

Bergen Community College

ASSESSMENT REPORT FORM ADMINISTRATIVE AND EDUCATIONAL SUPPORT

Assessment Period: 2015-2017

AES Department/Unit: Office of Specialized Services

Department/Unit Head: Tracy Rand

Department/Unit Assessment Liaison: Ilene Kleinman

Date Submitted:

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

The Office of Specialized Services strives to ensure students with disabilities are afforded equal access, opportunity and participation in the college's courses, programs, activities, services and facilities that reflect UD principles and campus wide awareness of disability related issues.

❖ **Department's Core Outcomes:**

The Office of Specialized Services strives to maintain its high standards of service provision and continually assess for ways to improve our engagement with the students working with our department.

- Assist students with disabilities in their transition to the college by providing assistance with the process of disclosure of a disability and arranging for all eligible accommodations and/or auxiliary services.
- Provide needed assistance with making contact, providing information or needed resources to students requiring assistance in accessing college services, such as admissions, placement testing, registration or academic departments.

SEMESTER 1: CREATING A PROGRAM/UNIT LEVEL ASSESSMENT PLAN

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

Formal and informal feedback provided by students affiliated with OSS during the period of 2011-2013 highlighted dissatisfaction with the turnaround time associated with the documentation submission process. OSS utilized a paper-based tracking system to monitor all new student accommodation requests. Students were sent updates via mail with all progress tracked and monitored through semester specific excel spreadsheets. All updates were entered manually by staff and tallied at the end of each registration cycle. The process was managed by 1 fulltime/ 2 part time department staff with approximately 2 hours each day assigned to completing tasks associated with the accommodation process. As the number of new student requests increased it became challenging for staff to manage this process and any needed outreach/follow up to students who had not completed the process. Semester completion rates were dropping significantly between the years of 2011-2013 with a rate of 50.4% documented for the fall 2014 registration cycle. The CM system was developed in 2014 to assist the department in managing the process in a more efficient way. The system was introduced to staff in early 2015 and allows OSS to manage, track and run reports on all new student accommodation requests using Datatel. The process can be monitored and updated by 1 staff person with all electronic communications managed and documented through Datatel.

- OSS will increase the completion rate (as compared to fall 2014/spring 2015 semesters) for new student accommodation requests received for the fall 2015/spring 2016 by 10%
- OSS will develop an updated Satisfaction Survey that will be administered to students beginning in the fall 2016 semester to determine their overall satisfaction with the services provided by our department.

2. Means of Assessment:

Using the new CM system developed through Datatel, OSS will monitor and track the progress of all new student accommodation requests using the following outreach strategies:

- Email
- Phone calls
- In-person meetings as needed

Progress of all new student documentation requests will be tracked to determine completion rates.

- **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.

- Beginning spring 2015, students submitting requests for accommodations for the fall 2015 semester received email updates for each step of the documentation submission process. This includes scanning, tracking, assigning appropriate codes and sending out updates to the students Bergen email. This tracking and email processing is done on a daily basis in order to optimize time and ensure that documentation is reviewed in a timely manner.
- These emails are designed to keep students informed of their progress in completing their requests for services and also provide them with information regarding what steps still need to be completed.
- Reports are run weekly to track completion rates of new accommodation requests, with reminders emailed to students who have failed to submit the information needed to complete the accommodation process
- Data is collected and analyzed monthly to determine completion rates. Data for incomplete requests are reviewed and then assigned to staff who then contacts students via phone to help identify any barriers they are experiencing in completing the process. In person appointments are scheduled with students as needed.
- Customized reports can now be generated by the department that illustrates a more accurate picture of the status of all student documentation requests.
- Staff will develop an updated Student Satisfaction survey that includes specific questions related to the process for receiving services.
- Beginning in fall 2016, all students who have completed the process will be emailed a link to the updated Satisfaction survey to determine any improvements in overall satisfaction with the process.
- Results of this survey will be shared in the fourth semester of this assessment plan (spring 2017).

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

- **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. **Recommendations for Improvement:**

- **Feedback from Vice President:**

SEMESTER 4: CLOSING THE LOOP AND SHARING KNOWLEDGE

6. **Use of Results:**

- **Feedback from CIE:**

Last Updated: February 2015