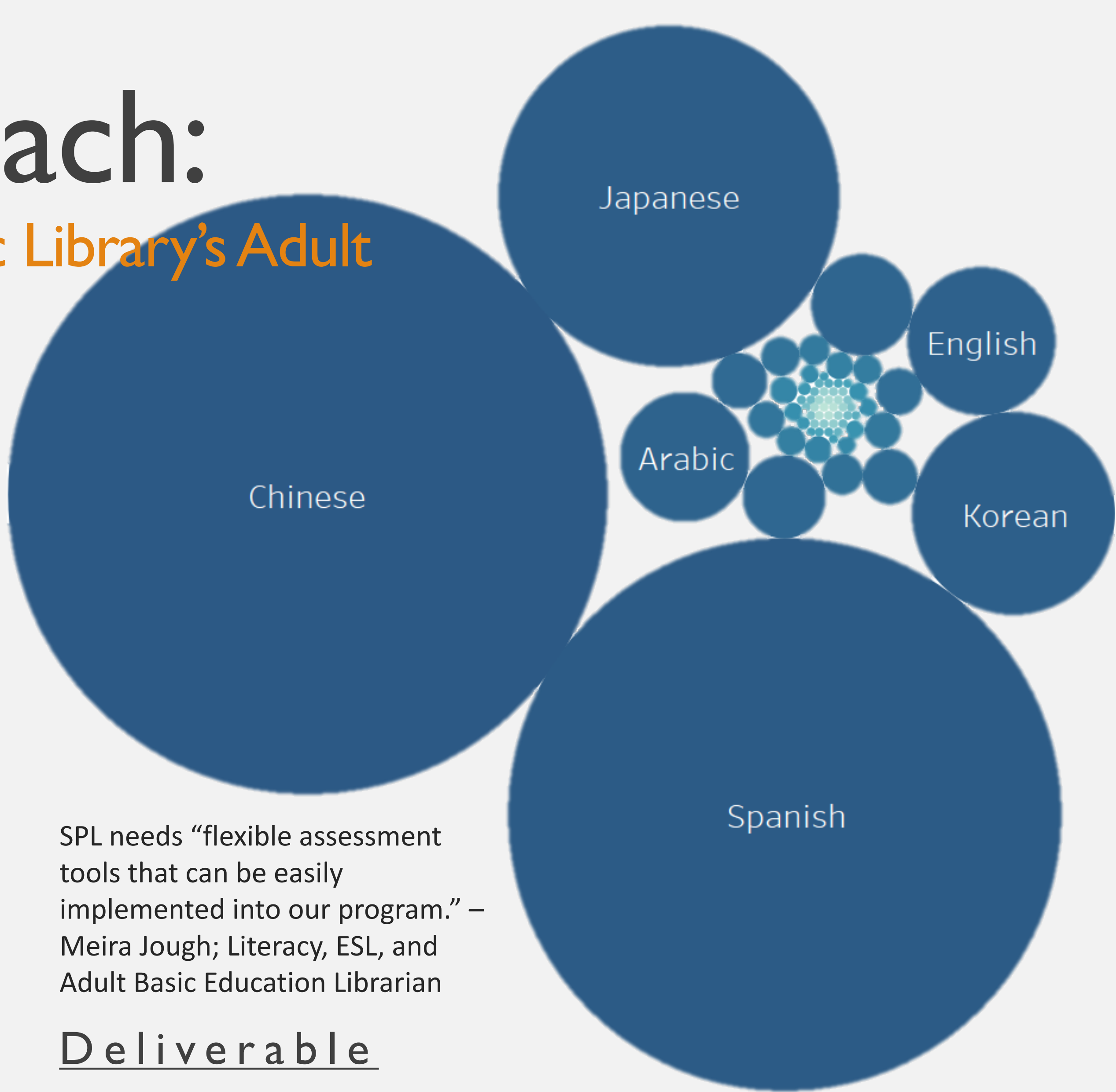


Data Within Reach:

Assessments for the Seattle Public Library's Adult Education Tutoring Program



Context

Measurable assessment is paramount to a successful outreach program. Recent frameworks for assessment provide guidance for broadly-defined, technology-oriented, or benchmarked assessment—but how do we make sense of existing schemas in light of the complex local community needs? Our project strove to develop a practical assessment tool for tutors and learners participating in Adult Education Drop-in Tutoring at the Seattle Public Library.

