

# SUNY Potsdam

## Administrative Unit Assessment Report and Improvements

**Administrative Unit:** *Office of Institutional Effectiveness*

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**Date Submitted:** *August 18<sup>th</sup>, 2016*

**Mission Statement:** The mission of the Office of Institutional Effectiveness at SUNY Potsdam is to ensure student success and promote strategic planning and continuous data-driven improvement of academic and non-academic programs and services by facilitating data collection, analysis and reporting of the assessment of student learning, institutional assessment, and institutional research.

Goals	Desired Outcomes/Objectives	Assessment Methods and Targets	Results	Planned Improvements Based on Assessment Results
1. Serve as the university's primary data source for accountability reports to Federal and State governments, and various educational and commercial agencies. Ensure the integrity of data reported.	A. Respond to mandated Federal Reporting with accuracy and by deadline (see attached schedule) B. Respond to mandated State Reporting with accuracy and by deadline (see attached schedule) C. Respond to external surveys with accuracy and by deadline (see attached schedule)	1A1/1B1/1C1. Annual internal review of completion records in: <ul style="list-style-type: none"> <li>• Federal Reporting Schedule log</li> <li>• State Reporting Schedule log</li> <li>• External survey log</li> </ul> 100% on-time completion for all above	See Attached List of Federal Reports (Due dates and submitted dates) See Attached List of State Reports (Due dates and submitted dates) See Attached List of External Surveys (Due dates and submitted dates)	1A) There a couple of submissions we were late on. We work with multiple departments to ensure the data is accurate. We want to start the process earlier, as well as, work with departments to create some error reports that inform various departments of inaccurate data prior to our running our processes.
2. Provide accurate and timely research and analysis of institutional data to the campus community for the purpose of guiding institutional decisions and support student success	A. Accurate, timely reports prepared will meet the information needs expressed by the Office of the President and the Office of the Provost (Faculty Efficiency, Faculty Workload, Workforce	2A1. Review of deadlines versus submitted dates of reports – 100% on-time completion 2A2. Gap analysis of data provided and data requested to identify	See attached list of routine Internal reports (Dates submitted) Besides tracking email by email, we had a hard time tracking how long	2A1/2B1. Both the Workload and Efficiency Reports were disbursed later than we had hoped. We will start asking for release times from chairs earlier and running our processes earlier. 2A2/2B2/2C1) We are going

	<p>Statistics)  B. Produce and distribute institutional data reports on scheduled basis (See Attached List/Schedule)  C. Respond to ad hoc requests in an accurate timely manner</p>	<p>additional reports that need to be produced  2A3. Respond to Offices of the President and the Provost feedback on how well existing reports meets needs and recommend modifications  2B1. Review schedule and actual distribution dates of reports – 100% on-time completion  2B2. Gap analysis of data provided and data requested to identify additional reports that need to be produced  2B3. OIE Data Request/Report satisfaction survey – 90% satisfaction (Qu. 6 on survey)  2C1. Review Data Requests and assess response time – respond to all requests within one week  2C2. Fulfill all actionable requests in a timely manner based on priorities of office</p>	<p>requests took to fulfill.  See attached summary of OIE Satisfaction survey.</p>	<p>to work on directing any data requests through our RT tracker in order to better assess what types of requests are being made and to monitor our completion times.  2B3) We have a few areas we would like to improve on. We need to educate the campus all the types of data that are available on our site (Slide 1). We are addressing this by sending out 2 to 3 newsletters a year informing the campus of data and directing them to our site. We want to make sure our website is user-friendly and that it holds the data that the campus is looking for. We want to improve the # of those indicating Excellent and/or Good up to 75%. We are in the process of updating our website with additional information/data. 92% indicated they were satisfied with our office, in general (surpassing our goal of 90%).</p>
<p>3. Lead, coordinate and provide guidance to departments regarding the outcomes assessment process and the reporting associated with the activities/process.</p>	<p>A. Provide professional development, guide and assist departments/units with the creation of their Assessment Plans (academic and administrative)</p>	<p>3A. Review feedback from assessment sessions and one-on-one meetings – 90% satisfaction with guidance provided  3A2. Review requests for</p>	<p>3A1/A2) While our office met with all departments requesting assistance regarding assessment plans, we did not assess satisfaction</p>	<p>It was apparent that changes needed to occur for the CAAC committee to be a useful resource for our campus. We met with the Provost Council to discuss the process of submitting Assessment Reports. A new procedure</p>

