

2022 CPI Day Continuous Improvement

8-31-2022

zoom

Today's Agenda:

- Introduction: President Hank Foley; Executive Vice President, Chief Operating Officer and Interim Provost, Jerry Balentine; & Associate Provost, Francesca Fiore
- See the impact of CPI efforts from our students' perspective (2022 Ruffalo Noel-Levitz Student Satisfaction Survey Result), RADS Team
- Celebrate what we have accomplished
- Learn from our colleagues Dr. Pamela Karp & Dr. Christina Finn, Department of Occupational Therapy
- CPI moving forward

Improving Educational Experience From Students' Perspective (2022 RNL-SSI Result)

Dr. Shifang Li, Director of IE

Kim Kramer-Romero, Research Associate, IR

New York Tech CPI (Continuous Performance Improvement) Focus



- **Improving Student Experience**
- **Improving Student Success**

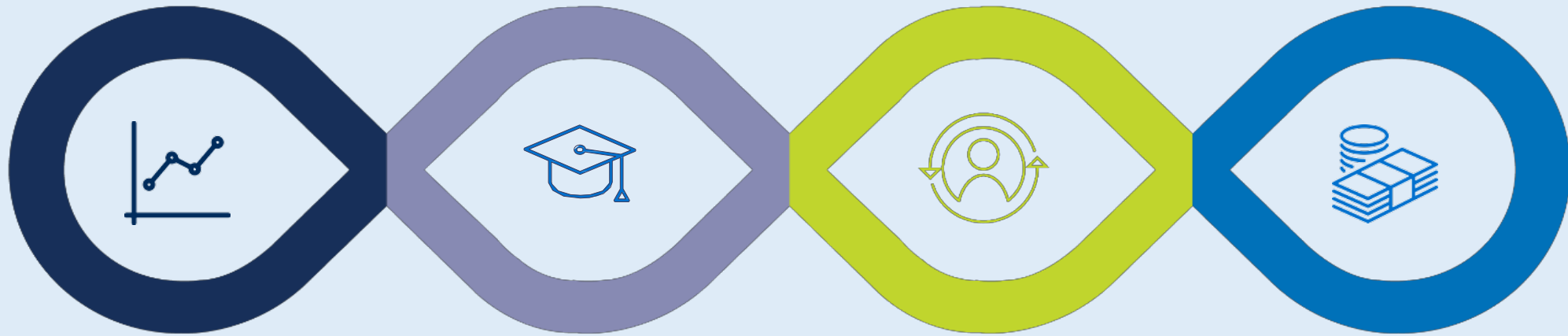
Let's hear from our students!



Ruffalo Noel-Levitz Student Satisfaction Inventory (RNL_ SSI)

- Surveyed over 13 Years
- Both UG & GR
- Every 3 years
- Spring 2018
- Spring 2022

The Importance of Student Satisfaction



**Individual
student
retention**
(higher)

**Institutional
graduation
rates**
(higher)

**Institutional
alumni
giving**
(higher)

**Institutional
loan default
rates**
(lower)

www.RuffaloNL.com/assessment

RNL-SSI Instrument Construction

The survey measures student satisfaction and priorities with their educational experiences across all class levels, both inside and outside of the classroom:

- Recruitment
- Financial aid process
- Registration
- Academic advising
- Instructional effectiveness
- Safety and security
- Campus life





RNL-SSI Construction

- Questions 55: Importance & Satisfaction
- Summary Question 3: Overall satisfaction and recommendations
- Demographic information

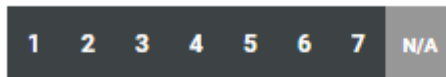


The Construction of RNL_SSI: Questions 1-55

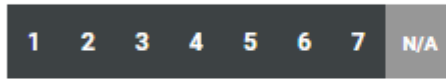
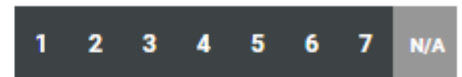
Importance

Satisfaction

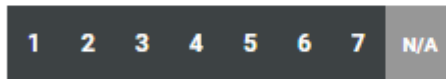
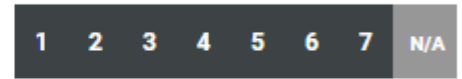
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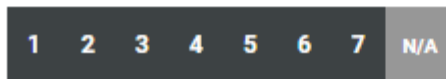
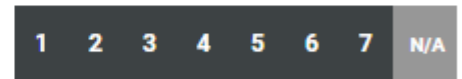
1. The campus staff are caring and helpful.



