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SACSCOC 2025

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## Section XII: Services, Support (Evidence)

USF Libraries

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## SERVICES: SUPPORT

### A. ASSESSMENTS

None recorded.

### B. EVIDENCE

#### B1. USF System Support Services

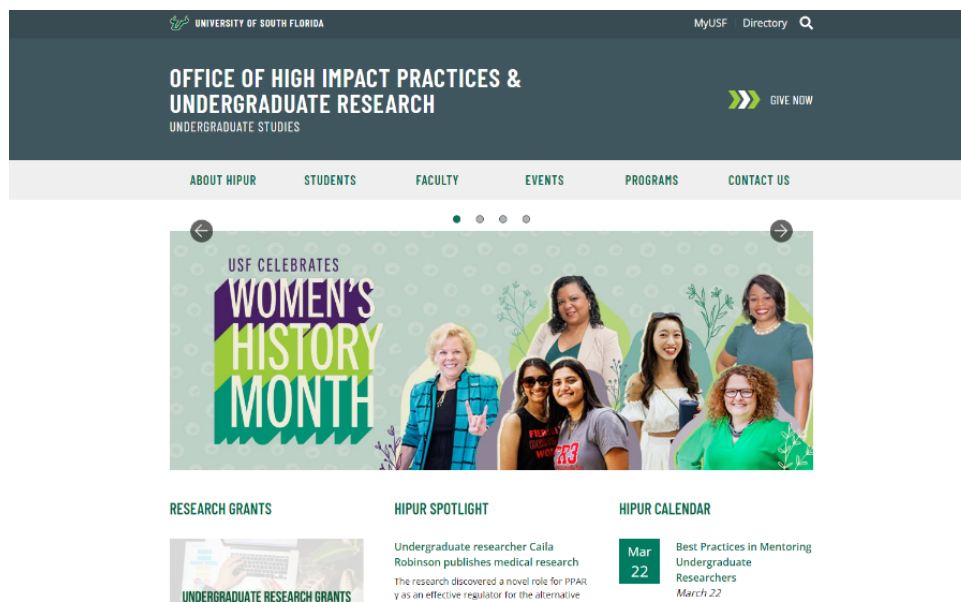
Following the consolidation of the USF System, a variety of support services were offered to faculty and student patrons from across the Tampa Bay area. The specific services mentioned within this section reflect those that found crossover with library operations. Groups like Center for Innovative Teaching and Learning (CITL), Office of High Impact Practices and Undergraduate Research (HIPUR), Institute for the Advanced Study of Culture and the Environment (IASCE), and USF World provide fantastic collaboration opportunities with library staff and faculty to bring new and exciting initiatives to our patrons. However, teams like InnovativeED, the Student Research Journal, and the Student Research Symposium provide a strong academic backing to the studies of USF students across all campuses. In addition to all of this, both USF Libraries itself and our patrons benefit from the consistent support of technology resources through our Information Technology Department at USF.

