the right content;
 - Marketing more aggressively to faculty.
- Retrain all staff and faculty as on-the-spot help for students and put more staff out in public areas.
- Open IT service desk and staff with student workers.
- Conduct more tours using students.
- Further develop the Student Library Advisory Committee and have student workers involved-
- Carry out student focus groups to follow up on spring 2018 student survey.
- Develop student book and film clubs in response to student requests or connect also to student groups already existing to use space or partner.
 - Think this is a great idea
 - These clubs could generate additional usage of the library by those that don't use it at all or rarely
- Revisit shared spaces with Writing Center, Math Tutors, etc. to increase awareness of those support services.
 - Excellent
- Offer one-on-one consultation and mentoring to all freshmen through connection with Advising
 - Especially for those students who are first in the family to go to college
- Offer a one-credit course all new students would have to take on using library resources. Could work with Writing Center, etc. on Intro to academic work, like citations, etc.
- Better communications/relationships with faculty to bring classes to library events

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KPI #4 6-Year FTIC Graduation Rate (FT)

Definition: The percentage of entering full-time FTIC students who graduated by the Summer term of their sixth year. FTIC includes 'early admits' students who were admitted as degree-seeking students prior to high school graduation.

Library strategies:

- Track usage and measure against grad rates for [Owl card swipe in?](#)
 - Logins to e-resources and Wifi;
 - # of e-resources downloaded
 - Track subject areas?
 - Attendance at special events and programs;
 - Attendance at library instruction sessions and tours, including online instruction sessions;
 - ILL;
 - Entry to Wimberly after 10 p.m.;
 - Utilize portable trackers to collect data on student participation in library programs and events. Could use this during tabling events in the library?
 - No circulation data?
 - Using study rooms
 - Checking out laptops, electronic products from Media Center
 - Consultation appointments with librarians
- Improve library instruction program by:
 - Reviewing instruction program with CLASS & Colleges to ensure the right content;
 - Marketing more aggressively to faculty. How? Who exactly will be doing this? Liaisons?
 - ➡ Work with faculty/Colleges to give class credit for using library services
- Retrain all staff and faculty as on-the-spot help for students and put more staff out in public areas.
- Open IT service desk and staff with student workers. Staff more computer areas with student workers
- Conduct more tours using students. Perhaps in coordination with orientation?
- Further develop Student Library Advisory Committee.
- Carry out student focus groups to follow up on spring 2018 student survey.
- Develop student book and film clubs in response to student requests. Love this
- Revisit shared spaces with Writing Center, Math Tutors, etc. to increase awareness of services.
- Offer one-on-one consultation and mentoring to all freshmen through connection with Advising. Love this
 - Include ILL; correlate it with student success
- Make library orientation tour mandatory. Hold before registration/classes. Be part of freshman orientation
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KPI #5 4-Year FTIC Graduation Rate (FT)

Definition: This metric is based on the percentage of FTIC students who started in the Fall (or summer continuing to Fall) term and were enrolled full-time in the Fall and had graduated from the same institution by the Summer term of their fourth year. FTIC includes 'early admits' students who were admitted as degree-seeking students prior to high school graduation.

Library strategies:

- Track usage and measure against grad rates for:
 - Logins to e-resources and Wifi; [and off campus ez proxy](#)
 - Attendance at special events and programs;
 - Attendance at library instruction sessions and tours;
- ILL;
 - 1. [Partner with two Greek societies, athletics, ect. For ILL sign up classes, track use and grad](#)
 - 2. [Teach ILL classes to undergrad and graduate](#)
 - 3. [Increase ILL tabling maybe in med school and rec center](#)
- Re: [teaching ILL counsel/tips to first years- have ILL students assist in teaching](#)
- [Entry to Wimberly after 10 p.m.; After 10 all outside folks out, encourage groups tutoring](#)
 - Extra: [be open veteran's day, staff will get holiday comp time](#)
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 - Utilize portable trackers to collect data on student participation in library programs and events.
- Improve library instruction program by:
 - Reviewing instruction program with CLASS & Colleges to ensure the right content;
 - Marketing more aggressively to faculty.
- [Retrain all staff and faculty as on-the-spot help for students and put more staff out in public areas. Open IT service desk and staff with student workers. Conduct more tours using students. Further develop Student Advisory Committee. Carry out student focus groups to follow up on spring 2018 student survey. Develop student book and film clubs in response to student requests. Revisit shared spaces with Writing Center, Math Tutors, etc. to increase awareness of services. Offer one-on-one consultation and mentoring to all freshmen through connection with Advising](#)
- [Everyone stop and help people many still walk by them](#)
- [Have student assessment on student advisory committee](#)
- [CARD has mentioned safe gaming club in library for autistic students](#)
- [Work on women's center for library immersion for 1-credit internship](#)
- [Have library comic con in student groups](#)
- [Staff could wear those "ask us anything" lanyards when not at their desk](#)
- [More interactive programming like the Halloween tabling](#)
- [Student of the week profile where students are picked out in library and interview, to be posted on library homepage and social media](#)

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KPI #6 Percentage of Bachelor's Degrees Awarded without Excess Hours

Definition: This metric is based on the percentage of baccalaureate degrees awarded within 110% of the credit hours required for a degree based on the Board of Governors Academic Program Inventory.