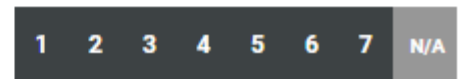
2. Registration processes and procedures are convenient.



3. The campus is safe and secure for all students.



4. The content of the courses within my major is valuable.



The Construction of SSI: Summary Items (Scales 1-7)

- i. So far, how has your college experience met your expectations?
- ii. Rate your overall satisfaction with your experience here thus far.
- iii. If you had to do it over, would you enroll here again?



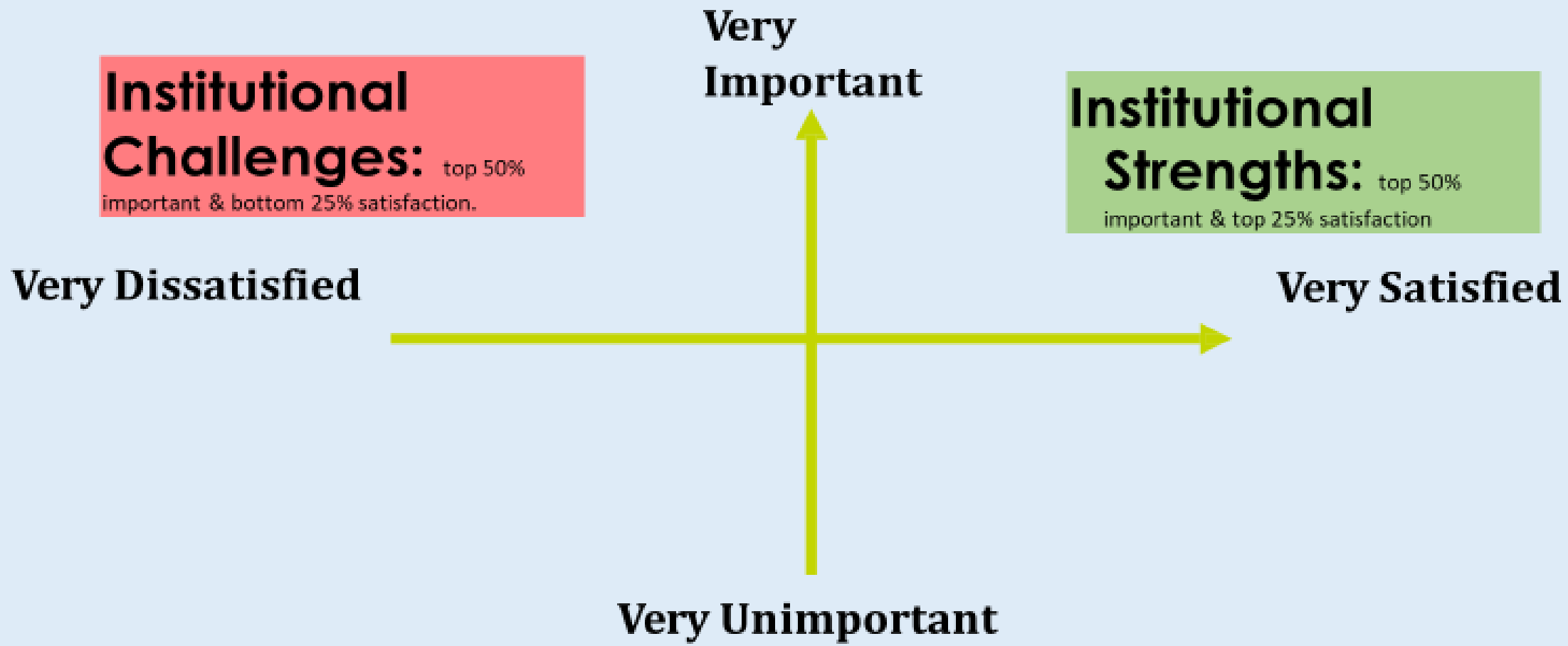
Survey Response Rates:

Year	UG+GR	NYIT	National
2022	1083/4558	24%	20%
2018	1243/5464	23%	21%



Strategic Planning Overview-Key Segment Report (18-22)







2018 Institutional Strengths

- 1. The campus is safe and secure for all students
- 2. Technology is used to help students get things done
- 3. I can find information that I need about NYIT on NYIT's web site
- 4. Faculty are usually available to students outside of class
- 5. This campus provides online access to services I need
- 6. My academic advisor is knowledgeable about requirements in my major

