



common threads of
healthy discontent
about assessment



LILAC 2017



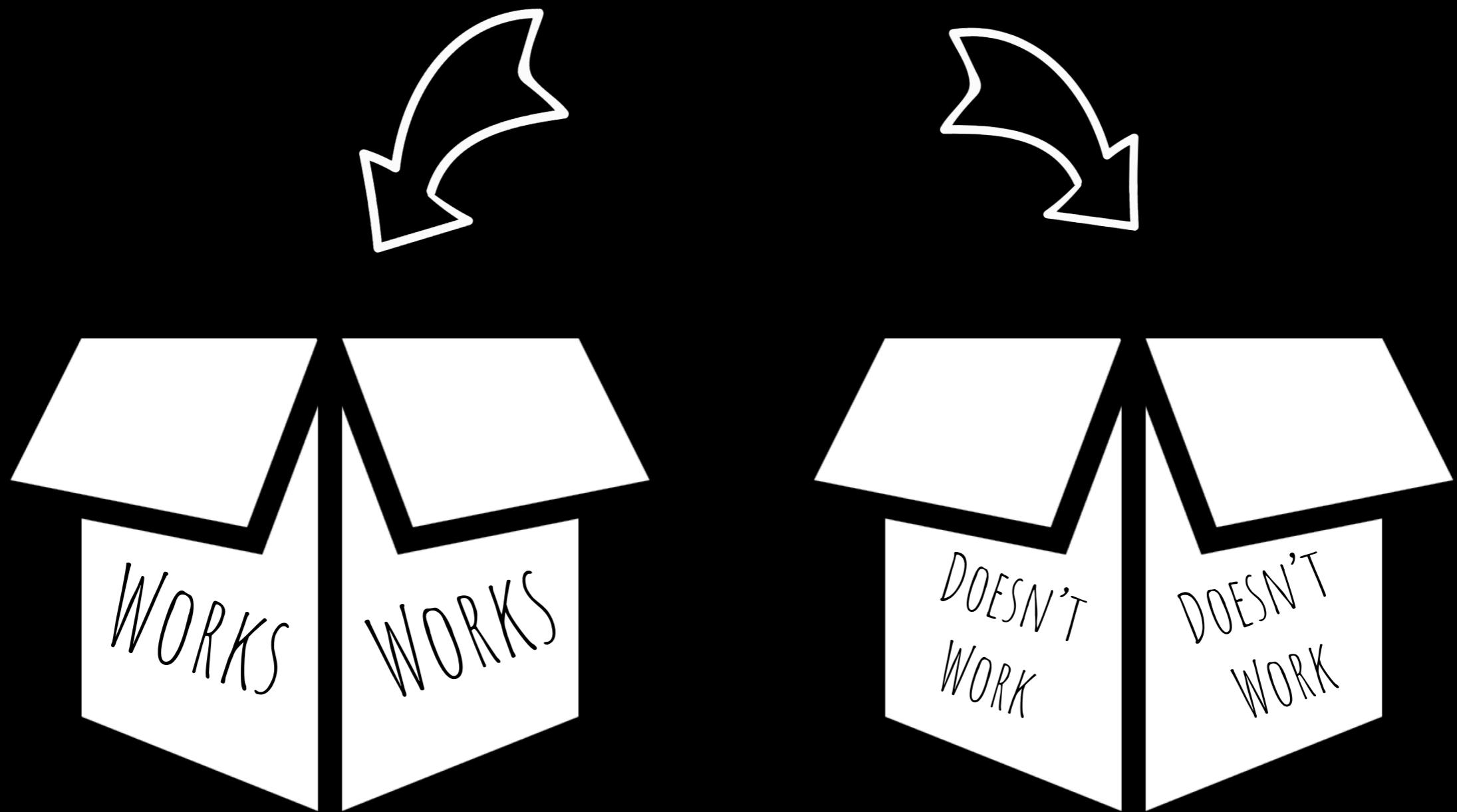
common threads of
healthy discontent
about assessment