Library Strategies:

- Work with Colleges to develop specialized instruction program for these students. We kind of do this already but it seems largely done with ENC1101 and 1102 and SLS courses. We do get some upper level courses come in for instruction. I think to filly engage the programs/depts. And do it right and provide true service imbedding at least 1 librarian per dept. which will all the library to truly not only know the dept but the collection and work in depth with 1 or 2 depts.
- Partner with Research Methods courses in the Colleges to develop targeted instruction for undergraduates. I only see one maybe two method classes come into the library and t heir students learn how to use the library and do research. History is one such that I know of.
- Provide several at-risk student internships in the library every semester to increase awareness of research and study tools
- Create links within Canvas to offer direct access to library research and study tools, libguides, recorded instruction programs (full programs, tips and tricks, etc.). These may be targeted to specific programs or courses or generalized. Access through these links can be counted in our metrics.
- Offer workshops for students on how to do research and find resources in the library catalog
- Offer more study rooms for students to do their assignments
- Offer tutoring to student on different subjects

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KPI #7 Percentage of Undergraduate Degrees in Areas of Strategic Emphasis

Definition: This metric is based on the number of baccalaureate degrees awarded within the programs designated by the Board of Governors as 'Programs of Strategic Emphasis.' A student who has multiple majors in the subset of targeted Classification of Instruction Program codes will be counted twice (i.e., double-majors are included).

Library Strategies:

- work with instructors teaching in these areas to develop targeted instruction sessions in support of courses;
- hire library faculty with background in these areas; we deal with many visual arts majors at the Jaffe, and it's not uncommon for them to be dual majors; art/business, art/education. JCBA and other maker spaces in the libraries could be promoted heavily to these students--many of whom are unaware of its presence even years into their careers at FAU. Additional scholarship opportunities could be made available so more students can take JCBA workshops which can lead to them making use of the studio independently. Another good reason to hire a JCBA studio coordinator.
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- provide 24/7 virtual support through the creation of targeted resource guides/videos open the library to these programs for 24/7 IRL support
- highlighting library resources to support students in these programs
- provide textbooks for the classes included in these programs

KPI #8 Percentage of Graduate Degrees in Areas of Strategic Emphasis

Definition: This metric is based on the number of graduate degrees awarded within the programs designated by the Board of Governors as 'Programs of Strategic Emphasis.' A student who has multiple majors in the subset of targeted Classification of Instruction Program codes will be counted twice (i.e., double-majors are included).

Library Strategies:

- Place staff in Graduate Lounge to provide assistance to grad students during set hours.
- Work with instructors teaching in these areas to develop targeted instruction sessions in support of courses;
- hire library faculty with background in these areas;
- Provide 24/7 virtual support through the creation of targeted resource guides/videos highlighting library resources to support students in these programs
- Hold sessions promoting areas of strategic emphasis to benefit students who are undecided in their potential degrees.
- Had instructional sessions promoting the benefits of double majoring in these areas
- Graduate student orientation to introduce the resources that the library provides
- Meet with the Dean of Graduate college to review the resources the library provides and if we need to provide additional specific resources to the grad programs FAU offers.
- Host graduate lectures in the library
- Use library as a tool to link students to persons in these graduate programs to provide assistance (partner our technology with their existing tutors)
- Give faculty and library staff open line of communication to address individual student needs-set contact between both program and library.

KPI #9 Bachelor's Degrees Awarded to Minorities (Black and Hispanic Students)

Definition: This metric is the percentage of baccalaureate degrees granted in an academic year to Non-Hispanic Black and Hispanic students. This metric does not include students classified as Non-Resident Alien or students with a missing race code.

Library Strategies:

- hire more minority staff and place them in public-facing positions;
- continue the programming developed by Library Diversity & Inclusion Committee to engage with students from these backgrounds;
- work with Colleges and student clubs to develop focused programming and services. hire student employees to do focused outreach to these communities and provide meeting space for these student clubs;
- Continue to work with groups such as the Progressive Black Men to host their events in the library
- They could establish a mentoring program in collaboration with academic advising services
- Also the hiring of staff in general and retention
- To track e-resources being accesses, require login on campus as well as off (EZproxy to gather stats
- Enrich collection to reflect academic needs of students
- Strengthen partnerships with other reluctant campus institutions
- Pursue embedded librarianship in classes

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KPI #13 Percent of Bachelor's Enrolled or Employed (\$25,000+) in the U.S. 1 Year after Graduation

Definition: This metric is based on the percentage of a graduating class of bachelor's degree recipients who are enrolled or employed (earning at least \$25,000) somewhere in the United States.

