

Office of Institutional Effectiveness

Assessment Update is Bronx Community College's new periodic newsletter covering assessment related activities across the College. The focus of this edition is on assessment of Administrative, Educational, and Student (AES) support units.

What are AES Units?

AES units are essential to every college. **A**dministrative units are primarily responsible for administrative functions which support the environment for student learning. **E**ducational support units are principally responsible for providing direct educational support either to academic programs or students directly. And **S**tudent support units aid students in non-academic areas. While these offices are not directly engaged in providing instruction in a classroom (or virtual) setting, they provide vital support to students, faculty, and staff

AES Council Members

Nathan Aiken

College Discovery

Kelema Bradford

Procurement

Michael McShea

Advancement and External Relations

Sahidha Odige

Academic Affairs

Maria Pantoja

Disability Services

John Rosa

Veteran and Military Resources

Karen Thomas

Registrar

Rolly Wiltshire

Advancement and External Relations

Handan Hizmetli, Council Chair
Office of Institutional Effectiveness

AES Assessment

AES assessment is the systematic process of collecting, reviewing, and using information to improve processes, operations, and student learning in fulfillment of the College's mission and strategic plan. To assist departments with their assessment efforts, last spring the Office of Institutional Effectiveness (OIE) assembled the AES Assessment Council. The council is charged with advocating for continuous improvement practices; assisting departments with their annual assessment plans; developing assessment tools, measures, and recommendations; and encouraging and fostering increased collaboration across the college for the purpose on enhancing institutional effectiveness.

The council is comprised of nine members drawn from the institution's six divisions: Academic Affairs, Administration and Finance, Advancement and External Relations, Enrollment Management, President's Office, and Student Success. Each council member is appointed by their vice president and assumes the role of "Assessment Coordinator" who is responsible for communicating with individuals in their respective divisions about assessment and for reporting on the results of departmental assessments at the end of each year.

The Office of Institutional Effectiveness works closely with the council and departments by providing administrative support to help facilitate assessment activities. OIE also is responsible for reporting

assessment activities to the college's administration and for ensuring that BCC remains compliant with CUNY and Middle State's standards and best practices.

2023 AES Assessment Council Activities

At the end of the spring semester, the council convened for its inaugural meeting to delineate the council's mission, objectives, and responsibilities. The council agreed that its first task would be to work with departments to examine, and if necessary, refine their mission statements. A workshop followed, led by Handan Hizmetli, describing how to develop a well-crafted mission statement. A second workshop followed shortly thereafter on developing goals and outcomes.

Annual Assessment Report/Strategic Planning Template

At the start of the 2023-24 academic year, a new template was developed and distributed to coordinators in each division. The template has the dual purpose of articulating each department's annual assessment plan and aligning these plans with [BCC's Strategic Plan](#). The first column of the template contains an area for departments to enter their expected outcomes, which form the basis

of their annual assessment efforts. This section is followed by an area for departments to align their outcomes with BCC's Strategic Plan (goals, objectives, and strategies), making explicit the connection between the work departments are engaged in and the goals of the college. This alignment also demonstrates to stakeholders that BCC's strategic plan is being operationalized (measured) to achieve the college's strategic goals.

The template's next section describes critical elements of the assessment process. This includes: (1) information about activities programs intend to undertake to achieve the desired outcomes, (2) the individuals or groups responsible for carrying out the activities, (3) the timeframe for completing the activities, (4) the metrics that will be used to gauge how well the expected outcomes are being met, (5) the resources needed for supporting the assessment, and finally, (6) the tangible results indicating whether the desired outcomes were achieved. Individuals wishing to access the template should contact their division coordinator. Each department is expected to submit an assessment plan every year.

AES Assessment Handbook

OIE published BCC's first AES Assessment Handbook, which introduces the college's novel [five-step assessment process](#) for AES units (see figure to right). The handbook was



designed to provide practitioners with a clear, step-by-step guide, complete with templates and other valuable tools, for assessing administrative and support services. The handbook is available on the OIE website.

For additional information about BCC's AES assessment process, please reach out to [Raymond Galinski](#), (Language Hall, Rm. 27, x5330) or [Handan Hizmetli](#) (Philosophy Hall, Rm 34, x 5190).