

**SUNY Potsdam
Administrative Unit
Assessment Summary Form**

Administrative Unit: Registrar's Office

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Assessment Year: 2023-2024

PURPOSE

This annual assessment summary form provides the opportunity for units to follow-up on their assessment plans, track progress toward goals, and to highlight actions taken to improve processes and/or efficiencies in functioning that lead to outcomes that benefits students, staff, or the college. These could be process changes or improvements in efficiency, skill level of staff, opportunities for the college, or other aspects over which the unit has a certain amount of control.

SECTION 1: ASSESSMENT PLAN FOLLOW-UP

A key component of the continuous improvement assessment process is regularly following up on [your assessment plan](#). Please review your plan and select one-third of your unit goals, along with related desired outcomes and objectives to report on the progress made. Units should select a goal that has not yet been reported on during the '22-'26 cycle.

Selected Goal

Copy/Paste or enter the goal(s) from your unit plan that you wish to highlight and summarize.

Provide timely, precise guidance and support to students, faculty, and staff regarding academic rules and regulations, FERPA, and campus procedures for changes to academic records and the schedule of classes.

Desired Outcomes/Objectives

Copy/Paste or enter the desired outcomes and objectives connected to your selected goal that you will be reporting on.

3A. Effectively communicate the policies and procedures of the Registrar's Office to students, faculty, and staff.

3B. Enhance Registrar support services through the use of technology.

NOTE: Once completed, administrative unit leaders should submit this form to their direct supervisor for review and approval. Supervisors, upon approving the form, should submit it to the assessment committee via email at adminassessment@potsdam.edu for their review.

Related Targets/Measures

Copy/Paste or enter the target desired outcomes and objectives connected to your selected goal that you will be reporting on.

3A.

Method- Review of current communications being sent to enhance understandability of the message and to ensure that the timing is appropriate.

Method- Review spreadsheet of dates for various communications to ensure the timing is appropriate.

Target-All advisors and students are notified of important deadlines including add/drop, WD, S/P/U and graduation application deadlines.

3B1.

Method- Employ effective technology tools to communicate the policies and procedures of the Registrar's Office

Target- Implement Starfish texting platform for students who need to apply to graduate

Target-100% of Registrar forms are utilizing Microsoft Flow or other electronic submission options.

3B2.

Method-Work with programming team, schools, and departments to implement the Student Educational Planner function in Degree Works

Target- 75% of all degree programs built to completion within the Student Educational Planner

Describe the progress made toward the selected goal and the related desired outcomes and objectives. Be sure to include steps taken and any information/data collected and results.

3A.

Reviewed the spreadsheet detailing the dates for various communications. Ensured the timing of communications was appropriate and aligned with key academic deadlines. Verified that the spreadsheet included all critical dates such as add/drop, withdrawal (WD), satisfactory/unsatisfactory/pass (S/P/U), and graduation application deadlines. Adjusted dates where necessary to ensure timely notifications.

3B1.

Starfish- Initial exploration of the Starfish texting platform to understand its capabilities and integration requirements. The goal to implement the Starfish texting platform was not achieved. Lack of sufficient time to focus on the implementation due to other pressing priorities. Limited resources available for the necessary integration and training processes.

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Forms-Reviewed all existing Registrar forms to identify those suitable for digital conversion. Developed and tested electronic versions of these forms using Microsoft Flow. Successfully transitioned all Registrar forms to utilize Microsoft Flow or other electronic submission options. Created a secure file drop so that sensitive personal information can be uploaded to a secure, encrypted location.

3B2.

Reviewed programs and templates and found that the target has been met. 80.3% of all degree programs are built within the Student Educational Planner (45 out of 56). During this review, it was noted that some templates need adjustments as curriculum has changed in some of the programs.

Based on the assessment data and information shared above, what planned actions were or will be taken as a result?

3A.

Updated communication templates for enhanced clarity. Adjusted the timing of notifications to better align with students' and advisors' needs. Improved clarity and understandability of messages sent to advisors and students. Ensured timely communication of important deadlines, reducing last-minute issues and confusion. We will continuously monitor and update communication methods to adapt to changing needs and feedback, especially during the 2024-2025 academic year where two important deadlines (dropping and S/P/U) are changing.

3B1.

Starfish- Reassess resource allocation and develop a more detailed implementation timeline. Allocate more focused time and resources to implement the Starfish texting platform.

Forms- Streamlined form submission process, improving efficiency and reducing processing times. Enhanced accessibility and ease of use for students and staff. Significant progress made in improving the efficiency and effectiveness of communication and form submission processes in the Registrar's Office. Despite not meeting the goal to implement the Starfish texting platform, the successful digitalization of Registrar forms represents a major step forward. It was noted that although all forms can be submitted electronically, there are still a couple of forms that need to be placed into Microsoft Forms. The Registrar's Office will continue to seek feedback and make iterative improvements to digital processes. The Registrar's Office will regularly assess and update communication tools and strategies to ensure they effectively meet the needs of students and staff.

3B2.

During this review, it was noted that some templates need adjustments as curriculum has changed in some of the programs. Although the target was met, 100% accuracy should also be a target. The academic catalog will be compared to the templates for accuracy. Additionally, a Microsoft flow was created for curriculum changes to ensure that the staff member responsible for templates is included, and templates are updated after the catalog changes are approved/completed.

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SECTION 2: DATA INFORMED DECISIONS & UNPLANNED ASSESSMENT (OPTIONAL, BUT VALUABLE)

The experiences of every administrative unit contribute to our collective narrative as a campus. We encourage you to share an example from this past year where you leveraged data or assessment type activities. This could involve planning, taking action, and/or solving a problem. Unlike section 1, there's no need for a formal reporting structure for this section. Instead, focus on a narrative that highlights what was done, the results and the impact of your efforts. Please include any related data and information when available and appropriate.

During a Provost's Cabinet meeting, we reviewed what information is recorded on academic transcripts. It was noted that Social Security Numbers (SSNs) are currently included, which is not recommended by the American Association of Collegiate Registrars and Admissions Officers (AACRAO). After reviewing AACRAO guidelines and practices at other SUNY schools, we decided to remove SSNs from transcripts. This change will also help reduce FERPA violations and assist with compliance to the SUNY Potsdam policy on sensitive information by lessening personally identifiable information on student records.

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