

**Course Number & Name:** LIS 403 - Evaluation of Information Services

**Description:** The course applies the principles of evaluation research to contemporary information management problems. It covers the fundamentals of identifying and investigating problems relevant to continuous quality enhancement and communicating the results to decision makers. Required course.

- **Prerequisites:** None
- **Audience (level, environment/setting):** Applies to all the information professions and the types of problems requiring evaluation research.
- **Student Learning Outcomes** [by number]: 1, 4, 5, 7, 9
- **Topics/List of Lectures:**
  - What is evaluation research?
  - Its context and purposes
  - Accountability
  - Continuous quality improvement (open systems model)
  - Multiple constituencies/perspectives
  - Obstacles
  - Types of evaluation (formative, summative)
  - Types of problems relevant to the information professions
  - Metrics (e.g., performance and impact measures)
  - Steps in setting up evaluation studies, including experimental studies
  - Introduction to statistics (descriptive/inferential)
  - Communication of findings, including doing so in a political environment
- **Suggested Textbooks/Readings**
  - No textbook proposed. Readings will be set after more discussion with faculty about the types of problems that might be discussed
- **Course History:**

December 2004: Voted in as new course; replaces LIS 403 as core research course as of Fall 2005 and is requirement for all master's students.
- **Document prepared by:** Candy Schwartz, 12/04