

Assessments Leading to Improvements/Changes/Innovations in Programs and Services

Department/Program	Assessment	Improvement/Change/Innovation
Testing Office	<p>1. Assessments revealed that: survey results demonstrated BCC entering students did not prepare for CUNY Placement Tests; 85%-90% of entering students placed in remedial courses; and analysis of student preparation requirements to meet ASAP expansion targets.</p> <p>2. Students benefited from workshop, but most students didn't know about offerings.</p> <p>3. Surveys of pilot group demonstrated satisfaction with workshop, but indicated a need for more targeted math preparation.</p>	<p>1. BCC piloted 3-hour test preparation workshop for incoming students – with 48 participating in FA15.</p> <p>2. Testing and Admissions Offices collaborated to spread the message about test prep workshop, increasing participation to 1200 in FA16.</p> <p>3. An additional 3-hour MATH Focus workshop developed and offered in FA 17.</p>
CUNY Language Immersion Program (CLIP)	<p>The CLIP program prepares language learners who have been admitted to a CUNY college but are not proficient in reading and writing.</p> <p>1. In response to low rates of entrance into College Freshman Composition following completion of CLIP, assessments suggested tutoring might help.</p> <p>2. Tutors were not receiving training, and teachers didn't have experience integrating tutors into their classes.</p> <p>3. Feedback from teachers and tutors, during the 2014-2015 determined that there should be more interaction between tutors and faculty.</p>	<p>1. In 2010 and 2011, BCC CLIP did not employ tutors because the program's budget barely covered basic operating expenses. The budgetary situation eased in 2012, which allowed us to hire tutors.</p> <p>Placement into Freshman Comp increased from 17% in FA'10 to 37% in FA12.</p> <p>2. In the 2013-14, a senior tutor created a handbook for both tutors and teachers on tutoring best practices.</p> <p>Placement into Freshman Comp increased from 42% in FA 13 to 58% in FA 15.</p> <p>3. Program began scheduling time for tutors to observe classes and for tutors and teachers to have regular conversations about student progress. The program's associate director also began holding monthly meetings with the tutors to discuss various issues related to their work with students.</p> <p>Placement in Freshman Comp increased from 58% in FA 15 to 61% in SP18</p>

<p>Financial Aid</p>	<p>In response to lack of students successfully completing financial aid applications or verification requirements, Financial Aid office developed student learning outcomes and a corresponding “test” to determine if students mastered the financial aid content.</p>	<p>Financial Aid collaborated with First Year Program Office to deliver workshops in all FYS classes.</p> <p>Workshops offered every semester since</p> <p>Each semester, the workshop is modified based upon results of the test.</p> <p>In a recent analysis of students who owe balances to the College (2017-18), fewer FYS students had not properly completed Financial Aid paperwork. Financial Aid plans to expand workshop offerings to include more groups of students.</p>
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