



**Success on the Small-Scale:
Non-Traditional Tours Targeting
Students in Transition**

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Campus Engagement,
Miami University Libraries



Miami University

The one in Ohio, not Florida 😊



Poll Everywhere

*Which Miami was
founded first?*

IN THE 19th CENTURY
THIS UNIVERSITY
IN OXFORD, OHIO
WAS DUBBED THE
"YALE OF THE WEST"

Miami university



Source: [PhotoShelter](#)

Outline

Rationale

Initiative

Assessment

Implications



Study Spot Tours

2021-2023

STUDY SPOT TOUR

+ **free beverage** from King Café!



Join us on a walking tour to scope out the best study spots in King Library.

We'll share tips and locations for every study style—whether you like quiet or a lot of background noise; a comfy chair or a cubicle; or working with a group or studying solo.

All attendees receive a voucher for a FREE 16 oz. beverage from King Café!

Registration is limited to 10 participants, so sign up today using the QR codes/links to the right!

SIGN UP!

Wednesday, Aug. 30
11:30 a.m. - noon
bit.ly/study-spot-1



Thursday, Aug. 31
11 - 11:30 a.m.
bit.ly/study-spot-2



Friday, Sept. 1
10:30 - 11 a.m.
bit.ly/study-spot-3



RATIONALE



Needs and Considerations



Mental Health at Miami

- From 2021-2022, total number of clinical services provided increased by 17%
- According to the annual Student Health Survey (2022), feelings of anxiety and depression and rates of suicidal thoughts increased compared to previous year
- Data showed growing number of students with those feelings who chose not to utilize campus resources, indicating students' mental health difficulties may be more pronounced than we know

Source: [Mental Health Report](#)



“State of the Student” at Miami

- Increased anxiety → avoidance → participation in co-curricular activities ↓
- Isolation → struggling with basic social skills (intros, small talk)
- Socially risk-averse generation (conduct cases down)

- Miami Engagement Survey:
 - **“Convenience is king”** for our students
 - Our students used to **individualized experiences**
- **“Simple” and low-risk programming** shown to be more successful
- **Invert the model** when it comes to engagement activities; **offer “pod” events** of 6-12 students instead of “mega” events



Miami University Libraries



Mission

We proactively connect our community with the resources and personalized guidance to empower discovery, creation, and success.



Vision

We will be the catalyst for growth and discovery for every scholar in our community.



Values

Welcoming

You matter; you belong

Curious

Always wonder; always learn

Collaborative

Find connections; forge partnerships

Trailblazing

Boldly create; fearlessly innovate



our values

welcoming

**you matter
you belong**

We purposefully create a human connection with our entire scholarly community.

We

are approachable and friendly

create inviting and accessible environments

design inclusive systems

show empathy and actively listen

curious

**always wonder
always learn**

We passionately and humbly seek knowledge and understanding.

We

question our own assumptions

listen to understand

empower inquiry and discovery

cultivate an atmosphere of wonder

collaborative

**find connections
forge partnerships**

We reach across boundaries because we recognize the power of working together.

We

focus on results and embrace the expertise and assistance of others

seek knowledge even if it challenges our biases

mediate among disciplines

create space for others to share their perspectives

trailblazing

**boldly create
fearlessly innovate**

We exceed the needs of the present and rise to the challenges of the future.

We

encourage creative solutions

adapt to new realities

take smart risks and learn from every failure

create new opportunities



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King Library Crowd Index



Estimated 15 - 20% ([Read more](#))

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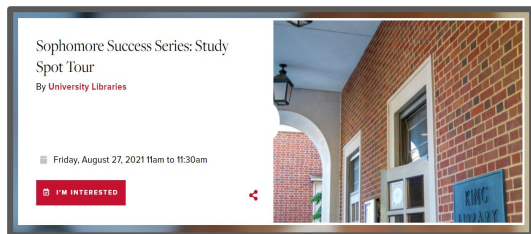


KAMM/CIM Project



INITIATIVE





Sophomore Success Series: Study Spot Tour
By University Libraries

Friday, August 27, 2021 11am to 11:30am

I'M INTERESTED

2021



Join us for a tour of the best study spots in King Library

Wednesday, Aug. 24
10-10:30 a.m.

and

Wednesday, Aug. 31
11-11:30 a.m.

