

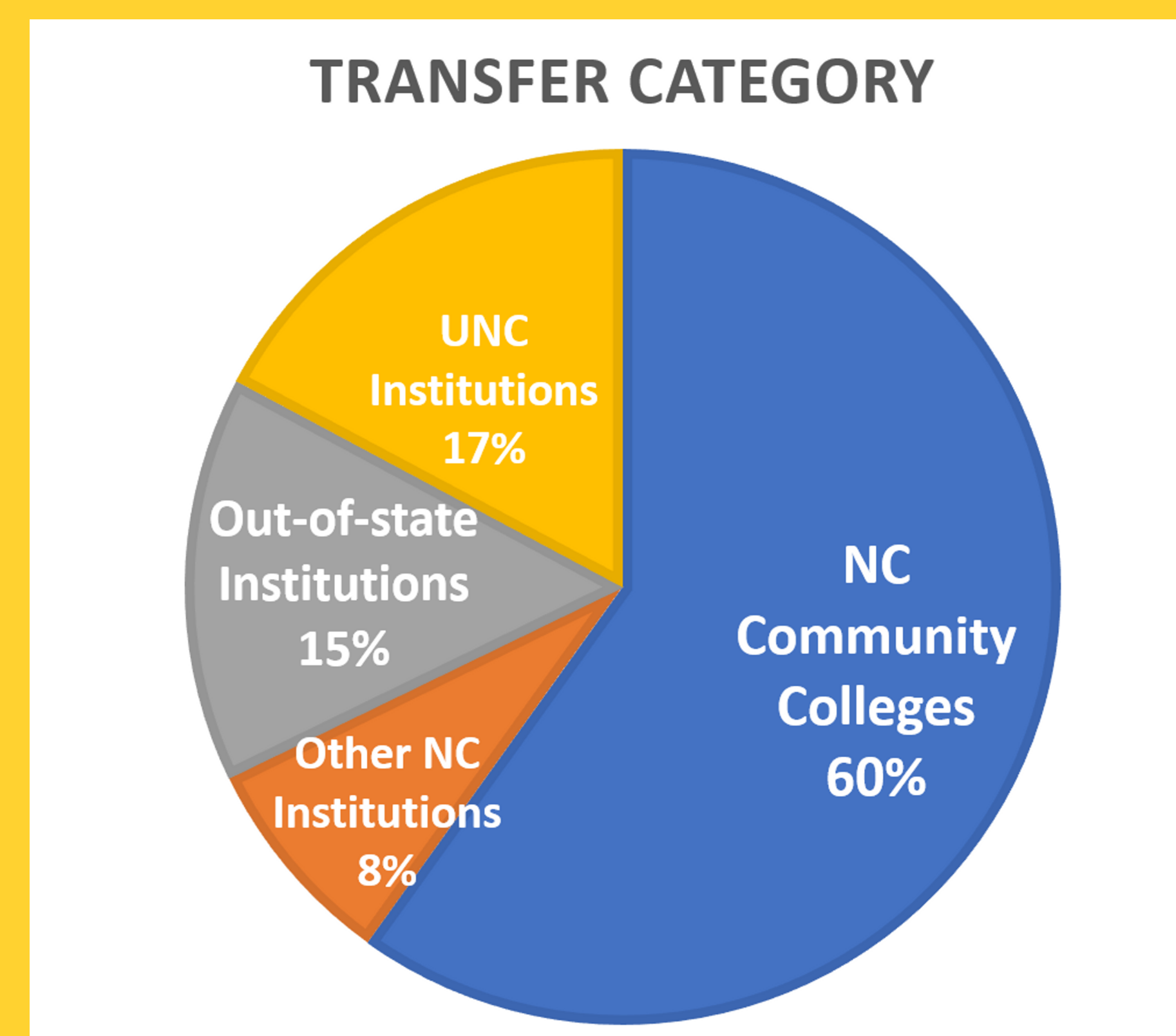
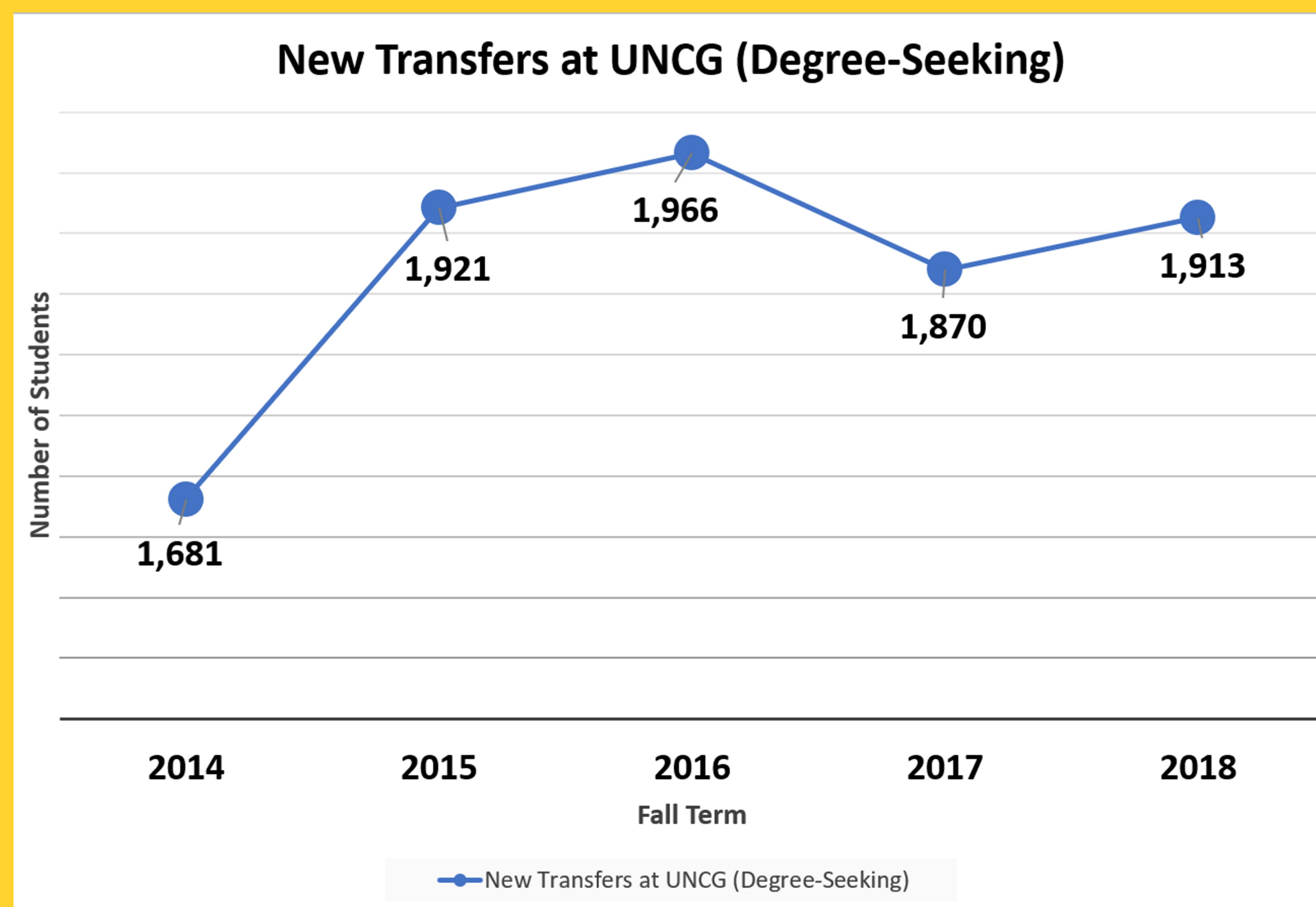
Transitioning Library Spaces