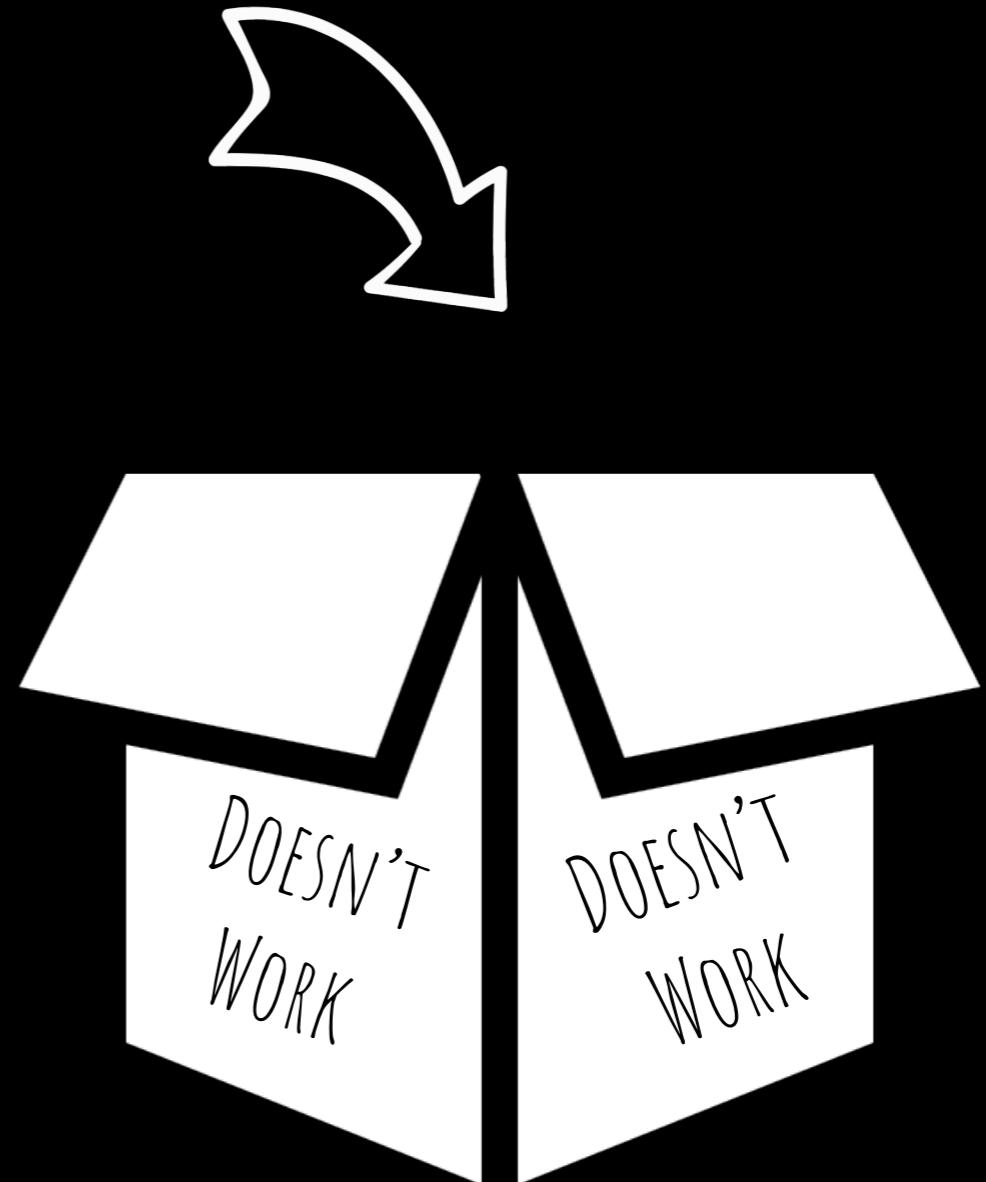
“WE NEED TO DECIDE
WHAT WORKS
AND WHAT DOESN’T WORK.”

DO WE?