2009-2018

- 7. Students are free to express their ideas on this campus
- 8. Security staff respond quickly to calls for assistance
- 9. Library resources and services are adequate

2018

2022 Institutional Strengths

- 1. The campus is safe and secure for all students
- 2. Technology is used to help students get things done
- 3. I can find information that I need about NYIT on NYIT's web site
- 4. Faculty are usually available to students outside of class
- 5. This campus provides online access to services I need
- 6. My academic advisor is knowledgeable about requirements in my major

- 7. Students are free to express their ideas on this campus
- 8. Security staff respond quickly to calls for assistance

2009-2022

9. No longer a strength

- 10. My academic advisor is available when I need help
- 11. Campus items: course materials are easy to access
- 12. Student disciplinary procedures are fair

2022

Institutional Strengths: Open Comments

- “Great staff with excellent communication skills. Whenever you reach out to them, they are quick with the response.”
- “The advising staff has distinguished my experience by providing support and advice in time-sensitive situations. They are a big reason why I have transitioned seamlessly onto the Manhattan campus and feel comfortable in a new learning environment after leaving school for a number of years.”
- "I feel safe and secure on campus."

Institutional Strengths: Open Comments

9. Library resources and services are adequate.

(Disappeared from strengths)

- This was the most significant concern among respondents who provided a comment. Students expressed concerns about losing the Wisser Library and not having enough quiet places to study on campus. They noted that Salten was not an adequate study space because it is more of a lounge/cafeteria space that is noisy and crowded.

2018 Institutional Challenge

1. There is adequate assistance in obtaining an internship
2. Tuition paid is a worthwhile
3. The quality of instruction I receive in most of my classes is excellent
4. I am able to register for classes I need with few conflicts
5. There are sufficient courses within my program of study available each term
6. Registration processes and procedures are convenient

2009-2018

7. The content of the courses within my major is valuable

2012, 2018

2022 Institutional Challenge

What could be the challenges of 2022??

2018 Institutional Challenge

1. There is adequate assistance in obtaining an internship
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2009-2018

7. The content of the courses within my major is valuable

2012, 2018

2022 Institutional Challenge

The quality of instruction I receive in most of my classes is excellent **2009-2022**

Faculty provide timely feedback about my academic progress **2022**

Institutional Challenges: Open Comments

- “If a professor is going to give us a deadline for a project, essay, or quiz, it is only fair if they have a deadline as well to grade and return it to students. I shouldn't have to wait over a month to hear how I did on a 2 page paper.”
- “... [T]eachers need to be using their Canvas more. I have 5 classes and only 2 out of my 5 classes utilize and post grades on Canvas. This makes it very difficult for me to keep track of my grades ...”
- “I have seen plenty of reused and recycled lessons and assignments that cover information that was important over 20 years ago. Information ... is barely at the level that people should expect out of what NYIT should be offering.”
- “Some professors ... read information and notes directly off PowerPoint slides. When asking questions about specifics sometimes they are unable to answer ...”

2022 Institutional Challenges

1. The quality of instruction I receive in most of my classes is excellent
2. Faculty provide timely feedback about my academic progress