Register
bit.ly/StudySpotAug24
bit.ly/StudySpotAug31

1 FREE
16 OZ. COFFEE OR TEA

Registration limited to 10 participants. All attendees receive a voucher for a free 16 oz. beverage from King Cafe.



2022



STUDY SPOT TOUR

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2023

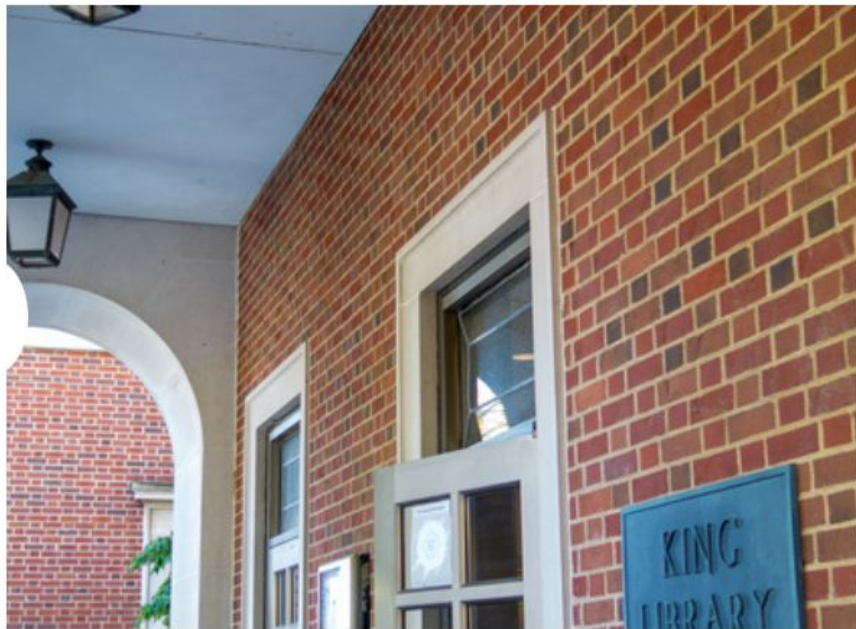


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2023





Thank You for Attending Library Study Spot Tours!

Thank you for joining us for today's tour! I hope you enjoyed meeting other first-year students as you learned to navigate King Library's study spaces, and that you took some time to relax with a free beverage from King Café following our tour.

I encourage you to reach out to those included on this email should you wish to connect with other study buddies, form a study group, or otherwise follow up on a connection made at this event.

I'd be so grateful if you could take some time to complete the survey linked below. Have a wonderful weekend!

[Survey](#)

Study Spot Tours

- Seek to decrease stress and anxiety
 - Low-risk
 - Informal vs. traditional



Study Spot Tours

- Student-centered approach
 - Customized
 - Address hidden curriculum
 - Supportive of basic needs
 - Build connection



ASSESSMENT



Assessment: Attendance

Fall '21 Tours

2 guests at **1** event

Fall '22 Tours

13 guests across **2** events

Fall '23 Tours

19 guests across **3** events

Assessment: Attendance

Sophomore Students

2

First Year Students

27

First Generation Students

5

International Students

3


**Non-Resident Domestic
Students**

11

Assessment: Survey

Library Study Spot Tours

Post-event survey of participants of the Library Study Spot Tours, August 30-September 1, 2023.

crosbylm@miamioh.edu [Switch account](#)  Draft saved

* Indicates required question

Email *

Record crosbylm@miamioh.edu as the email to be included with my response

Which event date did you attend? *

Wednesday, August 30, 2023

Thursday, August 31, 2023


Friday, September 1, 2023

On a scale of 1-5 (with 1 being least favorable and 5 being most favorable), please rate your overall experience with the Library Study Spot Tour. *

1 2 3 4 5

Please share your experience with the Library Study Spot Tour and offer feedback.