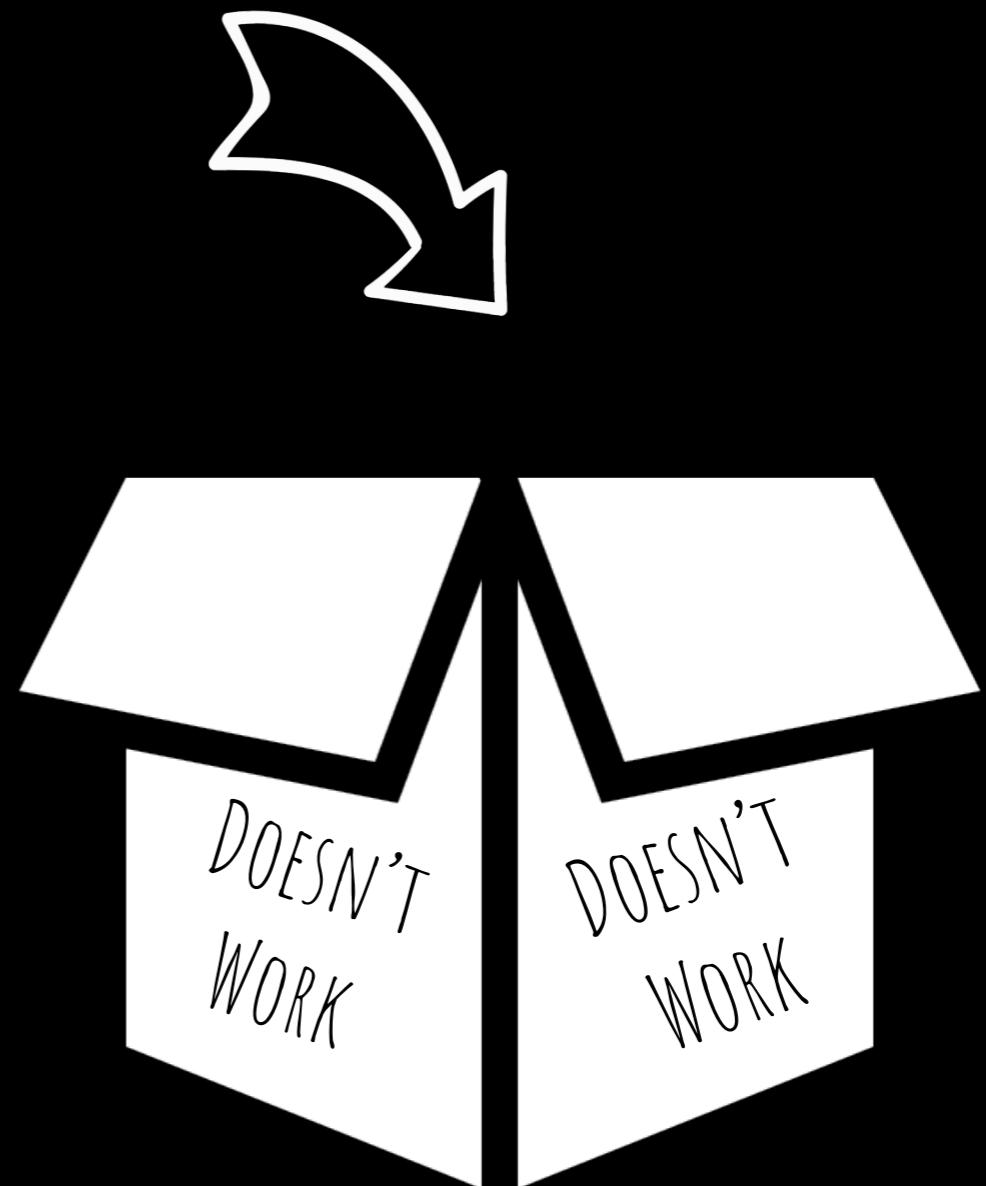
DO WE NEED TO BE
SO DUALISTIC?



