LIS S533: Online Searching

Department of Library and Information Science
Indiana University School of Informatics and Computing, Indianapolis
Summer I 2020

Section No.: 10773
Credit Hours: 3
Instructor: Alison Johnson, MLS
Email: alijjohn@iu.edu
Prerequisites: None
Instruction mode: This course is offered online only

COURSE DESCRIPTION

Principles, methods, and techniques of advanced online information retrieval (IR). Characteristics of and search strategies for the use of bibliographic, referral, citation, fact, numeric, and full text databases and search systems. Considers standards, use of communications software, front-ends and micro-based IR systems, and creation of in-house databases

EXTENDED COURSE DESCRIPTION

As a current or future information professional, you already know how to find information. Receding are the days when you needed to be fully aware of standard reference print resources for most of your information seeking -- and you all have already had much experience in online searching with various tools. However, in this class you will be challenged to reconsider, change, or improve some of your online search habits. You will also be challenged to use all levels of resources, from basic ones that you may not consider difficult to the more challenging resources needed for demanding searches.

Required Readings/Resources


Any additional readings and resources will be available online via the Internet or IUPUI University Libraries website (ulib.iupui.edu), specifically the IUPUI A-Z Databases webpage (iupui.campusguides.com/az.php).

Recommended Readings/Resources

Student should already have mastered basic technology skills. For students lacking entry skills, existing online resources can be valuable. IUPUI provides access to excellent online tutorials. The following resources are recommended for course assignments, exercises, and projects:
• For self-instructional modules focusing on a wide range of basic technology skills, go to [UIT Training](https://iu.edu/explore-topics/show-all/index.html)
• For additional software training materials, go to [UIT Training: Skillsoft](https://iu.edu/skillsoft/)

**Required Software**

All students have access to Office (IUWare) or Office 365 (IUAnywhere) for Word. You also need the most recent version of your browser: Edge, Safari, Firefox, or Chrome. For more details, see [How to get university-licensed software at IU?](https://kb.iu.edu/d/aclo)

**Teaching and Learning Methods**

Active learning (AL), project-based learning (PBL), reading guides, and asynchronous use of Canvas.

**ASSESSMENTS**

**Assessments Details**

Each student should not only read the assigned material but also arrive at a competent understanding of it prior to assessment. These measures will be used to assess student-learning outcomes:

1. **Essays** assess student expression of course concepts.
2. **Exercises** assess comprehension and skill acquisition.

**Grade Allocation**

- Essays (3): 20%
- Exercises (12): 80%

**Learning Outcomes**

<table>
<thead>
<tr>
<th>Upon completion of this course, students will</th>
<th>RBT</th>
<th>PGPL</th>
<th>PLO</th>
<th>Assessment</th>
</tr>
</thead>
</table>
| 1. Assess principles for effective patron interactions and instruction | 5   | 2,3  | 1,2 | Module 3 essay
| | | | | Module 14 exercise |
| 2. Test appropriate free and subscription online resources as matches for various topics | 4   | 1    | 2,5 | Module 4 exercise
| | | | | Module 11 exercise
| | | | | Module 13 exercise |
| 3. Propose effective source-specific controlled vocabulary, natural language, citation, and other strategies for searches | 6   | 1    | 2,5 | Module 6 exercise
| | | | | Module 7 exercise
| | | | | Module 8 exercise
| | | | | Module 9 exercise |
| 4. Construct effective advanced, multi-step, and multi-type searches in OPACS | 6   | 1    | 2,5 | Module 5 exercise
| | | | | Module 10 exercise
| | | | | Module 12 exercise |
subscription databases, and major free
databases, using a variety of interfaces

5. Distinguish current and future trends in the
indexing and retrieval of different types of
information

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</table>
| 4 | 2, 3 | 1,6,7 | Module 1 essay
|   |   |   | Module 2 exercise
|   |   |   | Module 15 essay

**Revised Bloom's Taxonomy (RBT)**

1. **Knowledge/Remembering:** The ability to recall or recognize specific information or data.
2. **Understanding:** Understanding the meaning of informational materials, translation, interpolation and interpretation of instructions and problems.
3. **Application:** The use of previously learned information in new and concrete situations to solve problems that have single or best answers.
4. **Analysis:** Breaks down information/concepts into smaller components. Each component is identified and understood as is the relationship of these components to the whole.
5. **Evaluation:** The ability to apply a criterion or set of standards to conclude a value judgment.
6. **Creation, Synthesis:** The ability to merge knowledge into creating a new meaning or structure including demonstrating how and why various diverse elements work together.