	<p>B. Provide best practice suggestions and assessment resources</p> <p>C. Coordinate and lead the Campus Academic Assessment Committee</p> <p>D. Ensure website is up-to-date with plans to ensure transparency throughout the Assessment process</p>	<p>assistance in creating assessment plans – 100% of requests fulfilled</p> <p>3A3. Review response time of feedback to departments/units after submission of assessment plans/reports – Respond to submissions within 4 weeks</p> <p>3B1. Review distribution of resources</p> <p>3C1. Meeting minutes, attendance, agendas</p> <p>3C2. Review feedback from CAAC members regarding assessment process and committee purposes– 80% satisfaction with committee’s role (IE survey)</p> <p>3D1. Review website updates – All plans posted are within the 3 year cycle</p>	<p>from one on one meetings.</p> <p>3A3) For Assessment plans that needed immediate attention, we provided feedback within two weeks in order to upload the plans.</p> <p>3B1) No new resources provided or uploaded last year.</p> <p>3C1/3C2) From IE/CAAC survey administered, see attached summary.</p> <p>3D1) Assessment plans and reports were uploaded within two weeks of being submitted to the IE office. We haven’t reviewed the entire site to ensure plans are up-to-date.</p>	<p>was created: Department chairs need to now meet with their respective Deans to discuss their data prior to submitting to the IE office. We want data to be part of conversations and to be used effectively and efficiently.</p> <p>We have to spend more time on our website to ensure that Assessment Plans are up-to-date. Hopefully with the new process, plans and reports will be submitted as scheduled.</p>
<p>4. Provide leadership throughout the University’s accreditation process and support the research and evaluation efforts of administrative offices and academic departments on campus</p>	<p>A. Provide data and support departments through their Program Review</p> <p>B. Provide data and support departments with accreditation self-studies</p> <p>C. Effectively communicate and coordinate compliance with the MSCHE accreditation requirements/standards</p>	<p>4A1/4B1. Review log of data requests for Program Review or accreditation self-studies purposes -- fulfill all reasonable requests within 4 weeks</p> <p>4A2/4B2. Summary of feedback from OIE survey – 90% satisfaction with service/report provided (IE Survey)</p>	<p>A1/B1/B2) This past year, no Departments requested meetings for their Program Review.</p> <p>A2/B2) See 2B3 above.</p> <p>C1) We haven’t reviewed the entire site to ensure plans are up-to-date.</p>	<p>With the help from the Deans and Academic Affairs Administration, we will need to make sure departments are completing program reviews as scheduled. We can remind departments in the semester prior to their review.</p> <p>We will set aside some time to review the plans and reports that we have on our site are up-to-date and reach out to those who have ‘expired’ plans/reports.</p>