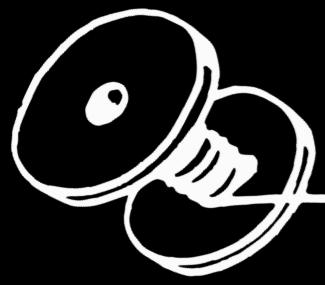
WE HAVE TO INVEST
SIGNIFICANT ENERGY
IN MAKING SURE
NOTHING WE DO EVER
ENDS UP IN THE
WRONG BOX.



THE BOX MINDSET
STIFLES CREATIVITY,
DISCOURAGES RISK-
TAKING, AND
INCREASES IMPOSTER
SYNDROME.



WHAT'S THE ALTERNATIVE?



REFRAMING FAILURE

#FAIL4LIB



Melissa Wisner
@melissawis

#fail4lib

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10 QUICK PROJECT MANAGEMENT TIPS
FOR LOSING YOUR COLLEAGUES' TRUST

(No one got harmed in the making of this talk)

Vero Roni
@verolynne

Loving the analog forest fire, vital to

2:38 PM - 7 Mar 2016



Vero Roni
@verolynne

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Loving the analogies at [#fail4lib](#); Failure as a forest fire, vital to maintaining the health of the forest in the long run. [#c4l16](#)

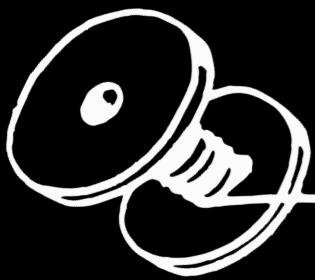
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2 **2**



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ENCOURAGING REFLECTIVE PRACTICE



 **angela**
@LibrarianAngie

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Noting that when employers provide time, opportunity to reflect, improves work environment and productivity [#lilac17](#)

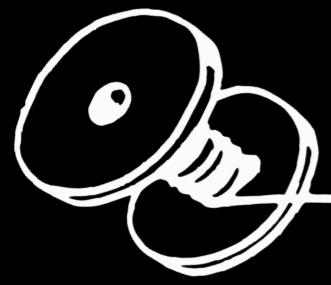
LIKES
3



5:16 AM - 10 Apr 2017

◀   3 

#LILAC17

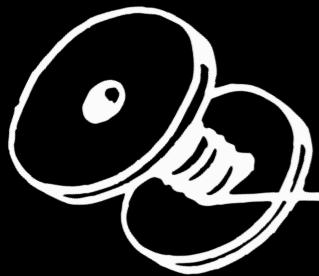


RE-FRAMING FAILURE + REFLECTIVE PRACTICE



“WE NEED DATA-DRIVEN DECISION-MAKING”

DO WE?



DATA DRIVEN OR DATA-INFORMED?

 **Ben Companjen**
@bencomp

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"Data-informed is better than data-driven" – Dre
[#c4l17](#) – I'll remember that

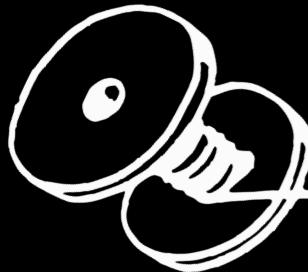
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8 **13**



11:54 AM - 7 Mar 2017

  8  13 

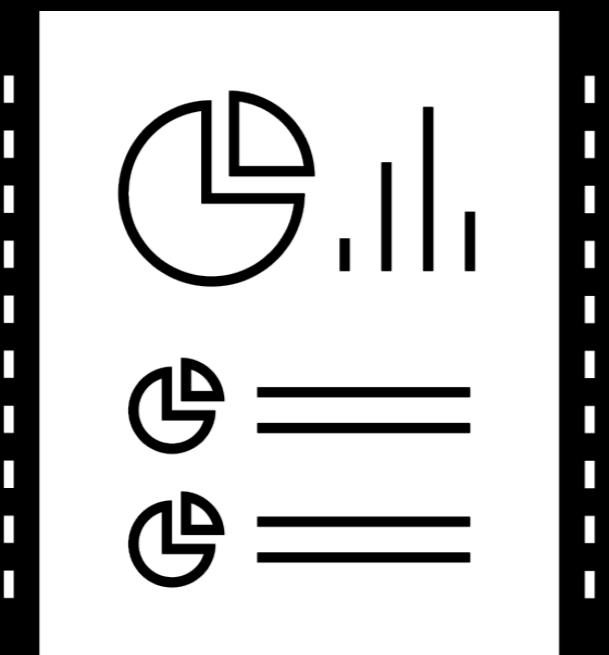
Andreas Orphanides, NCSU Libraries, "It's made of people: designing systems for humans"