Image B1.1: CITL



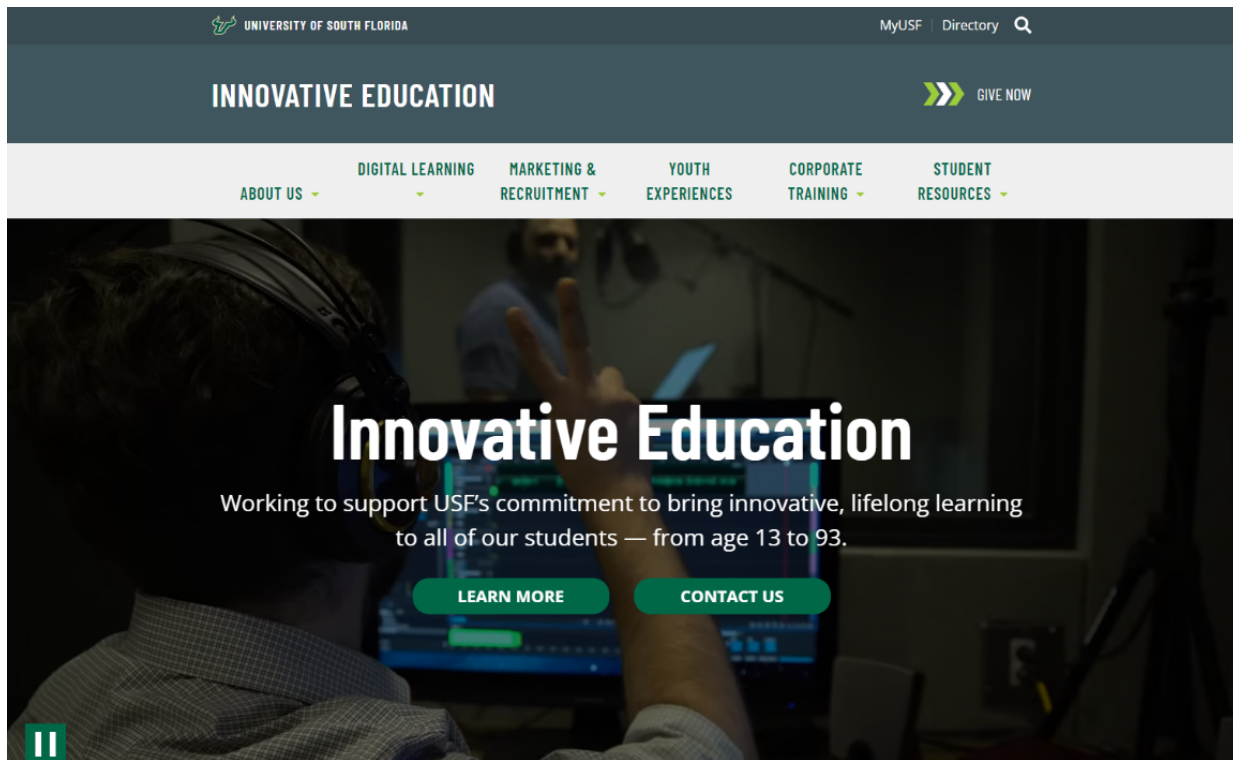
Note. Screenshot of Center for Innovative Teaching and Learning (CITL) homepage taken on 3/16/23 and retrieved from <https://www.usf.edu/innovative-education/citl>.

Image B1.2: HIPUR



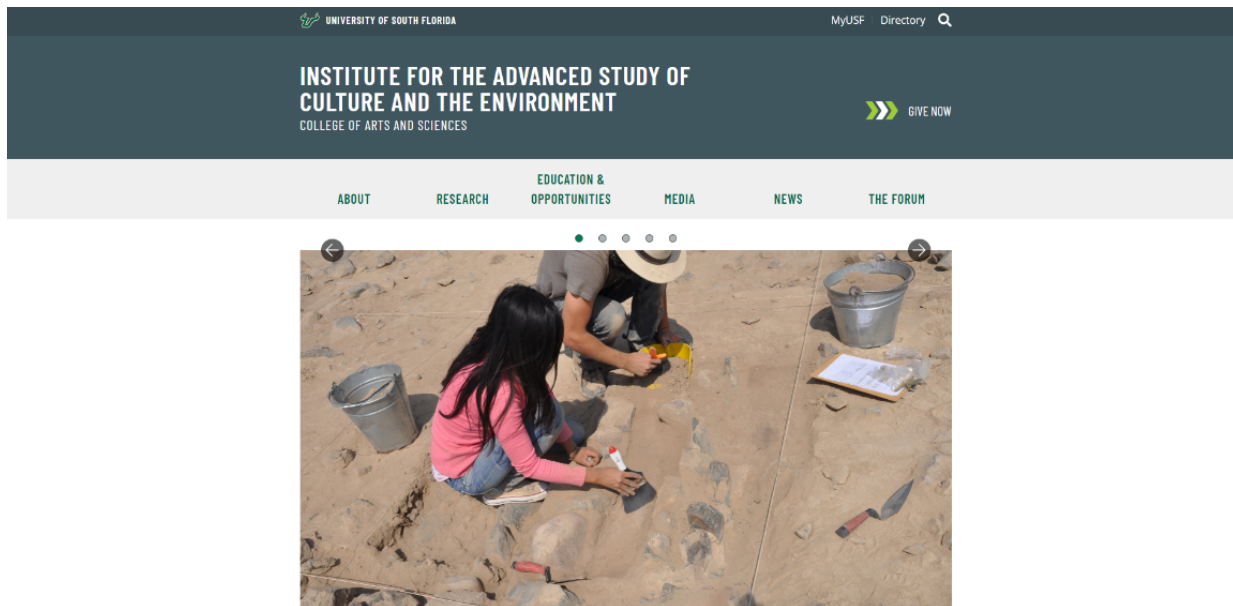
Note. Screenshot of Office of High Impact Practices and Undergraduate Research (HIPUR) homepage taken on 3/16/23 and retrieved from <https://www.usf.edu/undergrad/hipur/students/>.

