Standard VI. PHYSICAL RESOURCES AND FACILITIES

This chapter describes the facilities and resources available to SLIS students and faculty members and how they serve to meet the School’s objectives, as well as how they align with the 2008 ALA Standards for Accreditation. The two physical locations of the School’s educational and administrative presence on both of the University of Oklahoma campuses, at the main campus in Norman and at the Schusterman Center in Tulsa, provide equitable research, teaching, and learning opportunities regardless of the location of the student or faculty member.

*Standard VI.1: A program has access to physical resources and facilities that are sufficient to the accomplishment of its objectives.*

The physical facilities available to the School of Library and Information Studies (SLIS) at both the Norman and Tulsa campuses support the educational mission of the School, and on both campuses office spaces, classrooms, computer labs, and library resources are conveniently located and in close proximity (see Figure VI-1 and Floor Plans).

**Figure VI-1 SLIS Facility Spaces and Size**

<table>
<thead>
<tr>
<th>Facility</th>
<th>Number</th>
<th>Square Footage</th>
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<tbody>
<tr>
<td><strong>Administrative</strong></td>
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<tr>
<td>Director</td>
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<td>173</td>
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<tr>
<td>Reception</td>
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<tr>
<td>Storage and Files</td>
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<td><strong>Faculty</strong></td>
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<td></td>
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<tr>
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<td></td>
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<tr>
<td>Tulsa</td>
<td>3</td>
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<td><strong>Graduate Assistant Offices</strong></td>
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<tr>
<td>Norman</td>
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<td>Tulsa</td>
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<td>SLIS</td>
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In Norman, SLIS facilities are located on two levels of Bizzell Memorial Library, which is centrally located on the campus. In Tulsa, SLIS offices, the conference room, a kitchen, and a lounge space are located in the J-wing of the Administration Building, with the main computer lab, additional lounge spaces, and the fitness center located in the attached C-wing. Classrooms and study spaces are located in the modern Schusterman Library building (opened in 2011) and in Building 3, the new, contemporary Learning Center (built in 2012). These buildings are within easy walking distance on the 61-acre Schusterman campus.

On the Norman campus, SLIS has occupied the same spaces within Bizzell Memorial Library since it was established in 1929. Current SLIS supported facilities include:

- faculty office spaces (10)
- administrative offices for the SLIS Director (one) and support staff (three)
- a videoconference enabled classroom (Bizzell, room 100)
- a videoconference enabled conference room (Bizzell, room 120)
- a computer lab, used for both general access and for teaching (Bizzell, Room 118A)
- offices for Graduate Assistants (three)
- student lounges
- a multipurpose collaborative space for both independent student study and seminars.

In addition to the above facilities managed by SLIS, there is an additional videoconference enabled classroom (Bizzell, room 104) that is scheduled through the University, with priority given to SLIS courses.

The educational, lab, and support spaces on the Norman campus are handicap accessible. The first floor of Bizzell Memorial Library, where the School’s administrative offices, classrooms, computer lab, multipurpose lab, restroom, and three faculty offices are located, are American with Disabilities Act (ADA) accessible through the west/main entrance of the building. The remaining faculty offices, graduate student offices, student lounges, additional restrooms, library resources, and coffee shop are located one floor below and are ADA accessible by one of two sets of elevators.

In Tulsa on the Schusterman campus, SLIS has occupied the same set of offices and support space since the opening of this campus in 2002. Current SLIS and CAS supported facilities include:

- faculty office space (two offices)
- graduate student office (one)
- commuter faculty office (one).

There are two full time faculty members based on the Tulsa campus and an office (room 1J01) is available to Norman-based faculty members, regardless of unit, when they visit the Tulsa campus on a first-come-first-serve basis. There are three classrooms and two conference rooms managed by central scheduling with videoconferencing capabilities that serve as meeting and teaching spaces for SLIS faculty. There are two general access computer labs available to students (room 1C65 and 3E35), as well as computer lounges available in the classroom wing.

All Schusterman Center faculty offices, graduate offices, classrooms, restrooms, lounges, computer labs, and conference rooms are ground floor ADA accessible. Additional
classrooms, computer lounges, and vending machines are ADA accessible by elevator. The facilities in the Schusterman Library building are accessible through ramps and elevators.

Standard VI.2: Physical facilities provide a functional learning environment for students and faculty; enhance the opportunities for research, teaching, service, consultation, and communication; and promote efficient and effective administration of the school’s program, regardless of the forms or locations of delivery.

