# YORK College | CUNY

## YAMS PILOT SURVEY PHASE I

Pilot: September 20, 2019 – October 30, 2019

**Summary**

1. **Expected outcomes**

   The purpose of this survey was to seek feedback on York's Assessment Management System (YAMS) Phase I. Phase I will allow the academic programs and AESS units to create and submit their annual assessment plan, thus the findings of this survey will contribute to the improvement of the system.

2. **Measure/Evidence gathered to evaluate the workshop outcomes**

   - There were eleven participants in the pilot, four academic and seven AESS units. Academic programs (Social Work, Movement Science, Marketing and Chemistry) represented each of the three schools. AESS units (Academic Advising Center, Business Office, Enrollment Management, Student Development, Counseling Center, Student Health Services and Office of Institutional Effectiveness and Strategic Planning) represented each of the four divisions. At the conclusion of the pilot, a survey was distributed via Qualtrics.
   - The survey included four questions asking respondents' level of agreement with space for additional comments or suggestions to improve Phase I of YAMS.

3. **Number of Participants and Response Rate**

   - Participants N=11
   - Survey Respondents *N*=6; (55%)

4. **Results/Analysis**

   Measures of frequency were used to analyze the data, see details in appendix A.

   - The first four questions asked respondents their level of agreement on the directions, the system's ease of use, preference, and overall satisfaction. The majority of the respondents selected either strongly agree/agree as their level of agreement among the seven questions.
     - All of the respondents strongly agreed/agreed that the directions provided to access YAMS were clear, YAMS was easy to use for creating the annual assessment plans, and overall satisfaction with YAMS Phase I,
     - 83% strongly agreed/agreed that YAMS was preferred over the previously used Microsoft word template and corresponding email/upload process.
   - Three out of six respondents provided additional comments or suggestions to improve Phase I of YAMS: YAMS was easy to use and follow; course/section column (for academic programs) was not easy to use; and a comment on if a confirmation email will be received once the VP approves the plan.

5. **Use of Results**

   Overall, the survey results were satisfactory; however, the response rate was low. As only one comment related to the course/section information that is not easy to read, it is difficult to judge if other user of YAMS will feel the same way. At this time, the findings suggest that there are no significant changes needed at this time but feedback will be sought after the full Phase I implementation process.
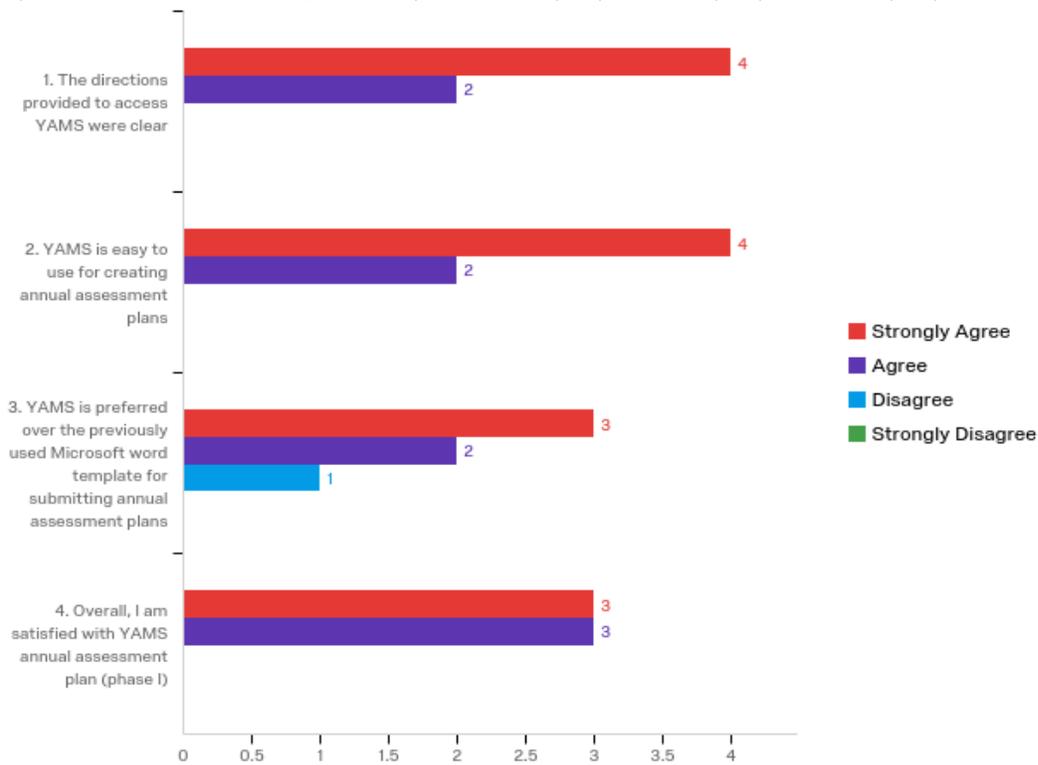
6. **Communication**

The results of this survey will be shared with the IT team, AVP of OIESP, and the College community in the form of this report, which will be placed on the webpage.

7. **Appendix**
    a. FREQUENCY TABLE
    b. SURVEY

APPENDIX: A. FREQUENCY TABLE

| # | Question | Strongly Agree | | Agree | | Disagree | | Strongly Disagree | | Total |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | 1. The directions provided to access YAMS were clear | 66.67% | 4 | 33.33% | 2 | 0.00% | 0 | 0.00% | 0 | 6 |
| 2 | 2. YAMS is easy to use for creating annual assessment plans | 66.67% | 4 | 33.33% | 2 | 0.00% | 0 | 0.00% | 0 | 6 |
| 3 | 3. YAMS is preferred over the previously used Microsoft word template for submitting annual assessment plans | 50.00% | 3 | 33.33% | 2 | 16.67% | 1 | 0.00% | 0 | 6 |
| 4 | 4. Overall, I am satisfied with YAMS annual assessment plan (phase I) | 50.00% | 3 | 50.00% | 3 | 0.00% | 0 | 0.00% | 0 | 6 |



5. Additional comments or suggestions to improve Phase I of YAMS:

It was easy to use and follow.

Once entered, the Course/section information is not that easy to read. I entered one section per line, but it does not display that way once completed.

I am assuming that once I complete the YAMS, I will receive a confirmation email and be able to track reviews (i.e., whether it has been approved by VP).

# YAMS PILOT SURVEY-Phase I

| Based on your overall experience of YAMS Phase I, please indicate your level of agreement with each of the following statements: | Strongly Agree | Agree | Disagree | Strongly Disagree |
|---|---|---|---|---|
| 1. The directions provided to access YAMS were clear | ☐ | ☐ | ☐ | ☐ |
| 2. YAMS is easy to use for creating annual assessment plans | ☐ | ☐ | ☐ | ☐ |
| 3. YAMS is preferred over the previously used Microsoft word templates for submitting annual assessment plans | ☐ | ☐ | ☐ | ☐ |
| 4. Overall, I am satisfied with YAMS annual assessment plan (phase I) | ☐ | ☐ | ☐ | ☐ |

Additional comments or suggestions to improve Phase I of YAMS:

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