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 recommendations and next steps.

Typically, an executive summary is in the following format:

Unit name - Office of Institutional Research and Assessment (OIRA)
Assessment Year: 2021-22

The unit's mission
The mission of the Office of Institutional Research and Assessment (OIRA) is to provide accurate, reliable and timely information and analysis to enable data-driven decision making and student success. We support continuous improvement efforts across the College by facilitating and coordinating strategic planning, and assessment activities at the institution, division program and unit levels.

Assessment results by goals and objectives

Goal 1: Provide accurate, reliable and timely information to support data-driven decision making and planning

Supporting Strategic plan goal: Provide the goal for LaGuardia's Strategic Plan
      Goal 1: Build Student Access and Success
      Goal 2: Strengthen Learning for Students - and for Faculty, Staff and the College
      Goal 3: Enrich the Student Experience

Objective/outcome 1.1 Develop appropriate dashboards to facilitate the usage of available data
    Measures:
- Maintain existing dashboards (enrollment, graduation and graduating major by initial majors and Fall to Fall flow charts)
- Create a dashboard for retention, graduation and transfers by demographics, and majors

    Overview of findings
- The existing dashboards are maintained and widely used, especially for the PPRs
- dashboards for retention, graduation and transfers were created, but they need work because they don't use individual level data

    Recommendations and next steps
- We will continue maintain and updating the existing dashboards
- We will work with IR CUNY Central on retrieving individual level data for the cohorts by major dashboards
- Consider adding DEI related dashboards in cooperation with Wendy Nicholson

Objective/outcome 1.2: Provide analytical reports that guide evaluation of initiatives and planning
    Measures:
- Continue updating the document summarizing OIRA's analytic outputs and reports

- Create standardized remediation, special populations and salary reports in response to community requests and post them either on the website or Institutional Profile.

  Overview of findings
  - An updated 2021-22 list of reports was created
  - We added new reports to the Institutional Profile, but did not achieve our target of adding the special populations to the Institutional Profile
  - We provided reports on remediation in the context of pre-college, but need to evaluate if they should be standard reports.

  Recommendations and next steps
  - We need to review our existing reports. More standard reports should be added to either the Institutional Profile or the OIRA website
  - Next year OIRA will start its periodic review and systematically evaluate it standard reporting

Objective/outcome 1.3: Develop and maintain an accurate and comprehensive data structure to meet the College's data needs

Measures:
- OIRA standard databases are updated on schedule
- Expand and review the documentation of OIRA's databases

Overview of findings
- OIRA standard databases are updated on schedule
- Documentation were updated, but not systematically reviewed

Recommendations and next steps
- We will continue updating OIRA's databases in timely and accurately
- Instead of systematically reviewing our documentation, we need to create a master list of where they are located
- We should create a master list and a special directory of all documentations, including enrollment management, grants, and the Institutional Profile

Goal 2: Help improve Institutional effectiveness through assessment at the institutional, departmental and unit levels

Supporting Strategic plan goal: Provide LaGuardia's Strategic Plan

Goal 1: Build Student Access and Success

Goal 2: Strengthen Learning for Students - and for Faculty, Staff and the College

Goal 3: Enrich the Student Experience

Objective/outcome 2.1: Coordinate and assist with the strategic planning process through the collection and development of measurable outcomes and progress reports

Measures:
1. Maintain and update the Institutional Effectiveness website
2. Maintain and update the institutional Effectiveness KPIs
3. Update the Strategic Plan goals and objectives measures
4. Update the divisions and department strategies for supporting the Strategic Plan

Overview of findings, recommendations and next steps
1. The Institutional Effectiveness website was maintained and updated
2. All available institutional Effectiveness KPIs are updated
3. All available Strategic Plan measures are updated

4. Final 2021-22 divisions and department strategies for supporting the Strategic Plan were submitted.

Recommendations and next steps
- The objective was achieved, although a few measures and KPIs that are not yet available will be updated later.
- The due date of the final and next year planning divisions and department strategies for supporting the Strategic Plan was separated with the final plans due in June and the planning work plans in September. We need to work on a review process of the workplans – the President to review the divisions' work plans and the Provost to review the departments' work plans