Learning Spaces

In Norman, the School of Library and Information Studies (SLIS) maintains one classroom (Bizzell, room 100) and one conference room (Bizzell, room 120), both of which are equipped with videoconferencing stations, one open access computer lab (Bizzell, room 118A) with an instructional station, and one multipurpose learning space (Bizzell, room 118B). The School also uses one centrally scheduled videoconference enabled classroom (Bizzell, room 104).

Bizzell Memorial Library room 100 is located near the main SLIS offices and is the primary classroom space for the School. The room holds up to thirty-two students, has videoconferencing capabilities, and is technologically equipped to support a wide range of teaching modes and formats. Scheduling and access to this classroom are secured only through the SLIS office. The CAS Computing Services technicians and the OU Information Technology classroom support field technicians provide technology equipment support. Room 100 was remodeled in the summer of 2008. The size of the room was expanded, and equipped with a new teaching station, new videoconferencing equipment, new tables and chairs, and new carpeting. The table configuration is flexible to support different learning environments. The classroom contains:

- Polycom videoconferencing unit
- document camera
- instructor camera
- room/student camera
- DVD/VCR player
- Windows-based computer
- VGA input for laptops
- whiteboard and chalk boards
- moveable tables and chairs.

The SLIS conference room, Bizzell Memorial Library room 120B, serves multiple purposes for SLIS, including as a classroom for small seminar courses. The room holds 16 people, and includes a Polycom for videoconferencing to multiple sites, a projector, whiteboard, and document camera. This space is also used for SLIS faculty and committee meetings.

Bizzell Library room 118D is a flexible learning and collaborative space used for small classes and for student group work. This lab was renovated in the summer and fall of 2013 and opened for student use in January 2014.
SLIS operates a computer lab in Bizzell Memorial Library room 118A in cooperation with the College. The School provides the physical space and manages the personnel that monitor the lab, and the College provides and supports the computer equipment. The lab has a teaching station with a PC computer, whiteboard, and overhead projector. For students, there are 12 Apple and 12 Dell computers. The lab functions as both a teaching lab and as a computing facility open to all OU students. As a teaching facility, the room is open to any CAS faculty for scheduling.

Though centrally scheduled, the School also uses Bizzell Memorial Library room 104 for teaching courses. This room holds up to 32 students and is equipped similarly to room 100 to support face-to-face and videoconference teaching and learning. Similar to room 100, the table configuration in room 104 is flexible to support different teaching styles.

In Tulsa, SLIS uses centrally scheduled classrooms and computer spaces for teaching and student group work.

Classrooms are centrally located in Building 3, where there are three similarly equipped rooms that are available for videoconference classes. Each room can hold up to thirty students and has flexible seating for lecture and group work. The teaching stations in these rooms are furnished with:

- Polycom videoconferencing unit
- document camera
- instructor camera
- room/student camera
- push-to-talk microphones
- DVD/VCR player
- Windows-based computer
- VGA input for laptops
- SMART Board
- moveable tables and chairs.
For smaller classes, meetings, and seminars, SLIS schedules a small conference room that is located in the E-wing directly down the hall from the faculty offices (Room 1J10 until Fall 2013, Room 1E28 thereafter). The room contains equipment for videoconferencing, including a Polycom videoconferencing unit with camera and a SMART Board. This room can accommodate up to eleven students.

**Office Spaces**

The **Norman** campus has 10 faculty offices and one office for the Director. Six Graduate Assistants share three separate spaces, usually two per office. The office spaces are of varying sizes and are located on the first floor and lower level of Bizzell Memorial Library, in close proximity to the main SLIS administrative office. (See Figure VI-1 above for numbers and square footage).

The SLIS administrative offices are located on the Norman campus, with space for three administrative personnel, as well as the Director’s office mentioned above.

In **Tulsa**, there are two faculty offices for the two full time faculty members. An additional office is used for all Norman-based CAS faculty members, on a first-come-first-serve basis, regardless of home department, when visiting the Tulsa campus. The SLIS Tulsa-based faculty members’ offices are equipped with desktop Polycom videoconferencing units to enable them to attend online meetings with the Norman campus faculty and students from the convenience of their office. There is one office for the two Tulsa-based Graduate Assistants. These offices are in close proximity to each other and to the administrative assistant in Tulsa.