SPL needs “flexible assessment tools that can be easily implemented into our program.” – Meira Jough; Literacy, ESL, and Adult Basic Education Librarian

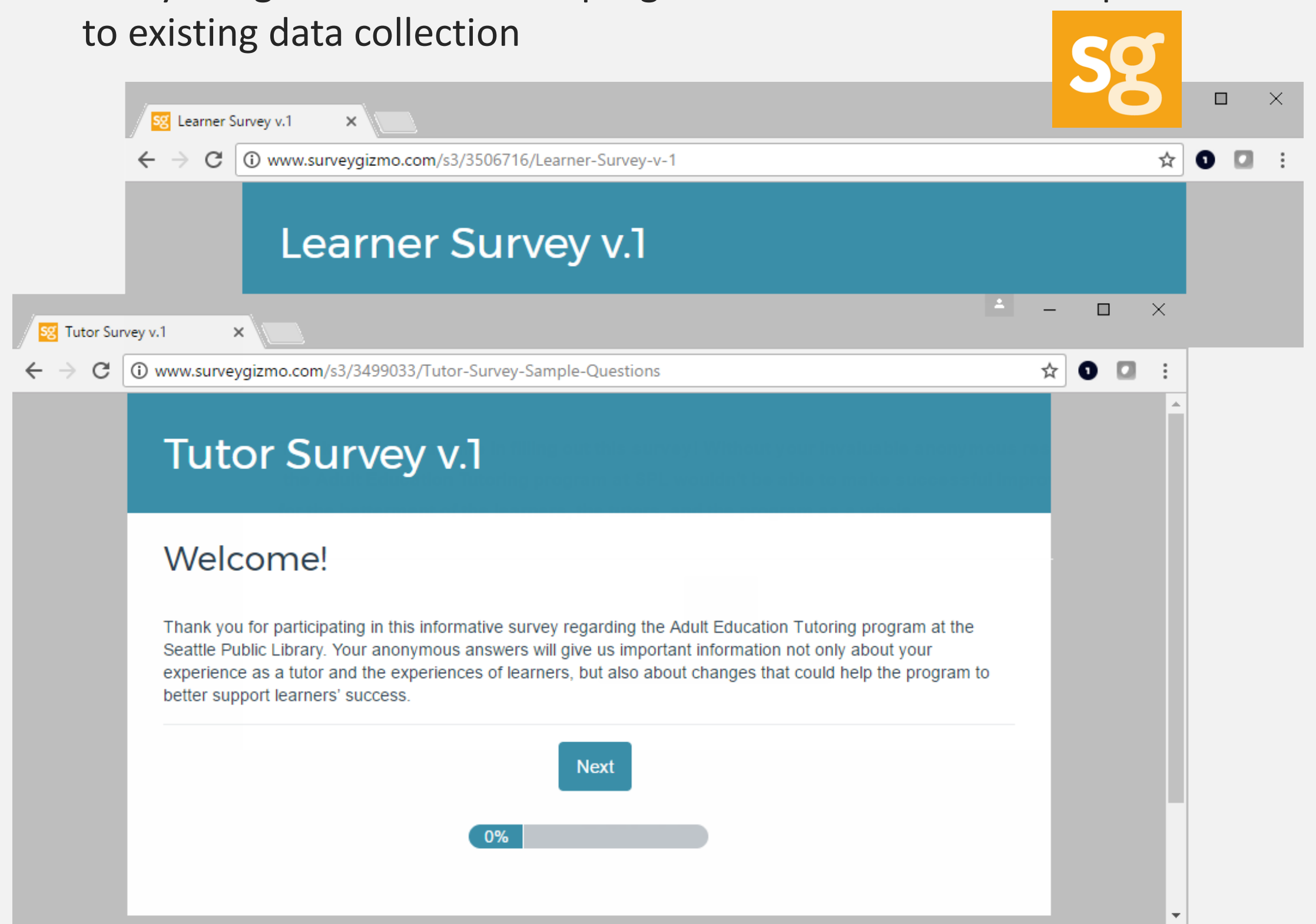
Process

- Research**
 - Extensive Literature Review on flexible assessment models and assessment theory.
- Observation**
 - Two weeks of intensive site visits.
 - 100+ hours of participant-observation of tutoring program.
- Interviews**
 - Interviewed leading assessment librarian.
 - Met with sponsor to accurately align information need with services.
 - Opportunistic interviews with participants.
- Pilot**
 - Developed prototype of assessment tool.
 - Conducted usability testing of prototype over two week period.
 - Captured participant feedback regarding assessment process via optional interviews.
- Revision**
 - Analyzed feedback for emergent themes.
 - Revised content and form of piloted assessment tool.

