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: 2020-21

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 and retention by major
- Create a flow chart of changes by majors

      Overview of findings, recommendations and next steps
- The existing enrollment and graduation charts were updated. Units participating in Periodic Program Reviews (PPR) are directed to use the dashboards for program specific measures. The dashboards will be updated annually when final enrollment and graduation data are available.
- A retention, graduation and transfer data which was added to OIRA's website last year. However, currently it is not a dashboard but a PDF file with bookmarks. The file is only updated in October because it requires the final CUNY Spring semester data. We will be working on programming it into a Tableau dashboard next year.
- New flow charts, one for initial and current major for recent graduates and the other for annual flow between majors were created and will be regularly updated.

    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, recommendations and next steps
- The document was updated (Appendix A)
- Standardized reports were created and used for the Middle States self-study.
  - We modified some of the Institutional Profile table, adding remediation information and subsequent enrollment from CUNY Start, math Start and CLIP. We will also review the existing remediation reports we produce and select what if additional reports can be included in future Institutional Profile publications.
  - However, we did not add the special populations table to the 2021 Institutional Profile. It will be added to the 2022 Institutional Profile.

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. Expand and review the documentation of 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.
- 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.
- We still need to find a way of systematically reviewing our documentation.

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. Create and 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. An Institutional Effectiveness website was created
2. The IE KPIs are regularly updated
3. The Strategic Plan measures are regularly updated
4. The divisions' and academic departments' workplans were updated

- The initiatives and measures were accomplished as planned. All the updated Strategic Plan documents are available at the IE website.

- We will continued to maintain the institution effectiveness website and update the tracking measure
- We are working with IT on developing a data entry and reporting tool for the divisions and departments work plans

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

Measures:
- All units submit Final 2020-21 annual assessment plans and executive summaries
- Provide Training/workshop on AES assessment to the units (at least one)

Overview of findings, recommendations and next steps
- Final assessment plans and executive summaries are only expected by August-September. All units submitted phases 1 & 2 of their assessment plans and are working on phase. The measure should change to include the final plans from last year and phases 1 & 2 for the present year.
- 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.
- No all executive summary report were finalized by the due date. Hopefully the will all be finalized, by October. The final 2020-21 executive summaries of the AES units will be available on the Institutional Effectiveness website.
- Three Workshops were conducted in April and May.

Objective/outcome 2.3: Support assessment activities across campus including periodic program seviews, 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

Overview of findings, recommendations and next steps:
- A table with all internal and external surveys OIRA is either responsible for or supporting was updated (Appendix c).
- The list of surveys will be continuously updated. We plan on posting it on OIRA's website.

- We invested time and resources into creating the institutional effectiveness website which was a new initiative and did not have the recourses to also create the comprehensive survey tab. Creating the survey tab was postponed to 2021-22.

<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. We also support all the phases of the Middle States self-study.

The 2020-21 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. We also created an Institutional Effectiveness website which 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.

For 2021-22, we plan on refining existing reports and creating new standardized reports and dashboards where gaps were noted. We also plan on continuing to document the current databases and how they can be maintained and updated. We will also continue supporting the Middle States self-study until its conclusion in June 2022. 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 2022-23.

<u>Appendices</u>
- Appendix A: OIRA's Reports
- Appendix C: Evaluation projects
- Appendix C: Surveys table