**Computer Labs**

There are multiple **computer labs** on the **Norman** campus that are available to SLIS faculty members and students. Bizzell Memorial Library houses two computer labs. One is the SLIS lab in room 118A, mentioned above, which serves as both a teaching and a general access computing lab. This lab contains 12 Apple and 12 Dell computers, in addition to the Apple lab monitor’s station and the Dell instructor’s station computers. There is one black and white printer in the lab. The computers in the lab are replaced on a three to four-year cycle, with the most recent update completed in the summer of 2011. This lab is open Monday through Thursday from 8:00 a.m. to 6:00 p.m. and Friday from 8:00 a.m. to 5:00 p.m. and is staffed by student lab monitors who provide technical assistance.

The **OU IT** department maintains four additional computer labs across campus with one located in Bizzell Memorial Library room 131, very near the SLIS facilities. This lab contains one ADA accessible station with scanner and audio in/out capabilities, four Apple computers, and 46 Dell computers. There are three printers in this lab, one of which prints in color. This lab is open during all library hours:

- Monday through Thursday 7:30 a.m. to 2:00 a.m.
- Friday and Saturday 7:30 a.m. to 10:00 p.m.
- Sunday 12:00 p.m. to 2:00 a.m.
- During finals week and the preceding week, Bizzell Memorial Library and this lab are open 24 hours a day.
During the semester the computer lab in Bizzell Memorial Library is regularly staffed during the following hours:

- Monday - Thursday: 7:30 a.m. to 12:00 a.m.
- Friday: 7:30 a.m. to 10:00 p.m.
- Saturday: 10:00 a.m. to 10:00 p.m.
- Sunday: 12:00 p.m. to 12:00 a.m.

When the lab is not staffed, it is still available for students to use while the library is open by using their OU ID card and students can reach the OU IT support technicians via the phone provided in the lab. OU IT support technicians are available by phone 7 a.m. to 10 p.m. Monday through Saturday and Sunday from noon to 6 p.m. and can be reached by email or via an online request form.

Students on the Norman campus are allotted $10 credit toward printing in the computer labs every semester. Printing charges incurred above $10 are charged to the student’s bursar account.

In Tulsa, there are several computer accessible spaces available for students:

- the general access computer lab in room 1C65 (available 24 hours a day)
- the general access computer lab in room 3D35
- the student lounge in Building 3, which has limited computer and printing access
- the Learning Center copy room
- the Schusterman library computer commons with 24 computers
- the Tulsa campus supports wireless printing for students logged onto the network with their Active Directory credentials (4X4)
- students are allotted $20 worth of printing for each semester

**Administrative Spaces**

In Norman, the administrative offices are located within the SLIS facilities in Bizzell Memorial Library rooms 120A through 120D and include:

- an enclosed office for the Director (room 120C)
- an enclosed office for the Coordinator of Admissions/Academic and Student Support Services who often meets with current and prospective students about their educational progress (room 120D)
- an open office space for the Admissions Secretary and the Administrative Assistant (room 120)
- a conference room mentioned above that is used for faculty and committee meetings (room 120B)
- a filing room that contains at least the past five years of course, student, and faculty files (room 120A)
- a supply room containing office materials, as well as the departmental copier/scanner (room 112)
- an office for the student Lab Coordinator, which also houses the SLIS file server and other computer hardware and software (room 118C).
SLIS also maintains an off-site long-term storage facility provided by the University to house student records (the last transfer was made in 2000) and other materials to which frequent access is not necessary.

In Tulsa, the administrative facilities are staffed and maintained by the College and include:

- a glass enclosed receptionist office space (room 1J40)
- a supply room containing office materials as well as a scanner/copier (room 1J38)
- a kitchen (room 1E38).

**Standard VI.3: Instructional and research facilities and services for meeting the needs of students and faculty include access to library and multimedia resources and services, computer and other information technologies, accommodations for independent study, and media production facilities.**

**Library and Multimedia Resources and Services**

The Norman campus is served by OU Libraries, with the SLIS facilities housed in Bizzell Memorial Library. OU Libraries also includes five branches located across campus (Architecture, Engineering, Fine Arts, Physics and Astronomy, and the Youngblood Energy Library [Geology]). OU Libraries has several world-class special collections, including the Bass Business History Collection, the Bizzell Bible Collection, the History of Science Collections, the Nichols Rare Books and Special Collections, and the Western History Collection. The Libraries are recently under new leadership, with the arrival of Richard Luce, Associate Vice President for Research, Norman Campus, Dean, University Libraries, and Peggy V. Helmerich Chair, in the Fall 2012. Dean Luce has launched multiple new initiatives, including: the Collaborative Learning Center @ Bizzell Memorial Library; SHAREOK, a joint institutional repository shared by OU and Oklahoma State University Libraries; and, the launching of a new discovery platform that searches across the library’s databases, catalog, and web resources: “Discover!”

