

Bergen Community College

ASSESSMENT REPORT FORM ADMINISTRATIVE AND EDUCATIONAL SUPPORT

Assessment Period: Ciarco Learning Center

AES Department: BCC Hackensack

Department Head: Sandra Sroka

Department Assessment Liaison: Sandra Sroka

Date Submitted: 3/8/16

❖ **Mission/goal statement or description of the Department:**

The Philip J. Ciarco Learning Center was founded by Bergen Community College in 1970 with the primary mission of providing educational and support services for adults seeking high school equivalency education (HSE) or English as a Second Language (ESL). Since then, thousands of adults have completed coursework that has improved their quality of life through language acquisition, acculturation, and the development of workplace skills for employment and job advancement. The significant number of students who have gone on to college and other post-secondary training is testimony to the success of the Learning Center.

❖ **Department's Core Objectives/Outcomes:**

Increase the use of the tutoring center by 2%
Design and present 2 additional ESL classes.
Expand credit offerings by fall 2015

SEMESTER 1: CREATING A DEPARTMENT-LEVEL ASSESSMENT PLAN

1. Department's Goal(s) or Outcome(s) to be assessed (from the above section):

Increase the use of the tutoring center by 2%

2. Means of Assessment:

Attendance logs – reported by student specifying the skill studied, tutor providing the instruction and the method of instruction, individual or group.

- **Feedback from Vice President:**

SEMESTER 2: DEVELOPING ASSESSMENT TOOL (s) and TIMELINE

3A. Describe or attach assessment tool (s), including sources of data, timeline for data collection and how data will be analyzed.

The baseline has been established at a monthly attendance of 135 (September 2014). Within 6-9 months it is anticipated that enrollment will increase by 2%. Student participation is recorded on sign in/excel spreadsheets.

3B. Desired results department and Vice President would like to see.

Increased use of the tutoring center by ESL/credit students.

- **Feedback from CIE:**

SEMESTER 3: COLLECTING AND ANALYZING DATA

- 4. Summary of Results (attach aggregated data table, survey tool, etc., to support the summary)**
5. Baseline September 2014 -- 135 students
6. September 2015 -- 274 students -- 49% increase
7. October 2015 -- 181 students -- 7.4% increase

8. These numbers show an exemplary increase in the expected enrollment data of 3%.

9. Recommendations for Improvement:

- **Feedback from Vice President:**

SEMESTER 4: CLOSING THE LOOP AND SHARING KNOWLEDGE

10. Use of Results:

The positive results of assessing the Learning Assistance Center (LAC) proves the overwhelming need for the center at BCC in Hackensack. Sharing this knowledge and data with the tutors and administrative staff will enable us to increase LAC hours and hire additional staff when needed.

Hackensack students now have a better opportunity for learning in an environment that is aligned with their educational needs.

- **Feedback from CIE:**