

Bergen Community College

ASSESSMENT REPORT FORM ADMINISTRATIVE AND EDUCATIONAL SUPPORT

Assessment Period: 2014-2016

AES Department: Information Technology

Department Head: Sharyne Miller

Department Assessment Liaison: Nishika Gupta

Date Submitted: December 8, 2014

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

The Document and Records department's mission is to ensure compliance with all State and Federal regulation for record keeping while implementing systems that introduce process efficiencies. The goal is to provide departments with processes/systems that make it easier for them to manage their records.

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

The core objective of the Document & Records department is to ensure compliance with Federal and State regulations.

SEMESTER 1: CREATING A DEPARTMENT-LEVEL ASSESSMENT PLAN

1. **Department's Goal(s) or Outcome(s) to be assessed (from the above section):** It is the goal of the Document & Records department to roll out e-forms solution to at least two student facing departments and two internal departments.
2. **Means of Assessment:** The Documents and Records department recently procured and tested an e-forms solution. It will now start working with departments to identify their forms and include them on a roll out schedule.

- **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.

We will be using the data from Dynamic Forms/AppXtender to gather information. We will start collecting the data from March 2015 onwards. We will count the number of e-forms published and the number for e-forms submitted during this period.

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

We hope to convert at least 25-30 student facing forms (forms initiated by students) and 3-4 employee facing (forms used by employees) by the end of this assessment period.

- **Feedback from CIE:**

SEMESTER 3: COLLECTING AND ANALYZING DATA

4. Summary of Results (attach aggregated data table, survey tool, etc., to support the summary)

A total of 40 forms have been converted to e-forms so far using the Dynamic Forms tool. Please see attached spreadsheet for details.

5. Recommendations for Improvement:

To work with the webmaster to ensure all internal e-forms are developed using one tool to maintain a consistent look and feel.

- **Feedback from Vice President:**

SEMESTER 4: CLOSING THE LOOP AND SHARING KNOWLEDGE

6. Use of Results:

The data collected in semester 3 has reinstated the need for an e-form application at the college. As of today approximately 10,000 forms have been submitted using Dynamic Forms and many more forms are in the pipeline to be converted to e-forms. We have clearly exceeded our target goal set at the beginning of the assessment period. However, while it is absolutely clear that there is a clear need for a e- forms solution, the demand for more functionalities within the tool is an indication that we need to look for a more robust solution with a built-in workflows solution.

The progress of the project was regularly shared with the IT department during our monthly departmental meetings. Ideas were garnered on how to address some specific issues. As it became clear that our requirements had surpassed the functionalities available from our current tool, the various members of the IT departments were requested to share their experiences with any e-forms solution that they were aware of and might have used in the past.

- **Feedback from CIE:**