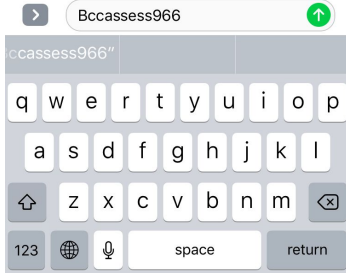


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New Message Cancel

To: 223-33



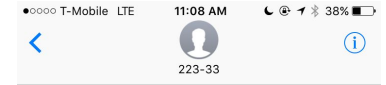
Text:

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Message: BCCAssess966

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Developing and Assessing Learning Outcomes in Non-Academic and Student Support Departments

Linda McKernan, Confidential Executive Coordinator for the VP of Student Success
L. Vicki Cedeño, Academic Program Specialist, Academic and Student Success Assessment
Handan Hizmetli, Associate Director of Institutional Research



Learning Outcomes for this Session

Participants attending this workshop will be able to...

- *learn how to develop and identify learning outcomes and appropriate assessment measures in non-academic and support departments.*
- *be able to differentiate between direct and indirect assessment of learning outcomes*

What role do you play at the college?

 When poll is active, respond at **PollEv.com/bccassess966**  Text **BCCASSESS966** to **22333** once to join

Faculty

Staff

Student

Total Results: 0

What role do you play at the college?

 When poll is active, respond at **PollEv.com/bccassess966**  Text **BCCASSESS966** to **22333** once to join

Faculty

Staff

Student

What role do you play at the college?

 **Poll locked.** Responses not accepted.

Faculty

Staff

Student

In one word, what comes to mind when you think about Assessment?

How do you define assessment?

 When poll is active, respond at **PollEv.com/bccassess966**  Text **BCCASSESS966** to **22333** once to join

Gathering, recording and using information for improvement

Evaluation of performance as it pertains to your job

The act of judging or deciding the value/quality/importance of something

Total Results: 0

How do you define assessment?

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Operations vs. Services Departments

CUSTOMIZE your assessment
plan to your
office/department/program

Understanding Assessment...

Assessment IS NOT...

- Evaluation of your work
- Big Brother watching (in this case, MSCHE, and/or other accreditors)
- Grading to evaluate your quality or establish ranking as an individual
- A waste of time or energy, unless its done poorly

Assessment IS...

- Identifying purpose
- Collaborative partnerships “working together” and “overlapping the silos”
- Action research “action items”
- Evidence “prove it”
- Improvement “closing the loop”
- Making it work for YOU!

Meaning of assessment

The systematic and ongoing method of gathering, analyzing and using information from various sources about an administrative unit, using measured outcomes, in order to improve student support services and student learning.

What is assessment used for?

Benefits of meaningful assessment

What does the administration do with my Assessment? -**Improve, Inform, Prove, Support**

- What does the Assessment Office, *Vicki and Richard*, do with my information???
 - *We sell it to the public for profit, landing BCC and your department on the front page of the Daily News :)*

Benefits:

- Proper assessment allows you to have a better foundation for making budgetary decisions, allocating resources, hiring staff, and restructuring.
- Assessment shows how you are impacting student success, especially in terms of what is well received and what you can improve upon.
- Assessment allows for transparency, expectations setting, and allowing the community to be actively involved in the work process.

The Plan

A flowchart is a great way to visualize the **Assessment Framework**. Your entire team should be involved in this process.



Assessment Flow Chart

LM 2018

**Non-Academic Department/ Program
Mission Statement**



Learning Outcomes



Plan to assess each learning outcome



Assess



Analyze



Close the loop

*improvements
evaluate what is working and what is not working*

Mission Statement

1. Defines your purpose
2. Identifies your stakeholders
3. Is clear and concise
4. Relates to the mission/core values of the College



THIS MISSION STATEMENT YOU'VE WORDED IS COMPLETE GIBBERISH, HUDSON. WELL DONE

Mission Statement defined: formal summary of the aims, values, services, and products of a company, organization, or individual. **(I WILL TELL YOU)**

Exercise: Draft Your Mission Statement

Services Dept. Ex.1 “The mission of *the Financial Aid office* is to *increase accessibility to financial resources* by providing *accurate, timely and informative advisory services* to assist *students and their families* finance the cost of education at Bronx Community College.”

Operations Dept. Ex. 2 “The mission of *the Bursar’s Office* is to *ensure financial integrity in the cash management of funds* by providing *efficient, timely and customer oriented cashiering and payment services* to all members of the *Bronx Community College community* and empowering *students* to assume financial responsibility for their education.”

“The mission of **(name of your program or unit)** is to **(your primary purpose)** by providing **(your primary functions or activities)** to **(your stakeholders).**”

Communication & Expectations

Ask: What can a stakeholder **GAIN**
in skill, learning and/or disposition
from the services or products you
provide?

Do you have department Learning Outcomes?

 When poll is active, respond at PollEv.com/bccassess966  Text **BCCASSESS966** to **22333** once to join

Yes

No

Maybe?....

We do but, I don't know what they are...

Total Results: 0

Do you have department Learning Outcomes?

