Queens College Administrative and Student Support Assessment Guidelines

Assessment is an important component of your unit's contribution to the College and can help you to identify challenges and address concerns more effectively using informed, evidence-based solutions.

We know you and your staff perform valuable work. An assessment activity or project can showcase that work and help you make progress toward your unit's goals – both operational goals and student goals, if applicable.

The Office of Institutional Effectiveness (OIE) is here to help. While we cannot conduct an assessment for your unit, we can guide you through the process, offer feedback, and direct you to resources or provide data that may be useful as you implement your assessment plan. See our website to learn more about how we can help with an assessment project, and keep the following guidelines handy:

1. **Maintaining an updated Assessment Plan helps structure your assessment work.**
   Every unit should have an assessment plan on file with the College.

   Download a copy of the Queens College Assessment Planning Form.

   Be sure to complete the Mission Statement, Goals and Objectives, and Assessment Activity worksheets before finalizing and submitting your Assessment Plan.

   Completed assessment plans should be submitted using the Assessment Plan Submission Form for archiving. Once your plan is submitted, OIE will provide detailed feedback.

   Note: Small units (with fewer than three staff members) or units with overlapping functions may join forces to submit a combined assessment plan and biennial reports on progress toward achieving goals and objectives. The combination of units into a single assessment unit must be approved by the appropriate cabinet level supervisor.

2. **Documenting assessment is important.** Conduct assessment periodically and submit a brief report.

   Download the Queens College Assessment Reporting Form.

   Reports should be submitted via the Assessment Report Submission Form. Once your report is submitted, OIE will provide detailed feedback.

   Note: You do not need to assess progress made towards every goal every two years, but you should be assessing and reporting on at least one goal from your plan every two years, rotating through so that over time, progress towards all unit goals is assessed every few years (ideally every 5 years or less).

3. **Data is key to understanding progress.** In order to measure progress on your unit's goals and objectives, you will need data – quantitative and/or qualitative.   A summary of this data should be part of your assessment report. Here are a few things to keep in mind:

    a. Regularize and standardize the collection of appropriate data.
    b. Avoid metrics based on data that are very difficult to collect, manage or analyze. Consider metrics used for other purposes or based on data that you collect as part of your regular work, if at all possible.
    c. Include data collection and analysis on your unit's calendar each year.
    d. Report summary information, rather than detailed data.
    e. Trend data is the best way to determine whether you are making progress. So, try to report at least three years for a metric using a consistent methodology.
    f. The Office of Institutional Effectiveness can help by identifying data sources and developing metrics (including metrics from surveys).
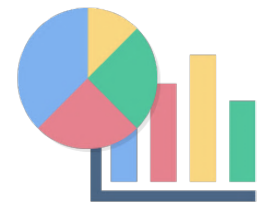
4. **Use the data to drive improvements in your unit.** Review the data and analysis with staff and discuss any changes you may need to make to better meet unit goals.

    Document these annual discussions and decisions in your unit's assessment report.

5. **You are not in this alone!** The Queens College Assessment Website has loads of resources – you don't need to review them all. Find those that seem most directly useful to what you are doing to advance assessment in your unit. If you still need help, make an appointment with OIE. OIE can facilitate collaboration on assessment with other units at the college that have similar goals. Contact OIE at qc.oie@qc.cuny.edu.

6. **Technology is your friend.** Think creatively about the data available from various technology platforms and how that can help you assess your unit's operational and student learning goals.
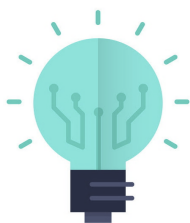
    Here are some examples (just for illustrative purposes): ITS can use its CRM/Fresh Services system to assess how well it serves the campus community in resolving various kinds of technology issues. Advisement can use the data analytics in QC Navigate to assess how well it is communicating with students. Procurement can use data from CUNYfirst financials to see what proportion of our spending is for MWBE vendors. Student Affairs can use survey data to gauge how well new students are connecting to each other and to student support resources.