

# Annual Assessment Report

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## Executive Summary

As the final step of the AES assessment process, each AES unit is required to submit an Executive Summary. The Executive Summary is a short document which provides an overview of the Unit, and the overall assessment process, highlights key findings and provides recommendation and next steps.

**Unit name:** LaGuardia and Wagner Archives

**Assessment year:** 2022 - 23

**Unit Mission:** The LaGuardia and Wagner Archives was established in 1982 to collect, preserve, and make available primary materials documenting the social and political history of New York City, with an emphasis on the mayoralty and the borough of Queens. The Archives serves researchers, journalists, students, scholars, exhibit planners, and policy makers examining the history of Greater New York. The Archives also produces public programs exploring that history. Its website provides a web database to the collections, which include more than 100,000 digitized photos, and 2.8 million digitized documents.

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## Assessment Results by Goal and Objectives

### Goal 1:

Supporting Strategic Plan Goals: Goal 1: Enrich student experiences at LaGuardia by helping them engage with and relate to the history of New York City. Build a broad and inclusive audience for the archives, its projects, and its collections within the college community.

**Supporting Strategic Plan Goals:** 2 - Strengthen Learning for Students - and for Faculty, Staff and the College  
3 - Enrich the Student Experience

Objectives	Method and Measure
1.1: Introduce students to research methodologies and expose them to archival resources. Generate interest in historical materials and improve accessibility through collaboration with faculty and staff across different disciplines.	<ul style="list-style-type: none"><li>The number of classes taught</li></ul>
1.2: Promote and share student scholarship and foster community using archival materials. Encourage students to feel confident in their expertise as they relate to historical narratives of New York City and contribute their work and voices to our collections.	<ul style="list-style-type: none"><li>The number of students completing the Gardiner-Shenker program.</li><li>The number of attendees in the end-of-year event"</li></ul>

## Overview of findings, analysis, recommendations and future initiatives

### Results & analysis

**Objective 1:** We taught 25 classes from different departments, incorporated a worksheet into our lessons and gave all faculty a user feedback survey to complete. The results surpass our targets. Students worked with primary sources during archives' orientation sessions and worked with faculty to finish worksheets in the classroom. Faculty responded positively to the survey we provided asking about the effectiveness of the sessions.

**Objective 2:** 8 students completed the Gardiner-Shenker program: completing research assignments, conducting oral history interviews, presenting their work and submitting materials to the archives. More than 80 people attended the end-of-year event to hear students present their work. The number of students completing the Gardiner-Shenker program surpassed our target. More than 80 people attended the end-of-year event to hear students present their work. Students provided overwhelmingly positive qualitative feedback on their experience and their work was exemplary. We will report all results to the funding institution.

Recommendations and future initiatives

Continue to expand archives' reach to other departments and gather more detailed feedback from faculty.

**Goal 2:**

To develop a public history project that engages both the LaGuardia community and a broader audience of researchers and New Yorkers in general off campus.

**Supporting Strategic Plan Goals:** 4 -Build Inclusive Community to Achieve the College Mission  
 2 - Strengthen Learning for Students - and for Faculty, Staff and the College

Objectives	Method and Measure
2.1: To work with students to develop an online exhibit with educational curriculum based on archival collections. Teach students archival research and oral history interview methods. Build the archive collection with student photography and oral history interview transcripts.	<ul style="list-style-type: none"> <li>To launch the exhibit on the Archives website.</li> </ul>
2.2: To hold panel discussion open to the public about New York City history based on archival collections.	<ul style="list-style-type: none"> <li>Number of panels and Number of people in attendance.</li> </ul>

**Overview of findings, analysis, recommendations and future initiatives**

Results & analysis

**Objective 1:** Launched exhibit on Archives website on 6/30/23, successfully achieving our target. Students effectively conducted oral history interviews, took photographs, developed educational curriculum, and did archival research.

**Objective 2:** Held panel at The LGBT Center on 5/18/23. 55 people attended, surpassing our targets of 50 attendees. Effectively recruited four panelists to participate. They included three former City Council Members and one current City Council Member.

Recommendations and future initiatives

To expand the exhibit. To continue to work students to conduct oral history interviews, take photographs, develop educational curriculum, and research archival collections.

**Goal 3:**

Support and Service to Researchers from Outside the College Community.

**Supporting Strategic Plan Goal:** 4 -Build Inclusive Community to Achieve the College Mission

Objectives	Method and Measure
3.1: Continue to build Researcher traffic to the Archives' Website	<ul style="list-style-type: none"> <li>Total Number of Pages that Unique Visitors are viewing</li> </ul>
3.2: Collaborate with the IT Staff to refine our new Website to optimize its search interface user-friendliness	<ul style="list-style-type: none"> <li>User Feedback Survey - Satisfaction data</li> </ul>

## Overview of findings, analysis, recommendations and future initiatives

### Results & analysis

Objective 1: Total Number of Pages that Unique Visitors Viewed” (either the same Visitors visiting more pages on the Website OR New visitors visiting pages on the website) increased. Following the imposition of Year 1 Activities and utilizing the Google Analytics metric as a measure of Archives’ Website traffic, the Archives saw an increased flow of use when we compare the first six months of 2022 with the same period in 2023 (29,670 versus 36,921, respectively). This is an approximate 25% increase, surpassing our target of 20%. The inclusion of additional and augmented Google Tags on the Archives’ Website had the desired effect of increasing User Traffic. Enhancement of the Website and additional resources launched during the period added to this improvement in traffic.

Objective 2: 75% of Users were Satisfied (50% very satisfied) with their research experience as they navigated through the Webdatabase Search Engine. The User Feedback survey mounted December 2022 yielded 9 Respondents to-date. Although, admittedly, this is a small sample size, they did provide important information. These ratings included satisfaction on the following dimensions: organization; speed; user-friendliness; and clarity/specificity of the interface and achieved the specified target. Albeit 25% of respondents said “nothing”, or “not sure” when asked “If you were able to change ONE thing on the Archives’ Webdatabase Search Engine, to make it work better/make it more useful or easier to use, what would that ONE thing be?”, several answers, such as “to have more detailed summaries of content of boxes,” “how it might be better searchable” and “Leaving a comment was not that simple,” have lent us encouragement on concepts we had considered for improving the Webdatabase and provided new ideas. Most people who took the survey (77.8%) had never used the La Guardia and Wagner Archives’ Webdatabase Search Engine for research before. This is encouraging, in terms of reaching new Users. 62.5 percent of respondents did not locate what they were searching for on the Archives’ Webdatabase Search Engine. This may be because we simply do not have the desired resources; the search terms used by the researcher were inadequate; or it may indicate a need for indexing improvement, or the need to provide a Browse option. Given the difficulty of analysis of this specific result, it may help by adding a question to the Survey on what specific search term(s) were used when searching.

### Recommendations and future initiatives

We are in the process of building Detailed Records for all the Formats, which should improve user satisfaction. We should look for ways to streamline the ability of researchers to provide comments to Archives’ Staff. Seriously consider the inclusion of a Browse option on the Webdatabase, which will expose researchers to the breath of topics that can be researched. Discuss with the IT staff, ways to make the User Feedback Survey more visible on the Webdatabase, to increase the base size, and richness of data collected. We should continue to work with the IT Staff on these improvement initiatives.

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## Overall summary

We are delighted to have had a successful year serving both the LaGuardia community and the public at large. Through our education and public programs, we reach diverse audiences with different educational, social, and political backgrounds. We are committed to Continuing these successes yearly providing we can count on maintaining the staffing level and the funding needed to run the programs.

## Appendices

- N/A