

BERGEN COMMUNITY COLLEGE

Assessment Report for (Department or Unit):

The Center for Institutional Effectiveness (CIE)

Unit Leader: Joann Marzocco

Assessment Period: (2011-2012)

Submitted by: Joann Marzocco

1. Intended Outcome (Goal):

The Center for Institutional Effectiveness is meeting the needs of the Academic Department Liaisons regarding assessment.

2. General Education Requirement(s) to which the intended outcome relates:

Not Applicable

3. Section(s) of the Strategic Plan to which the intended outcomes relates:

2.1 Renew and expand divisional professional development and leadership programs.
2.2 Build community, and improve two-way communication on campus through the development of interdepartmental and cross-disciplinary collaborative projects ...

4. Means of assessment, sources of data, and desired result:

A survey (see below) will be administered via Survey Monkey to academic liaisons. The results will be tabulated and sent to CIE. (See below for survey)

Eighty percent of the respondents will select “very satisfied (4)” or “satisfied (3)” as the level of satisfaction for each item included on the survey under question #1.

The overall level of satisfaction for all components of question #1 combined will be 3.5 or above.

CIE Survey Questions

1. Please indicate your level of satisfaction with each of the following:
(4) very satisfied (3) satisfied (2) unsatisfied (1) very unsatisfied (0) not applicable
 - a) The assistance CIE provided in developing your department's assessment plan.
 - b) The communication you had with CIE faculty and staff.
 - c) The usefulness of the information presented in the assessment workshops.
 - d) The clarity of the assessment workshop presentations.
 - e) The times the assessment workshops were offered.
2. What specific needs, if any, did you have that were not addressed by CIE?
3. What, if any, obstacles did you encounter in the development and/or implementation of the assessment plan? How did you handle them?
4. What suggestions do you have for future workshops?

5. Summary of Results:

Seventeen out of thirty-three academic department assessment liaisons (51%) responded to the survey. One hundred percent of the respondents were very satisfied or satisfied with the assistance CIE provided in developing their assessment plan and in the communication they had with the CIE faculty and staff. Ninety-four percent of respondents were very satisfied or satisfied with the usefulness of the information presented in the assessment workshops and with the clarity of the workshop presentations. Eighty-eight percent of the respondents were very satisfied or satisfied with the times the workshops were offered. The overall average for all components of question #1 is 3.5, based on assigning "very satisfied" 4, "satisfied" 3, "unsatisfied" 2, "very unsatisfied" 1, and "not applicable" 0. The desired results have been met.

The number of respondents to the open-ended questions was low. Six (35%) answered questions two and three, five (29%) answered question four, and nine (53%) answered question five.

(See below for the specific survey responses.)

6. Recommendations and/or actions for improvement:

The low response rate was disappointing. This may have been the result of the time frame in which the survey was administered, June. If the survey is repeated next year, it should be administered in May.

The only component that had any dissatisfaction was that involving the time that assessment workshops were offered. It is difficult to find times that all liaisons can attend because of the variability of faculty schedules. As the CIE website is developed the Power Points for the various workshops will be available via the website. CIE has scheduled Question and Answer Sessions for the Fall 2012 semester. These two actions should give faculty more

flexibility regarding workshops. Additionally, CIE will continue to offer each workshop at two different times.

Question #2 - Those liaisons/faculty who need help interpreting statistical measures will be referred to Institutional Research, where expert advice is available.

Question #3 – CIE will continue to educate the faculty regarding assessment by reporting at faculty conferences and working with Faculty Development to encourage attendance at CIE workshops. The recent warning from Middle States for Standards 7 and 14 should cause all faculty members to recognize the importance of quality assessment work.

Question #4 – CIE and the Learning Assessment Committee of the Faculty Senate should work together to develop ways for faculty to share assessment results.

