



Developing a Collaborative Tutorial Assessment System

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Overview

- Context
- Project Management
- Inventory
- Gathering Feedback
- Implementation
- Future planning

Context

- Campus
 - Enrollment: 17,200 (Fall 2016)
 - Online courses: ~100 sections in Winter; ~250 sections in Summer
- Libraries
 - Instructional Services Coordinating Committee (ISCC)
- State of the tutorials
 - ~45 tutorials created over the last 7 years
 - Focus on new content over updates/maintenance

Project Management

Google Sheets

www.google.com/sheets/about

MeisterTask

www.meistertask.com



Inventory

- Tutorials divided among ISCC
- Basic info about each tutorial compiled in spreadsheet
 - Title
 - Category
 - Length
 - Description
- Used to identify priorities and make quick changes

1	A	B	C	D	E	F
2	Evaluator	Category	Title	Length	Tutorial Suite?	Description (from tutorial landing page)
3						
4	Afeshia	How to Locate Resources	Finding Articles	3:00		A screencast tutorial on how to find articles in the database Academic Search Complete
5	Afeshia	How to Locate Resources	How to Find Articles for Research	15:00	Y	This module demonstrates how to use library databases and formulate a search strategy to find sources appropriate for college research papers
6	Julia	How to Locate Resources	Finding Books	3:36		How to find books using the library catalog

L	M
the meantime... easy changes like typos or broken links could be made ASAP)	Priority Level (low/medium/high)
	high
the image slideshow on pages 5, 6 (goes fast). 2. "click to content" rename to	medium
Instructional passive dynamic	low
Due to the catalog significant time/new searching for ideas to pick a 'light' dummy search.	

Instructional	passive	dynamic	1. Update the video to reflect the new (heavy) 5. Slide 12: Redo the audio to make it clear that references available limiter in ASC will only refine the search, not look for the references of "that one good article". Maybe also suggest that other databases are better for cited reference searches (Web of Science, Scopus), though those are strong for science, etc. 6. Slide 13: update to flow with slide 12	"click to view full webpage/image" 3. Slide 11--need to update to new Library website "browse databases" page
Instructional	passive	dynamic	If we can easily edit this video to remove the mention of the call number texting feature we should. If editing it would be very time-consuming, we could just add a youtube annotation bubble noting that the texting feature is	

Inventory Evaluative Criteria

	A	B	C	D	E	F
1						
2	Evaluator	Category	Title	Length	Tutorial Suite?	Description (from tutorial landing page)
3						

	H	I	J	K	L	M			
	Type (Characteristics)			Evaluation/Recommendation	In the meantime... (quick/easy changes like fixing typos or broken links that should be made ASAP)	Priority Level (low/medium/high)			
	Instructional/ Informational/ Conceptual	Passive/ Interactive	Static/ Dynamic						
4	Aleshia	How to Locate Resources	Finding Articles						
5	Aleshia	How to Locate Resources	How to Find	instructional	passive	dynamic	This needs to be redone as it features the old maroon and gold website. We should perhaps try and make a more conceptual video on finding articles; this was the tutorial with a high viewcount drop after ~3 seconds. This one automatically brings the patron to Academic Search Complete which may not be what they'd like to search. We could alternatively rename it to "Where do I start searching for articles and how do I do that?" but something that is more of an actual name.	high	
6	Julia	How to Locate Resources	Finding Books	instructional	passive	dynamic	1. Update to graphics need to be done 2. Slide 6: the limiter images taken out of context do not mean much to me. Suggest new graphics go here 3. Slide 8: make the subject terms stand out more on image. 4. Image that gives better context of where a bibliography is (currently just throws a partial reference list as the image, very text heavy) 5. Slide 12: Redo the audio to make it clear that references available limiter in ASC will only refine the search, not look for the references of "that one good article". Maybe also suggest that other databases are better for cited reference searches (Web of Science, Scopus), though those are strong for science, etc. 6. Slide 13: update to flow with slide 12	medium	1. change image slideshow timings on pages 5, 6 (goes way too fast). 2. "click to expand content" rename to "click to view full webpage/image" 3. Slide 11-- need to update to new Library website "browse databases" page
				instructional	passive	dynamic	If we can easily edit this video to remove the mention of the call number texting feature we should. If editing it would be very time-consuming, we could just add a youtube annotation bubble noting that the texting feature is	low	Due to the catalog significant time/e new searching for idea to pick a light dummy search.

- What type of tutorial is it?
 - Instructional
 - Informational
 - Conceptual
- Do users interact with the tutorial?
 - Passive
 - Interactive
- How is the information presented?
 - Static
 - Dynamic
- Recommendations, priority level