Your answer

[Next](#)  Page 1 of 4 [Clear form](#)

Assessment: Survey

Section 2 of 4

On a scale of 1-5, based on your experience with the Library Study Spot Tour, please rate the following statements:

The Libraries are approachable and friendly. *

1 2 3 4 5

Strongly Disagree Strongly Agree

The Libraries offer an inviting and accessible environment. *

1 2 3 4 5

Strongly Disagree Strongly Agree

The Libraries offer innovative solutions for the needs of current students. *

1 2 3 4 5

Strongly Disagree Strongly Agree

The Libraries are thinking ahead to adapt to the needs of future students. *

1 2 3 4 5

Strongly Disagree Strongly Agree

Back

Next

 Page 2 of 4

Clear form

Assessment: Survey

Section 3 of 4

Were you able to connect with one or more of your peers due to your participation *
in the Library Study Spot Tour?

Yes

No

Other: _____

Please share any additional information related to connecting with peers at this
event:

Your answer _____

Did the Library Study Spot Tour connect you with one or more resources to
empower your success? *


Yes

No

Other: _____


Please share any additional information related to connecting to resources at this
event:

Your answer _____

[Back](#) [Next](#)  Page 3 of 4 [Clear form](#)

Assessment: Survey

Library Study Spot Tours

crosbylm@miamioh.edu [Switch account](#) 

Your email will be recorded when you submit this form

* Indicates required question

Section 4 of 4


How did you hear about the Library Study Spot Tour? (please check all that apply) *

- Digital display
- Email
- Social media
- Website
- Other: _____

Please share any additional information, thoughts, or questions related to this event below:

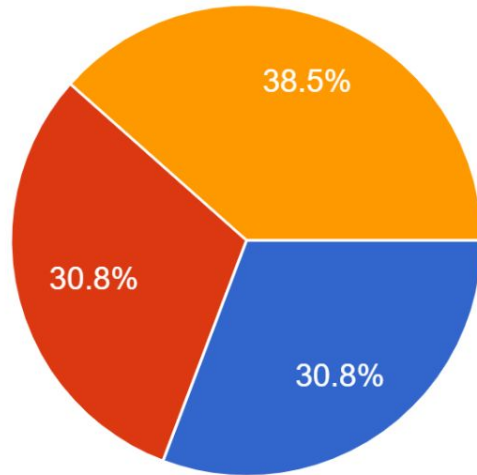
Your answer _____

A copy of your responses will be emailed to crosbylm@miamioh.edu.

[Back](#) [Submit](#)  Page 4 of 4 [Clear form](#)

Which event date did you attend?

13 responses



- Wednesday, August 30, 2023
- Thursday, August 31, 2023
- Friday, September 1, 2023



*“I thought the tour was very good. Not too short nor too long and **had a good atmosphere.**”*

“I had a very informative experience with the study spot tour. It was very helpful learning how to reserve a study room and how loud each study room would be.”

*“Don’t change a thing, this tour was **very informing and welcoming.**”*

“Laura was so helpful and knowledgeable! I haven't been to the library here very many times so it was especially nice to see some study spots I may not have found otherwise. I also loved getting to see that there is an Honors exclusive room. I had no idea that was there!”

*“I thought that it was very **informative and personal**”*



“I loved the tour and Miss Laura is awesome!!”

