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: 2019-20

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: Develop Enrollment, graduates and advisement/re-enrollment dashboards
  Overview of findings, recommendations and next steps
- The two dashboards were created and included in the newly revised OIRA website. Units participating in Periodic Program Reviews (PPR) were directed to use the dashboards for program specific measures. The dashboards will be updated annually when final enrollment and graduation data are available.
- A dashboard with retention, graduation and transfer data will be added to OIRA's website although it appears that it will be more user friendly as a PDF with bookmarks.
- Additionally we plan on creating a dashboard showing the students changes of majors.

 Objective/outcome 1.2: Provide analytical reports that guide evaluation of initiatives and planning
  Measures: A document summarizing OIRA's analytic outputs and reports (see Appendix A)
  Overview of findings, recommendations and next steps
- A document was created for the existing OIRA ongoing projects and reports and standardized ongoing analysis
- Analysis of the list of OIRA's reports and analysis shows the existence of a few gaps in standardized reporting:

- The 2020-21 initiative is to create standardized reports for special populations (ASAP, CD, veterans and honors) that will be included in the Institutional Profile and in the *retention and graduation by program* tables.
- Another initiative is creating standardized remediation reports, some of which will be included in the institutional Profile and others posted on OIRA's website.
- OIRA will also create a list of *ad hoc* reporting and analytical studies the office is providing that are not standardized and ongoing.

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

Measures: 1. OIRA standard databases are updated on schedule
2. Document OIRA's databases

Overview of findings, recommendations and next steps
- The standard databases were created on schedule and used for the Institutional profile, and for ongoing analytical studies and reports. This was especially challenging because of staff turnover, and will be more streamlined and less time consuming in 2020-21.
- Documentation for the Institutional profile creation has commenced and is in draft form. We still need to document the other databases which OIRA uses routinely (sbase 14, Scurmast, termsumm, all graduates
- Documentation for creating the databases that underlines the enrollment report and working with IT on maintaining is a 2021-22 objective.

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 KPIs (Appendix B)
2. Update the Strategic Plan goals and objectives measures (Appendix C)

Overview of findings, recommendations and next steps
- Both strategic plan documents were updated by September, although there are a few measures that needed some adjustments and one objective that still need to be assigned a measure. The VPs received the detailed plan with the strategic initiatives and their feedback was solicited. Following the VPs input the 2020-21 updates will be finalized.
- The data collection for updates needs to be more systematic. A table with the objective, measures, and lead persons will be developed for 2020-21. Note that the divisions and departments work plans were used to update the strategies/activities and the VPs were then asked to review them.

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

Measures: All units submit outstanding or acceptable 2019-20 annual assessment plan (Appendix D)

Overview of findings, recommendations and next steps
- Phases 1 and 2 are complete for all units. As of September 2020, 28 of the units submitted their phase 3 plans, with 8 accepted as final. The units are now working on their 2019-20 executive summary (Appendix D for September 2020 summary).
- Despite COVID-19 most units managed to work on their assessment plans, although some of the activities and measures could not be conducted and others were modified.
- The AES Assessment Council is very productive, meeting once a month to discuss progress and issues encountered and working with their units on their assessment plans.
- Summary report are still in draft forms and need to be finalized.
- In 2021-22, the AES Assessment Council will work on finalizing the Periodic Unit Reviews (PURs) including log-term targets.

Objective/outcome 2.3: Support assessment activities across campus including Periodic Program Review, advisement, First Year seminar, and evaluations of grants
Measures: Provide lists of reports and other deliverables for each project (Appendix E)
Overview of findings, recommendations and next steps
- A list of all grants and other evaluation projects OIRA is supporting was created. The list will be maintained and continuously updated by OIRA's staff.
- For 2020-21, another list providing the lead OIRA person and the type of data provided will be created as well.

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: List of surveys created or supported by OIRA (Appendix F)
Overview of findings, recommendations and next steps:
- A table with all internal and external surveys OIRA is either responsible for or supporting was created (Appendix F).
- The list of surveys will be continuously updated. It will be posted on OIRA's website.
- For 2020-21, we plan on creating a guideline for survey creation including Qualtrics information and resources.

<u>Overall summary</u>

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.

The 2019-20 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.

For 2020-21, we plan on refining existing reports and creating new standardized reports and dashboards were gaps were noted, and on adding more details. We also plan on continuing to document the current databases and how they can be maintained and updated. We also plan on expanding OIRA's survey support by providing the users with guidelines for survey design and construction including Qualtrics information resources. OIRA is also responsible for the ongoing enrollment management reporting and plans on working with IT on developing standardized automatic updates of the enrollment databases, although this will probably have to be postponed to 2021-22.

Appendices
- Appendix A: OIRA's Reports
- Appendix B: LAG 2019-2024 Report Card 2020-21-Sep 2020
- Appendix C: LAG 2019-2024 Strategies and Measures 2020-21_ Sep 2020
- Appendix D: AES assessment plans submissions phase 3 - Sep 2020
- Appendix E: Evaluation projects
- Appendix F: Surveys table