

Annual Assessment Report

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.

Typically, an executive summary is in the following format:

Unit name: External Affairs

Assessment year: 2019-20

The unit's mission

The mission of the External Affairs Department is to advance LaGuardia's strategic priorities by building relationships with and engaging elected officials and community partners which are able to provide resources and support to improve our campus facilities/services and contribute to our students' success.

Assessment results by goal and objectives

Goal 1: Working cross-divisionally, develop and implement a community engagement platform that will enable us to inventory, track and share information about community partners and current activities enabling us to function in a more targeted, coordinated, and college-wide basis.

Supporting Strategic plan goal:

4 -Build Inclusive Community to Achieve the College Mission

- d. Deepen our relationships with community groups, building enrollment, community-based student support, and opportunities for civic engagement

Objective/outcome 1.1

Develop database of community partners based on current and prospective partners.

Measures

- IT developed an online database for the input of partnership data.

Overview of findings, recommendations and next steps

Results

- The project was delayed. Our next steps pre COVID-19 were to identify and interview key internal stakeholders who collaborate with external partners.

Analysis recommendations and next steps

- Due to COVID-19, there is uncertainty surrounding how key internal stakeholder needs and external partnership activities will shift as a result of having to work and engage with partners on a remote basis.

Future initiatives include:

- Next steps will be clarifying with the President and College leadership how best to assess internal stakeholder needs and possibly rethinking membership and goals of the community working group to focus less on developing a database and more on improved coordination and information sharing. The group will also develop college-

wide protocols on best practices in engaging with external stakeholders which will allow for stronger collaboration and strategic, coordinated outreach.

Objective/outcome 1.2

Convince other College divisions and departments to use database.

Measures

- Number of database users and incidents of use.

Overview of findings, recommendations and next steps

Results

- Due to COVID-19, the outreach to College-wide divisions to identify community partnerships has been paused, hence also pausing creation of an active database.

Analysis recommendations and next steps

- Completing Objective/outcome 1.1 is required prior to starting 1.2.

Goal 2: Expand and deepen relationships with Queens elected officials, government agencies, local businesses and community-based organizations (CBOs). These relationships will support the College's strategic priorities including new recruitment strategies and enrollment, and expanding external experiential learning opportunities.

Supporting Strategic plan goal:

5 - Advance Career and Workforce Development

d. Work with employers and community organizations to expand external experiential learning (internships, apprenticeships & service learning), engaging ACE and credit students

Objective/outcome 2.1

Identify and cultivate relationships with CBOs who can provide students with experiential learning opportunities.

Measures

- The number of community-based host sites identified, and students successfully placed. The number of locations where LaGuardia recruitment literature and information was placed.

Overview of findings, recommendations and next steps

Results

- In the Fall there were 9 placements and 11 pending/potential placements for Spring semester. Due to COVID-19 we were unable to place students in internships during Spring semester.
See Appendix A: Internships for details.
- LaGuardia recruitment literature and information was placed at 55 sites throughout Queens, NY and initial contacts for CBOs and elected officials were identified.
See Appendix C - Literature Drop Off Locations

Analysis recommendations and next steps

- While the Fall 2019 results show the potential for success unfortunately due to COVID-19, the students' placement was suspended for Spring. The program will no longer be operating in the foreseeable future. The program was funded by the LaGuardia

Community College Foundation as a one year undertaking and funding will not be renewed, given the general uncertainty about when and whether student interns will be able to work safely at host sites. LaGuardia will continue reaching out to elected officials and CBOs (Community Based Organizations) through email.

Objective/outcome 2.2

Establish relationships with prospective and existing partners who support students who may enroll at LaGuardia.

Measures

- Number of events attended.

Overview of findings, recommendations and next steps

Results

- 12 Community engagements events participated in where groups support students that might enroll at LaGuardia.
See Appendix B: Outreach for details

Analysis recommendations and next steps

- The results show that that the College's outreach efforts in Fall 2019 were successful. However, because of the COVID- 19 pandemic, some of the planned events were canceled.

Future initiatives include:

- Next steps will be reaching out to CBOs to see if cancelled events will resume next year or be replaced by virtual events.

Objective/outcome 2.3

Host and attend events for Queens elected officials, government agencies, local businesses and community based organizations.

Measures

- Number of engagements and events attended/hosted was used to assess success.

Overview of findings, recommendations and next steps

Results

- Total of 60 elected activities and events tracked; 59 community/CBO activities and events tracked; 12 government agencies activities and events tracked.
See Appendix B: Outreach for details.

Analysis recommendations and next steps

- The results show that although we had to modify our approach due to COVID -19 our outreach efforts were successful. We plan to continue engaging with elected officials electronically.

Future initiatives include:

- Due to COVID-19, engagement with elected officials will heavily rely on email, zoom meetings and pre-recorded congratulatory remarks instead of the planned face-to-face events.

Overall summary

- **Goal 1: Working cross-divisionally, develop and implement a community engagement platform that will enable us to inventory, track and share information about community partners and current activities enabling us to function in a more targeted, coordinated, and college-wide basis.**

President Paul Arcario charged VP Janet Corcoran with creating a college-wide community working group that will identify and track College-wide community partnerships. The members were identified and represented all divisions of the College. There were two planning meetings in which the College identified priorities and guidelines on tracking relationships, but then the project was delayed due to COVID-19.

For 2020-21, there has been a changes in leadership and the role of External Affairs in this goal is currently being re-assessed.

- **Goal 2: Expand and deepen relationships with Queens elected officials, government agencies, local businesses and community-based organizations (CBOs). These relationships will support the College's strategic priorities including new recruitment strategies and enrollment, and expanding external experiential learning opportunities.**

Community partnerships and sites were identified for Civic Honors Internship program. Students were placed in experiential learning opportunities in the public sector. An on-campus orientation session was hosted and 100% of student interns and host partners participated. Although there were 9 internship placements and 11 pending/potential placements for Spring semester, due to COVID-19 we were unable to place students in internships during Spring semester.

Due to COVID-19, the main community events that were planned on attending were cancelled but External Affairs did engage with the community in various other events including LIC Partnership Summer Networking Event, Voices of Queensbridge book launch, Make the Road Gala and Astoria/LIC Branch NAACP Event. LaGuardia recruitment literature and information was placed at 55 sites throughout Queens, NY.

The College attended government agency events such as Sunnyside Railyards Advisory Committee meetings and events; Hosted NYC Council Queens Delegation meeting on campus; Attended and presented to the NYS Assembly Delegation in Albany (February). Civic Fellows attended monthly Community Board 2, 3 and 4 meetings. Altogether, there were a total of 60 elected activities and events; 59 community/CBO activities and events; and 12 government agencies activities and events.

For 2020-21, there have been a changes in leadership and the role of External Affairs in this goal is to shift to be more focused on elected officials and government agencies.

Appendices

- EA AES Annual Assessment Plan_2019-20 appendices:
 - Appendix A – Internships
 - Appendix B – Outreach
 - Appendix C – Literature Drops