**Principles of Graduate and Professional Learning (PGPL)**

Learning outcomes are assessed in the following areas:

1. Demonstrate the knowledge and skills needed to meet disciplinary standards of performance, as stated for each individual degree – **Major emphasis**
2. Communicate effectively with their peers, their clientele, and the public – **Moderate emphasis**
3. Think critically and creatively to improve practice in their field – **Some emphasis**
4. Meet all ethical standards established for the discipline – **Some emphasis**

**MLIS Program Learning Outcomes (PLO)**

1. **Approach Professional Issues with Understanding**
   - Understand the social, political, ethical, and legal aspects of information creation, access, ownership, service, and communication
   - Anticipate emerging trends and respond proactively
2. **Assist and Educate Users**
   - Analyze and identify the information needs of diverse communities of users
   - Educate users and potential users to locate, use, and evaluate information resources and tools
   - Analyze and evaluate information systems and services in a variety of settings
3. **Develop and Manage Collections of Information Resources**
   - Design and apply policies and procedures that support the selection and acquisition of information resources for particular communities of users
   - Manage, evaluate, and preserve physical and virtual collections of information resources
   - Uphold ethical and legal standards in acquiring, leasing, preserving, and providing access to information resources
4. **Manage and Lead Libraries and Other Information Organizations**
• Perform basic managerial functions, including planning, budgeting, and performance evaluation
• Communicate effectively to a variety of audiences
5. Apply theories of organizational behavior and structure
• Represent and Organize Information Resources
• Understand and apply principles of representation and organization
6. Use Research Effectively
• Design, conduct, interpret, and take action based upon research and evaluation
7. Deploy Information Technologies in Effective and Innovative Ways
• Implement and evaluate information and communication technologies for efficiency, usability, and value to users

COURSE DESIGN

Assignments

The assignments evaluate your understanding of the material and provide opportunities for exploration. Some of the assignments will be minor but several will require more careful preparation and accumulated knowledge. Instructions will be provided for every assignment via Modules in Canvas.

Assignments will be “handed in” using the Canvas Assignment component. Please note the due date indicated. The submission deadline is always 11:59pm EST on those dates.

Modules

Modules should be completed in the order in which they are listed. Two to three Modules are due each week to help you keep pace throughout the term. You are encouraged to work ahead as some Modules may take more time than others. The summer term must cover the same material as the regular full semester so the pacing is very fast.

Citing Sources

If you cite the textbook Online Searching, simply use APA parenthetical references. For example:

We have moved away from "a closed circle of scholarly creators and consumers" (Markey, p. 7) to a different system of etc...

Markey contends that we have moved away from "a closed circle of scholarly creators and consumers" (p. 7) to a different system of etc...

A chat with a user can fail when a librarian does not engage in a negotiation (Markey, p. 151).

If you cite any work other than the textbook, use a parenthetical reference, too, but also list the work at the end of the response in APA 7th edition style. Use Purdue OWL’s APA Guide for formatting specifics: https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_formatting_and_style_guide/general_format.html
### COURSE SCHEDULE:

**First day of class: Tuesday, May 12**

<table>
<thead>
<tr>
<th>Date</th>
<th>Module/Topic</th>
<th>Required Readings</th>
<th>Assessments / Due Dates</th>
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<tbody>
<tr>
<td>Week of Tuesday, May 12</td>
<td><strong>Module 0:</strong> Introductions</td>
<td>None</td>
<td>Post Your Introduction&lt;br&gt;Due Sun. May 17 by 11:59pm</td>
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<tr>
<td></td>
<td><strong>Module 1:</strong> Overview of Online Searching</td>
<td>Markey, Chapter 1: Online Searching in the Age of the Information Explosion</td>
<td>Essay – 5 points&lt;br&gt;Due Sun. May 17 by 11:59pm</td>
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<td><strong>Module 2:</strong> Traditional OPAC vs Web-Scale</td>
<td>Markey, Chapter 2: Accessing Quality Information at the Library Website</td>
<td>Exercise – 6 points&lt;br&gt;Due Sun. May 17 by 11:59pm</td>
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<td>Discovery System</td>
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<td>Week of Monday, May 18</td>
<td><strong>Module 3:</strong> The Reference Interview</td>
<td>Markey, Chapter 3: The Reference Interview</td>
<td>Essay – 5 points&lt;br&gt;Due Sun. May 24 by 11:59pm</td>
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<td><strong>Module 4:</strong> Surrogate vs Source Databases</td>
<td>Markey, Chapter 4: Selecting a Relevant Database</td>
<td>Exercise – 6 points&lt;br&gt;Due Sun. May 24 by 11:59pm</td>
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<td><strong>Module 5:</strong> Pre-Search Preparation</td>
<td>Markey, Chapter 5: Presearch Preparation</td>
<td>Exercise – 6 points&lt;br&gt;Due Sun. May 24 by 11:59pm</td>
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<tr>
<td>Week of Monday, May 25</td>
<td><strong>Module 6:</strong> Controlled Vocabulary in Subject</td>
<td>Markey, Chapter 6: Controlled Vocabulary for Precision in Subject Searches of Boolean Systems</td>
<td>Exercise – 6 points&lt;br&gt;Due Sun. May 31 by 11:59pm</td>
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<td>Searches of Boolean Systems</td>
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<td></td>
<td><strong>Module 7:</strong> Free Text Searching in Boolean</td>
<td>Markey, Chapter 7: Free Text for Recall in Subject Searches of Boolean Systems</td>
<td>Exercise – 7 points&lt;br&gt;Due Sun. May 31 by 11:59pm</td>
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<td>Systems</td>
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<td><strong>Module 8:</strong> Free Text Searching in Extended</td>
<td>Markey, Chapter 8: Free Text for Recall in Subject Searches of Extended Boolean Systems</td>
<td>Exercise – 8 points&lt;br&gt;Due Sun. May 31 by 11:59pm</td>
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<td></td>
<td>Boolean Systems</td>
<td></td>
<td></td>
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<tr>
<td>Week of Monday, June 1</td>
<td>Module 9: Known-Item Searching</td>
<td>Markey, Chapter 9: Known-Item Searching</td>
<td>Exercise – 7 points Due Sun. June 7 by 11:59pm</td>
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<td>Module 13: Examining the Tools and Features of a Database to Improve Search Efficiency</td>
<td>Markey, Chapter 13: Performing a Technical Reading of a Database’s Search System</td>
<td>Exercise – 7 points Due Sun. June 14 by 11:59pm</td>
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<tr>
<td>Week of Monday, June 15</td>
<td>Module 14: Recognizing the User-Service Model in Online Searching Opportunities</td>
<td>Markey, Chapter 14: Interacting with Library Users</td>
<td>Exercise – 7 points Due Sun. June 21 by 11:59pm</td>
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<tr>
<td>Tuesday, June 23</td>
<td>Last Day of Course</td>
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<td>Final Deadline for all assignments is Tue. June 23 by 11:59pm</td>
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IMPORTANT DATES

Monday, May 18. End of the 100% Refund period
Monday, May 25. 50% refund deadline.
Thursday, June 4. Last day to drop a course with an automatic W grade.

GRADING SCALE

<table>
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<tr>
<th>Grade</th>
<th>Description</th>
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<tbody>
<tr>
<td>A 100 % to 96.0%</td>
<td>Outstanding achievement. Student performance demonstrates full command of the course materials and evinces a high level of originality and/or creativity that far surpasses course expectations.</td>
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<tr>
<td>A- 95.9 % to 90%</td>
<td>Excellent achievement. Student performance demonstrates thorough knowledge of the course materials and exceeds course expectations by completing all requirements in a superior manner.</td>
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<tr>
<td>B+ 89.9 % to 87%</td>
<td>Very good work. Student performance demonstrates above-average comprehension of the course materials and exceeds course expectations on all tasks as defined in the course syllabus.</td>
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<tr>
<td>B 86.9 % to 84%</td>
<td>Good work. Student performance meets designated course expectations, demonstrates understanding of the course materials, and performs at an acceptable level.</td>
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<tr>
<td>B- 83.9 % to 80.0%</td>
<td>Marginal work. Student performance demonstrates incomplete understanding of course materials.</td>
</tr>
<tr>
<td>C+ through C- 79.9 % to 70.0%</td>
<td>Unsatisfactory work. Student performance demonstrates incomplete and inadequate understanding of course materials. An incomplete may be granted under special circumstances.</td>
</tr>
<tr>
<td>D through F 69.9 % &gt;</td>
<td>Student has failed the course. An incomplete is not an available option.</td>
</tr>
</tbody>
</table>