Library Strategies:

- Continue to work with Career Center on instructional and other programming for career placement;
 - develop a database and/or collection of printed materials that would inform students career choices or options related to their major area of study
 - resume and cover letter workshops or resources offered online
 - start prep before 4th year
 - appointment offerings for help with job applications and job hunting using websites/apps
- commit to hiring one student every year for a one-year position in the library;
 - I'm not sure about committing a FT contract position is a great idea. Are other colleges doing this for their recent graduates? Maybe a graduate teaching assistant position might better service the student as well as the library.
 - Hire new alumni who can offer test prep courses/tutoring for free or affordable rates to current students.
 - Offer paid internships/assistantships for student work experience
- strengthen test prep collection;
 - offer incentives to donate test prep books
- market use of single-study rooms for GRE, GMAT, MCAT, and other test taking;
 - student rooms for test taking is a good idea
- work with College of Medicine to develop programming (such as narrative reflective sessions with Dr. Dawn Sherling) targeted at pre-med students to strengthen their engagement with and application to the College of Medicine
 - work with various departments with the ideas of lectures which focus on various career options for students in a additiona to working with the career center
- for those who are familiar with opportunities in their field of expertise we can talk to students we come into contact about opportunities and areas in these fields of interest
- encourage students interested in librarianship to volunteer in the library. Does not necessarily have to be librarianship. It could be public relations with outreach services dept. whatever the official name of RJs dept is.
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KPI #14 Median Wages of Bachelor’s Graduates Employed Full-Time 1 Year after Graduation (Anywhere in the Nation)

Definition: This metric is based on annualized Unemployment Insurance (UI) wage data from the fourth fiscal quarter after graduation for bachelor’s recipients. This data does not include individuals who are self-employed, employed by the military, those without a valid Social Security number, or making less than minimum wage.

Library Strategies:

- Continue to work with Career Center on instructional and other programming for career placement;
 - Host career advisors to do seminars and employment workshops for student boths from PBSC and FAU at the library
 - provide/invite alumni/faculty to offer workshops on getting and maintaining jobs. Through career canter, will give a more “real world” idea of how to get a job in a respective field
 - hire in a career advisor who works at the library but with the career center. In house advisor to schedule and setup hosted career events and assist students as an overflow for the career center. Could be a late night/afterhours advisor.
- commit to hiring one student every year for a one-year position in the library;
 - If this data is received, match it with eresources and every gate statistic for each students
 - create a section for career advice in the lobby. Offer services such as help with job applications and interviewing. Check out nice clothes for interviewing. \

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KPI #15 DFW Rates (Percent of Undergraduate Course Sections with above 20% DFW Rate)

Definition: This metric calculates the percentage of all undergraduate course sections with DFW >20%. The DFW rate includes grades D, F, W, and N. Sections with four or less enrolled students are excluded.

Library Strategies:

- Target Gen Ed courses and work with faculty to provide focused instruction, as well as library mentoring and one-on-one research assistance for at-risk students.
 - A department setup in assisting students in mentoring one-on-one research, tutoring, counseling. Staffed by librarians, AMP staff, and OPS staff. Alert the colleges of tutoring services.
- Revisit placement of math and writing tutors in the library at select times to increase awareness of these services.
 - Excellent, other tutors as well
- Have library staff trained by Math and Writing Center staff to provide basic assistance for the most common problems.
 - Classification of the library staff about of your skills for a good orientation of the students and be able to help other needs also. (Chemistry, languages)
- Creation of focused study group instruction. Staff with specialized training in subject matters be given study group for on call service
 - Physical and digital board created (fully visible and accessible)
 - groups of 5 more may sign under corresponding staff members name
 - group swill contact email, staff member will then contact and coordinate with student groups
 - basically a more focused and traceable form of "Ask a librarian" mentoring program with possibly larger quantifiable numbers
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KPI #19 4-Year New Florida AA Transfers Graduation Rate

Definition: This metric is based on the percentage of new Florida AA transfer students who started in the Fall term and had graduated from the same institution by the Summer term of their fourth year.