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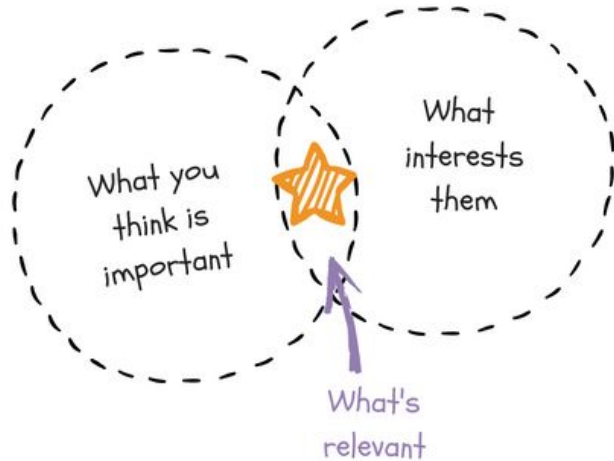
Yes

No

Maybe?....

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Learning Outcomes



1. **Are Aligned to your Mission Statement**
2. **Are S.M.A.R.T**
 - Specific
 - Measureable
 - Attainable
 - Relevant
 - Time-bound
3. **Are Customized to your non-academic office/department/program product or services**

Learning Outcomes defined: statements that describe knowledge or skills acquired. Focused on application and integration of knowledge. **(SHOW ME)**

Learning Outcomes

“The mission of *the Financial Aid office* is to *increase accessibility to financial resources* by providing *accurate, timely and informative advisory services* to assist *students and their families* finance the cost of education at Bronx Community College.”

Services Dept. Outcomes Ex.

- Students will be able to Identify **financial aid resources** for which they may **qualify, submit applications** and **meet deadlines**.
- Students will be able to demonstrate knowledge and understanding of the **financial appeals process**.
- Students who take out loans will be gain understanding of the **requirements, rights and responsibilities** along with repayment obligations associated with federal student loans.

Outcomes Communicate:

Who you are, what services you provide, and what stakeholders can expect from you.

Learning Outcomes Cont...

Operations Dept. Ex. 2 “The mission of *the Bursar’s Office* is to *ensure financial integrity in the cash management of funds* by providing *efficient, timely and customer oriented cashiering and payment services* to all members of the *Bronx Community College community* and empowering *students* to assume financial responsibility for their education.”

Services Dept. Outcomes Ex.

- ... will be able to navigate **electronic payment processes** through the mobile app.
- ... will be able to demonstrate knowledge and understanding of procedures in relation to **payments, ID cards, and parking decals.**
- ... will be able to identify **operation hours, services and locations** for services provided by the Bursar.

Outcomes Communicate:

Who you are, what services you provide, and what stakeholders can expect from you.

Now what.... The Tools and Data!

MEASURING your outcomes can be challenging. Finding the right tool can take time.

Measuring Learning Outcome Assessment

What do you want students, faculty and staff to be able to do or perform/ possess at the end of the service/program?

How will you know when learning outcomes are achieved?

Assessment Measures/ Tools

Direct



Directly measures what a stakeholder knows or is able to do /shows particular skill or learning was achieved.



Indirect

Shows perceptions, attitude, or satisfaction.



Direct assessment measures actual learning.
Indirect assessment measures attitudes and perceptions.

Direct

- When is the deadline for submitting the FAFSA?
- What does a “WN grade” mean?
- Who do you contact if you have a complaint or grievance?

Indirect

- Do you know the deadline for submitting FAFSA?
- Do you know the difference between a “WN” and a “WU” grades?
- Do you know who to contact if you have a complaint or grievance?

	Non-Academic and Support Department	Learning Outcome	Direct Measures/tools	Indirect Measures/tools
Student	Counseling and Psychological Services	Students participating in this event will be able to identify the most common reasons why students seek counseling at CAPS	Program evaluations will include a questions asking students to identify the three most common reasons why students seek counseling at CAPS	Via a survey of participating students, students were asked how well they could identify the most common reasons why students seek counseling at CAPS
Faculty	Disability Services	Faculty will identify the compliance measures on their syllabi.	Review of Syllabi	A faculty questionnaire asking if they include compliance measures on their syllabi.
Staff	Human Resources	Faculty and staff can define time and leave categories.	Open-ended questionnaire asking for the definition of unscheduled holiday.	Via survey of faculty and staff, they were asked if they could differentiate time and leave categories.

Group activity for participants

	Non-Academic and Support Department	Learning Outcome	Direct Measures/tools	Indirect Measures/tools
Student				
Faculty				
Staff				

Integrate assessment into your work (closing the loop)

So what to do with the information and the data gathered.....**USE IT!**

Analysis, Findings, Action plan

- Did the information you gathered inform you the way you wanted it?
- Did it identify your strengths and weaknesses?
- Did it provide a foundation for improvement with achievable benchmarks?
- What are your action items for improvement?

Q & A

Linda: Linda.Mckernan@bcc.cuny.edu

Vicki: Loida.Cedeno@bcc.cuny.edu

Handan: handan.hizmetli@bcc.cuny.edu