

Final Narrative Report

1. Do you feel this grant has helped you provide better service to your customers?

X	Strongly agree
	Agree
	Neutral
	Disagree
	Strongly disagree

Please explain: As a result of this grant, EWU students and alumni have better access to career information through the use of the career resource wiki, an interactive, Web-based tool that provides one-stop shopping for the vocational resources provided by the university; the wiki pulls together library resources, resources offered by the office of Career Services, and resources made available by specific departments or vocational program. Additionally, the grant has improved ease of use of the InterviewStream Web tool for students to practice interviewing techniques by providing 15 Web cameras for circulation. Finally, the grant has provided an opportunity for EWU Libraries and Career Services to learn more about each other's resources and services in order, improving our ability to refer students and to employment resources.

2. Summarize the project, the situation it was intended to address, and the objectives of the project.

Project Summary:

Project LAUNCH is a collaboration between EWU Libraries and EWU Career Services to enhance student and alumni access to career information and opportunities. Career information is decentralized across the university; much of the information is provided by Career Services, but the library and the academic departments also have career resources that students are often not aware of. Through this project, we have developed strategies to enhance awareness and increase use of existing resources.

Objective 1. *EWU Libraries will hire two student interns to develop an interactive resource guide for EWU students to use independently in job-seeking activities. This resource guide will provide "one-stop shopping" for career resources from across the institution so students can find and use career resources, locate job opportunities, and prepare for the interview process.*

In order to promote the use of existing career resources across the institution, EWU Libraries employed two student interns to develop an interactive, Web-based resource guide (wiki) for easy access to and "one-stop shopping" for career resources at EWU. Wiki functionality enables EWU faculty and others to

contribute and maintain discipline-specific content easily. The wiki is available at <http://ewucareerguide.wikispaces.com/>

Objective 2. *EWU Libraries will purchase 15 Web cameras to circulate to EWU students to use with InterviewStream software to practice with and get feedback on their interview skills. The Web-based InterviewStream software is made available through EWU Career Services; the Web cameras will increase student access to the resource, which requires video interaction.*

EWU Libraries purchased fifteen Web cameras to check out for use with the Interviewstream, a Web-based program that is currently licensed by Career Services. The Web cameras have been incorporated into the library's existing pool of equipment (laptops, digital video and still cameras, LCD projectors, etc.) that circulate to EWU students. They may use the Web camera with their own computer or with one of the library's circulating laptops at a location of their choice.

Objective 3. *EWU Libraries will partner with EWU Career Services on in-service training events to share knowledge about each other's resources and services in order to assist students in the use of or referral to employment resources and services at Eastern Washington University.*

The grant provided EWU Libraries and Career Services the opportunity to offer in-service training opportunities to learn about the employment resources each unit has to offer. The reference and instruction library faculty (and other interested staff) visited the Career Services offices for a tour, demonstration, and discussion of Career Services resources and services. Career Services staff also visited EWU Libraries for a demonstration of the career-related library resources. Both groups participated in "beta" demonstrations and discussions of the EWU Career Resource wiki.

3. Summarize the results of the project, including activities accomplished, and any problems or unexpected outcomes encountered.

Results/accomplishments:

- Student interns developed an interactive resource guide for students to use independently in job-seeking activities. The EWU Career Resource wiki provides "one-stop shopping" for career resources from across the institution so students can find and use career resources, locate job opportunities, and prepare for the interview process.
- EWU Libraries purchased 15 Web cameras to circulate to EWU students to use with InterviewStream software to practice with and get feedback on their interview skills. The Web-based InterviewStream software is made available through EWU Career Services; the Web cameras increase student access to the resource, which requires video interaction.
- EWU Libraries partnered with EWU Career Services on in-service training events to share knowledge about each other's resources and services in order to assist students in the use of or referral to employment resources and services at Eastern Washington University.

Problems:

- The grant award was delayed nearly a month (from October to November 2009) to facilitate the addition of Gates Foundation funding for award to

public library awardees. This delay put EWU Libraries at a disadvantage in hiring student interns because the grant cycle did not correspond to the academic schedule. Student interns did not begin work until January 2010.

- Due to hiring delays and turnover of the interns, we did not expend the full amount we received for intern wages. The balance of unexpended funds for wages is \$926.33.
- The delay in hiring students to develop the career wiki pushed the entire project back, and we were not able to pilot the wiki until Summer Session, resulting in fewer respondents to our satisfaction survey.
- The Web cameras and carrying cases were purchased at the end of Spring Quarter and processed during Summer Quarter for circulation to begin in Fall Quarter. Consequently, we do not yet have usage data for the Web cameras.
- The Web cameras compatible with the InterviewStream web resource were less expensive than we had expected. We had budgeted for \$85.00 per camera (excluding tax), and the actual cost was \$70.59 per camera (including tax), resulting in a balance of unexpended funds of \$327.15.
- Very few students are in class during EWU's summer session. Major promotion of the project (both the career wiki promotion and Web camera promotion) will occur in Fall Quarter, which begins Sept. 22, 2010. (The communication plan for promoting the Career Resource wiki is attached.)