DATA-INFORMED > DATA DRIVEN



It might be good for
Data to drive the
enterprise.



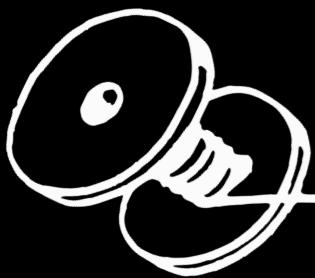
but do we want “data”
alone driving our
decisions?



MOTIVATION

"What gets measured gets improved." -- Peter Drucker

ARE WE SETTING THE RIGHT MEASURES?



The Washington Post
Democracy Dies in Darkness

The Switch

The tech behind how Volkswagen tricked emissions tests

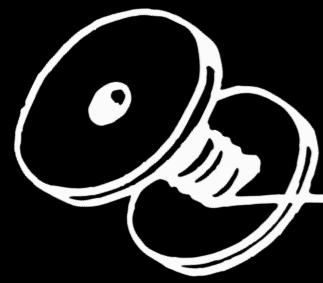
By Andrea Peterson and Brian Fung September 22, 2015



(Odd Andersen/AFP/Getty Images)

Volkswagen isn't hiding from its emissions cheating scandal, which the company now says affects some **11 million diesel cars** worldwide.

“By measuring how long the engine was running, the vehicle’s speeds, and even seemingly esoteric factors, such as the position of the steering wheel and barometric pressure, Volkswagen vehicles could understand they were being tested and so adjusted their engine performance to pass the tests, according to the EPA.”



ARE WE SETTING THE RIGHT MEASURES?

12 one-shot sessions.

24 Students per session

- - -

Total engagement: 288!

1 train-the-trainer sessions w/ TAs.

12 TA's in the session

- - -

Total engagement: 12 :-(



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Total learning: ???

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But wait, each TA taught a section w/ 24 students. And research skills were integrated across 3 class sessions, instead of just one.

Total impact:
288 students x 3 sessions?

Total learning: ???



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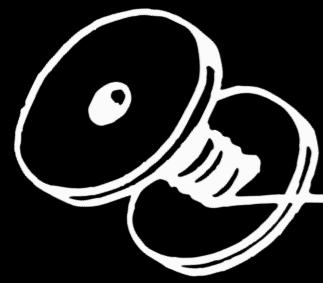
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“WHAT GETS
MEASURED GETS
IMPROVED.”

Total impact:
288 students x 3 sessions?

Total learning: ???



S.M.A.R.T. GOALS NEED SMART METRICS

“Increase engagement with ____ dept. by 30% each academic year.”

“WHAT GETS
MEASURED GETS
IMPROVED.”

- Peter Drucker

THINGS THAT ARE
EASY TO MEASURE
AREN’T ALWAYS THE
BEST METRICS.

- Doug

WHAT'S THE ALTERNATIVE?



MIXED METHODS APPROACHES.

Katherine Lynch
@katelynch

Following

"You can fight metrics with anecdotes, and you can fight anecdotes with metrics." - Dre #c4l17

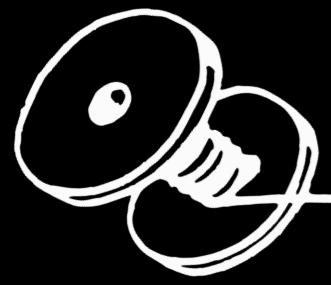
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7 9



CAN WE MAKE ASSESSMENT BOTH QUANTITATIVE AND QUALITATIVE?