Note that to satisfy a core requirement, grade must be B- or above. For electives, grade must be C or above (and overall GPA 3.0 or above).
EXPECTATIONS, GUIDELINES, AND POLICIES

Attendance

The course will be taught entirely online. This course assumes that students can work independently. There are no required face-to-face meetings. There are no required synchronous online meetings. However, students are encouraged to e-mail or arrange a virtual meeting with the instructor at any time.

A basic requirement of this course is that you will participate in all class activities and conscientiously complete all required course assignments on time, which is your attendance.

Late Assignments/Resubmissions

You are responsible for completing each deliverable (e.g., task, final project) by its deadline and submitting it by the specified method. Please notify me via Canvas mail if you are unable to complete a course task or assignment on time. If I do not hear from you, work is subject to a 10% deduction. Course deadlines are outlined in this syllabus and in Canvas.

Occasionally assignments are misunderstood and therefore completed incorrectly. For many assignments in this course, you will have the opportunity to resubmit work in an effort to better understand the concepts as well as raise your grade. Please contact me to find out if an assignment is eligible for resubmission.

Incompletes

Incompletes are only available when unexpected events prevent completion of the course requirements in the usual time frame. No student with multiple incompletes may register for additional courses. Left unchanged, an Incomplete automatically becomes an F after one year. See: IUPUI Registrar: Grade of Incomplete (registrar.iupui.edu/incomp.html)

Your Questions, Concerns, and Comments

Please do not hesitate to contact the instructor directly via Canvas mail with any questions. If needed, the instructor will also use Canvas Announcements to notify the entire group (e.g., syllabus change, instructor availability, etc.).

If you have problems accessing Canvas, please contact the University Information Technology Services (UITS) Support Center at 317-274-HELP. All course Announcements will be found in Canvas along with the course schedule, assignments, and other course documents.
ALA MLS COMPETENCIES

A person graduating from an ALA-accredited master’s program in library and information studies should know and, where appropriate, be able to meet the ALA standards:

See: ALA Core Competences of Librarianship (www.ala.org/educationcareers/sites/ala.org.educationcareers/files/content/careers/corecomp/corecompetences/finalcorecompstat09.pdf)

CODE OF CONDUCT

All students should aspire to the highest standards of academic integrity. Using another student’s work on an assignment, cheating on a test, not quoting or citing references correctly, or any other form of dishonesty or plagiarism shall result in a grade of zero on the item and possibly an F in the course. Incidences of academic misconduct shall be referred to the Department Chair and repeated violations shall result in dismissal from the program.

All students are responsible for reading, understanding, and applying the Code of Student Rights, Responsibilities and Conduct and in particular the section on academic misconduct. Refer to The Code of Student Rights (studentcode.iu.edu/)

All students must also successfully complete the Indiana University Department of Education “How to Recognize Plagiarism” Tutorials and Tests (www.indiana.edu/~academy/firstPrinciples/)

You must document the difference between your writing and that of others. Use quotation marks in addition to a citation, page number, and reference whenever writing someone else’s words (e.g., following the Publication Manual of the American Psychological Association). To detect plagiarism instructors apply a range of methods.

Academic Misconduct

1. Cheating: Cheating is considered to be an attempt to use or provide unauthorized assistance, materials, information, or study aids in any form and in any academic exercise or environment.
   a. A student must not use external assistance on any “in-class” or “take-home” examination, unless the instructor specifically has authorized external assistance. This prohibition includes, but is not limited to, the use of tutors, books, notes, calculators, computers, and wireless communication devices.
   b. A student must not use another person as a substitute in the taking of an examination or quiz, nor allow other persons to conduct research or to prepare work, without advanced authorization from the instructor to whom the work is being submitted.
   c. A student must not use materials from a commercial term paper company, files of papers prepared by other persons, or submit documents found on the Internet.
d. A student must not collaborate with other persons on a particular project and submit a copy of a written report that is represented explicitly or implicitly as the student’s individual work.

e. A student must not use any unauthorized assistance in a laboratory, at a computer terminal, or on fieldwork.

f. A student must not steal examinations or other course materials, including but not limited to, physical copies and photographic or electronic images.

g. A student must not submit substantial portions of the same academic work for credit or honors more than once without permission of the instructor or program to whom the work is being submitted.

h. A student must not, without authorization, alter a grade or score in any way, nor alter answers on a returned exam or assignment for credit.