Objective/outcome 2.2: Lead and support the assessment of Administrative and Educational Support (AES) units

Measures:
- All units submit the final plans and executive summaries from the previous year
- All units submit phases 1, & 2 of the 2021-22 annual assessment plans by January
- Provide Training/workshop on AES assessment to the units (at least one)

Overview of findings
- Due to pandemic fatigue, and leadership change in many units some of the units struggled to provide the annual report on time. However, without an exception all units had final submissions (although many were late).
- The 2 units that didn't submit final plans had change of leadership. They still didn't submit the final plan - but we are working with them,
- The office focused on the Middle States self-study visit and did don't have the resources to provide more workshops. However, we plan on offering several workshops in 2022-23

Recommendations and next steps
- We are currently working on more involvement of the divisions VP with AES by aligning the divisions work plans with the AES assessment plan. This will help with the submission of the AES assessment plans on time.
- We will provide at least two AES workshop in 2022-23
- We will also start working on the Periodic unit review (PUR) in 2022-23

Objective/outcome 2.3: Support assessment activities across campus including Periodic Program Reviews, advisement, First Year seminar, and evaluations of grants

Measures: Update the lists of reports and other deliverables for each project annually

Overview of findings, recommendations and next steps
- A list of all grants and other evaluation projects OIRA is supporting was updated with 2020-21 information (Appendix B). The list will be maintained and continuously updated by OIRA's staff.

Goal 3: Provide survey support for construction, design and administration
Supporting Strategic plan goal: Provide LaGuardia's Strategic Plan
    Goal 1: Build Student Access and Success
    Goal 3: Enrich the Student Experience

Objective/outcome 3.1: Support survey administration, design and analysis

Measures:
- Update the list of surveys created or supported by OIRA annually
- Add a survey resource tab to the OIRA website (postponed from 2020-21)

Overview of findings, recommendations and next steps:
- The survey list was updated (Appendix C)
- The survey tab was be created in August, starting with Qualtrics and OIRA resources
- We will add more resources in addition do Qualtrics during the year.

Overall summary

OIRA is supporting a large number of projects, reporting and analysis, survey development and administration, and evaluation and assessment initiatives at the College. We pride ourselves on being extremely responsive to the needs of the College and users, providing accurate and timely information and supporting the College's information and analytical needs. We also enhance institutional effectiveness by supporting a large number of assessment and evaluation projects and initiatives, including the LaGuardia strategic plan, the divisions and departments work plans, the Periodic Programs, AES assessment, grants evaluations, and FYS and advisement ongoing data needs and evaluation. We also supported all the phases of the Middle States self-study.

The 2021-22 assessment plan focused mainly on summaries of OIRA's ongoing support of the College's Institutional Effectiveness. By providing accurate information, analytical reporting, and supporting ongoing evaluation and assessment at all levels, we support and promote data-driven decision making, and continues improvement. Success is measured mainly by generating the deliverables, projects, and reports mentioned in our assessment plans - accurately and on time. The new created Institutional Effectiveness website provides in one place the most relevant documents: the Institutional Effectiveness Plan, LaGuardia's strategic plan and monitoring documents, assessment related information including assessment of general education, academic programs and AES units, the CUNY PMP, accreditation information, evaluation studies and additional CUNY and national resources. The IR website provides Institutional Profile documents from the last five years, several enrollment, graduation and outcomes dashboards which provide information to the community at large as well as the majors.

In 2022-23 we plan on refining existing reports and creating new standardized reports and dashboards where gaps were noted. Offering several workshops focusing on the AES annual assessment and periodic unit reviews, and support the DEI efforts on-campus. We also plan on conducting a Periodic Unit Review where we will review our mission, goals and objective, priorities and processes. In light of OIRA's recent move to the President Office, we will work closely with the President on aligning the Office's planning, assessment and initiatives with his expectations from the Office and his priorities.

Appendices
- Appendix A: OIRA's Reports
- Appendix C: Evaluation projects
- Appendix C: Surveys table