*“My guide, Laura, was very helpful and positive when giving the tour. **I was able to meet and connect with someone else who was on the tour who is now my friend!**”*

“It was really informational! I loved it”

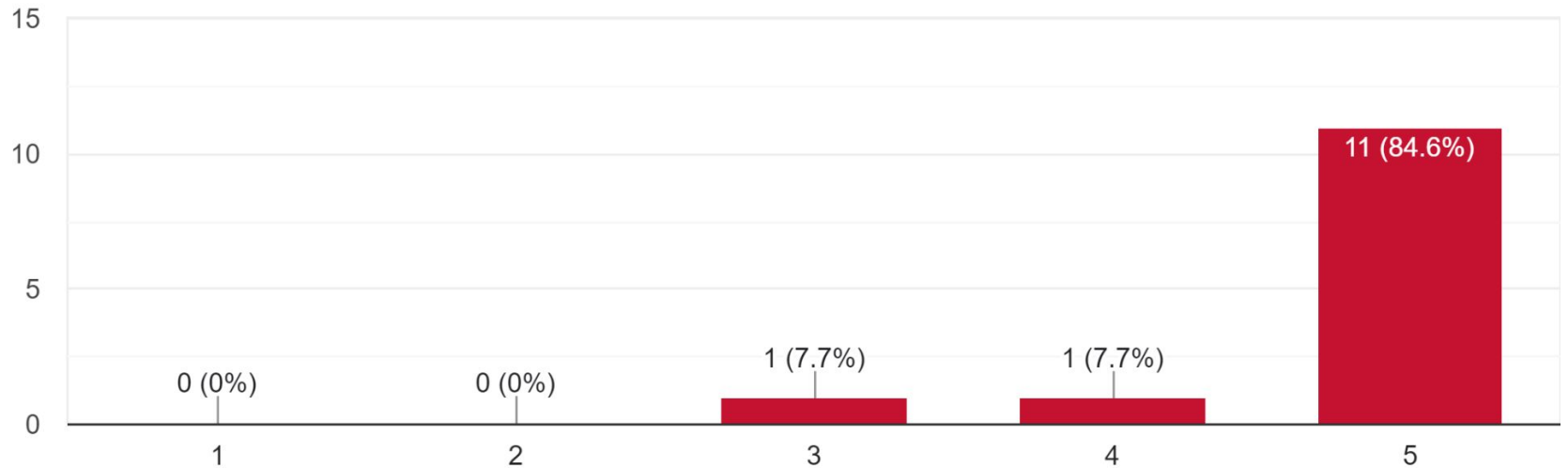
*“I loved the tour! I think what made it great was how the tour guide made it **more conversational** rather than just going by a script. She shared her personal experience studying at the library, which really helped too!”*

“I like how I was shown the spots to study and how some places are more quieter than others.”



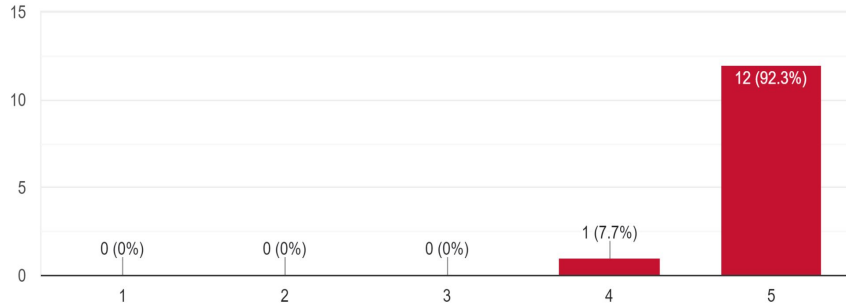
On a scale of 1-5 (with 1 being least favorable and 5 being most favorable), please rate your overall experience with the Library Study Spot Tour.

13 responses



The Libraries are approachable and friendly.

