

Administrative, Educational and Student Support Units
Annual Assessment Findings Report

Directions: Use content from your 5-Year Assessment Plan, and data collected and analyzed to complete the Annual Assessment Findings Report for the corresponding year. Submit report electronically to aess@york.cuny.edu.

Assessment Year: 2018-2019

Division: Academic Affairs

Unit: Center for Teaching, Learning, and Educational Technologies (CTLET)

Date: October 9, 2019

Completed by: Greet Van Belle

Other contributors (e.g., person who analyzed data): [Click here to enter text.](#)

Unit Mission: The Center for Teaching, Learning and Educational Technologies is committed to inspire, promote and support teaching and learning that is effective, engaging and rewarding.

1. Record each goal, corresponding outcome(s), measure(s), the target(s) of success, and if applicable, the student ILO(s). For each outcome listed above, describe the conclusions, significance and implications of the data collected for the assessment year indicated above (e.g., 2018-2019). Describe the results in comparison to the target of success, and if applicable, the student ILO(s) identified prior to data collection. What is your interpretation of the results?

Remember to use information from your approved 5-Year Assessment Plan.

Goal(s)	Outcome(s)	Student ILOs (if applicable)	Measures and Target of Success	Analysis, Findings, and Use of Results
Goal 1 Provide and promote opportunities for faculty and staff to engage in sharing and developing teaching strategies.	1.1 Faculty and staff will be aware of new tools for teaching and learning and will find them useful.	NA	1.1 100% of faculty and staff will receive information on new tools for teaching and learning.	For Fall 2018 and Spring 2019 CTLET sent out 27 emails to all faculty. These emails provide support for: Blackboard; use of technologies in the classroom; invitations to participate in Teaching@York Peek Week and the Active Teaching and Learning Institute, announcements of grant opportunities, requests for input on technology provisioning and surveys about our services. Unique views of the emails in this period range between 245 and 375.

Goal(s)	Outcome(s)	Student ILOs (if applicable)	Measures and Target of Success	Analysis, Findings, and Use of Results
Goal 3 Maintain and support media production and media equipment services	3.1 Student leaders will be able to correctly make requests for media equipment.	NA	3.1 90% of student loan contracts will be correct.	100% of student contracts are correct
Goal 2 Provide support for academic instructional technologies	2.1 Faculty, staff and students will be satisfied with media equipment support services.	Survey	2.1a 90% of survey respondents will report satisfaction with availability of equipment 2.1b 90% of survey respondents will report satisfaction with functionality of the equipment.	Overall, faculty and staff are very satisfied with the equipment provided (for more see below).
	2.2 Faculty and staff will be satisfied with Blackboard support services.	Survey	2.2 90% of survey respondents that receive Blackboard support services will report satisfaction with the timeliness of response 2.2b	Overall, respondents reported to be very satisfied or satisfied with CTLET's Blackboard services. (for more see the report below)

Goal(s)	Outcome(s)	Student ILOs (if applicable)	Measures and Target of Success	Analysis, Findings, and Use of Results
			90% of survey respondents that receive Blackboard support services will report satisfaction with helpfulness of staff.	

2. Action Plan.

Outcome 1.1 Faculty and staff will be aware of new tools for teaching and learning and will find them useful.

Recommended changes: Since Fall 2019 we have been granted the capability to insert a feedback widget in emails we send out. We will be collecting data on that.

Outcome 1.1 3.1 Student leaders will be able to correctly make requests for media equipment.

Recommended changes: No changes needed.

Outcome 1.12.1 Faculty, staff and students will be satisfied with media equipment support services.

Recommended changes: Survey results indicate that we need to advertise more the Media Equipment Services

Outcome 1.1 2.2 Faculty and staff will be satisfied with Blackboard support services.

Recommended changes: We have planned to advertise our services more both via email and by posters. For Fall 2019 we also plan to survey the student population.

3. Communicating Results: Describe how you communicated assessment results, recommendations, and changes to appropriate stakeholders (e.g., staff, supervisor, students). Results are shared with all CTLET staff. They are communicated to the provost. In addition, they will be made available on the CTLET website.

4. Action Taken: Describe how you used the results from last year to inform your action this year. Narrative should include action(s) taken or changes implemented as identified by assessment activities completed (i.e., closing the loop). Indicate when the changes were implemented and when they will be reassessed to see if they helped to improve support outcomes (SOs) and/or student learning outcomes (SLOs).

5. Achievement Summary: York College is excited to hear about what is going well! Share your unit's proudest accomplishments for this assessment period.

6. Assessment Plan Year We are working on a new assessment plan. : Briefly outline the assessment plan for next year. Explain any revisions you will need to make based on results (e.g., revision in outcomes, target for success, measuring instrument). Attach an updated 5-Year Assessment Plan for your unit. (Remember to revise the years.)

7. Annual/Special Reporting (optional): Highlight accomplishments directly related to how assessment activities in your area contributed to the mission of the division and the College--not assessed elsewhere, but related to operational effectiveness.

Media Equipment Services Report

A Media Equipment Services Evaluation (1minute, 59 seconds) was sent to all 2,227 faculty and staff on May 16, 2019 using the Mailings app. Mailings statistics indicate 340 (15.27%) unique views. 9 staff and 21 faculty responded. 4 respondents reported that they did not know about the Services and that they would have used them if they had known and 13 responded that they did not need to borrow equipment. 98% of the 13 respondents who frequently (9) or occasionally (4) requested equipment reported that the equipment was *always* in working condition. 99% of the 8 respondents who used our equipment delivery and pickup service reported that the service *always* saved time, was *always* easy to book and was *always* or *most of the time* reliable. 100% of the respondents reported that the staff was *always* friendly and helpful. 6 respondents reported that they would have used the pickup and delivery service if they had known about it. Comments praised our staff.

Blackboard Support Report

In Spring 2019, CTLET's Blackboard (Bb) unit logged 474 support cases. The vast majority (90%) concern Blackboard with the others related to technologies such as CUNYfirst, email, Office 365, instructional videos, Wordpress, WebAssign etc. 79% of cases support faculty, 13% students and 8% staff and admin. 47% support is delivered through email, 21% by phone and 27% in person (walk-in) and 5% are referrals from the IT Helpdesk.

A *Blackboard User Support Survey* was sent out to all 2,227 faculty and staff on May 9, 2019 via the Mailings app. Respondents were asked how many times they used which venue to resolve Bb issues. The possible venues include the email, walk-in and phone support services offered by the IT Helpdesk. These IT support services were also included in the questions prompting to provide a satisfaction rating for response time, helpfulness and resolution of issues.

Mailings statistics indicate 340 (15.27%) unique views. 16 (0.72%) faculty and staff responded. This response rate is very low, nevertheless there are some patterns, and we have identified some action items.

Overall, respondents reported to be very satisfied or satisfied with CTLET's Blackboard services. Services provided by CTLET Bb support unit are rated higher than those provided by the IT Helpdesk which has limited Bb system admin helpdesk privileges and may need to refer cases to CTLET.

Another trend is that some CTLET service venues are not well known. We have planned to advertise our services more both via email and by posters.

For Fall 2019 we also plan to survey the student population.