Very Dissatisfied

Very Important

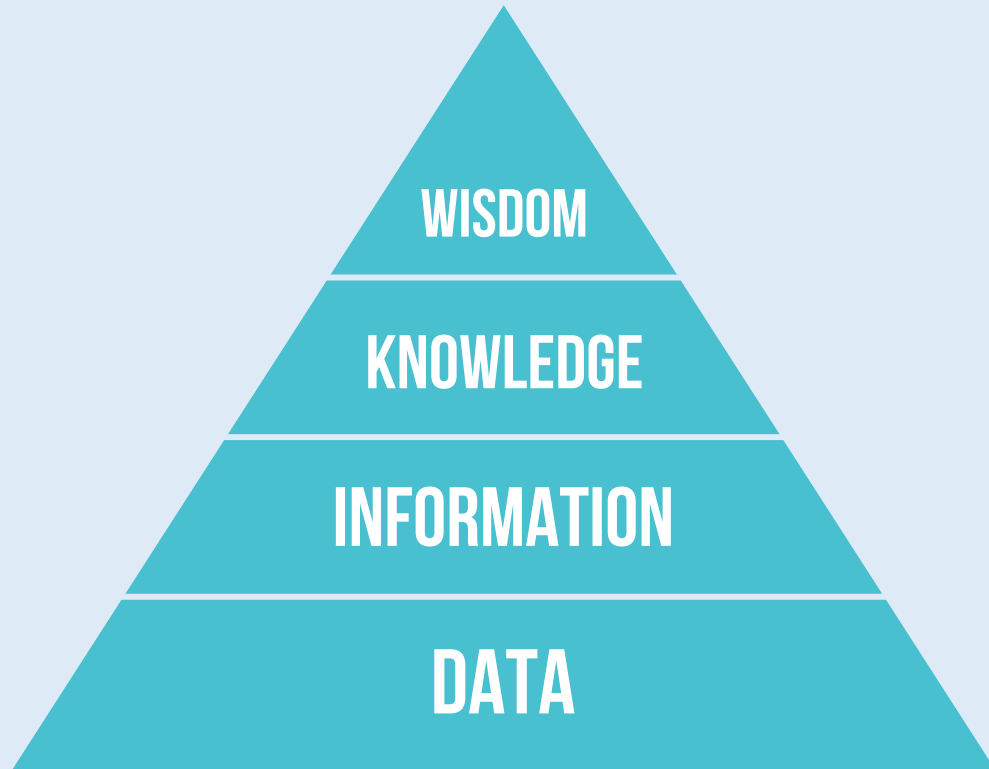
Very Unimportant

Very Satisfied

2022 Institutional Strengths

1. Technology is used to help students get things done (e.g., classwork, advisement, registration, and research).
2. I can find information that I need about NYIT on NYIT's web site
3. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail)
4. This campus provides online access to services I need
5. My academic advisor is knowledgeable about requirements in my major
6. The campus is safe and secure for all students
7. Students are free to express their ideas on this campus
8. Security staff respond quickly to calls for assistance
9. My academic advisor is available when I need help
10. Campus items: course materials are easy to access
11. Student disciplinary procedures are fair.

Data_Information_Knowledge_Wisdom for Action



Summary Results

Trend: 2022 vs 2018



NYIT Summary: 2018 vs 2022

Summary	NYIT 2018	NYIT 2022	East_Private 2022
So far, how has your college experience met your expectations? (<i>% responded Better / Much Better than expected</i>)	16%	16%	23%
Rate your overall satisfaction with your experience here thus far. (<i>% responded Satisfied / Very Satisfied</i>)	35%	36%	53%
All in all, if you had it to do over again, would you enroll here? (<i>% responded Probably Yes / Definitely Yes</i>)	36%	39%	57%

OT Summary Questions: 2018 vs 2022

Summary	OT 2018	OT 2022	East Private 2022
So far, how has your college experience met your expectations?	11%	30%	23%
Rate your overall satisfaction with your experience here thus far.	33%	53%	53%
All in all, if you had it to do over again, would you enroll here?	50%	68%	57%

OT Student Satisfaction: 2018 vs 2022

Questions Related to the Program	OT_2018	OT_2022	2022-2018
Instructional effectiveness	SAT%	SAT%	Diff.SAT%
Faculty use a variety of technology and media in the classroom.	50%	85%	35%
Faculty provide timely feedback about my academic progress.	33%	62%	29%
There are sufficient courses within my program of study available each term.	50%	78%	28%
The quality of instruction I receive in most of my classes is excellent.	44%	69%	25%
Faculty are fair and unbiased in their treatment of individual students.	56%	77%	21%
Faculty are usually available to students outside of class.	56%	77%	21%
The content of the courses within my major is valuable.	67%	75%	8%
Academic Advising	SAT%	SAT%	Diff.SAT%
My academic advisor helps me set goals to work toward.	44%	75%	31%
My academic advisor is available when I need help.	56%	83%	27%
My academic advisor is knowledgeable about requirements in my major.	67%	71%	4%
I receive ongoing feedback about progress toward my academic goals.	78%	77%	-1%

What leads to the significant improvement of OT student satisfaction?

Dr. Pamela Karp & Dr. Christina Finn





CPI: New York Tech OT's Journey





What contributes to Instructional Effectiveness?