1. Please indicate your level of satisfaction with each of the following.

	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Not Applicable	Response Count
The assistance CIE provided in developing your assessment plan	70.6% (12)	29.4% (5)	0.0% (0)	0.0% (0)	0.0% (0)	17
The communication you had with CIE faculty and staff	70.6% (12)	29.4% (5)	0.0% (0)	0.0% (0)	0.0% (0)	17
The usefulness of the information presented in the assessment workshops	52.9% (9)	41.2% (7)	0.0% (0)	0.0% (0)	5.9% (1)	17
The clarity of the assessment workshop presentations	58.8% (10)	35.3% (6)	0.0% (0)	0.0% (0)	5.9% (1)	17
The times the assessment workshops were offered	47.1% (8)	41.2% (7)	11.8% (2)	0.0% (0)	0.0% (0)	17
answered question						17
skipped question						0

2. What specific needs, if any, did you have that were not addressed by CIE?

	Response Count
	6
answered question	6
skipped question	11

3. What, if any, obstacles did you encounter in the development and/or implementation of the assessment plan? How did you handle them?

**Response
Count**

6

answered question

6

skipped question

11

4. What suggestions do you have for future workshops?

**Response
Count**

5

answered question

5

skipped question

12

5. Which part of the assessment process was most valuable to you and your department?

**Response
Count**

9

answered question

9

skipped question

8

Page 2, Q2. What specific needs, if any, did you have that were not addressed by CIE?

1	More guidance on applying and interpreting statistical measures. I know enough statistics to do a competent job, but in future iterations I would like to use more sophisticated measures.	Jun 26, 2012 8:27 AM
2	None	Jun 18, 2012 8:49 PM
3	na	Jun 15, 2012 11:28 AM
4	None	Jun 11, 2012 1:45 PM
5	All were addressed.	Jun 8, 2012 7:43 PM
6	N/A	Jun 7, 2012 8:29 AM

Page 2, Q3. What, if any, obstacles did you encounter in the development and/or implementation of the assessment plan? How did you handle them?

1	I encountered no obstacles. My colleagues were supportive and understood the importance of conducting assessment.	Jun 26, 2012 8:27 AM
2	No obstacles	Jun 18, 2012 8:49 PM
3	Faculty resistance/ignorance	Jun 15, 2012 11:28 AM
4	None	Jun 11, 2012 1:45 PM
5	None	Jun 8, 2012 7:43 PM
6	N/A	Jun 7, 2012 8:29 AM

Page 2, Q4. What suggestions do you have for future workshops?

1	I understand how to conduct assessment in courses with licensure requirements, and in courses with specific knowledge requirements (e.g., chemistry: you either know it or you don't). I would like to hear more specific discussions of examples of assessment in humanities, e.g., history, philosophy.	Jun 26, 2012 8:27 AM
2	No suggestions	Jun 18, 2012 8:49 PM
3	na	Jun 15, 2012 11:28 AM
4	Workshops should be coordinated with Faculty development	Jun 7, 2012 8:29 AM
5	perhaps clarify the steps of the process from beginning to end a little bit more so that we can see where each part of our work fits in the larger whole. For example, if we work on meeting one learning goal this semester, what will then happen the following year-- do we start another learning goal, do we work to improve that original one even further, how long should we collect data on a single assessment goal in order to get reliable feedback about how well our reforms are improving our success rate etc.	Jun 6, 2012 8:10 PM

Page 2, Q5. Which part of the assessment process was most valuable to you and your department?

1	The frank and detailed sessions that explained our Middle States' results.	Jun 26, 2012 8:27 AM
2	Linking department goals with institutional goals. Working with department faculty to better define our program goals.	Jun 18, 2012 8:49 PM
3	na	Jun 15, 2012 11:28 AM
4	All of it	Jun 11, 2012 1:45 PM
5	That the report is completed and will offer insight in the next semester of use.	Jun 9, 2012 2:21 PM
6	This assessment process was simple compared to Tk20.	Jun 8, 2012 7:43 PM
7	outcomes	Jun 7, 2012 8:29 AM
8	The workshops	Jun 7, 2012 8:21 AM
9	The workshops ans the availability of Joann Marzocco. Both were/are very helpful.	Jun 6, 2012 7:13 PM