Image B1.3: Innovative Education



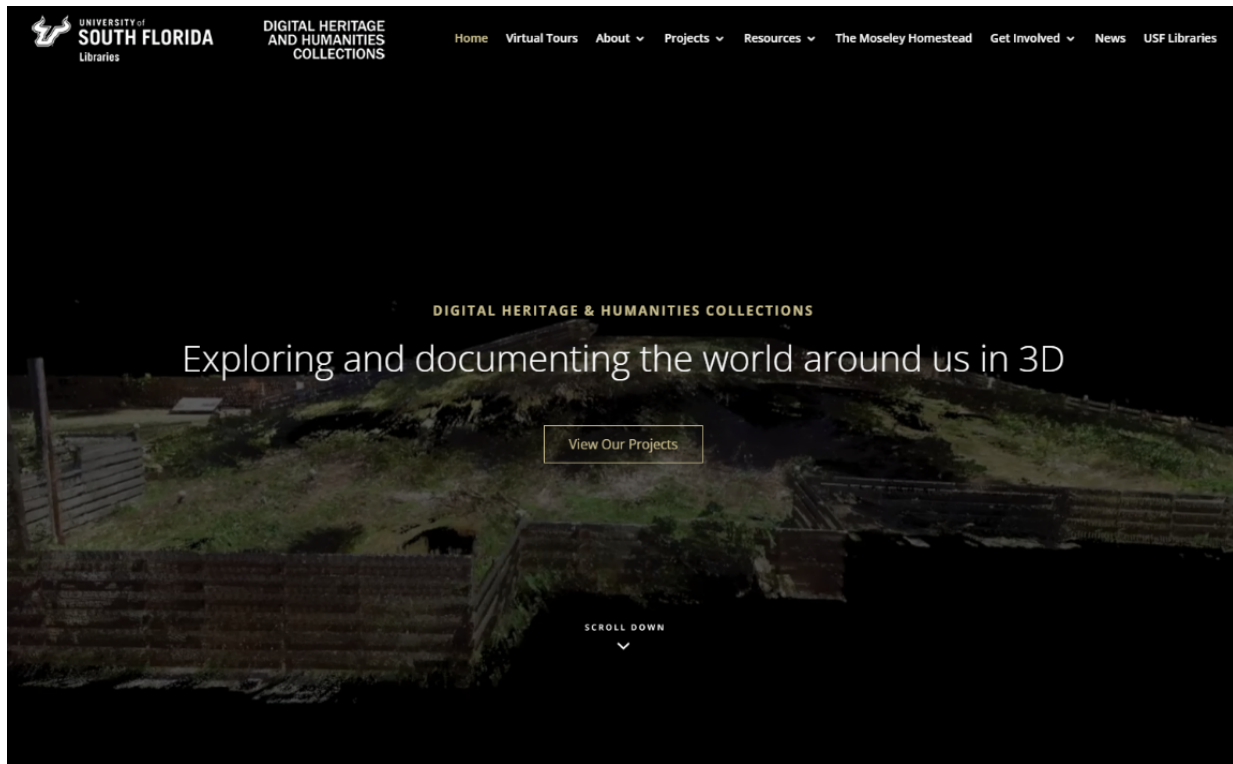
Note. Screenshot of Innovative Education homepage taken on 3/16/23 and retrieved from <https://www.usf.edu/innovative-education/>.