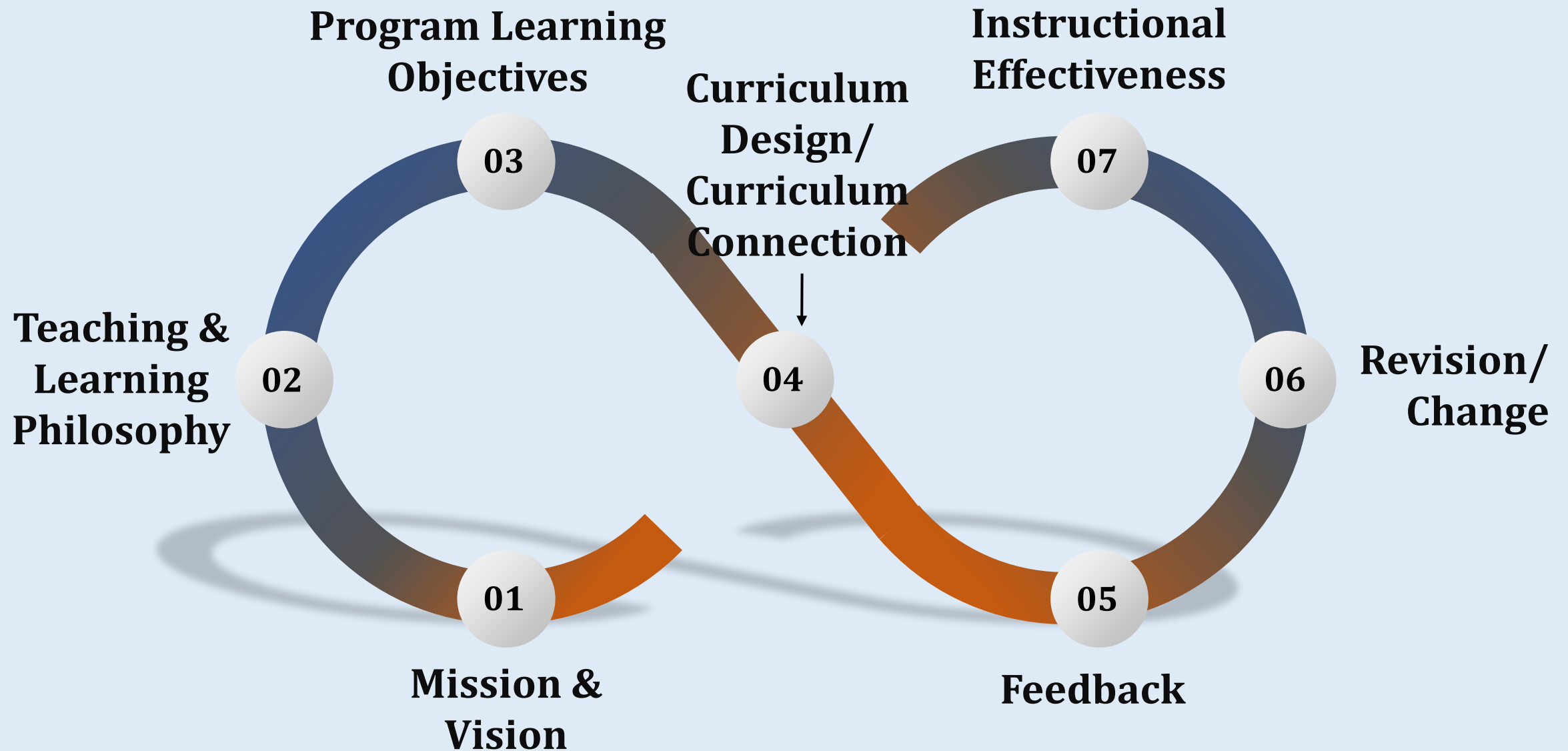
FRAMEWORK

CURRICULUM

FEEDBACK



Occupational Therapy Instructional Effectiveness Process Loop





Instructional Effectiveness: What else contributes?



How do you ensure there is a connection to the students?

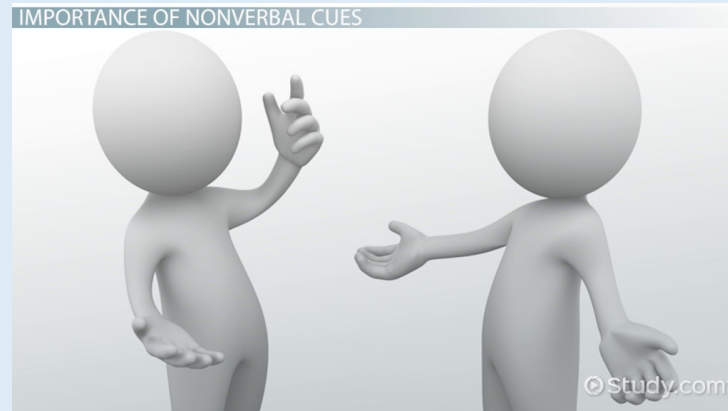
What are the signs that a student may be disconnected?

