

# 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 that provides an overview of the Unit, and the overall assessment process highlights key findings and provides recommendations and next steps.

**Unit name:** LaGuardia CARES

**Assessment year:** 2022-23

### Unit Mission

The mission of LaGuardia CARES is to provide direct and indirect resources, information, and advocacy for daily living expenses, allowing students to finance and focus on their education at LaGuardia Community College. LaGuardia CARES is committed to providing support to all students in accordance with federal, state, and CUNY policies and regulations.

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## Assessment Results by Goal and Objectives

**Goal 1:** Inform, guide, and educate students about public benefits to aid in daily food expenses.

**Supporting Strategic Plan Goals:** Build Student Access and Success

Objectives	Method and Measure
1.1 Inform students of the requirements to apply for public benefits. Increase public benefits enrollment to reduce food insecurities.	<ul style="list-style-type: none"><li>• Quantitative - the number of students and % participating in LaGuardia CARES workshops and events</li><li>• The number of students using the services</li></ul>
1.2 Enhance students' academic performance by offering assistance with students' basic needs.	<ul style="list-style-type: none"><li>• Persistence rates of students using the services</li><li>• Semester GPAs of students using the services</li></ul>

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

### Results & analysis

The results reported, 700 students participated in workshops and events, and 2803 students used services. Among those who used the services, 202 students applied for public benefits, which is a 7% increase from the previous semester in retention from Fall to Spring in persistence. The persistence rate and GPA were high compared to students that did not use services. There was a 0.67 percent increase in GPA from Fall to Spring. The results will need to be reassessed in the next academic year to determine the impact.

### Recommendations and future initiatives

The recommendations aim at improving the delivery of services and support to students. The first recommendation involves implementing technology via text and email communications, which will enable students to receive timely updates and reminders about available services. The second recommendation is to implement an online benefit screener, which will streamline the process of determining eligibility for services and make it easier for students to access the benefits they need. The third recommendation is to increase

classroom presentations by collaborating with the academic division to place CARES services in the syllabus, which will ensure that students are aware of the services and can easily access them. Overall, these recommendations aim to improve the accessibility and effectiveness of the services provided to students, ultimately enhancing their well-being and academic success.

**Goal 2:** Provide students with healthy food options and opportunities.

**Supporting Strategic Plan Goal:** Build Student Access and Success

Objectives	Method and Measure
2.1 Maintain the current semester query process to identify program effectiveness. Alleviate barriers students face when determining academic persistence in courses.	Quantitative- count the number of students receiving healthy food options during the Fall 22 session - out of all students receiving food

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

### Results & analysis

There were 1800 students that received healthy food options in Spring 22. According to the data 1/2 of the students received multiple options during the Spring 22 session. Resulting in 202 students applying for other options such as public benefits. This was a 7% increase which is high from the previous semester (Spring 2021).

### Recommendations and future initiatives

The recommendations aim at improving the availability and visibility of healthy food options and public benefits for students. The first recommendation involves increasing the healthy food options for the Fall 23 and Spring 24 sessions, which will promote healthier eating habits among students. The second recommendation is to increase the visibility of public benefits on campus through events, which will help to raise awareness of the available services. The third recommendation is to screen more students for services, which will ensure that eligible students can access the benefits they need. The fourth recommendation is to cross-train faculty on basic public benefit eligibility requirements, which will enable them to identify and refer students to relevant services. The future initiative involves training student ambassadors to host public benefit sessions, which will provide students with peer support and increase the uptake of services. In addition, screening all incoming freshmen will enable a forecast of the preexisting barriers student face.

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### Overall summary

The key findings of the report show that a significant number of students participated in workshops and events, and many more students used services. Among those who used the services, there was a 7% increase in the number of students who applied for public benefits compared to the previous semester. These findings indicate that LaGuardia CARES is making a positive impact on the community, and there is a need to continue providing services that meet the diverse needs of the students.

The recommendations include using technology to increase classroom presentations by including CARES services in the syllabus, implementing an online benefit screener to accelerate the process of determining eligibility for services, and keeping students informed of services that are available via text and email communications. These recommendations are meant to increase the services offered to students' well-being and academic performance by making them more efficient and accessible.

The recommendations further aim to increase public benefits for students and the accessibility and exposure to healthy eating alternatives. This entails expanding the selection of nutritious foods available for the Fall 23 and Spring 24 sessions, making public benefits more visible on campus through events, screening more students for services, and educating staff on eligibility standards. Future plans include for developing student ambassadors who will organize public benefit events, offer peer support, and boost the utilization of services. The ability to predict the preexisting obstacles that students confront will also be made possible by screening all incoming freshmen.

The next steps involve implementing these recommendations and monitoring their effectiveness. This includes collaborating with relevant stakeholders to identify resources, developing implementation plans, and establishing metrics to measure progress. Regular evaluations will be conducted to ensure the recommendations meet the needs of students and to identify areas for improvement. The assessment serves as a foundation for further analysis and improvement of the services offered to students.

## Appendices

- **None**