HUMANIZE OUR DATA AND BREAK THROUGH THE METRIC WALL!



JoChenCham 🔒

@JoChenCham

Following



Stories and anecdotes that humanize the data
can help us get through the metric wall.

#code4lib #c4l17

RETWEET

1

LIKES

4



12:02 PM - 7 Mar 2017 from [Los Angeles, CA](#)

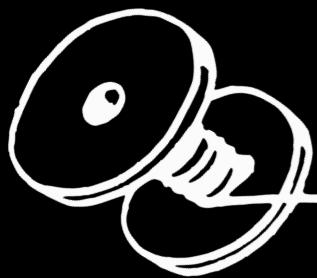


1



4

FOCUS ON BENEFITS FOR LEARNERS & RESEARCHERS



 **Carrie Moran**
@DigitalCarrie

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How do we make sure our assessment methods don't interfere with student learning needs?
#liw16

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3 

12:37 PM - 10 Jun 2016

◀ ⌂ ❤️ 3 ⌂ ⏤

 **Julia Glassman**
@juliaglassman

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"We need to think about how assessment benefits students, not the library's ability to demonstrate its value" @nope4evr #critlib #liw16

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18 30 

5:15 PM - 9 Jun 2016

◀ 2 ⌂ 18 ❤️ 30 ⏤

 **margy maclibrary**
@margymaclibrary

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#liw16 #critlib @nope4evr Assessment- Who benefits? THE critical question... And if it's not the student, maybe needs a rethink

LIKES
3 

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#LIW16

MAYBE?

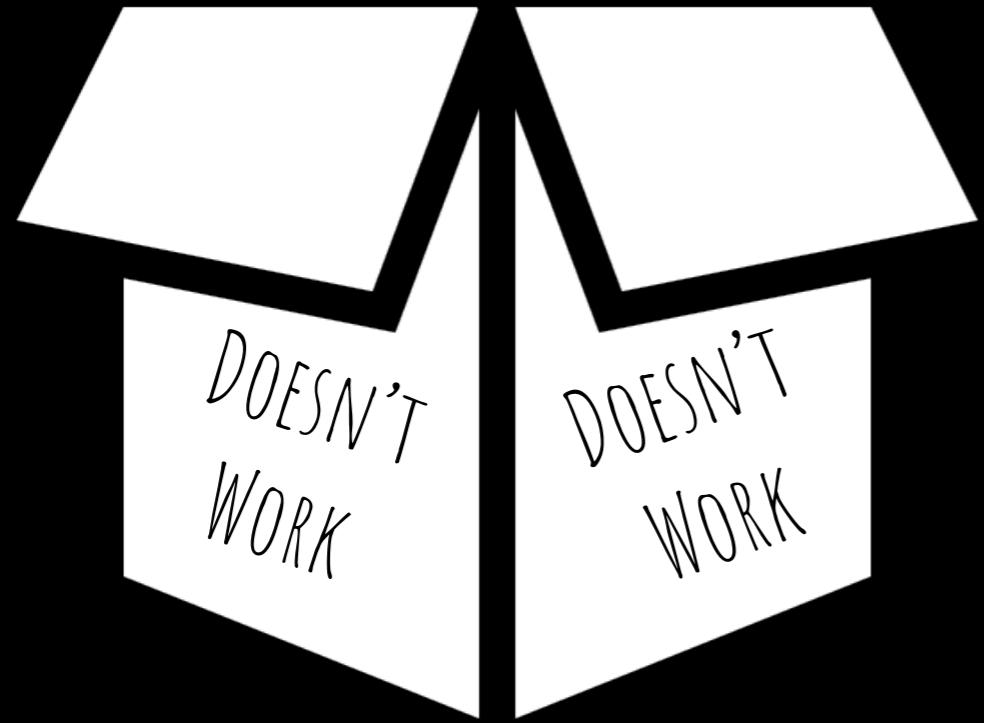
Strategy-Driven Decision Making? Mission-driven decision making?

Yes - our strategy & mission should
be informed by data.