		4C1. Continued maintenance of Assessment Plan websites –All plans/reports posted within 3 year cycle		Immediately, we need to update our website to reflect the ‘new’ due dates for reports/plans. It currently states Aug 15; we are hoping to have them by Aug 31 but understand that there will be reports that are submitted later.
5. Support institutional assessment through the administration of assessment tools and the analysis and interpretation of data collected	<p>A. Assist campus units in the design and creation of assessment activities and paper-based or electronic surveys</p> <p>B. Coordinate the administration of in-house electronic-based surveys for campus units</p> <p>C. Facilitate the University’s participation in national benchmarking surveys involving students, faculty, and staff (see attached schedule)</p> <p>D. Share survey results and findings to foster a culture of converting data into strategic information and action</p>	<p>5A1. Number of surveys and other assistance requests fulfilled for campus units/departments - Respond to all requests within 4 weeks</p> <p>5B1. Review in-house survey administration outcomes – All surveys administered without any issues</p> <p>5C1. Review response rates of national surveys – Response rates &gt;= national average</p> <p>5C2. Administration outcomes of national surveys (necessary components in place (ie population files), adherence to protocols) – 100% compliance</p> <p>5D1. Review time lapse to provide summary data to campus unit/department -- provide results within 6 weeks of administration</p> <p>5A2/5B2/5D2. Summary of feedback from OIE</p>	<p>Assisted the following units with survey administrations: Residence Life; Student Health Services; Alumni Office; Center for Creative Instruction; Division of Cont. and Grad education; Career Planning; Provost Office; Title IX and Compliance; University Police – Responded to all requests within 4 weeks</p> <p>In 2015-16, the IE office administered the Non-Returning Student Survey; the New Student Survey; Student Opinion Survey Focus Groups with no issues. No national surveys were administered in 2015-16. There were some units that did not receive analysis within the four weeks.</p>	<p>We will continue to assist departments in the creation and administration of surveys as time permits.</p> <p>We need to remind and educate the campus that an Appendix G is required for any electronic surveys. This allows us to keep track of the surveys being administered and as a result, reduce survey fatigue. The IE office will create a Survey Policy to implement on campus assist in the survey tracking and administrations.</p>

		satisfaction – 90% satisfaction (IE survey qu. 5 & 6)		
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## ***Surveys Administered at SUNY Potsdam***

### ***National Benchmarking Surveys (Administered by OIE)***

<b>Survey</b>	<b>Audience</b>	<b>Date of Administration</b>	<b>Date Administered (2015-16)</b>
National Survey of Student Engagement (NSSE)	First-Year and Senior Students	Every two years (February – June)	Not administered in Spring 2016
Student Opinion Survey (SOS)	Complete Student Population	Every three years (Spring)	Not administered in Spring 2016
Cooperative Institutional Research Program (CIRP)	Incoming First-Year Students	Every two years (Summer Orientation)	Not administered in Summer 2015; Recently administered in Summer 2016

### ***National Benchmarking Surveys (Administered by other campus offices)***

<b>Survey</b>	<b>Audience</b>	<b>Date of Administration</b>	<b>Date Administered (2015-16)</b>
NACUFS (PACES)	All campus stakeholders	Fall Semester (Oct/Nov)	<i>IE office does not administer</i>
NCHA II (Student Health Services)	Complete student population	Every two years (Oct/Nov)	<i>IE Office does not administer</i>

### ***In-House Assessments/Surveys***

<b>Assessment</b>	<b>Audience</b>	<b>Date of Administration</b>	<b>Date Administered (2015-16)</b>
New Student Survey	Freshmen and Transfers	Six weeks after start of semester	10/5/2015 for Fall 3/1/2016 for Spring
Residence Life Living Survey	Students living on-campus	Spring Semester (~February)	Link provided to Res Life; Survey launched 2/6/16
Student Health Center Satisfaction Survey	All Students	Spring Semester (~April)	Launched 3/15/16
Academic Advising Survey	All Students	Spring Semester (~April/May)	Not administered Spring 2016
Counseling Center Survey	Students who visited Counseling Center and agree to participate	Spring Semester (~May)	Counseling Center administered through SurveyMonkey for Spring 2016

Alumni Event Surveys	Participants of Alumni Events	Throughout the year	
Alumni Survey	All Alumni	Summer (Reunion Weekend)	Provided link; Alumni launched survey during Reunion Weekend
Employee Exit Survey		N/A	
University Police Survey	Any stakeholder who had contact with UP	Throughout the year	Not administered this year (that we know of)
Non-Returning Student Survey	Students not returning to SUNY Potsdam	After each semester/after first two weeks of semester	Started survey in Fall 15 (August); Launched 2/10/16 for Spring16

