

Bergen Community College

ASSESSMENT REPORT FORM ADMINISTRATIVE AND EDUCATIONAL SUPPORT

Assessment Period: 2016-2018

AES Department: Student Conduct

Department Head: Rachel Lerner Colucci

Department Assessment Liaison: Ilene Kleinman

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

The Office of Student Life & Conduct strives to provide a safe and effective learning community for students, faculty and staff; to develop student responsibility; to teach respect for oneself and others; and to promote the growth of the entire student body by implementing the Student Code of Conduct in an unbiased, timely, consistent manner.

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

1. In collaboration with student affairs, the Office of Student Conduct will aim to educate students about the Student Code of Conduct through various means, including but not limited to targeted communication and awareness programming.
2. Incidents reported through the conduct system will be monitored and information will be used as benchmark data for next academic year. Rate and types of incidents will be reported.
3. Reduce the recidivism rate of students undergoing the conduct process as measured by incidents reported during the 2016-2017 academic school year.
4. The Staff will continue to participate in professional development and engage in a documented peer reviewed process of policies, website, and student handbook.

SEMESTER 1: CREATING A DEPARTMENT-LEVEL ASSESSMENT PLAN

Department's Goal(s) or Outcome(s) to be assessed (from the above section):

This assessment project is to measure the effectiveness of the first core objective; to educate students about the Student Code of Conduct through various programming events.

- **Means of Assessment:**

- Students in a selection of Introduction to Business [BUS 101] course sections will complete a one-time in class survey that will be used to assess knowledge of the Student Code of Conduct.
- Twelve sections of BUS 101 have been identified as a sample population.

- **Feedback from Vice President:**

An interesting assessment project.

SEMESTER 2: DEVELOPING ASSESSMENT TOOL (s) and TIMELINE

The assessment tool is a seven question survey. The survey questions are aimed at determining the students' knowledge of the Student Code of Conduct and how they became aware of the Code.

The survey will be administered to students in a random selection of BUS 101 sections during the Spring 2017 semester. The surveys will be collected the same day that they are distributed.

Desired results department and Vice President would like to see.

The primary desired result is to confirm that students are aware of the Student Code of Conduct. Secondly, we wish to assess how students are becoming aware of the Code to identify how we can improve our efforts of communicating this important information to the student body.

- **Feedback from CIE:**

SEMESTER 3: COLLECTING AND ANALYZING DATA

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

Twelve section of BUS 101 were identified to administer the survey. Business 101: Introduction to Business was selected as this course is taken by a wide range of students, therefore potentially capturing a diverse sample across many academic programs. According to registration data, a total of 305 students could have been surveyed. Due to withdrawals and class absences, a total of 184 students completed the survey in class.

The Office of Student Conduct partnered with the Department of Business & Hotel/Restaurant Management to help distribute and administer the assessment tool. The Office of Student Conduct prepared all documentation including but not limited to: writing utensils, administration script, copies of the survey, and return envelopes. The chair of the Department of Business & Hotel/Restaurant communicates through the Departmental Secretary to faculty members about where to pick up the assessment, where all supporting materials should be sent to, and the administration timeline. All material was sent back to the Office of Student Conduct in piece meal and then batch delivered to the Center for Institutional Effectiveness.

Based on the responses received, 48.9% of students surveyed were aware of the College's Student Code of Conduct. Awareness of the code was evenly split amongst the 184 respondents with only

slightly more students indicating they were not aware of the code (94 students, 51.1%) than students indicating they were aware of it (90 students, 48.9%).

Students were asked to indicate where they can find the Student Code of Conduct and could select as many answers as possible. The majority of respondents agreed the Student Code of Conduct could be found on the Bergen website (62.2%) or in the Student Handbook (56.7%). Over 23% of respondents who were aware of the Code of Conduct were unsure where to find it (Don't Know, 21 students).

Students were asked how many times the student had referred to the Student Code of Conduct since enrolling at Bergen. Sixty-six students admitted to only referring to the Code of Conduct once since enrolling at Bergen (86.8%).

Students asked how the student heard/learned about the Student Code of Conduct. Thirty percent of students who were aware of the Code of Conduct heard about it from a Bergen Professor. Over a quarter heard about it from a Bergen Staff member (26.7%). Only one student knew about the Code of Conduct because of an incident involving it (1.1%).

The students were asked how many years they had been enrolled at Bergen Community College. In order to further analyze the original purpose of the survey (awareness of the Code of Conduct) this question was combined with question one to see if length of time at Bergen had any influence on awareness of the Code of Conduct. The analysis was generally inconclusive.

The final two questions asked students about email habits such as frequency and time of day they access their Bergen email accounts.

A copy of the survey tool and complete summary of results is attached.

Recommendations for Improvement:

- **Feedback from Vice President:**

SEMESTER 4: CLOSING THE LOOP AND SHARING KNOWLEDGE

Use of Results:

These results, while informative, tell us we need to do a better job of ensuring the student body is aware of the Student Code of Conduct. While this is only a small sample of students enrolled in the Spring 2017 semester, the Office of Student Conduct believes that it is a reflective sample of the student population at Bergen Community College.

Our team is looking forward to using these results to improve our communication regarding the Student Code of Conduct. As survey results indicate e-mail is one of the less effective means of communication, we will be implementing four new measures to educate students on the Code of Conduct beginning in the 2017-2018 academic year:

1. Preparing a peer-reviewed statement to present for inclusion on academic course syllabi

2. Improving the accessibility and presentation of the Code of Conduct on the college's website.
3. Developing, implementing, and executing additional educational programming through the SGA Judiciary to "*Know the Code.*"
4. Developing, implementing, and executing a positive acknowledgement of the Student Code of Conduct through the Bergen Portal.

The Office of Student Conduct believes that this is the first assessment report that has been conducted over the course of several years. The department will use this as a stepping stone to develop assessment that examines perceptions of student conduct process, impact of educational programming, and continued promotion of the Student Code of Conduct.

Feedback from CIE:

Last Updated: August 2013