Together the OU Libraries house more than five million volumes managed by more than 35 professional librarians and curators, plus dozens of support staff and student workers. The library is the largest research library in the state and is ranked 32nd by the Association of Research Libraries out of 112 research libraries nationwide in the number of volumes held. Approximately $2.8 million is spent annually on new materials in both print and electronic format. The OU Libraries on the Norman Campus provide access to more than 300 databases, 206,919 eJournals, 771,532 eBooks, 400,000 Internet resources, and 15,566 government documents. Periodical subscriptions number more than 65,000 at a cost of almost $7 million annually, including 3,432 print and 61,105 electronic subscriptions. Of these, 160 subscriptions support the discipline of library and information studies.

The OU Libraries’ materials are available to all SLIS faculty members, staff, and students, whether they are Norman-based, Tulsa-based, or distance/online students. Electronic resources are accessed via the library user’s Active Directory credentials (4x4) and are available 24 hours a
day, seven days a week. Physical resources are shared between the Norman and Tulsa campus libraries via Sooners Xpress, a document delivery service for faculty, staff and students. Sooners Xpress provides digitized copies of journal articles, digitized copies of book chapters, and books from the OU Libraries' collection to faculty, staff, and students. Additionally, OU Libraries provides two options to support faculty teaching online. First, library staff will scan articles that are available in print only and place them on e-reserves (accessible only to OU faculty, staff, and students). Second, the library’s “Discover!” system (from Ex Libris) allows for faculty to directly link to articles that are available electronically.

The School assigns a library representative from within the faculty who works with OU Libraries’ collection development staff to ensure needs of the SLIS faculty are met. The faculty member and the School’s library liaison, a librarian with subject expertise in library and information studies, develop a profile of resources that are placed on standing order with the OU Libraries’ vendors. The library liaison and the SLIS faculty representative address any issues or needs that SLIS faculty have for information resources with the library. This can include new purchases, evaluation of existing databases and journals, and evaluation of new resources as they become available. All new faculty members are given an allocation of $400 by OU Libraries to be used for any items they wish to be added to the collection.

The main branch, Bizzell Memorial Library, provides space for individual and group study, as well as quiet study areas. Group study carrels are available for master’s students and may be reserved for up to two years. Copiers, large format scanners, and printers are also available to students. There are vending machines available during all open library hours, and the Bookmark Coffee shop sells sandwiches, pastries, and drinks on a more limited schedule. Except for holidays, the library building is open:

- Sunday from 12:00 p.m. to 2:00 a.m.
- Monday through Thursday from 7:30 a.m. to 2:00 a.m.
- Friday and Saturday from 7:30 a.m. to 10 p.m.
- Finals week and the week before, open 24 hours.

SLIS faculty members are authorized to carry a key to the south entrance of the building to allow access to the section of the library that houses the School’s offices when the library is closed.

In addition to the services and resources available from the OU Libraries in Norman, the Tulsa campus is served by the Schusterman Library. Thirteen professional staff and seven master’s level graduate assistants, plus additional student support, maintain the Schusterman Library. The library contains more than 19,000 books and media materials, as well as over 500 print journals.

The Schusterman Library houses both individual and group study areas, designated quiet study areas, a computer lab, copiers, scanners, and a writing center. Except for holidays, the library building is open:

- Sunday from 1:00 p.m. to 11:00 p.m.
- Monday through Thursday from 7:30 a.m. to 11:00 p.m.
- Friday from 7:30 a.m. to 7:00 p.m.
Saturday from 1:00 p.m. to 6:00 p.m.