2. **Fabrication:** A student must not falsify or invent any information or data in an academic exercise including, but not limited to, records or reports, laboratory results, and citation to the sources of information.

3. **Plagiarism:** Plagiarism is defined as presenting someone else’s work, including the work of other students, as one’s own. Any ideas or materials taken from another source for either written or oral use must be fully acknowledged, unless the information is common knowledge. What is considered “common knowledge” may differ from course to course.

   a. A student must not adopt or reproduce ideas, opinions, theories, formulas, graphics, or pictures of another person without acknowledgment.

   b. A student must give credit to the originality of others and acknowledge indebtedness whenever:

      1. directly quoting another person’s actual words, whether oral or written;

      2. using another person’s ideas, opinions, or theories;

      3. paraphrasing the words, ideas, opinions, or theories of others, whether oral or written;

      4. borrowing facts, statistics, or illustrative material; or

      5. offering materials assembled or collected by others in the form of projects or collections without acknowledgment

4. **Interference:** A student must not steal, change, destroy, or impede another student’s work, nor should the student unjustly attempt, through a bribe, a promise of favors or threats, to affect any student’s grade or the evaluation of academic performance. Impeding another student’s work includes, but is not limited to, the theft, defacement, or mutilation of resources so as to deprive others of the information they contain.

5. **Violation of Course Rules:** A student must not violate course rules established by a department, the course syllabus, verbal or written instructions, or the course materials that are rationally related to the content of the course or to the enhancement of the learning process in the course.

6. **Facilitating Academic Dishonesty:** A student must not intentionally or knowingly help or attempt to help another student to commit an act of academic misconduct, nor allow another student to use his or her work or resources to commit an act of misconduct.
OTHER POLICIES

Administrative withdrawal:
A basic requirement of this course is that students complete all required course activities. If a student is unable to attend, participate in, or complete an assignment on time, it is the student’s responsibility to inform the instructor. If a student misses more than half of the required activities within the first 25% of the course without contacting the instructor, the student may be administratively withdrawn from this course. Administrative withdrawal may have academic, financial, and financial aid implications. Administrative withdrawal will take place after the full refund period, and a student who has been administratively withdrawn from a course is ineligible for a tuition refund. Contact the instructor with questions concerning administrative withdrawal. Learn more at IUPUI Administrative Withdrawal Policy (registrar.iupui.edu/withdrawal-policy.html).

Civility:
To maintain an effective and inclusive learning environment, it is important to be an attentive and respectful participant in all course exercises. IUPUI nurtures and promotes “a campus climate that seeks, values, and cultivates diversity in all of its forms and that provides conditions necessary for all campus community members to feel welcomed, supported, included, and valued” (IUPUI Strategic Initiative 9). IUPUI prohibits “discrimination against anyone for reasons of race, color, religion, national origin, sex, sexual orientation, marital status, age, disability, or veteran status” (Office of Equal Opportunity). Profanity or derogatory comments about the instructor, fellow students, invited speakers, or any members of the campus community shall not be tolerated. A violation of this rule shall result in a warning and, if the offense continues, possible disciplinary action.

Communication:
For online courses, the instructor or teaching assistant should respond to emails within two Indiana University working days, which excludes weekends and holidays. The instructor should accept appointments for face-to-face, telephone, or teleconferenced meetings, and announce periods of extended absence in advance.

Counseling and Psychological Services (CAPS):
Students seeking counseling or other psychological services should contact the CAPS office at 274-2548 or capsindy@iupui.edu. For more information visit the CAPS website (studentaffairs.iupui.edu/health-wellness/counseling-psychology/)

Course evaluations:
Course evaluations provide vital information for improving the quality of courses and programs. Students are not required to complete a course or instructor evaluation for any section in which they are enrolled at the School of Informatics and Computing. Course evaluations are completed in Canvas (Course Questionnaire). Course evaluations are open from the eleventh week. Course evaluations are anonymous, which means that no one can view the name of the student completing the evaluation. In addition, no one can view the evaluation itself until after the instructor has submitted the
final grades for the course. In small sections, demographic information should be left blank, if it could be used to identify the student.