Image B1.4: IASCE



Note. Screenshot of Institute for the Advanced Study of Culture and the Environment (IASCE) homepage taken on 3/16/23 and retrieved from <https://www.usf.edu/arts-sciences/institutes/iasce/>.

Image B1.5: DHHC



Note. Screenshot of Digital Heritage and Humanities Collections (DHHC) homepage taken on 3/16/23 and retrieved from <https://dhhc.lib.usf.edu/>.

Image B1.6: USF World



Note. Screenshot of USF World homepage taken on 3/16/23 and retrieved from <https://www.usf.edu/world/>.

Image B1.7: Student Research Journal



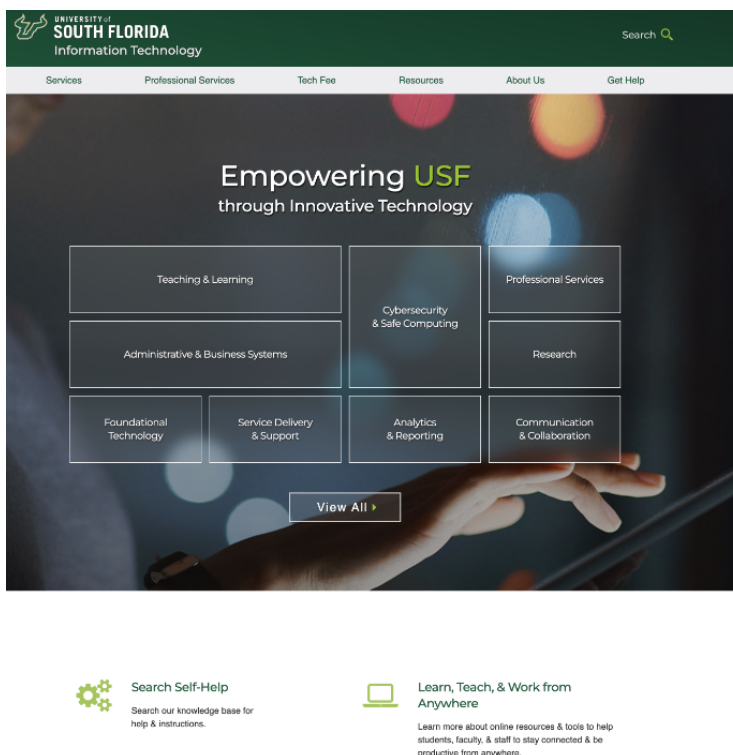
Note. Screenshot of Student Research Journal homepage taken on 3/16/23 and retrieved from [https://digitalcommons.usf.edu/student\\_journal/](https://digitalcommons.usf.edu/student_journal/).

Image B1.8: Student Research Symposium



Note. Screenshot of Student Research Symposium homepage taken on 3/16/23 and retrieved from [https://digitalcommons.usf.edu/student\\_research\\_symposium/](https://digitalcommons.usf.edu/student_research_symposium/).

Image B1.9: USF Information Technology



Note. Screenshot of USF Information Technology homepage taken on 3/22/23 and retrieved from <https://www.usf.edu/it/>.