Unexpected outcomes:

- The EWU Career Resource wiki is getting recognition from an unexpected source: Wikispace administrators have chosen to feature it on the Wikispace blog, promoting it to other Wikispace users as a positive and creative example of use of the platform. Carole Snitzer from Wikispace wrote, "Would you be interested in telling the Wikispaces community the story of your wiki? I suppose this goes without saying, but I LOVE the theme you've added to the EWU Career wiki. You must have put a lot of thought and effort into building it, and the experience you had, from your initial thought process through the final execution, would be an amazing thing for our other wiki organizers to read about in the Wikispaces blog."
 - The EWU Career Resource wiki team has already been approached by one faculty member to add pages to the wiki for career opportunities in his discipline. With a brief (half-hour) introduction to the wiki, he was able to develop pages for students/faculty interested in the philosophy major and careers related to philosophy. This early adoption of the wiki bodes well for the Fall Quarter, when we will introduce the wiki to faculty as well as students.
 - The grant project has resulted in unanticipated opportunities for collaboration between EWU Libraries and EWU Career Services. We are partnering to give presentations at the orientation sessions for new and returning faculty and to staff a table at the student information fair. We are discussing opportunities to collaborate on conference presentations and publications as well.
4. Quantify, where possible, the results of the project, including how many people have directly used the new services and resources provided by the project.

As of Sept. 16, the EWU Career Resource wiki has had 22,496 views (excluding views for the purpose of editing) by 902 unique visitors. According

to the analytic tools provided by the wiki platform (Wikispaces.com), 99.97% of the visitors have been from the U.S., but the site has also been visited by Web users from Australia, Canada, China, and Great Britain. As mentioned under Question 3 above, promotion of the wiki to the primary target audience will occur in Fall Quarter 2010. Given that the primary user group (EWU students) have not yet been introduced to the wiki, the number of visits to the wiki is significant.

In its pilot of with wiki with EWU students, EWU libraries used SurveyMonkey to survey user satisfaction of the Career Resource Wiki. The survey link was sent out to EWU student employees and others via e-mail. Though the number of respondents was relatively low, the survey results were very useful. These tables summarize the results:

No. of Respondents = 20 Scale = 1-10 (1 poor and 10 excellent)	Poor (Rating = 1-3)		Fair (Rating = 4-7)		Good (Rating = 8-10)	
	No. of Responses	% of Responses	No. of Responses	% of Responses	No. of Responses	% of Responses
Ease of navigation to wiki page about your major	1	5%	2	10%	17	85%
Clarity and helpfulness of content of wiki page about your major	2	10%	6	30%	12	60%
Ease of navigation to wiki page for academic department	1	5%	1	5%	16	80%
Clarity and helpfulness of content of wiki page about academic department	4	20%	3	15%	11	55%
Ease of finding resource about writing effective resumes	0	0%	3	15%	17	85%

These questions pertain to the ease of navigation and the quality of content of the wiki pages. The quantitative results for each question show an overall positive student response to the wiki. For each question, the majority of responses (above 50%) rated the navigation and quality of content “good,” and only 20% or fewer respondents rated the navigation and/or content as “poor.” Respondents also made comments about the ease of use and quality of comment, and the student interns revised the wiki based on student comments.

No. of Respondents = 16	Not Likely		Somewhat Likely		Very Likely	
	No. of Responses	% of Responses	No. of Responses	% of Responses	No. of Responses	% of Responses
Comments regarding likelihood of using the Career Resource Wiki	2	13%	5	31%	9	56%

Additionally, the majority of respondents indicated they were somewhat likely (31%) or very likely (56%) to use the EWU Career Resource wiki.

The Web cameras have not yet circulated to library users, so no quantitative data are available with regard to this service.

5. Did the project meet its stated objectives? Compare the project objectives to actual accomplishments.

Objective 1. *EWU Libraries will hire two student interns to develop an interactive resource guide for EWU students to use independently in job-seeking activities. This resource guide will provide “one-stop shopping” for career resources from across the institution so students can find and use career resources, locate job opportunities, and prepare for the interview process.*

- ✓ The EWU Career Resource wiki is online and available for use.
- ✓ User satisfaction data from the summer pilot of the wiki show that students found the wiki useful and easy to navigate.
- ✓ Over 900 unique users have viewed the wiki pages more than 20,000 times to date.
- ✓ An early-adopter member of the faculty was able to contribute new content to the wiki easily.

These indicators demonstrate this objective has been met.

Objective 2. *EWU Libraries will purchase 15 Web cameras to circulate to EWU students to use with InterviewStream software to practice with and get feedback on their interview skills.*

- ✓ EWU Libraries purchased 15 Web cameras and carrying cases.
- ✓ The cameras have been processed and are available for circulation.

X No circulation data are available yet.

While EWU Libraries have completed the tasks necessary to meet this objective, the target audience has not yet had an opportunity to use the cameras. This objective has been partially met.

Objective 3. *EWU Libraries will partner with EWU Career Services on in-service training events to share knowledge about each other’s resources and services in order to assist students in the use of or referral to employment resources and services at Eastern Washington University.*

- ✓ EWU reference and instruction librarians and other interested members of the library staff attended a training workshop at EWU Career Services to tour the facility and discuss resources and services.
- ✓ EWU Career Services staff attended a training workshop at EWU Libraries for demonstration of online databases and other career information resources.
- ✓ Staff from both areas attended “beta” demonstrations of the Career Resource wiki and provided feedback for improvement.
- ✓ Staff members from both areas continue to collaborate on promotion and enhancement of the wiki.

These indicators demonstrate this objective has been met.