Although SLIS does not house students or faculty on the Oklahoma City-based Health Sciences Center Campus (OUHSC), the School’s two medical library and information courses are offered on this campus and are taught by adjunct faculty who are full time medical librarians. Students in these courses (LIS 5133 Biomedical Bibliography and LIS 5163 Biomedical Databases) have full access to the Robert M. Bird Health Sciences Library resources on the OUHSC campus, and online through HSC IDs issued to students in these courses. The OUHCS Bird Library provides access to the following resources:

- 10 professional librarians
- 335,737 books
- 100 professional journals
- 6,872 online journals
- 170 student accessible databases
- $250,000 average yearly expenditure on books and online resources

Information Technology – Support

OU SLIS faculty and staff have information technology support from the College and the University. The School receives its primary technical support from the College of Arts and Sciences Computing Services team, which is a staff of four full time technicians and additional student technicians on the Norman campus, and one full time technician on the Tulsa campus. The CAS Computing Services team provides support for non-functioning hardware and administers the College supported faculty computer program, which is a technology refreshment cycle of four years for faculty and staff. The CAS Computing Services team is the primary contact for support for SLIS videoconferencing equipment and the technology in the Bizzell room 118A computer lab. CAS Computing Services provides group training sessions and individualized software support for the College faculty and staff, including use of the Desire2Learn course management system. SLIS faculty can apply for technology grants awarded by an elected committee of CAS faculty members and funded by the College. These grants are funded for one-time purchases only and must be focused on teaching initiatives. The School’s internal server, used to store SLIS administrative documents, is maintained by CAS Computing Services. SLIS faculty members have access to the appropriate administrative documents and are allotted individual space on the server for file storage. Specific administrative faculty, for example the Director, Administrative Assistant, and the Admissions Coordinator, have additional restricted drives on the server that contain sensitive information.

The faculty and staff of either campus may also contact OU Information Technology (OU IT) support technicians via phone (325-HELP) for software support and particularly for issues with University-wide services including email, network connectivity, web space (Portfolio), iTunesU, and Desire2Learn. Additionally, OU IT provides training sessions for OU faculty on specific software, both in person and through online training via Skillport, and through Books 24/7, which provides access to a range of information technology texts and training manuals. OU IT also provides secondary support for SLIS’s videoconferencing systems.
Students in both program locations receive technical support from OU IT. Additionally, students and faculty on the Tulsa campus can access further support:

- in person through the computer lab help desk, Monday through Friday from 7:30 a.m. to 5:30 p.m.
- via phone at 918-660-3812
  - until 10:00 p.m. on weekdays
  - from 9:00 a.m. to 6:00 p.m. on Saturdays
  - from 1:00 p.m. to 6:00 p.m. on Sundays.

For problems with computer hardware, Norman students have access to three IT service centers that provide repair services. In Tulsa there is a help desk center in the computer lab that offers students diagnostic support.

**Information Technology - Services**

In addition to support and training, the College provides an ADA compliant content management system that the School uses for its website. The College supports the basic layouts and design for the site, while SLIS owns, develops, and maintains the content on the site. The College IT staff has authored and maintains several services available to the larger OU community including:

- **ClassNav** – a simplified interface for accessing class listings in Banner Student (OU’s Student Management Software System), used by faculty for advising and by students when searching for courses
- **eValuate** – all of the Student Course Evaluations are completed online through the eValuate program, which gives a single online location for students to complete all of their course evaluations and for faculty to view all evaluations, including ones from past semesters
- **iAdvise** – an online calendar for scheduling advising appointments with the CAS and Graduate College advisors.

The OU IT department maintains the majority of the services that staff, faculty, and students use every day. These services include:

- **Desire2Learn**, the University-wide course management system that contains all SLIS courses. It is the primary location for all fully online courses as well as a support site for in-class courses. SLIS also uses Desire2Learn for administrative projects that need a space for sharing documents and discussions, for example, standing committees, search committees, undergraduate student advising, and special projects. In May 2013, OU IT upgraded to version 10.1 of Desire2Learn from version 9.
- **Hosted cloud space through Portfolio**, which can be used for document storage, sharing, and as a public web space.
- **Email**, shared calendaring, and resource scheduling through Microsoft Exchange servers for all University faculty, staff, and students. In addition, services for organizations, such as the SLIS student organization, OLISSA, and the SLIS Alumni Board, can be requested.
- **Providing Microsoft Office productivity software at no charge.**
• The oZONE student management system for advising, enrollment, and student services, built on Banner.

Additional services for OU faculty and staff include:
• the human resource management system, based on PeopleSoft
• course photo rosters for all OU faculty members
• “Post-it” large file sharing services
• access to the Internet2 backbone for institutional connectivity.

