

## **Bergen Community College**

### **Administrative & Educational Support Assessment Report**

#### **Assessment Report for Department or Unit:**

Testing and Tutoring Center – BCC at the Meadowlands

#### **Department or Unit Leader:**

Khairia Fazal, Director of Learning Assistance Services

#### **Assessment Period:**

2012-2013

#### **Submitted by:**

David Hamoui, Tutorial and Testing Supervisor

#### **1. Intended Outcome (Goal):**

Students who use the services of the Tutoring and Testing Center – BCC at the Meadowlands will report method and ease of finding out about services, location, and hours of operation. The results will be used to improve awareness of the Tutoring and Testing Centers to the campus population.

#### **2. a) Sections of the Strategic Plan to which the intended outcome relates:**

1.1 – Take steps to increase student retention and student progression through academic programs.

1.2 – Take steps to increase the number of students who graduate or transfer in a timely fashion.

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.

3.3 – Increase the integrity, accuracy and consistency of college information and data.

4.2 – Demonstrate to the community the value, quality, and accountability of the College through focused outreach.

5.1 – Increase efficiency in our use of fiscal resources, and implement expense control measures to insure affordability for our students.

**b) General Education Requirements to which the intended outcome relates:**

N/A

**3. a) Means of assessment:**

Quick Response Questionnaire: Randomly select twenty BCC at the Meadowlands Students who utilize the services of the Tutoring and Testing Center. They will be asked 5 questions regarding the means through which they found out about the Tutoring Center and how long it took them to locate it.

**b) Sources of data:**

Students' feedback will be collected regarding their experience with this service. Below are the questions for which students' feedback will be requested:

Quick Response Questionnaire:

1. How did you first hear about the Tutoring and Testing Center at the Meadowlands Campus?
2. Do you think it was easy to locate the facilities?
3. In your opinion, is the center adequately advertised on campus (Flyers, posters, etc.)?
4. Do the hours of operation meet your needs?
5. Do you have any suggestions to increase awareness about the services offered, the location, and the hours of the Tutoring and Testing Center?

**c) Desired result:**

70% of the students will report that the tutoring center was adequately advertised and easy to locate.

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**\*Below please find a copy of the questionnaire given to the 20 randomly selected students.**

# Testing and Tutoring Center at the Meadowlands

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## Questionnaire

You have been randomly selected to take part in a questionnaire. Your answers will be used to improve the quality of services provided by the Testing and Tutoring Centers. Please take a few minutes of your time to complete the questions below as your opinions are very important to us.

1. How did you first hear about the Tutoring and Testing Center at the Meadowlands Campus?
2. Do you think it was easy to locate the facilities?
3. In your opinion, is the center adequately advertised on campus (Flyers, posters, etc.)?
4. Do the hours of operation meet your needs?
5. Do you have any suggestions to increase awareness about the services offered, the location, and the hours of the Tutoring and Testing Center?

**Summary of Results:**

Approximately 83% of students stated that they heard about the Testing and Tutoring centers through their professors, 14% said they heard from classmates, while the remaining 3% was from other sources (signs, flyers, etc.)

95% of respondents stated that it was relatively easy to locate the Testing and Tutoring centers.

87% of respondents stated that the Testing and Tutoring centers were adequately advertised.

95% of students stated that the hours of operation met their needs. Some students requested an extension of hours into the evening. None of the respondents requested weekend hours.

Some students suggested a large sign indicating the location of the Testing Center (The Tutoring Center already has one). Also, as above, some students requested an increase in evening hours. However, that percentage was very low (only 5% of respondents).

**5. Recommendations for modifications:**

A study of the demand/cost for operating the centers in the evening hours is warranted. Also, an aggressive advertising campaign for the Testing Center (similar to that of the Tutoring Center) should be implemented.

**6. Actions taken based on recommendations:**

\*This portion will be updated and submitted in 2014