



FORTNIGHT

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A Communiqué focusing on topics related to Outcomes Assessment, Institutional Effectiveness, and Institutional Research produced jointly by the Office of the Associate Provost for Institutional Effectiveness and the Office of Institutional Research and Assessment (OIRA) at the College of Staten Island/The City University of New York

www.library.csi.cuny.edu/assessment

WHAT IS FORTNIGHT?

A **fortnight** is a unit of time equivalent to 14 days. The term derives from the Old English *feorwertyne niht*, meaning “fourteen nights.” Inspired by the opportunities and challenges of Middle States Standard 14 and the desire to share information and best practices, **FORTNIGHT** is a communication vehicle which is distributed online to the campus community. Prior issues are available on the Office of the Associate Provost website, at www.library.csi.cuny.edu/assessment

CSI DAY OF ASSESSMENT 2009: A RECAP

Approximately seventy-five people attended the sixth CSI Day of Assessment on Friday, April 24. Faculty and staff from the College were joined by representatives from other CUNY campuses, including BMCC, Brooklyn, City, John Jay, LaGuardia, Lehman, and Medgar Evers. The day-long conference featured five presentations representing different approaches to assessing institutional effectiveness and student learning.

The event began with greetings from Associate Provost Susan Holak and President Tomás Morales, who was able to join us for the first session and participated in discussion. Alan Hoffner added his signature touch to the conference by emceeing a special assessment activity after lunch, complete with audience response “clicker” technology, which he demonstrated in an entertaining Q&A session about presentation content and participants. We wish to extend our heartfelt appreciation to our presenters at this year’s Day of Assessment who helped to make the event a success, and take this opportunity to highlight some of their discussions. We would also like to acknowledge the generous support of the Office of the Provost that made this Day of Assessment possible.

Presentation #1: Streamlining Data Collection Within and Across Departments for SPA Reports

Dr. Brian Carolan and Dr. William “El” Samuels, both of the Education Department, spoke about the challenges of preparing SPA (Specialized Professional Association) reports which involve the time-consuming task of gathering data from multiple sources, most of which do not have a stake in the outcome of this reporting. Using an example related to teaching certification in social studies, Drs. Carolan and Samuels explained that the Education Department’s programs need to be recognized by the NCSS (National Council on Social Studies) in order to meet NCATE accreditation. Our presenters called for greater collaboration and centralization among departments in collecting data and assessing student work.

Presentation #2: ePortfolio Outcomes Assessment at LaGuardia Community College

LaGuardia Community College is a leader on the national stage in ePortfolio use in pedagogy. We were especially pleased to have two presenters from LaGuardia: Dr. Paul Arcario, Dean for Academic Affairs, and Dr. Cecilia Macheski, Chair of Curriculum and Assessment. Drs. Arcario and Macheski discussed the process that LaGuardia followed to develop and implement a student learning outcomes assessment method incorporating ePortfolios that works for their student population. The presenters reported that about 8,000 of LaGuardia’s 14,000 students are now compiling ePortfolios to some extent; each portfolio has a public and a “locked” area in which student work can be kept, collected, and mined for assessment purposes. The presenters went on to describe LaGuardia’s implementation plan for fostering ePortfolio use, which includes faculty development sessions and paid student technology mentors, who assist beginning users.



Presentation #3: One-Stop Student Services at CSI: The Hub – Inception and Evolution

Ms. Shannon Cammarano, Manager of CSI's HUB, and Mr. Alan Hoffner, College Testing Director, contrasted the current one-stop student registration process to the lines and frustration of 2001, in their presentation about the HUB. They described the transformation of the Building 2A space into the HUB, the coordination of student services, and the function of the Q-Matic client management technology. Q-Matic provides data on the number of people in a service line, their average waiting time, and other institutional effectiveness measures. The presenters noted future design upgrades to the 2A space and client management processes that are planned.

Presentation #4: The Career and Scholarship Center: Our Mission, Services, and Evaluation

Ms. Caryl Watkins, Director of the Career and Scholarship Center, and Mr. Richard Krysztoforski, Technical Liaison, discussed the features of the office and the ways in which new technology is allowing them to help students in more cohesive and efficient ways. The many assessment opportunities and instruments utilized by the Career and Scholarship Center include destination surveys; satisfaction surveys administered to students, employers, and faculty; and program evaluation surveys. New technology in the form of Titanium Scheduler and Titanium Reports provides capabilities to track student interview and advisor appointments.

Presentation #5: Benchmarking, Strategic Planning, and Institutional Vision"

In the capstone presentation of the day, CSI Provost William Fritz explored assessment on a macro level by discussing the concept of benchmarking one's institution against others that are similar or aspirational. College classification and ranking systems, specifically Carnegie Classification, *US News & World Report*, and "The Center's" Top 200 American Research Universities, were among the comparative approaches that he highlighted. Provost Fritz also noted the importance of peer surveys (usually sent to college presidents, provosts, and admissions directors) in the calculation of rankings.

It almost goes without saying that we could not leave the CSI Day of Assessment without administering a survey soliciting responses about the program, facilities, organization, and suggested topics for future events. We are very pleased to note that the results so far have been consistently positive. While we now know what aspects of the day were successful and should be continued, we have also received some suggestions for improvements for next time. This is assessment at work. Your feedback is greatly appreciated!

2009 Survey Highlights

- 85% of respondents agreed or strongly agreed that they improved their understanding of how outcomes assessment activities can extend across multiple departments or offices.
- All respondents believed that the Green Dolphin Lounge facilities at CSI were appropriate for the event and that the event was well organized and professional.
- The majority (68%) of the respondents categorized themselves as "Intermediate" with regard to the subject of assessment.
- 82% of respondents are from CSI, the rest are from other CUNY colleges.

It is not too late to send in your completed Day of Assessment Surveys! We welcome your feedback. Please send completed surveys to the Office of Institutional Research in 1A-304 for inclusion in our assessment of this event.

FORTNIGHTLY NOTES

Renishaw Hall and Gardens in Derbyshire, England, home of the Sitwell family for nearly 400 years, celebrates its annual **Bluebell Fortnight** between April 22 and May 10, 2009 – www.sitwell.co.uk

Everyone is invited and encouraged to submit items related to departmental assessment projects, College institutional effectiveness activities, committee announcements, and best practices by **May 10, 2009**, for consideration to appear in the next communiqué.

