When empowerment becomes overwhelming: Strategies for collaborative institutional assessment

Key Project Details
- Assessment program distributed responsibility for program assessment throughout the libraries
- Intention: Incorporate domain expertise and increase assessment knowledge and skills
- Process: Workshops, office hours, individual consults

Complications
- Institutional assessment requirements changed to be less wide-reaching
- Distributed assessment model increased colleagues' stress levels
- Assessment team is less informed about projects and needs across the organization

Central Challenge
- Colleagues struggled to make time for the kinds of impactful assessment they wanted to do
- Assessment feel even further to the bottom of the list during the pandemic and throughout high organizational turnover

Lessons/Ideas/Questions
- It's ok to let a strategy go -- focus on people first
- How do you strike a balance between including colleagues in assessment and asking too much of them?
- What is gained by asking domain experts to lead assessment projects? What is lost?