## B2. USF Tampa Support Services

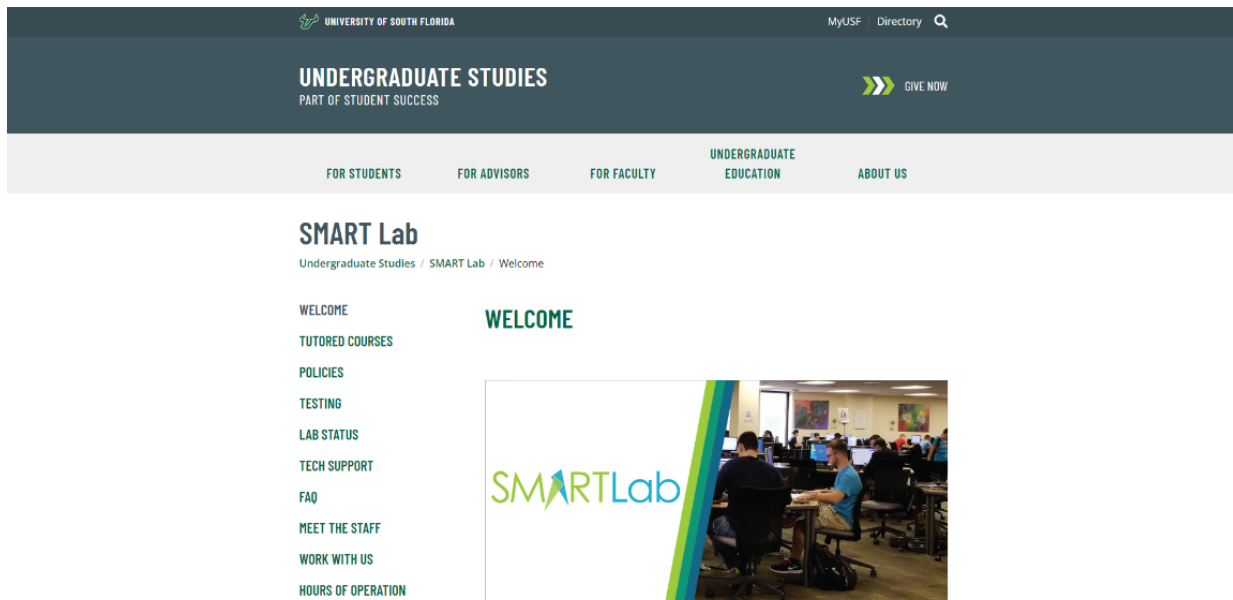
While a majority of USF's support services are provided at a system level, several units operate on a local level to provide niche resources to patrons. At USF Tampa, the Academic Success Center is the backbone to student success at USF. When partnered with the operations of USF Libraries, multiple entities at USF strive to provide the best possible student experience. Many students find academic success through both entities, and the crossover between us has proven fundamental in long term student success. Within the USF Tampa Library however, the Digital Media Commons and SMART Lab provide a fantastic hub for innovation and powerful technologies, focused primarily for our student patrons. These support services provide a critical backbone to the core model USF Libraries hopes to deliver, while leveraging key campus partners in the process.