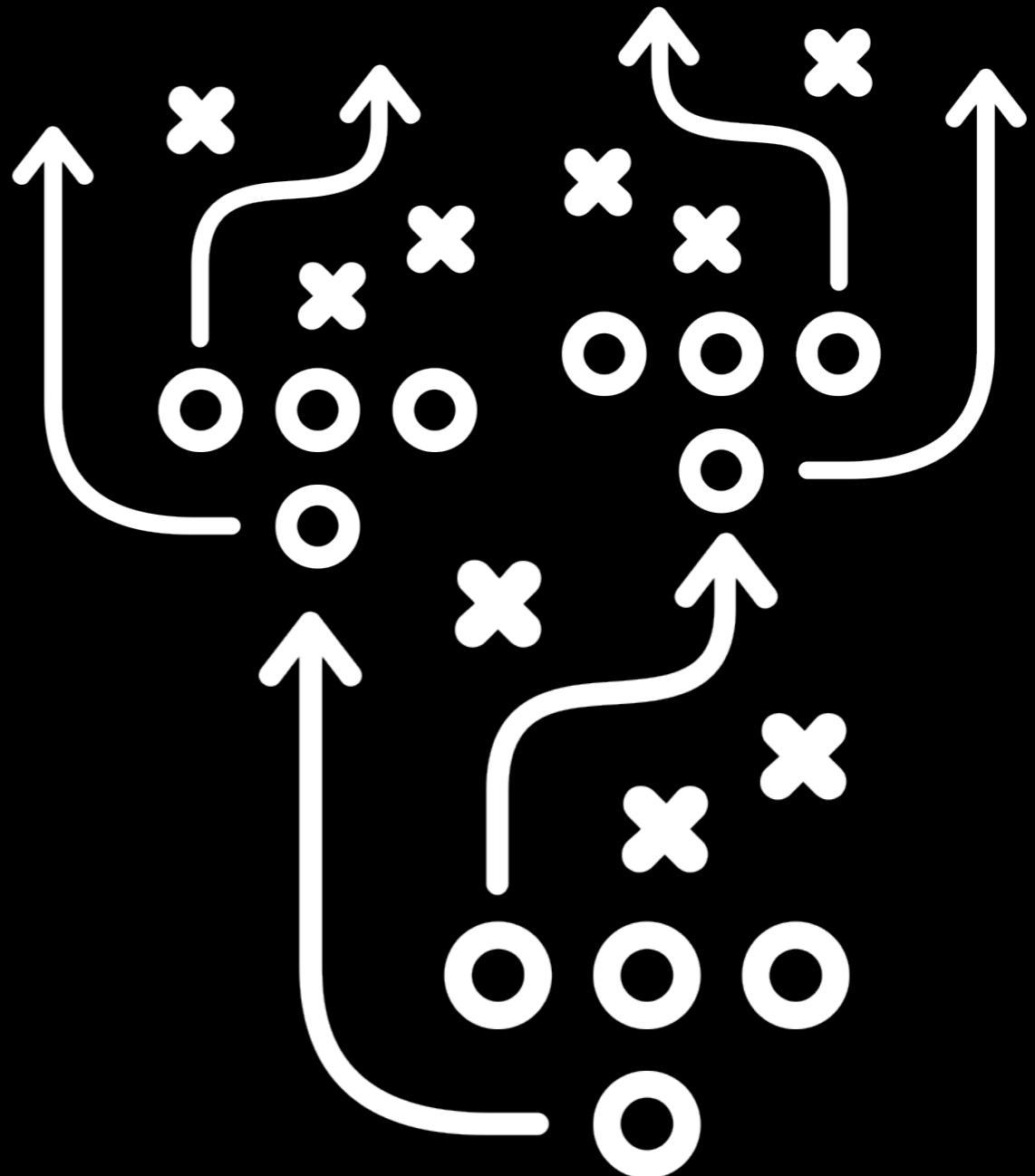
And - our data can be contextualized
and better understood through
reflective practice.

“WE NEED A CULTURE OF ASSESSMENT!”