Library strategies:

- Develop focused instruction and programming for transfer students;
- have welcome reception for new transfer students every semester;
 - include transplants (passed transfers) to give weight and have students interact with current students who have transferred and gain insight. But als likely to help with grad rate based on seeing currently where peers are and what they have achieved
- dedicate staff member(s) to liaise with other units on transfer students;
- work with other units to develop an adopt-a-student program for transfer students to ensure they are integrated into campus life
- the university already does a mentoring program on campus. One thing to engage with one another at the university good idea to create programming to enhance university. Already created mentoring program allowing library to be the conduit. A place for first year students to meet other first time students and enhance mentoring program with programming.

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KPI #27 Number of Post-Doctoral Appointments

Definition: This metric is based on the number of post-doctoral appointees during the Fall term of the academic year. A postdoctoral researcher has recently earned a doctoral (or foreign equivalent) degree and has a temporary paid appointment to focus on specialized research/scholarship under the supervision of a senior scholar.

Library strategies:

- Work with the Graduate College and commit to hiring one post-doc for a semester-year appointment ~~twice~~ once a year to carry out research on library services to work under an Associate or University Librarian
- Have one-on-one research opportunities for the post-doctorate candidate inside the library
- Work post docs in their fields to better improve collections, work with librarians

KPI #30 Number of Mini-Mester/FastTrack/Intersession Sections

Definition: Course sections offered in intersessions or subterms.

Library Strategies: Open library during Winter break to provide library support to winter session; ramp up instructional offerings for summer and intersession; coordinate with Colleges to ensure that library faculty and staff are aware of the course offerings and special assignments and are prepared to offer assistance

- Might only be useful to PhD students and professors
- Designate an assistant to the librarian outreach to the colleges and the students will be more touched- college of business librarian have an assistant to work with them so there is more assistance with assignments
- Develop an internal web-based forum where staff and all colleges can continue to engage in discussion and share ideas that can help strengthened the outlined strategies.

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KPI #31: Provost's Pick for the Libraries: Percent of Undergraduate Course Sections That Have Adopted OER

Definition: This metric is used as part of Performance Funding Metric 3. Students in course sections can access materials at 'no-cost' through Open Educational Resources (OERs) or similar methods.

Library strategies:

- Continue ACT program with Center for eLearning (Adopt, Adapt, Author OER);
- Set targets for liaison librarians to assist increasing number of instructional faculty, targeting higher enrolled courses first;
- Market OER to faculty ahead of textbook selection deadlines; Develop new and expand library resources to assist with finding OER; Work with SUS and FLVC on developing single search tool for finding OER;
- Assign one librarian as OER specialist;
 - [This person would be responsible for marketing and other training](#)
- Recruit and hire replacement Scholarly Communication Librarian to oversee OER outreach; Continue to bring in speakers and develop programming for faculty information on OER;
- Continue to work with Bookstore and others on integration of OER into Canvas, Curriculum Builder, and the textbook selection tool
 - [And provide training on how to access their resources in conjunction with the center for eLearning](#)
- [Work with bookstore to get students to donate textbooks bookstore cannot use](#)
- [Reach out to the off-campus bookstore- booksmart](#)
- [Encourage departments to donate their instructor and sample copies](#)

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KPI #18: Provost's Pick for the Libraries: Freshmen retention rate

Definition: The percentage of full-time fall FTIC students (including Summer starts) who returned to the same university the following Fall.

Library Strategies:

- Work with Advising to develop a Library mentor program for freshmen;
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- work with Advising and Student Affairs to develop a common book program for freshman and help run discussion sessions;
- Partner with Advising to develop a library module to be incorporated into Advising;
- Target library instruction programs to GenEd courses;
 - Adjust workshops to present skills for FTIC
 - introduce library staff to FTIC, service and instruction staff
 - require library instruction during FTIC classes
 - recognize faculty from FTIC classes and cultivate relationships
- Place library student assistants in Residence Halls at set times;
 - Partner with established programs
- Continue partnerships with Orientation for programs focused on new students and their parents; more programs focused on new students
- Set aside space in the library as lounge for first-year students, with staffing;
- Offer presentation time on 5th floor and in Jupiter library for student clubs and student support services;
- Continue to partner with clubs and support groups on events, such as Denim Day, Progressive Black Men, etc.- I'd like to see more events for students during finals week
- Invite FTIC students to pick up a library passport create a stamp on such and reinvite them to 3 events (library), 1. Instructional session 2. Social (human library) 3. One-on-one consultation. If they get 3 stamps for attending 3 events they can get their passports entered into \$500 aware drawing
 - Strategy: get FTIC in library, 3 events should help student see if these students are retained incentivize students to come to library

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misc:

broward library uses a program that the crediation desk manages that grants computer access and can restrict usage time. Yom knows what it is called.

- NFC or USB connected swipes to login Fau.net
- RFID or Magstrip to active directory on computers

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