13 responses



welcoming

**you matter
you belong**

*We purposefully
create a human
connection with
our entire scholarly
community.*

We

are approachable and
friendly

create inviting
and accessible
environments

design inclusive
systems

show empathy and
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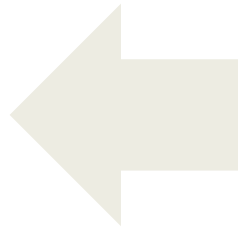
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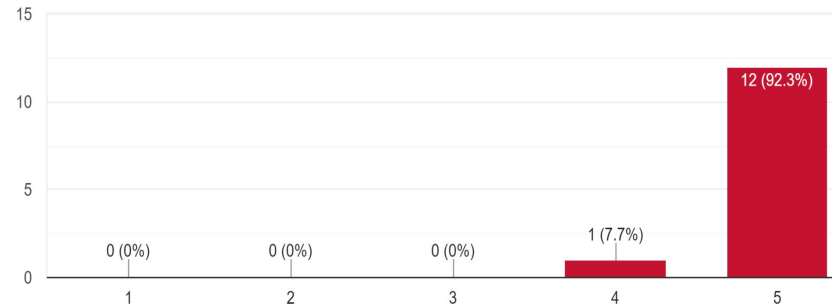
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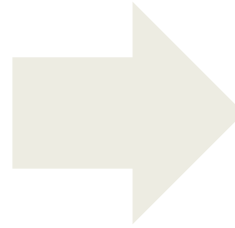
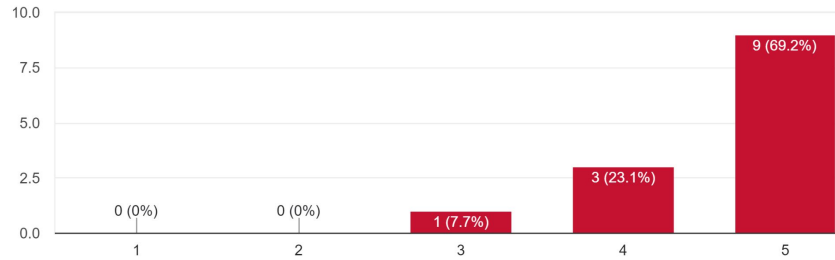
The Libraries offer an inviting and accessible environment.

13 responses



The Libraries offer innovative solutions for the needs of current students.

13 responses



trailblazing

**boldly create
fearlessly innovate**

*We exceed the needs
of the present and
rise to the challenges
of the future.*

We

encourage creative
solutions

adapt to new realities

take smart risks and
learn from every
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create new
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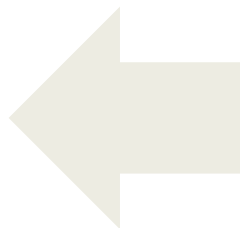
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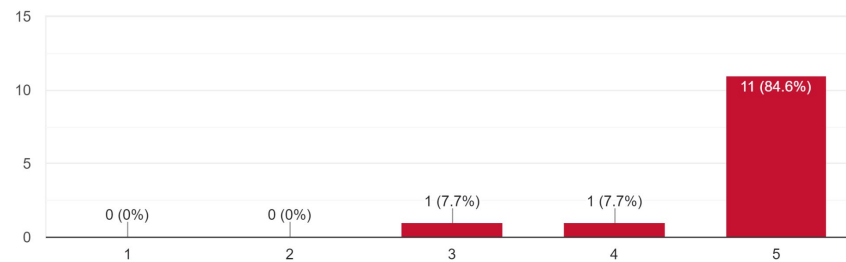
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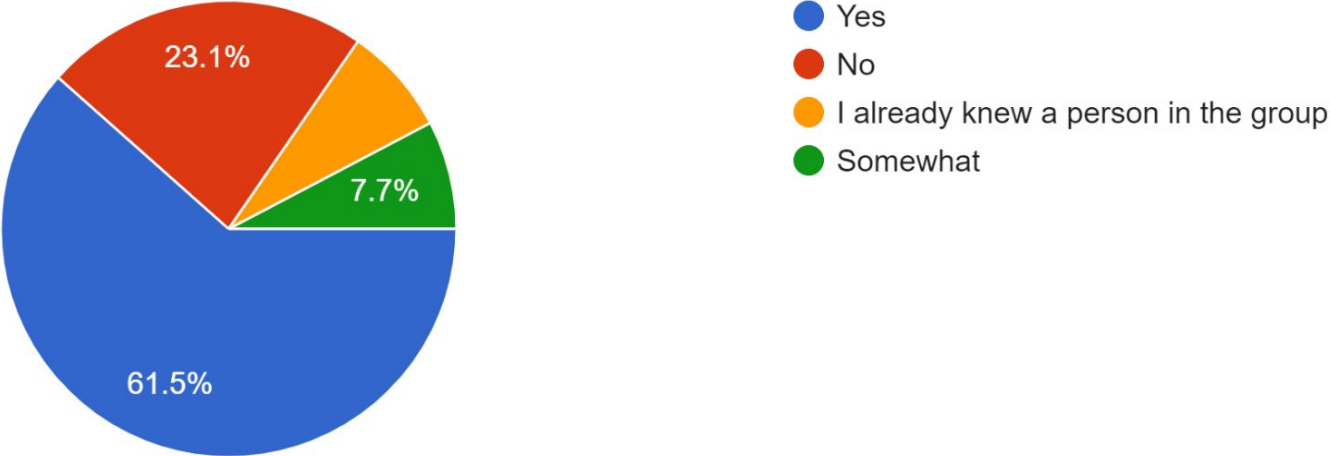
The Libraries are thinking ahead to adapt to the needs of future students.

