

Bergen Community College

ASSESSMENT REPORT FORM ADMINISTRATIVE AND EDUCATIONAL SUPPORT

Assessment Period: 2014-16

AES Department: Information Technology

Department Head: Sharyne Miller

Department Assessment Liaison: Stephen Valkenburg

Date Submitted: December 9, 2014

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

Administrative Systems supports the following systems: Colleague, Web Advisor, Portal, CROA and the College web site. The department mission is to provide scalable and stable systems that are current (both regulatory and technically) and meet the business and functional needs of the users.

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

Administrative Systems main objective is, with the co-operation of stake holders and users, to provide a plan that details the evolution and improvement of the supported systems in order to meet the business and functional needs of the users.

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 Administrative Systems to release a new student finance module. This module will provide a more user friendly interface for students to review their current and past financial records (including financial aid) and make a payment on their account.

2. Means of Assessment:

The primary means of assessment will be to have fewer students in lines requesting this information.

▪ **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.

With the introduction of Notifications in the my.bergen.edu Portal, it is hoped that more students will be aware of holds on their account and be directed to pay them online.

Try and formulate a comparison between number/percentage of students who visit the One Stop to pay bills between Fall 2014 and Fall 2015. Reports from the Qnomy software will give us the numbers of visits. The bursar should be able to give anecdotal evidence.

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

Bursar Dept. wants to see fewer people in their One Stop line because the students are directed through Notifications on the Portal to pay bills online.

- **Feedback from CIE:**

SEMESTER 3: COLLECTING AND ANALYZING DATA

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

I reviewed the Qnomy reports and unfortunately Qnomy does not capture why the student came to the Bursar's office.

5. Recommendations for Improvement:

We need to be able to better track process changes (for e.g.) to reduction or increase in visits to the one stop.

- **Feedback from Vice President:**

SEMESTER 4: CLOSING THE LOOP AND SHARING KNOWLEDGE

6. Use of Results:

The Semester 3 results were not as expected. The result is that the planned loop cannot be closed. However It would be interesting to see how the college is using the data collected in QNOMY for process improvement and whether changes in processes / communication can be captured in the data collected within QNOMY.

- **Feedback from CIE:**