For independent and group study, Bizzell Memorial Library provides shared study carrels for master’s students for up to two years. There are also specific quiet and group study areas and rooms throughout Bizzell Memorial Library. Many of the group study spaces are equipped for collaborative group work, with whiteboards, video viewing equipment, and flat-panel displays for connecting to laptops. Faculty members are also eligible to have a reserved carrel in Bizzell Memorial library. The Schusterman Library in Tulsa does not have assigned student or faculty carrels, but does have individual and group study spaces located throughout the facility, and in the newly constructed Learning Center. Many of the spaces are equipped with SMART Boards, projectors, and laptop inputs.

The School provides video cameras and tripods for student and faculty media projects. Copiers, large format scanners, and printers are also available to students in both Bizzell Memorial and Schusterman libraries. The School’s online teaching could be enhanced with expert media production assistance for creation of videos, screen shot video capturing, and other digital media for embedding in online courses.

Standard VI.4: The staff and the services provided for a program by libraries, media centers, and information technology facilities, as well as all other support facilities, are sufficient for the level of use required and specialized to the degree needed. These facilities are appropriately staffed, convenient, accessible to the disabled, and available when needed, regardless of forms or locations of delivery of the school’s program.

In addition to the library and IT services described above, the College and University offer additional services to support the teaching, learning, and research needs of SLIS faculty and students on campus and online. All sites are ADA accessible physically and online.

The College’s Online Program Office is staffed by a Director who is an online education specialist, a Staff Assistant, and an Online Program Technician. The CAS Online Program Office provides grants to faculty interested in developing new online/blended courses and assists faculty with the following:
• Online and blended course development
• Course conversion from classroom to online
• Course redesign for online or blended classes
• Desire2Learn use and navigation
• Incorporating media into the online setting
Using online instructional tools

The CAS Online Program Office is located within easy driving or biking distance of the School with parking on the south campus and takes appointments by phone and online. Training and support on the main part of campus is also available on request.

At the University level, the Norman-based Writing Center provides writing support to both faculty and students in Wagner Hall (located west of the School), at four locations across the campus in cooperation with the OU Libraries, and online. The Director of the Writing Center, Dr. Michele Eodice, holds a Ph.D. in English and also serves as the Associate Provost for Academic Engagement. The Wagner Hall Writing Center is also staffed by Associate Director Moira Ozias and 16 student writing consultants. Ms. Ozias holds an MA in Composition and Language and an MSW, both from the University of Kansas. Writing consulting is available in Wagner Hall, Monday through Thursday 9 a.m. to 5 p.m. The hours of the satellite Writing Center locations are:

- Bizzell Memorial Library – Sunday & Tuesday, 5:00 p.m. to 9:00 p.m.
- Sarkeys Energy Center – Friday, 1:00 p.m. to 4:00 p.m.
- Cate Center 4- Monday & Wednesday, 4:00 p.m. to 8:00 p.m., Friday, 9:00 a.m. to 2:00 p.m.

For faculty and graduate students, the Writing Center hosts seminars on structuring research programs and writing for publishing, provides writing peer support groups that meet to motivate and give feedback to faculty, and assists in grant writing. Students can receive help on writing projects both in person and online. In Tulsa, the Writing Services are located in the Schusterman Library, is staffed by Patty Murray and Hope Harder, and is open Monday through Thursday from 2 p.m. to 7:30 p.m. and Friday from 2 p.m. to 7 p.m. The OU-Tulsa Writing Center provides services focused on student writing projects.

The Center for Teaching Excellence (CTE) is a recently revamped service for the University faculty (previously the Learning and Teaching Program), and offers support for faculty with classroom and online teaching pedagogy and in using new technologies. The Center also provides training for new teaching assistants and more established faculty. The Center is staffed by eight people including Executive Director Mark Morvant, who holds a Ph.D. in Organic Chemistry and is an expert in the implementation of teaching strategies that successfully engage students. The CTE is located on the main campus and supports University initiatives such as:

- iTunesU
- faculty-centered teaching colloquium, Teaching Scholars Initiative (TSI)
- resources for faculty to implement the University of Oklahoma's Electronic and Information Technology (EIT) and Multimedia Accessibility Policy
- flipped classroom technologies
- open educational resources
- instructional design assistance and video creation and editing support.