Disabilities policy:
In compliance with the Americans with Disabilities Act (ADA), all qualified students enrolled in this course are entitled to reasonable accommodations. Please notify the instructor during the first week of class of accommodations needed for the course. Students requiring accommodations because of a disability must register with Adaptive Educational Services (AES) and complete the appropriate AES-issued before receiving accommodations. Students with learning disabilities for which accommodations are desired should contact the Adaptive Educational Services office on campus, and inform the instructor as soon as possible: Adaptive Educational Services (AES) (aes.iupui.edu/) 317-274-3241.

Email:
Indiana University uses your IU email account as an official means of communication, and students should check it daily. Although you may have your IU email forwarded to an outside email account, please email faculty and staff from your IU email account.

Emergency preparedness:
Know what to do in an emergency so that you can protect yourself and others. For more information, visit the emergency management website at Protect IU (protect.iu.edu/emergency)

IUPUI course policies:
Several campus policies governing IUPUI courses may be found at IUPUI Course Policies (registrar.iupui.edu/course_policies.html)

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No class attendance without enrollment:
Only those who are officially enrolled in this course may attend class unless enrolled as an auditor or making up an Incomplete by prior arrangement with the instructor. This policy does not apply to those assisting a student with a documented disability, serving in an instructional role, or administrative personnel. See Administrative Policy: No Class Attendance without Official Enrollment (registrar.iupui.edu/official-enrollment-class-attendance.html)

Religious holidays:
Students seeking accommodation for religious observances must submit a request form to the course instructor by the end of the second week of the semester. For information visit IUPUI Policy on Religious Holidays (registrar.iupui.edu/religious.html).
Right to revise:
The instructor reserves the right to make changes to this syllabus as necessary and, in such an event, will notify students of the changes immediately.

Sexual misconduct:
IU does not tolerate sexual harassment or violence. For more information and resources, visit Stop Sexual Violence (stopsexualviolence.iu.edu/)

Student advocate:
The Student Advocate assists students with personal, financial, and academic issues. The Student Advocate is in the Campus Center, Suite 350, and may also be contacted at 317 274-4431 or studvoc@iupui.edu. For more information visit Division of Student Affairs (studentaffairs.iupui.edu/advocate)

IUPUI COURSE POLICIES
A number of campus policies governing IUPUI courses may be found at the following link: Course Policies (registrar.iupui.edu/course_policies.html)

See the Important Supplement for IUPUI Syllabi (.pdf). This link is also automatically inserted at the top of the Canvas Syllabus page. This supplement covers:

- IUPUI Policy on Disability Accommodations
- IUPUI Policy on Religious Holidays
- IUPUI Policy on Academic Integrity
- IUPUI Policy on Sexual Misconduct
- Education and Title VI
- Military Related Personnel Statement
- Two-Step Login (Duo)

MISSION STATEMENT
The Mission of IUPUI is to provide for its constituents’ excellence in

- Teaching and Learning;
- Research, Scholarship, and Creative Activity; and
- Civic Engagement.

With each of these core activities characterized by
Collaboration within and across disciplines and with the community;
• A commitment to ensuring diversity; and
• Pursuit of best practices.

IUPUI’s mission is derived from and aligned with the principal components—Communities of Learning, Responsibilities of Excellence, Accountability and Best Practices—of Indiana University’s Strategic Directions Charter.

STATEMENT OF VALUES

IUPUI values the commitment of students to learning; of faculty to the highest standards of teaching, scholarship, and service; and of staff to the highest standards of service. IUPUI recognizes students as partners in learning. IUPUI values the opportunities afforded by its location in Indiana’s capital city and is committed to serving the needs of its community. Thus, IUPUI students, faculty, and staff are involved in the community, both to provide educational programs and patient care and to apply learning to community needs through service. As a leader in fostering collaborative relationships, IUPUI values collegiality, cooperation, creativity, innovation, and entrepreneurship as well as honesty, integrity, and support for open inquiry and dissemination of findings. IUPUI is committed to the personal and professional development of its students, faculty, and staff and to continuous improvement of its programs and services.