Deliverable

Impact on Sponsor

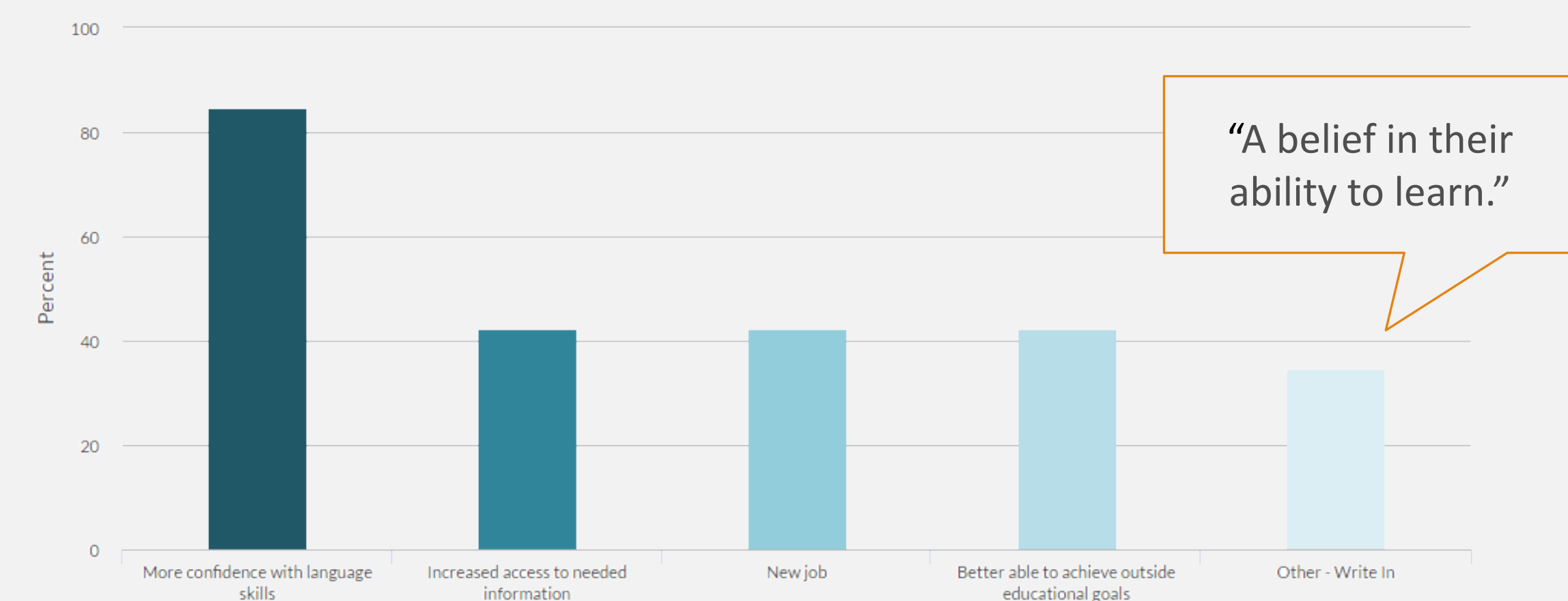
- Allows greater insight into benefits, challenges and deficits present in the programming.
- Creates access to unrestricted, anonymous feedback from learners and tutors.
- Collects data use in the annual SPL Foundation Program Grant.
- Easily integrates into current program format and assists improvements to existing data collection



Impact on Local Community

- Creates space for learner to self advocate.
- Facilitates self-evaluation for both learners as well as volunteer tutors.
- Acknowledges participant's autonomy and ownership of learning process.
- Cultivates sense of tutoring-learning community.

9. What changes have you observed in learners as a result of tutoring? Check all that apply.



Next Steps

- Develop sustainable survey delivery model to address diverse language and literacy level populations.
- Document process and create recommendations for next team to continue ongoing project.
- Continue to implement assessment tools at regular intervals with comprehensive analysis of gathered data as well as ongoing reflection of assessment process.