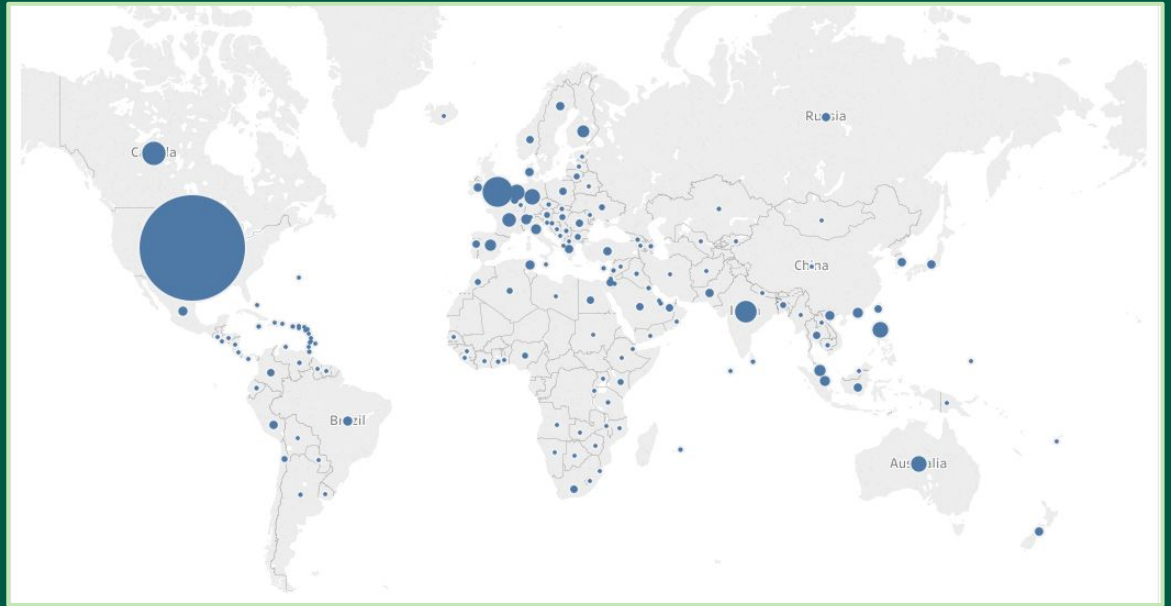
Gathering Feedback

- Stakeholders
 - Faculty
 - Students
 - Subject librarians
- Continual process



Gathering Feedback: Usage Statistics

- YouTube Analytics
 - Drop off rates
 - Geographic data
- Google Analytics
 - Unique views
 - Bounce rates



Number of views by country

Implementing Changes

- Quick fixes vs. major updates and replacements
- Start with identified priorities
- Establish clear channels of communication
- Project management is key because there are many moving parts

Formats

The screenshot shows the Binghamton University Libraries website. At the top, there is a search bar with the text "Search". Below it, the website header includes the Binghamton University logo and navigation links like "Search & Find", "Research Help", "Locations & Collections", "Services", "About", and "Special Collections". A search box is prominently displayed with tabs for "Find It!", "Databases", "Journals", "Catalog", "Reserves", and "Site Search". Below the search box are links for "Find It! FAQ", "Advanced Search", and "Library Account". The page also features sections for "Interlibrary Loan (ILLiad)", "Subject Guides", and "Tutorials". At the bottom, there are sections for "FEATURED RESOURCE", "NEWS & EVENTS", and "TODAY'S HOURS".

Finding Books

search for books

1. On the Libraries' website, click **Advanced Search** on the Find It! tab.
2. Enter your search terms.
3. For material type, select **Books**.
4. For search scope, select **Library Catalog**.
5. Click search.

The diagram shows the search interface with numbered callouts:

- 1: Points to the "Advanced Search" link in the top navigation bar.
- 2: Points to the search input field.
- 3: Points to the "Material Type" dropdown menu, which is set to "Books".
- 4: Points to the "Search Scope" dropdown menu, which is set to "Library Catalog".
- 5: Points to the "Search" button.

find out where the book is

The Hobbit and philosophy : for when you've lost your dwarves, your wizard, and your way
 2012 bing aleph
 Available. For branch delivery click [GetIt@BU](#). Bartle Library Stacks (PR6039.O32 H6336 2012)



Collection locations at Bartle Library Bartle Library Stacks, Bartle Reference, Belle Margolis Holocaust Collection, Fine Arts Collection (including Fine Arts Oversize, Fine Arts Double Oversize, and Fine Arts Reference), Government Documents, Main Reserves, Newcomb Reading Room, Oversize/ Double Oversize, Special Collections, Arabic Collection, Hebrew Collection, Persian Collection

Collection locations at the Science Library Science Library Stacks, Science Library Reference

Other collection locations Downtown Center (at the UDC Library), Electronic Resources (online), Library Annex (available on request), SUNY Shared Collection (available on request)

get the book

Library of Congress call number cheat sheet

PS 3511 .I9 G8228 2014

alphabetical
A, B, C... P, PL, PN...

whole number
1, 2, 3... 10, 50, 105...

letter, decimal
.A1, .B2... .G5, .G577, .G8...
(may have more than one "letter, decimal" pairing)

year
(whole number)
2005, 2006...

to see which floor the book is shelved on, check **Collection Location by Call Number** (available below or at binghamton.edu/libraries/locations/floormaps)

use your Binghamton ID to check out books at the Reader Services Desk

submit an ILL/Document Delivery request at illiad.lib.binghamton.edu/illiad for books held at the Library Annex, SUNY Shared Collection, or books not owned by the Libraries

Formats

Considerations

- Learning outcomes
- Engagement
- Usability
- Tech requirements
- Accessibility
- Maintenance

Choices

- Dynamic vs. Static
- Interactive vs. Passive
- Embedded vs. Separate
- Tools

Planning for Future Tutorials

- Elements that get dated quickly
- Workflows for...
 - ISCC members
 - Subject librarians
 - Other public services groups
- Building in timeframes for future assessment
- Building in channels for ongoing feedback
- Don't need to reinvent the wheel

Further Reading

Craig, C. L., & Friehs, C. G. (2013). Video and HTML: Testing online tutorial formats with biology students. *Journal of Web Librarianship*, 7(3), 292-304. doi:10.1080/19322909.2013.815112.

Ferrance, C. & West, P. J. (Mar 24 2017). Standardizing and managing online tutorials for improved learning. *ACRL 2017*.

Käfer, V., Kulesz, D., & Wagner, S. (2017). What is the best way for developers to learn new software tools? An empirical comparison between a text and a video tutorial. *The Art, Science, and Engineering of Programming*, 1(2), article 17. doi: 10.22152/programming-journal.org/2017/1/17.

Questions?

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