### ***External Survey Requests***

<b>External Survey</b>	<b>Month Due</b>	<b>Month/Date Submitted (2015-16)</b>
Basic Student Charges	July	8-15-14
Peterson's Interim Expenses	August	8-24-15
Barron's Survey	November	12-14-15
College Board Survey	December	1-12-16
Princeton Review	February	2-19-16
Peterson's Undergraduate Survey	February	2-17-16
Peterson's Undergraduate Financial Aid Survey	March	3-14-16
ACT Institutional Data Questionnaire	May	5-27-16
Wintergreen Orchard House Survey	April	4-8-16
Middle States Institutional Profile	April	4-15-16
US News Financial Aid Statistical Survey	May	5-31-16
US News Finance Statistical Survey	May	5-31-16
US News Main Statistical Survey	May	5-31-16

## ***Routine Internal Reports***

<b><i>Report</i></b>	<b><i>Month/Date</i></b>	<b><i>Distribution</i></b>	<b><i>Website Publication</i></b>	<b><i>Date Published/Distributed (2015-16)</i></b>
Daily Statistical Reports (Daily Stats)	First four weeks of each term	Admissions, Extended Education, Graduate Studies, Institutional Effectiveness (IE)	Yes (Campus access only)	Started Providing 4 weeks out from beginning of classes; Published as scheduled
Common Data Set	November		Yes	January – posted to IE website
Academic Major Statistics (Major Stats)	November and April	President, Provost, IE office, Deans, Business Affairs	Yes	Fall – October - posted Spring – May - posted
Workforce Statistics	December	Human Resources	Yes	
Quick Facts (Fall)	November		Yes	Posted in October or November
Faculty Workload (Fall and Spring)	January and June	President, Provost, IE office, Deans, Business Affairs	No	Fall – April Spring - August
Academic Department Profiles (Fall and Spring)	January and June	President, Provost, IE office, Deans, Business Affairs	Yes	Fall – October - posted Spring – July - posted
Faculty Efficiency	February and July	Provost and Department Chairs	No	Fall 2015 sent 5/31; Spring 2016 sent week of 8/15
Student Fact Book	Spring Semester		Yes	September/October

## System Administration

### SIRIS Submissions

Submission	Term	Due Date (required locking date)	Actual Locking Date	Application
Early Student	Fall	November 1	9/30/2015	Official Enrollment
	Spring	April 1	3/3/2016	
End of Term Student	Fall	February 15	3/10/2016	Retention Rate, Support Term/Section
	Winter	April 1	4/15/2016	
	Spring	July 15	7/18/2016	
	Summer	October 1	12/15/2015	
Term/Section	Fall	February 15	3/10/2016	AAFTE Calculation
	Winter	April 1	4/15/2016	
	Spring	July 15	7/18/2016	
	Summer	October 1	12/15/2015	
Degree	Fall/Spring	September 1	9/21/2015	Educational Outcomes; Graduation Rates
	Summer	December 1	12/10/15	

### NYSED Data Submissions

Form (Year)	Due Date	Extended Due Date	Received / Submitted Date
NYSED-SUR1 (15)	07/31/2015		07/31/2015
NYSED-8 (15)	09/01/2015		09/01/2015
NYSED-4.1 (15)	09/15/2015	10/15/2015	10/14/2015
CATALOG (15)	10/15/2015		09/17/2015
NYSED-2R (15)	12/01/2015		12/01/2015
NYSED-2.2 (15)	01/15/2016		02/01/2016
NYSED-2.4 (15)	01/30/2016		01/29/2016
NYSED-1 (15)	02/02/2016		02/01/2016
NYSED-2.9 (15)	04/01/2016		03/14/2016