13 responses



Were you able to connect with one or more of your peers due to your participation in the Library Study Spot Tour?

13 responses



*“I was able to **connect based on similar interests that were brought up in conversation** while on the tour.”*

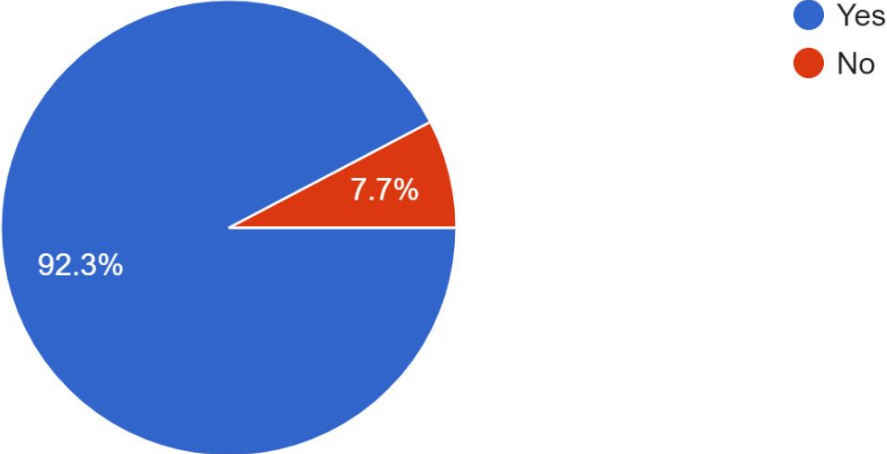
*“There were **less people attending** and we just interacted a little.”*

*“I **liked that it was a small group** of students.”*



Did the Library Study Spot Tour connect you with one or more resources to empower your success?

13 responses



*“There is a **grab and go market** on the ground floor.”*

*“The tour did show us **how to reserve a study spot**, as well as **how to find books** through the tablets around the 2nd floor.”*

*“The **quiet space** that I need.”*



Assessment: SWOT

Strengths - incentive,
marketing, content, structure

Weaknesses - facilities,
diverse student engagement

Opportunities - expanded
programming or partnerships,
improve and continue survey

Threats - budget, dining
services vendor

IMPLICATIONS



Big Questions

- What student-centered practices can we implement or improve in our initiatives?
- How can we shift already existing large-scale events so they “feel” smaller?
- How might we proactively alleviate students’ anxiety around our programming?
- What low-risk, small-scale and/or “simple” initiatives can we pilot?
- How should we (re)design programming to foster connection?





LIBRARIES

Thank you!

Email: crosbylm@MiamiOH.edu

Socials: [@LMBirkenhauer](#)



Please remember to submit your
evaluation on Guidebook!



#SIT23