How Academic Libraries Contribute to Transfer Student Success

Elizabeth Ellis, MLIS student
Kathy Crowe, Faculty Adviser

Why study transfer students?

- Transfer student enrollment up ~14% from 2014 to 2018 at UNCG
- UNC System implemented Comprehensive Articulation Agreement in 2014
- UNCG established Spartan Passage co-admissions program
- "Transfer shock" makes this group of students academically vulnerable



Findings



Quiet Study Space

"I love that I can have a quiet space or a floor to go to that's quiet..."

We asked students what makes them successful in school and what their greatest impediments were. For success, **studying** was a top response. **Students emphasized the various quiet spaces available in the library and reported feeling overwhelmed by the size of the library.**

"I was used to not a lot of library and this is a lot of library."



Group Study Space

Students also expressed enthusiasm for the group spaces available in the library. This particular space was **connected to responses about academic success as well as social success.** In addition to effectiveness of studying with peers, transfer students reported that meeting people through classes was one of the main ways they make friends.

"I definitely use this library more [than the community college library]. I meet people to study here."



Leisure Space

Many students reported using the library for leisure, especially transfers that commute. They tend to use the library as a space to **relax between classes, explore, or check out entertaining materials like audiobooks** for the drive to and from campus. One student suggested a book club program, and a residential student said the library was the place they go to get a break from their dorm.

"I have a long drive here to school, so I love that I can go and get an audiobook that I can listen to on the way. It's been great for me."



Transition Space

"Once I got my foot in and interacted with more groups... I was able to figure out the library."

The library also provides transfer students with an **important and necessary space for integrating into their new campus.** Students expressed that they were initially confused by navigating the physical space of the library and the campus. The library is an important hub for finding information and a neutral space to meet people.

"I'll ...go to club meetings or I go to the library. Those would be the two places I spend the most time..."

Background

Earlier assessments at UNCG Libraries

- Survey to measure information literacy skill levels of transfer students showed variations in skill by age and transferring institution; older students, community college transfers had lower information literacy skills (2014)
- Pre-test, intervention, post-test assessment performed with cohort from 2014 survey, results showed librarian intervention did not improve information literacy skills but did increase likelihood of transfer student to seek research consultation with librarians (2015)

Methodology

Focus group assessment conducted on three occasions to collect qualitative data about holistic transfer student experience (2018)

- Goal to discern how library can help transfers achieve academic and social success, what services, spaces, collections they might need, and how they perceived orientation process
- One group of community college transfers, one group of four-year institution transfers, one group a mix of transfer students
- 12 students participated
- Focus groups recorded and transcribed
- Total mention of library-related themes: 54

Report link:
<http://go.uncg.edu/transfer>

Literature Consulted

- Grigg, K. & Dale, J. (2017). Assessing and meeting the information literacy needs of incoming transfer students: Implementing the ACRL's assessment in action program. Reference Services Review 45.3: 527-539.
Phillips, J., & Atwood, T. (2010). Transferring skills, transferring students: A call to academic libraries. College & Undergraduate Libraries 17.4 : 331-48.
Robinson, M., Fawley, N., & Marshall, A. (2018). How can librarians aid transfer student integration?: A multi-campus study. The Journal of Academic Librarianship 44.6: 864-871.