

BERGEN COMMUNITY COLLEGE

Administrative & Educational Support Assessment Report

Assessment Report for Department or Unit: Hackensack/Ciarco Center

Department or Unit Leader: Paul F. Ragusa

Assessment Period: 2012-2013

***** Final Report Completed & Submitted June 21, 2013*****

Submitted by: Paul F. Ragusa

1. Intended Outcome (Goal): To gather and analyze data to determine the transition goals of our adult, non-credit English as a Second Language (ESL) students.

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

#1 (improve student engagement and success), #3 (expand key programs and services), and #4 (community engagement).

**b) General Education Requirement(s) to which the intended outcome relates:
N/A**

3. a) Means of assessment: Student surveys

b) Sources of data: Survey results from students in the most advanced levels of ESL.

c) Desired result: To accurately define students' transition goals.

4. Summary of Results: See attached document:

"Overall Results of Assessment Survey Spring 2013"

5. Recommendations for modifications: No modifications at this time, but rather duplication/replication with other segments of our non-credit student population. See #6, below.

6. Actions taken based on recommendations: 1) Administer same survey with intermediate and beginner level ESL students. 2) Create and administer a similar survey for the Adult Basic Education and GED Preparation students. 3) Begin planning changes in, or additions to, current non-credit offerings, to better meet the needs and interests of students. 4) Begin planning additional support services to help students achieve their goals, beyond their present, non-credit studies here at Ciarco.

Survey Cover Sheet

Please complete one cover sheet for each class you teach. Provide all information and follow the brief survey administration instructions below. Thank you.

Instructor: _____

Course level: _____

Course time: _____

Number of students on roster: _____

Number of students on survey date: _____

Number of male students completing survey: _____

Number of female students completing survey: _____

Number of students presently repeating this course level: _____

INSTRUCTIONS

1. Please feel free to explain vocabulary to students as necessary.
2. Please keep and return all surveys separately. Do not combine classes.
3. Return to Paul Ragusa in enclosed envelope by deadline: _____

Thank you!

STUDENT SURVEY

Please select one (the best possible) answer to each of the following questions.

1. What is/are the main reason(s) you enrolled here at the Ciarco Learning Center?

_____ Personal/social (explain)

_____ Job/career-related (explain)

_____ Further my education (explain)

_____ Other (explain)

2. Will you have achieved this original goal (based on your answers(s) above) upon completion of your present class?

_____ Yes

_____ Not yet (explain)

_____ No (explain)

3. Will you enroll in the next level ESL class here?

_____ Yes

_____ Not yet (explain)

_____ No (explain)

_____ Undecided (explain)

Overall Results of Assessment Survey Spring 2013

ADVANCED LEVEL I:

- 47 out of 58 students responded from 3 classes.
- Responses to question 1 were multiple and more than 50% of the students marked Personal Growth and Job / Career related as a priority. Furthering one's education ran a close second.
- Responses to Question 2 indicate that approximately 75% of the students met their personal goal. 22% feel they need more class time but made progress.
- 44% of the students polled will be enrolling in the next level. 25% wish to re-enroll but are unable to do so due to a number of issues.(i.e. money or job/ time issues, returning to their country. 22% are undecided.

ADVANCED LEVEL II:

- 37 out of 64 students from 3 classes responded.
- Responses to question 1 were multiple and the top three answers were Personal Growth, Social Interaction and Job/career related.
- Responses to Question 2 showed that approximately 66% of the students felt they met their goal in the classes. 33% felt they needed more time.
- Only one student was disappointed with the class.
- Responses to Question 3 indicate that 62% of the students will enroll for the next level.
- 25% of the remaining students will not enroll or are undecided due to personal issues.(i.e. returning to their country, change in work hours, lack of finances.)

CONVERSATION AND WRITING LEVEL I:

- 21 OF 26 students responded from 2 classes.
- Responses to Question 1 had Personal growth and Job/career related as the top answers.

- Responses to Question 2 indicate that 86% of the students met their goals. 10 % felt they needed more writing.
- 52 % of the students in response to Question 3 will enroll again.
- Of the remaining 48%, there are 25% who must return to their country or who feel they met their personal goal. 15% are undecided due to work issues.

CONVERSATION AND WRITING LEVEL II: (Including Civics 407/408)

- 29 of 41 students completed the survey.
- The top two answers to Question 1 were Personal Growth and Social Interaction.
- Responses to Question 2 indicate that 56% of the students met their goals. 24 % of the remaining students felt they needed more grammar and writing to complete their goal.
- 58% of the students will return for another class. Of the 7 students who are not returning, 2 students are enrolled in a program on the Paramus campus and 4 are returning to their country. 2 more students who are undecided have work/calendar issues.

OVERALL SUMMATION;

- 134 Students out of a possible 189 were surveyed.
- The top answers for Question 1 were Personal Growth and Job/Career related with Social Interaction a close third.
- More than 50% of the student polled felt they met their goals.
- 54% of the student will enroll again for another level.
- 25 % of the students who said they will not enroll will not do so because of personal issues. (Work, Money, Returning to their country, etc.
- 12% of the students polled were still undecided about returning.