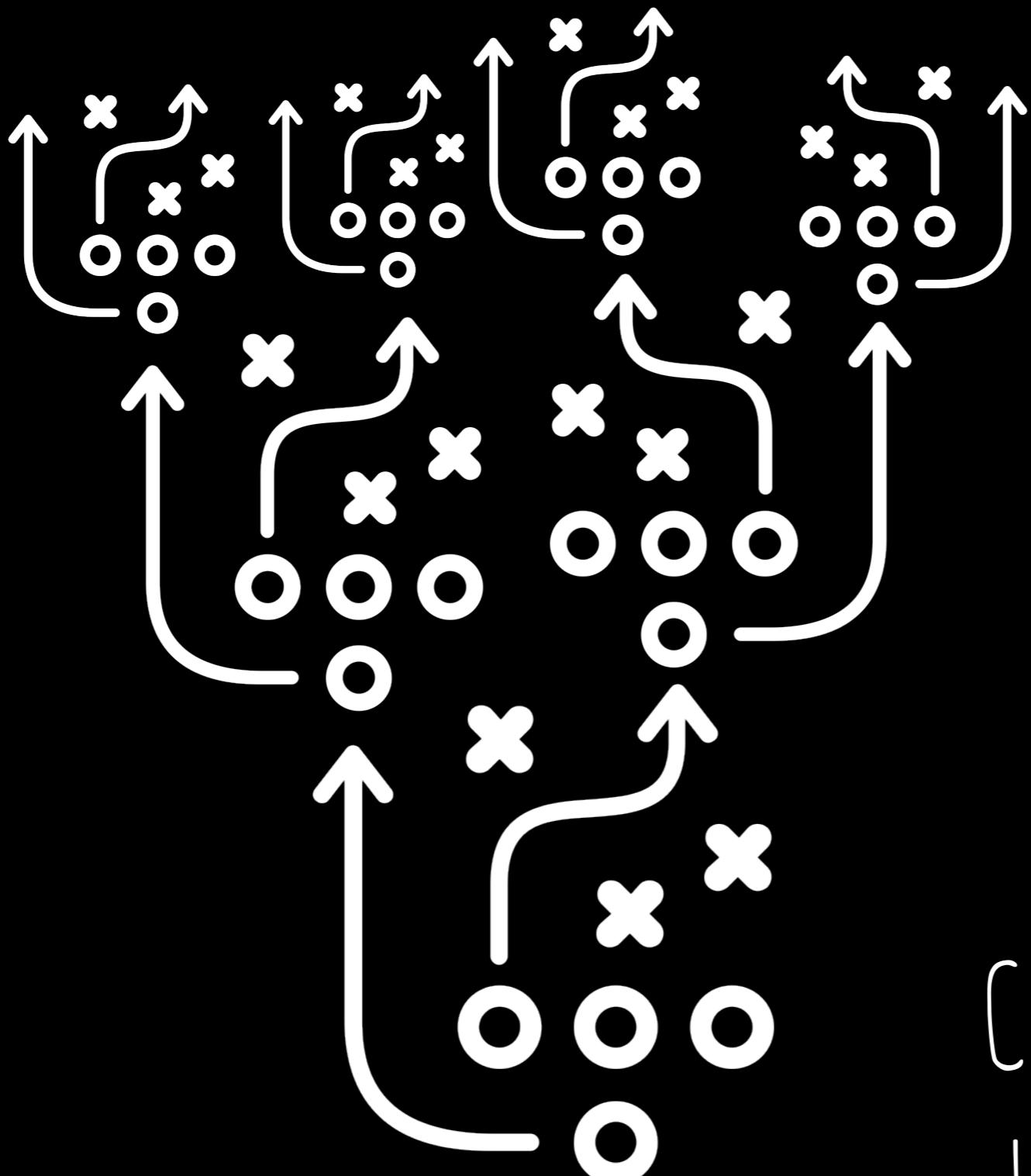
DO WE?



CULTURE OF
ASSESSMENT



CULTURE OF
LEARNING



CULTURE OF
LEARNING