Drs. Burke and Taylor have both served as members of the TSI Steering Committee with Dr. Burke serving as the Chairperson from 2011 to 2014.
The Disability Resource Center (DRC) supports students with disabilities on both campuses. Students registered with the DRC are individually assessed and the DRC works with faculty members to provide the best support and solutions to address each student’s needs. These can include finding note-takers for classes, providing quiet space and longer time for taking examinations, and finding accessible support materials for courses. The DRC’s services are focused on students who attend courses on campus. For online courses, faculty members provide the primary support for compliance with accessibility with the support of the CTE and the College Online programs office mentioned previously. The Director of the Norman DRC, Chellé Guttery, holds a Ph.D. in Counseling Psychology and the Tulsa campus contact, Joshua M. Davis, holds an M.Ed. The Center is staffed by five full time staff, two graduate assistants, and three student workers.

The University Career Services staff of 11 manages a full service career information center for students, employers, alumni, and faculty, providing individual assistance; workshops; career, graduate, and professional school fairs; job listing; credential files; a resume/job matching service; and on-campus interviewing. Also offered is an online resume depository giving employers daily access to students’ resumes. Career Services will also assist students with applications for further graduate level education. Their offices are located in the Oklahoma Memorial Union with full services available on campus, remotely via email and videoconferencing, and through online job search tools and support.

Standard VI.5: The school’s systematic planning and evaluation process includes review of the adequacy of access to physical resources and facilities for the delivery of a program. Within applicable institutional policies, faculty, staff, students, and others are involved in the evaluation process.

The School of Library and Information Studies (SLIS) addresses physical facilities through multiple means of input. Feedback from students is gathered from multiple sources including:

- participation on the Curriculum Committee, which addresses teaching technology issues
- responses to the graduating student Exit Surveys
- a section of the Alumni Survey (2009, 2013) that addresses the facilities
- monthly meetings with the SLIS Undergraduate and Graduate Student Advisory Councils.

Faculty members provide input to the School through initiatives from the Curriculum Committee, monthly faculty meetings, and the annual fall planning meetings.

At the College and University level, SLIS faculty (Ms. Zemke) have served on the College Information Technology Committee, the technology advising committees for Desire2Learn (Ms. Zemke), and the Provost IT Committee (Dr. White).

The resources to support the SLIS program have provided access to the library and computing resources necessary to achieve the goals and objectives of the program. Overall the feedback on the physical facilities gathered by the 2009 (n=26) and 2013 Alumni (n=19) Surveys were positive indicating no further action is needed at this time:
• For the statement “Library resources needed to support the curriculum were sufficient.”
  o in 2009, 80% strongly agreed or mostly agreed, (item 48)
  o in 2013, 79% strongly agreed or mostly agreed, (item 58)

• For the statement, “Library hours met student needs.”
  o in 2009, 88% strongly agreed or mostly agreed, (item 49)
  o in 2013, 95% strongly agreed or mostly agreed, (item 59)

• For the statement, “Computer lab hours met student needs.”
  o in 2009, 72% strongly agreed or mostly agreed, (item 50)
  o in 2013, 63% strongly agreed or mostly agreed, 26% selected that they had insufficient information to judge (item 60)

• For the statement, “Computer lab facilities supported curricular needs.”
  o in 2009, 84% strongly agreed or mostly agreed, (item 51)
  o in 2013, 69% strongly agreed or mostly agreed, 26% selected that they had insufficient information to judge, (item 61)

• For the statement, “Classrooms and equipment supported instruction.”
  o in 2009, 80% strongly agreed or mostly agreed, (item 52)
  o in 2013, 69% strongly agreed or mostly agreed (item 62)

Some specific classroom issues expressed by the alumni concerned the sound and video quality in the videoconference classrooms. This frustration was also reflected in the graduate student Exit Surveys collected from 2007 to 2012 (n=113) with this example comment:

• The most disappointing aspect of the educational experience was the teleconferencing. I realize this may be the best way to get class information across to two sets of students, but many times if the instructor was dealing with the Norman group, it was hard to focus on the Tulsa group. The small group discussion and interaction was vital to this program and teleconferencing did not enhance this aspect of learning. (Fall 10)

The School addressed these issues in two ways; one was to upgrade the Polycom system in Bizzell Memorial Library room 100 in the Fall of 2012, and the other was to offer more online courses instead of videoconference courses to ensure that students on both campus have equivalent learning experiences.