Image B2.1: Academic Success Center



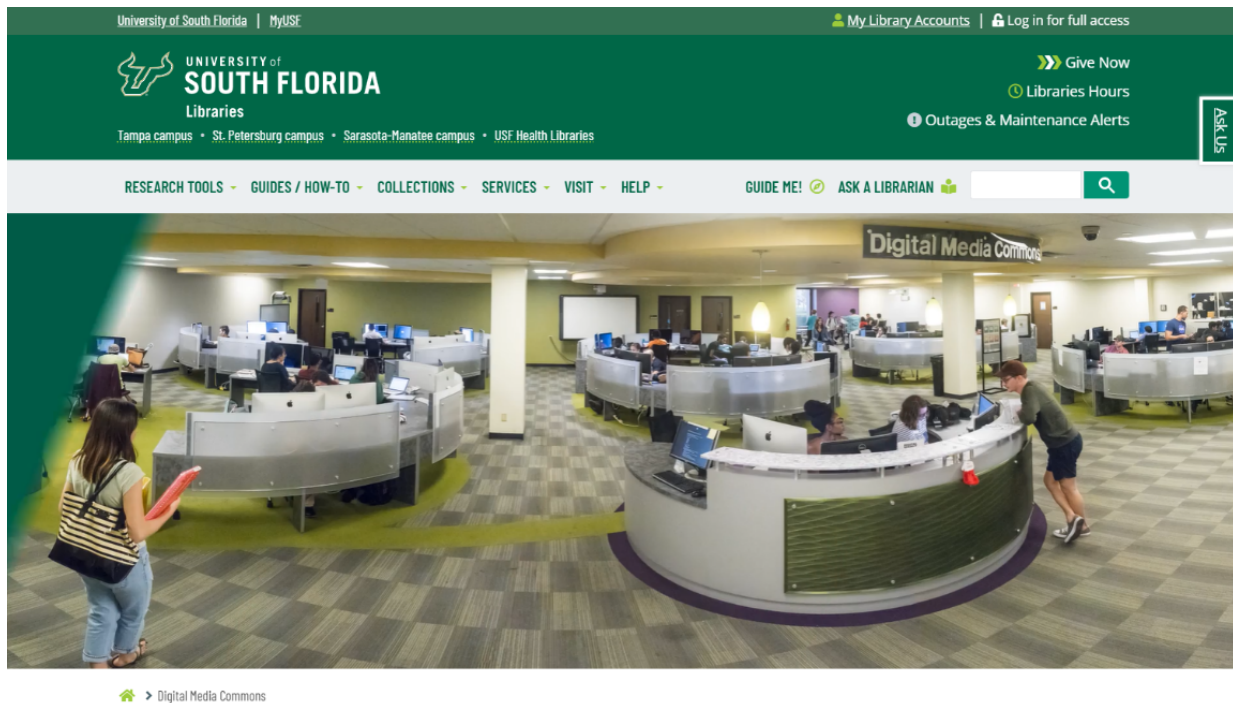
Note. Screenshot of Academic Success Center homepage taken on 3/16/23 and retrieved from <https://www.usf.edu/undergrad/academic-success-center/>.

Image B2.2: SMART Lab



Note. Screenshot of SMART Lab homepage taken on 3/16/23 and retrieved from <https://www.usf.edu/undergrad/smart-lab/index.aspx>

