"Hulk Smash™ Busting the OAA Silo!

Stacy Celata
St. John Fisher College, scelata@sjfc.edu

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Abstract
This poster focuses on Lavery Library's collaboration with the Office of Academic Affairs, OAA. At St. John Fisher College students with learning disabilities testing accommodations take their exams in the library instead of a testing center. This is unique because OAA is located in another building from the library and therefore they have to coordinate scheduling of a proctor and student in room they do not control. The library also balances the needs of the general student population and the needs of OAA by offering students other study locations in the library while testing is in progress. The library then holds the testing materials along with testing accessories behind the checkout desk until proctor and student arrive. Communication is crucial for this to all happen smoothly. Over the last 2 years the number of students needing accommodations has significantly increased so the relationship between the library and OAA has gotten stronger out of necessity. Access Services staff continues the strong communication within the department to coordinate exams which happen after hours or on the weekends when the OAA office is closed. Since the library is open for more than 100 hours a week, faculty are allowed to drop off testing materials any hour we are open. Four permanent part-time employees and 20 work study students are all trained on the testing process; this facilitates student success by accommodating testing outside of business hours. The library and OAA have recently created a focus group to determine the future of testing on the Fisher campus.

Disciplines
Library and Information Science

Comments

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Pre-2010
- An OAA student worker would assist during high frequency times
- Resulted in overwhelmed library staff

Current Testing Accommodations
- Office of Academic Affairs, OAA, coordinates exams, proctors, students and faculty
- These students take their exams in the library
- OAA office and library are not in the same building

Challenges
- No testing center on campus
- Who gets priority over library space?
  - Students who need accommodations
  - OR-
  - General SJFC student population
- From September 2013 to September 2014 there was a 180% increase in proctored exams in the library
- When will we run out of space?

Actions
Silo-Busting Technique: Communication
- Communication between offices; phone, e-mail, face-to-face
- Increased staff training
  - Exams happen outside normal business hours so evening and weekend staff need to be as informed as daytime staff
  - Student Workers are trained to process testing materials

New Collaborations
- New Coordinator of Disability Services Spring 2015
- Training Support Specialist’s office is in the library and she works with OAA to facilitate the technology needed for each student who needs testing accommodations. Technologies housed in the library include
  - CCTV – Closed Circuit Television for video magnification
  - Dragon – Speech Recognition Software
  - Kurzweil - Text to Speak reader software
  - Laptop – on-line exams for testing rooms
  - White noise machine
  - Wireless mouse
  - Noise cancelling headphones
  - Designated space for assistive technology in library

Library Adjustments
- Sharing is Caring—Keep quiet floor space as available as possible
- Work with reservations department to use library conference rooms when necessary

Results
- Circulation Coordinator’s job description was altered to include time spent handling daytime exams and issues
  - Each exam takes ~10 minutes to coordinate, with 500+ exams each semester this translates to 10% of Circulation Coordinator’s job
- Focus Group was created to determine the future of testing accommodations on Fisher’s campus

Future Outcomes
Lower Level Space
- Office of Information Technology recently vacated a space on the first floor of library
- Official testing facility could be built

Quiet Floor Remains
- Lower Level could be turned into more quiet space for General SJFC population
- Current arrangement continues