Instructional Effectiveness: The Soft Skills of Feedback

Immediacy



Non-verbal & Verbal Communication



Faculty Development



Instructional Effectiveness: Food for Thought

-Do our students feel as if they are being heard- do we allow room for the student voice?

-Are our classrooms learner-centered, safe spaces where students feel they are collaborators in their learning?

-Do we connect our course material to real-life interpretations of it's use to facilitate an understanding of the relevance and value of what they are learning?



What are the benefits of Advisement?

The Research Says....



Foster
Student
Engagement

Positive
impact on
Students'
Professional
Development

Breaks the
Cycle of
Disengagement

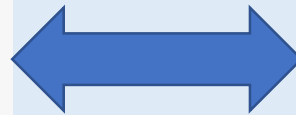
Positive
Impact on
Student
Retention



OT: Philosophical Approach to Advisement



The OT Department Advisement Process



**All faculty in the OT
department advise
students
*Why?***

**Administrative staff responsible
for the matching process**

The OT Department Advisement Process



=



- Summer Advisement
- Chair/PD have open door policy in the summer
- Staff communicate regular with students over the summer via email AND social media

The OT Department Advisement Process

- Regular advisement occurs 1x/semester
- Students encouraged to seek out their advisors as needed
- Students ***actively participate*** in the advisement process:
 - Preparation for advisement
 - Self Appraisal of Professional Development form
 - Academic Self-Assessment
 - Student concerns



Reflecting on Advisement

- Are there opportunities to further develop our advisement processes to foster collaboration between faculty and students?
- Do our current advisement practices go beyond academics?
- How can we improve active participation of students in the advisement process?



Where to find resources?

The screenshot shows the website's navigation and content. At the top left is the logo "NEW YORK INSTITUTE OF TECHNOLOGY". To the right are links for "PROSPECTIVE STUDENTS", "CURRENT STUDENTS", "FACULTY & STAFF", and "ALUMNI", along with a "GIVE" button featuring a graduation cap icon. A main navigation bar includes "ABOUT", "ACADEMICS", "ADMISSIONS", and "CAMPUS LIFE", with a search bar on the right. Below the navigation, a breadcrumb trail reads "HOME > ACADEMICS". On the left, a sidebar lists "ACADEMIC SUCCESS" and "STUDENT SUCCESS" in yellow, followed by "ADVISING", "REGISTRAR", "BURSAR", "ACADEMIC CALENDAR", "COURSES", and "CONTACT US". The main content area features a large image of a woman and a man looking at a laptop. A white box with an orange border at the bottom of the image contains the word "Academics" in bold black text.

[Academics | New York Tech \(nyit.edu\)](https://nyit.edu/academics)



REFERENCES

Instructional Effectiveness:

- Daniel Fink's Taxonomy of Significant Learning: <https://www.buffalo.edu/catt/develop/design/learning-outcomes/finks.html>
- Joshi & Bhaskar, 2022: Qualitative study on critical traits of teacher for effective teaching in higher education institution: <https://www.inderscienceonline.com/doi/pdf/10.1504/IJLC.2022.124466>
- Liu, 2021, Does Teacher Immediacy Affect Students? A Systematic Review of the Association Between Teacher Verbal and Non-verbal Immediacy and Student Motivation
<https://www.frontiersin.org/articles/10.3389/fpsyg.2021.713978/full>
- Allan, Clarke, & Jopling, 2009: Effective Teaching in Higher Education: Perceptions of First Year Undergraduate Students: <https://www.isetl.org/ijtlhe/pdf/IJTLHE642.pdf>
- Alemu, 2014) Enhancing the Quality and Relevance of Higher Education through Effective Teaching Practices and Instructors' Characteristics: https://www.hrpub.org/journals/article_info.php?aid=2111

Academic Advising:

- Vianden, J. (2016). Ties that bind: Academic advisors as agents of student relationship management. NACADA Journal, 36(1), 19-29. <https://meridian.allenpress.com/nacada-journal/article/36/1/19/102722/Ties-That-Bind-Academic-Advisors-as-Agents-of>

What next for CPI?



**Bold Ideas
Challenge !**

Research Assessment Decision Support (RAD)

TEAM

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