

## **BERGEN COMMUNITY COLLEGE**

**Assessment Report for (Department or Unit):** Human Resources

**Department/Unit Leader:** Jim Miller, Chief Human Resources Officer, Quality and Process Improvement

**Assessment Period: (2011-2012)**

**Submitted by:** Patti Bonomolo, Assistant Director, Human Resources

**1. Intended Outcome (Goal):** Adjunct Faculty will feel a part of Bergen Community College; that is they will be satisfied with all facets of their work experience at BCC.

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

**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, electronic discussion boards, and dialogues processes.
- 2.3 Foster a positive institutional climate and culture by supporting academic research and further enhancing the staff recognition and appreciation program

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

A survey of adjuncts will be administered in the Fall of 2011. (See below for survey questions.) Based on the results of the survey, programs that address adjunct needs will be instituted (Adjunct Recognition and Thank You Breakfast, Adjunct Newsletter, Professional Development – classroom management). In the Spring of 2012, the survey will be administered again. Results of Spring 2012 survey will show an overall improvement in adjunct faculty satisfaction (See questions 7, 8, 9, 10 and 12).

**5. Summary of Results:**

The Adjunct Faculty Survey was sent via email on November 3, 2011 to all adjuncts. Of the 600 surveys delivered, nearly 350 responses were received (58%). Almost 80% of respondents reported the general sense of support for adjuncts as moderate to high. Due to other issues, the survey was not able to be administered again in the Spring. However, in collaboration with the Academic Vice President, the following actions were taken as a result of the initial survey:

- 1. Allocated full-time staff resource dedicated to Adjunct development.
- 2. Implemented an Adjunct Recognition and Thank You Breakfast which was held on Saturday, January 21, 2012 at the Paramus campus.
- 3. Created an electronic Adjunct Newsletter called “Adjunct Junction” to be distributed in the Fall and Spring semesters. The first newsletter was distributed in December, 2011.
- 4. Purchased a computer-based development software to assist adjuncts with classroom management topics.
- 5. Allocated space on the second floor of the main building as an adjunct lounge which provides adjuncts with desk space, phones, computers and general supplies.

**6. Recommendations for improvement:**

In order to continue engaging the adjunct faculty, we will do a follow up survey in the Fall of 2012 which will also include focus groups. Additional recognition events will be planned on an on-going basis. The Adjunct Orientation held at the beginning of each semester will be reworked to focus more on classroom management techniques and policies and procedures. In addition, a plan will be created to begin a transition of Adjunct Administration from the AVP's office to Human Resources.

## **Fall 2011 Adjunct Faculty Survey**

**Bergen Community College is in the process of examining support services and professional development opportunities for our valued adjunct faculty. The survey below should take no more than 10 minutes to complete. The results of this survey will provide us with information that is critical to our planning and inevitably, will help us help you. We appreciate your taking the time to complete it.**

**1. In which School do you teach?**

School of Arts, Humanities and Wellness  
School of Business, Social Sciences, & Public Service  
School of English  
School of Mathematics, Science and Technology  
School of Health Professions

**2. What type of classes do you teach most often?**

Introductory  
Courses in the major  
Advanced Courses/Upper Division  
Remedial Courses  
A mix of all in equal parts

**3. At which location do you teach? (Check all that apply)**

Paramus  
Hackensack  
Lyndhurst  
Mahwah  
Fort Lee  
Clinical off sites

**4. Do you teach day or evening classes? Day Evening Both**

**5. Do you pursue your own research and writing? Yes No**

**6. How many years have you taught at BCC?**

This is my first year  
2years to 5 years  
5 years to 10 years  
10 years to 20 years  
More than 20 years

**If more than 20, indicate the number of years**

**7. How satisfied are you with your work at BCC?**

Very satisfied  
Somewhat satisfied  
Somewhat dissatisfied  
Very dissatisfied

**8. Please rate the general sense of support for adjunct faculty at BCC**

Support is high

Support is moderate

Support is low

Comparable to other colleges where I've taught

**9. Are you aware of the goals/objectives of your department/College?**

Yes No Somewhat

**10. If yes, how confident are you that you are meeting the goals/objectives of your department in the courses you teach?**

Very confident

Somewhat confident

Somewhat insecure

Very insecure

**11. To reach your full potential as a teacher, indicate how BCC might support you. (Check all that apply)**

More training/in-service sessions

More collaboration with your peers

More guidance from administration

A resource person to develop materials for you

Other (please specify)

**12. How satisfied are you with the Adjunct Faculty Orientation?**

Very satisfied

Somewhat satisfied

Dissatisfied

I don't know, I've never attended

**13. If we could provide you with information that would improve your teaching experience at BCC, what information would be helpful? (Check all that apply.)**

How to submit grades

How to access BCC email

How to set up and use a BCC faculty webpage

How to use Web Advisor

Policy for dropping students

Policy for handling disruptive students

Policy for handling tardiness and attendance

Policy for cheating and plagiarism

Policy regarding students having textbooks

Student Learning Outcomes

Sample syllabi

Course outlines

Standards for passing students

Tutoring services for students

Individualized Writing Skills

Individualized Reading Skills

Math Lab

Language Lab  
BCC library services  
Emergency procedures at BCC  
Instructional technology equipment that I can use  
E-books  
Book rental program at Bookstore  
Web enhancement for my classes  
How to get advice from full-time faculty  
Departmental news and updates  
Other (please specify)

**14. How would you like to be contacted? (Note: Please update all your contact information with the Evening Office for spring 2012.)**

Phone  
Email  
Regular mail

**15. If you were to attend professional development workshops, what day/days of the week would you prefer? (Check all that apply.)**

Monday  
Tuesday  
Wednesday  
Thursday  
Friday  
Saturday

**16. What time of day would you prefer professional development workshops?**

Morning  
Afternoon  
Evening

**17. Would on-line professional development workshops be a more convenient option?**

Yes  
No  
Maybe

**18. Which student-centered professional development activities interest you? (Check all that apply.)**

How to improve the effectiveness of group work  
How to build a sense of team in the classroom  
How to get students to do PowerPoint presentations in your classroom  
How to encourage more speaking among students who are insecure about their language skills  
How to get more students to do the homework and come prepared to class  
How to use your iPad in the classroom  
Other

**19. Which teacher-centered professional development activities interest you? (Check all that apply.)**

How to give more effective direct instructional lessons  
How to run effective classroom discussion/dialog with students  
Ice breakers/warm up ideas  
How to do quick assessments of students' learning/attitudes in the classroom  
How to incorporate current events into your classroom  
How to incorporate writing into your class  
Other

**20. Which technology-related professional development activities interest you? (Check all that apply.)**

How to use the internet to enhance your teaching  
How to use quick surveys online (Survey Monkey) to re-adjust the direction of your course  
How to use smart boards in the classroom  
How to supplement your course with social networking technology  
Training in the latest versions of MS Office programs such as Word, Excel, PowerPoint, Access, etc.  
Other

**21. Which of the following collegial activities interest you? (Check all that apply.)**

Discussing what we do in general among ourselves  
Meeting with faculty from other disciplines  
Creating collegiality through interdisciplinary socialization  
Discussion of how to use textbooks and other materials that I use in common with other instructors  
Other

**22. Please explain or describe any other factors that could help you become a more successful instructor at BCC including issues such as parking, food service or classroom space.**

*Thank you for your participation. Results will be distributed after the outcomes have been tallied.*