

Data Analysis Section

Data Analysis Overview

To discover the needs of the student assistants in preparation for creation of standardized on boarding and training for the university library we must delve deeper into what motivates the students in the workplace and what is lacking from the current training program. In order to do this the team will survey the current student assistants using a Google Form and conduct group interviews to gain a better understanding of the experiences they had during the on boarding and training process.

Methods – Survey

The survey will include the screener in order to select the best candidates to participate in the group interviews. The survey will be sent out to student supervisors via email and forwarded to the students they supervise. Students are expected to read and respond to emails sent by their direct supervisor, giving us a better chance at having students participate in the survey. The survey will gather quantitative data based on closed ended questions and satisfaction scales. The information from the Google Form will be automatically collected in a Google Sheet for analysis. The analysis will look at common trends and patterns within the dataset.

Survey Questions:

Thank you for participating in this survey. There are 13 questions and should take approximately 10-15 minutes for you to complete. We want to improve the training and orientation process for our student assistant training program. Your answers to the follow questions will help us determine the needs of student assistants and determine your eligibility for a group interview to further discuss your experience with the current orientation and training program.

On a scale of 1 to 4, with 1 being definitely unprepared and 4 definitely prepared, how did you feel the training you received prepared you to **understand and complete your job duties**?

- a. 1 definitely unprepared
- b. 2 somewhat unprepared
- c. 3 somewhat prepared
- d. 4 definitely prepared

On a scale of 1 to 4, with 1 being definitely unprepared and 4 definitely prepared, how did you feel the training you received prepared you to **understand the department's role within the library**?

- a. 1 definitely unprepared
- b. 2 somewhat unprepared
- c. 3 somewhat prepared
- d. 4 definitely prepared

On a scale of 1 to 4, with 1 being definitely unprepared and 4 definitely prepared, how did you feel the training you received prepared you to **understand the expectations of your supervisor**?

- a. 1 definitely unprepared
- b. 2 somewhat unprepared
- c. 3 somewhat prepared

- d. 4 definitely prepared

On a scale of 1 to 4, with 1 being definitely unprepared and 4 definitely prepared, how did you feel the training you received prepared you to **answer patron questions about the building?**

- a. 1 definitely unprepared
- b. 2 somewhat unprepared
- c. 3 somewhat prepared
- d. 4 definitely prepared

On a scale of 1 to 4, with 1 being definitely unprepared and 4 definitely prepared, how did you feel the training you received prepared you to **answer patron questions about policy or procedures?**

- a. 1 definitely unprepared
- b. 2 somewhat unprepared
- c. 3 somewhat prepared
- d. 4 definitely prepared

On a scale of 1 to 4, with 1 being definitely unprepared and 4 definitely prepared, how did you feel the training you received prepared you to **answer patron questions about resources available within the library?**

- a. 1 definitely unprepared
- b. 2 somewhat unprepared
- c. 3 somewhat prepared
- d. 4 definitely prepared

On a scale of 1 to 4, with 1 being definitely unprepared and 4 definitely prepared, how did you feel the training you received prepared you to **answer patron questions about campus services?**

- a. 1 definitely unprepared
- b. 2 somewhat unprepared
- c. 3 somewhat prepared
- d. 4 definitely prepared

On a scale of 1 to 4, with 1 being definitely unprepared and 4 definitely prepared, how did you feel the training you received prepared you to **work collaboratively with your coworkers?**

- a. 1 definitely unprepared
- b. 2 somewhat unprepared
- c. 3 somewhat prepared
- d. 4 definitely prepared

Do you provide customer service for the University Libraries users?

- a. Yes
- b. No

How long have you worked for the University Libraries?

- a. Less than 3 months

- b. 3-6 months
- c. 6-9 months
- d. 9-12 months
- e. More than 1 year

What is your current class standing?

- a. Graduate or higher
- b. Senior
- c. Junior
- d. Sophomore
- e. Freshman

Would you consider yourself an introvert (quiet, thoughtful, reserved) or extrovert (outgoing, engaging, talkative) or somewhere in between both personality types?

- a. Introvert Personality
- b. Extrovert Personality
- c. In Between Both Personalities

Methods – Group Interview

There will be two group interviews conducted with open ended questions to gather qualitative information around the student's opinions, experiences and thoughts about when they went through the current on boarding and training program. The data will be collected by a note taker and put into various categories in a Google Sheet for analysis. The data will be organized into common themes and patterns to inform decisions about needs for the future on boarding and training program.

Interview Guide:

Introduction:

Good afternoon and welcome to our session. Thank you for taking the time to join us to talk about student assistant on boarding, orientation and training. My name is Janie Ralston, I am the Circulation and Stacks Supervisor at Lied Library, and I will facilitate the discussion today. This is Stormye Hendrix, she the Circulation Student Supervisor and will be our note taker today.

You were invited to the session because you were hired and trained within the last year and have recently went through the on boarding and training program at the library.

Today I will ask you questions regarding your experience with on boarding and training. Please provide your honest feedback as there are no right answers and no wrong answers. Your feedback will help us provide student assistants a better on boarding and training experience.

Ground rules:

Please turn off your cellphone.

One person speaks at a time. Allow participant to share their experiences and opinions then wait for your turn.

Icebreaker:

What is your name and college major? How long have you been employed with the university libraries?

Questions:

How would you describe your experience on your very first day working with the department?

How would you describe your experience during your first two weeks working with the department?

What was your experience overall with training you received?

What part of training needs the most improvement?

If you were in charge of training new student assistants and could make one change to improve the program, what would you change?

What can supervisors do to make training a better experience?

If you were inviting a friend to apply for employment with the library, how would you describe the current training program?

Of all the ideas we discussed today, what do you think is the most important?

Have we missed anything today?

Thank you for your participation today. This feedback will help us in the process of creating a better onboarding and training program for student assistants.