BERGEN COMMUNITY COLLEGE

Administrative & Educational Support Assessment Report

Assessment Report for Department or Unit: Center for Institutional Research

Department or Unit Leader: Tonia McKoy

Assessment Period: 2012-2013

Submitted by: Tonia McKoy

1. **Intended Outcome (Goal):**
   Institutional Research will complete ad hoc projects in a timely manner.

2. **a) Section(s) of the Strategic Plan to which the intended outcomes relates:**

   3.3 Increase the integrity, accuracy and consistency of college information and data.

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

   Not applicable

3. **a) Means of assessment:**

   An analysis of completion time of ad hoc data requests received in FY 2012-13.

   b) Sources of data:

   The IR projects database (SharePoint)

   c) Desired result:

   The time between request date and completion date will average three weeks.

4. Summary of Results:

With a focus on effectiveness, the intent of this assessment activity was to gauge the completion time for ad hoc requests. Generally, this category of projects refers to one time projects that are requested for a specific purpose. For FY2013, 54 new ad hoc requests were logged for the period 7/1/2012 to 4/30/13. Overall, the average time to completion from the date of the original request was just under two weeks.

The table below shows the breakdown of days between the request date and the completion date for each of the 54 projects. While this breakdown does not account for weekends and holidays, it does show that 82% of the projects were completed within three weeks of the request date. The majority of the projects were completed within seven days.

Days	N	%
0 - 7 days	33	61%
8 - 14 days	8	15%
15 - 21 days	3	6%
22+ days	10	19%
Total	**54**	

5. Recommendations for modifications:

As a result of this assessment activity a number of discoveries were made. The first, and perhaps the most important, is the limitations inherent in the current project management model. These limitations include accounting for unforeseen interruptions and delays in project completion, and the tracking of work commencement dates. Secondly, as a result of this activity the need for a more formal and centralized project intake protocol resurfaced. Though attempted in the past, it is recommended that attempts be made to find an easy and efficient way to manage this concern.

To address these discoveries, the following steps will be taken over the next year:

a. Modify the existing Sharepoint site or find and implement a replacement that would address the limitations noted above.
b. Introduce a formal/ centralized project intake process.
c. Use three week average for this year's assessment as baseline to measure any improvements (e.g. the recent hiring of a research assistant and implementation of the above noted modifications) made in project management.

6. Actions taken based on recommendations:

The integration of a project request form has been proposed as part for the upcoming modifications to the IR website.