Image B2.3: Digital Media Commons

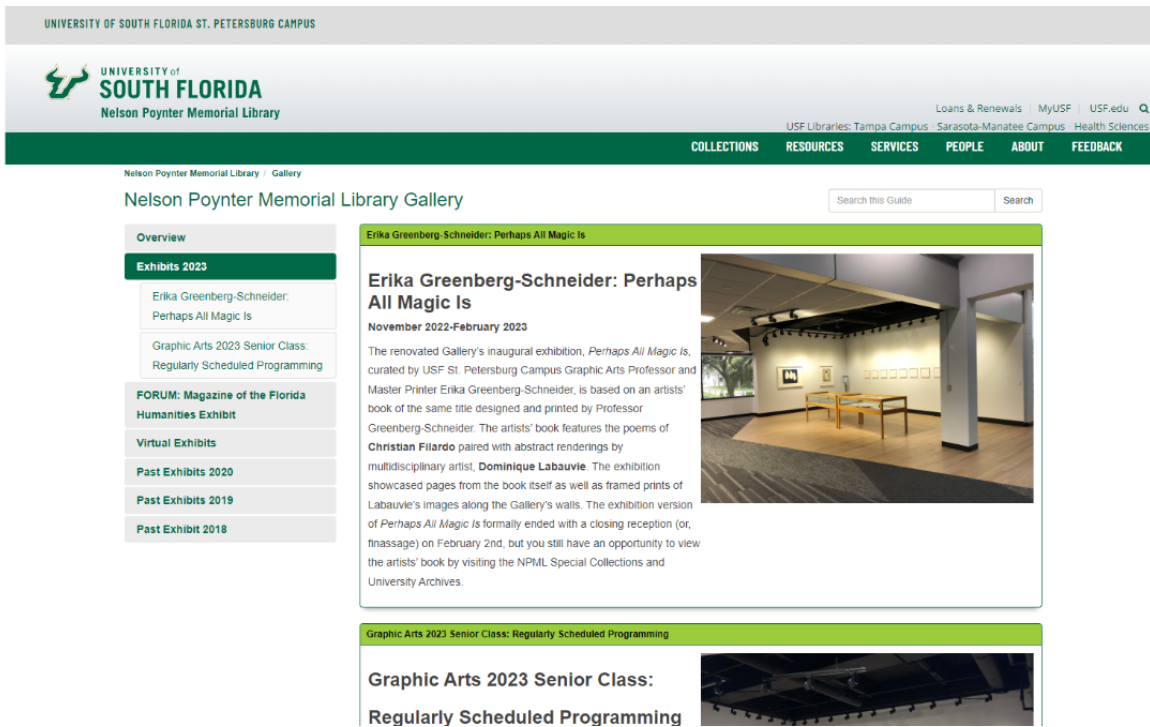


Note. Screenshot of Digital Media Commons homepage taken on 3/16/23 and retrieved from <https://lib.usf.edu/dmc/>

**B3. USF St. Petersburg Support Services**

Similarly, to USF Tampa Library, the USFSP Nelson Poynter Memorial Library provides some dynamic offerings to students through engaging support service partnerships. Like the Academic Success Center at USF Tampa, the USFSP Student Success Center strives to deliver high quality support to student academics and general well-being in the hopes of driving student success. Their partnerships with library services have proven fruitful for not only getting more students to leverage library resources but has also created a path for many students to better maintain their studies. Within the library however, the Nelson Poynter Memorial Library offers two key services through critical partnerships. First and foremost, the newly renovated art gallery provides a platform not only for event programming but also deeply engaging partnerships with artists, faculty, and students alike. Next door to it, the Student Technology Center engages students and faculty to innovate and discover new possibilities through innovative technologies. These directions guide USFSP's library services to be a community centered hub for both collaboration and innovation.

**Image B3.1: Nelson Poynter Art Gallery**



Note. Screenshot of Nelson Poynter Art Gallery homepage taken on 3/16/23 and retrieved from <https://lib.stpetersburg.usf.edu/c.php?g=958122&p=9602455>.

**Image B3.2: St. Petersburg Student Success Center**



Note. Screenshot of St. Petersburg Student Success Center homepage taken on 3/16/23 and retrieved from <https://www.stpetersburg.usf.edu/student-life/student-success-center/>.



### Student Technology Center (2021)

The mission of the Student Technology Center in the Nelson Poytner Memorial Library is to actively engage students in computing, software support, and provide helpdesk support and training for use of curriculum associated systems such as Canvas, Virtual software portals, a variety of computing applications, and web support tool that are available from the library information commons. This mission aligns with the USF Libraries Strategic Direction of providing innovative services that support student learning, faculty instruction, and creative, technological discovery and play.

#### STC Student Usage

The STC Helpdesk assisted students with questions on printing/scanning, wireless access, technology help, and Makerspace inquires. Spring Semester resulted in helping 508 students, Summer 231 students were helped at the STC, and 1,061 students were helped in the Fall semester. In total 1,800 were helped by the STC in 2021.

#### STC Activities

The STC engages in marketing and outreach efforts to encourage student use of Makerspace STEM product by conducting workshops and training sessions. These outreach activities include:

- 1) Social Media Marketing, Virtual Orientation sessions, tabling events at Harbor Walk, and word of mouth to encourage students to visit our Helpdesk for technology assistance. Continue to monitor the online chat platform for students still virtual.
  - Created flyers for students to take at the helpdesk and posted on social media about monthly workshops.
  - Worked alongside Camielle Crampsie for the Library's Virtual orientation presentations. I hosted 17 30-minute sessions throughout 2021 with 232 attendees.
  - Continue Virtual orientation sessions and eventually move back into in person orientations, Week of Welcome, open houses, and tabling events at Harbor Walk. Collaborated with more organizations across campus to market the Center.
- 2) Teach Technology Workshops in the STC or in collaboration with other Academic Units
  - The monthly workshops consisted of Adobe Creative Cloud applications, SPSS, Excel, and power point. The attendance was an average of 1 to 5 students per workshop. Students began to give feedback on what they would like to see become a workshop, as well as time frames and days of the week that work best.
  - Included workshops specifically for Makerspace product. The 3D printing workshops over the semesters increased interest and students started setting appointments for one-on-one tutorials if they could not make the workshop. There were 12 different appointments made for 3D printing one on one. And another group of 6 students created a design for a class project.
  - In response to student demand, the STC offered more tutorials on 3D design and instruction. Include more STEM products to demonstrate in Drop-In workshops.
  - Changing up the workshop schedules to a larger time frame and marketing them as Drop-in workshops so that they do not start and end at a specific time as a class, but students are encouraged to stop by in a given time frame and can be given assistance or instruction, as they are able to get here.
- 3) Document, create videos, and engage students with examples of Makerspace product usage. Encourage them to explore the STEM equipment to further their educational experiences for use in the classroom or for personal growth.
  - Developed partnerships with multiple faculty members that gave students directions to specifically come to the Center for tutorials and assistance with certain assignments.
  - I provided Adobe Spark workshops, SPSS video tutorials and step-by-step color instructions. Made video instructions for recording a meeting on Teams, how to upload assignments to Canvas and to discussion boards for peer review.
  - Joined a Faculty Learning Committee on AR/VR in education. This resulted in a peer reviewed publication in Social Marketing Quarterly entitled Impact of Immersive Technology on Attitudes and Intent to help the Homeless.
- 4) Ensure that Access services, R&I, and the Student Technology Center are all in communication with up-to-date services for students.
  - Created links to all tutorials/videos for the webpage.
  - Partnered with Theresa Burress for NPML cross training: R&I and access services with updates from the Student Technology Center.

## B4. USF Sarasota Support Services

While the Information Commons at USF Sarasota-Manatee lacks the building space of the other USF Library locations, it has adequately tapped into its campus community through crossover into several support services. In order to best serve both its faculty and students, collaborations with the Digital Learning and Student Affairs teams at USFSM have been at the forefront. Several partnership programs to better share library resources while connecting patrons to critical software and academic best practices have been key to the Information Commons being at the heart of the campus. The library services team has additionally chosen to collaborate consistently with the Office of Student Engagement at USFSM, which has led to several event collaborations. This includes things like the "Student Staff and Facul-tea Party", "Virtual Book Club", and "Gopher Tortoise Week". This approach has emphasized the small campus feel of the library services at USFSM, while building healthy relationships with several USFSM support services.

Image B4.1: Sarasota-Manatee Digital Learning

The screenshot shows the homepage for the University of South Florida Sarasota-Manatee Digital Learning services. At the top, there is a header with the university name and a search bar. Below the header is a navigation menu with links for ABOUT, ACADEMICS, ADMISSIONS, CAMPUS LIFE, RESEARCH, and ENGAGE | SUPPORT. The main content area features a large image of a student working on a laptop, with the text "Digital Learning" overlaid. Below the image, there is a paragraph of text describing the university's digital learning services and a link to the Digital Learning Services department.

The University of South Florida Sarasota-Manatee campus brings learning to you through our online and hybrid courses. We offer a variety of technologies that allow faculty and students to access information faster, learn in a variety of ways and tackle projects with ease.

Our Digital Learning Services department offers tools, resources and in-person assistance to help make the most out of today's digital learning environment. Whether you're a student looking for help with Canvas or a faculty member who wants to develop an online course, reach out to us for assistance.

**Note.** Screenshot of Sarasota-Manatee Digital Learning homepage taken on 3/16/23 and retrieved from <https://www.sarasotamanatee.usf.edu/academics/academic-resources/e-learning/>.

Image B4.2: Sarasota-Manatee Student Engagement



Note. Screenshot of Sarasota-Manatee Student Engagement homepage taken on 3/16/23 and retrieved from <https://www.sarasotamanatee.usf.edu/campus-life/student-engagement/>.

Image B4.3: Sarasota-Manatee Student Affairs



Note. Screenshot of Sarasota-Manatee Student Affairs taken on 3/16/23 and retrieved from <https://www.sarasotamanatee.usf.edu/campus-life/department-of-student-support-services.aspx>.