Extracted From Tk20: Learning Assistance Center_ Assessment Plan _2010-2011

Bergen Community College > Administrative & Educational Support (AES) Units > OFFICE OF THE ACADEMIC VICE PRESIDENT > Learning Assistance Center > Plans	
Create a series of training sessions with the collaboration of OSS to ensure that our tutors are well equipped and confident in assisting a wide range of students with special needs.	Complete
Create a workshop for the EBS Mastery Tests.	Complete
Ensure the availability of all math review sheets through the CLAC website.	Complete
Survey ELRC tutors after each training session both in person and online to obtain suggestions for making training more effective	Complete
Purchase appropriate size computer tables (six 24"X72" computer tables and two 24"X36" tables) for the ELRC.	Complete
To determine whether the rate of success for students taking MAT-031 increases when they opt to receive a variety of tutorial services.	Complete

Plan Overview

Outcome/Goal Create a series of training sessions with the collaboration of OSS to ensure that our tutors are well equipped and confident in assisting a wide range of students with special needs.

Assessment Period 2010-2011 Annual Goals

Description

Data Collection

Measures

1: Communicate Department needs to Wellness Center and OSS

Budget Request

Fiscal Year July 1, 2010-June 30, 2011

Results

This goal was: Met Partially Met Not Met

Results

This outcome was: **Met** Partially Met Not Met

Percentage Met: **100%**

Were these results used to make improvements to the program/department? **Yes** No

Analysis

After reviewing the results, what analyses can be derived?

1. The OSS supported trainings have led to greater understanding in how to appropriately handle various student behaviors in a timely and professional manner.

Recommendations

Based on the results and analysis, what recommendations will be made to better achieve the desired outcome?

1. The series of OSS-supported trainings should be continued for the 2011-12 Academic Year to continue refreshing and updating tutors.

Was this recommendation implemented? Yes No

Recommendation was implemented during the following assessment period: Not yet implemented

Budget Implications

Based on the ongoing results and analyses, are there budget requests that need to be made in order to achieve this outcome? Yes **No Actions**

Improvements

Below, list the improvements/action items that are being put in place in order to achieve this outcome/goal.

Were improvements made to achieve this outcome? Yes No

List all improvements made:

1. Schedule OSS-supported trainings for the 2011-12 Academic School Year.

Feedback

Outcome/Goal Create a workshop for the EBS Mastery Tests.

Assessment Period 2010-2011 Annual Goals

Description

Measures

1: We will create a workshop specifically designed to help EBS students who are taking the Mastery test.

2: We will facilitate an EBS Mastery Test Workshop during the Spring 2011 semester

Budget Request

Fiscal Year Select One:

Results

This goal was: Met Partially Met Not Met

Results

This outcome was: Met Partially Met Not Met

Percentage Met: 100%

Were these results used to make improvements to the program/department? Yes No

Analysis

After reviewing the results, what analyses can be derived?

1. **More EBS Mastery Test Workshops should be planned for the 2011-12 Academic Year**

Recommendations

Based on the results and analysis, what recommendations will be made to better achieve the desired outcome?

1. Continue to update information on the EBS Mastery Test.

Was this recommendation implemented? Yes No

Recommendation was implemented during the following assessment period: Not yet implemented

2. Expand offerings of EBS Mastery Test Workshops.

Was this recommendation implemented? Yes No

Recommendation was implemented during the following assessment period: Not yet implemented

Budget Implications

Based on the ongoing results and analyses, are there budget requests that need to be made in order to achieve this outcome? Yes **No**

Actions

Improvements

Below, list the improvements/action items that are being put in place in order to achieve this outcome/goal.

Were improvements made to achieve this outcome? Yes No

List all improvements made:

1. Continue to work with EBS faculty in updating EBS Mastery Test information.

2. Coordinate with EBS faculty to offer more EBS Mastery Test workshops.

Feedback

Outcome/Goal Ensure the availability of all math review sheets through the CLAC website.

Assessment Period 2010-2011 Annual Goals

Description

Data Collection

Data Collection Form - Updated 10/14/2010 by John Findura

Data Collected

	Description of Data Collected Exam	Date/Time Frame	Results
	% of Math Review Sheets Available On CLAC Website	**May 1, 2011**	
	% of Math Review Sheets converted from hard copy to e-copies	**January, 1 2011**	

Measures

1: 100% of Math Review sheets have been converted from hard copy to electronic versions.

2: 100% of Math Review sheets have been uploaded and made available on the CLAC website.

3: 100% of Math Worksheets are able to be accessed via the CLAC website.

Results

This goal was: Met **Partially Met** Not Met

Results

This outcome was: Met **Partially Met** Not Met

Percentage Met**: 68%**

Were these results used to make improvements to the program/department? **Yes** No

Analysis

After reviewing the results, what analyses can be derived?

1. The number of worksheets available for the math students was much larger than originally estimated.

2. The process for uploading the worksheets has been time consuming as each upload has had to go through the IT department.

Recommendations

Based on the results and analysis, what recommendations will be made to better achieve the desired outcome?

1. Work with IT to create a more efficient way to upload Review Sheets to the CLAC website.

Was this recommendation implemented? Yes **No**

Recommendation was implemented during the following assessment period: Not yet implemented

Budget Implications

Based on the ongoing results and analyses, are there budget requests that need to be made in order to achieve this outcome? Yes **No**

Actions

Improvements

Below, list the improvements/action items that are being put in place in order to achieve this outcome/goal.

Were improvements made to achieve this outcome? Yes No

List all improvements made:

1. Delegate more tutors to work Tutor Special Project hours uploading worksheets.

Feedback

Outcome/Goal Survey ELRC tutors after each training session both in person and online to obtain suggestions for making training more effective

Assessment Period 2010-2011 Annual Goals

Description

Data Collection

Measures

1: Have 100% compliance with post-training survey.

2: Obtain suggestions in order to create better training modules.

Results

This goal was: Met **Partially Met** Not Met

Results

This outcome was: Met **Partially Met** Not Met

Percentage Met: **50%**

Were these results used to make improvements to the program/department? **Yes** No

Analysis

After reviewing the results, what analyses can be derived?

1. More attention needs to be given to the online training, as 100% of in-person trainings were completed while 0% of online trainings were completed.

Recommendations

Based on the results and analysis, what recommendations will be made to better achieve the desired outcome?

1. Be more proactive in surveying tutors online for the 2011-12 Academic Year.

Was this recommendation implemented? Yes No

Recommendation was implemented during the following assessment period: Not yet implemented

Budget Implications

Based on the ongoing results and analyses, are there budget requests that need to be made in order to achieve this outcome? Yes **No**

Actions

Improvements

Below, list the improvements/action items that are being put in place in order to achieve this outcome/goal.

Were improvements made to achieve this outcome? Yes No

List all improvements made:

1. Spend more time instituting surveying online.

Feedback

Outcome/Goal Purchase appropriate size computer tables (six 24"X72" computer tables and two 24"X36" tables) for the ELRC.

Assessment Period 2010-2011 Annual Goals

Description