Feedback from the Exit Surveys (n=113) highlights the continued need to offer online courses to serve our primary population, Oklahoma residents. Some example comments include:

• After doing some research, I knew I wanted an accredited program. I liked that I could take both on-line and in person classes at OU. (Fall 11)
• Asking how distance learning affected the educational process is important in my opinion. My answer would be online classes seemed more beneficial to me than the face to face classes where my instructor was in Norman. There were far fewer technical difficulties with D2L than the video conferencing. I also think the whole program could go completely online. The most useful learning experiences for me were the online classes where the professors
recorded their lectures. That allowed me the opportunity to replay and explore areas that were problematic for me. I also felt that there were plenty of opportunities for interaction between professors, students, and classmates on D2L. (Spring 10)

• I enjoyed the entire program. It was a thrill to learn the program has gone 100 percent online. Online programs make education for those living in rural areas possible. I feel this opens up an entire world of possibilities for many people. (Fall 10)

• I wanted a program that offered face-to-face classes that was close enough to my library for me to commute and still keep my job. (Spring 09)

• I chose OU/SLIS for two reasons. It is the only ALA program in Oklahoma, and I needed to continue working while I worked on my degree. Online and evening classes made it more convenient for me. (Spring 09)

• I learned that they planned to try and offer more courses online and that would make it feasible for me to successfully complete the degree (being able to complete some of my classes online gave me the time to come to campus for others and I did enjoy taking some ‘traditional’ classes). (Spring 08)

Responses and comments to question #11 of the Exit Surveys (n=113) indicate that students were able to access the library and lab resources needed for their program. Of the 98 responses to this question, 78 students responded “yes.” Comments include:

• Yes. Mostly everything I needed was available online through online databases or on electronic reserve. I used interlibrary loan at my local library to supplement what was not available online. (Fall 08)

• I was able to access the library and lab resources most of the time. I did have to use the local public reference library because it had better sources to use than the OU Library in Tulsa. (Summer 09)

• Yes. The library was very beneficial. I received books that I requested in a timely manner, and I was pleasantly surprised by the vast selection of children’s books available. (Fall 09)

• Yes! The Learning Center was a godsend. I spent 2-3 nights a week in a quiet study room. I used the databases from the website (library) through the program. (Spring 10)

• I was able to access the library and lab resources only when I came to Tulsa and only if I came when the library and lab were open. Being a distance student, I tended to use resources offered at libraries that were closer to me and I tended to utilize a lot of online resources. The on-line library offered through Bizzell was very helpful and I did utilize this resource a lot. (Fall 10)

• Yes. I was able to do almost everything online, which was helpful since I am in Tulsa, not Norman. On the other hand, though, in three years in a library program, I visited the school library maybe twice. I did spend time in the public library for assignments, though, particularly in the Reader’s Advisory and Reference courses. (Spring 12)

With the opening of the Schusterman Library in Tulsa, instructor emphasis on using open or electronically accessible resources, and the Sooner Xpress service, the School hopes that some of the issues of students gaining access to the information they need to support their course work will be alleviated.
Evidence List

- **College of Arts & Sciences**
  - [Computing Services (CASIT)](#)
  - [Online Program](#)

- **School of Library and Information**
  - [Alumni Survey Results: 2009 and 2013](#)
  - [Committee Memberships, Charges, Agendas, Minutes, and Annual Reports](#)
    - [Curriculum Committee](#)
  - [Exit Surveys 2007 to 2011](#)
  - [Facilities Floor Plans](#)
  - [Student Advisory Council Reports](#)

- **University of Oklahoma**
  - [Campus Maps: Health Sciences Center, Norman, and Tulsa](#)
  - [Career Services](#)
  - [Center for Teaching Excellence](#)
    - [Teaching Scholars Initiative](#)
  - [Disability Resource Center](#)
  - [Electronic and Information Technology (EIT) and Multimedia Accessibility Policy](#)
  - [Information Technology (Norman)](#)
    - [Computer Labs](#)
    - [Help Desk](#)
    - [Skillport Training](#)
  - [University Libraries](#)
    - [Bizzell Memorial Library](#)
    - [Collaborative Learning Center @ Bizzell Memorial Library](#)
    - [Discover](#)
    - [Robert M. Bird Health Sciences Center Library](#)
    - [SHAREOK](#)
    - [Sooner Xpress](#)
  - [Writing Center](#)

- **University of Oklahoma - Health Sciences Center**

- **University of Oklahoma - Tulsa Campus**
  - [Campus Map: Tulsa](#)
  - [Information Technology](#)
  - [University Libraries](#)
    - [Schusterman Library](#)
      - [Writing Services](#)