

**SUNY Potsdam  
Administrative Unit Assessment Plan**

**Administrative Unit: Registrar's Office**

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**Mission Statement:** The mission of the Registrar's Office is to support the mission and goals of SUNY Potsdam, in particular to support its excellent instructional programs leading to baccalaureate, master's and continuing education opportunities in the arts and sciences and selected professional disciplines, and to foster the education of students as individuals and members of society with sensitivity to cultural diversity and global awareness.

Specifically, the office contributes to the goals of the college by providing information and services to students, parents, faculty, staff, and outside parties relating to:

- course scheduling, registration, enrollment, grading, academic records, degree completion, readmission, TAP certification, and in-state residency,

in a manner that is:

- courteous: treating all persons in a respectful, friendly, and professional fashion; listening attentively to questions and taking the extra step to help them find an answer;
- accurate: taking care to insure the integrity of all data entered into the college's records/data system, and to correct any errors discovered;
- efficient: processing requests in the most timely way consistent with policy and accuracy; reviewing systems to improve processes, workflow and office teamwork;
- cost-effective: seeking ways to make the best use of resources and reduce costs such as replacing mailings with web site notifications and printable forms;
- accessible: working to produce information in the most user-friendly and easily available form, such as posting information on the web site or on BearPAWS and BearDeN;

and

- confidential: insuring that sensitive student and faculty records are always protected from release or display to unauthorized persons or agencies.

Reporting to the Provost, the major cyclical activities of the Registrar's Office include:

- coordinating and publishing the Schedule of Classes;
- registering students for spring and fall semester classes;
- processing and posting course grades;
- auditing degree requirements and verifying graduation;
- producing academic transcripts and diplomas.

Goals	Desired Outcomes/Objectives	Assessment Methods and Targets/Measures
<p>1. Maintain and administer a comprehensive student records system that insures both the confidentiality of and appropriate access to academic records.</p>	<p>A. Accurately maintain official academic history in Banner, including registrations, majors/minors, and grades</p> <p>B. Provide expertise to the campus concerning access to student records under FERPA policies</p> <p>C. Produce academic transcripts and enrollment verifications in the most efficient and student-friendly manner</p> <p>a. Look into outsourcing transcript production to provide longer service hours and additional methods of delivery</p>	<p>A1/B1/C1/D1) Solicit student/staff feedback on satisfaction with office services</p> <p>C1) Determine appropriate costs for transcript services</p> <p>C2) Submit a proposal to outsource transcripts to the President's Council</p> <p>C3) Once a SUNY-wide contract with Credentials, Inc., is finalized, negotiate services required with that company</p> <p>C4) Implement the transcript outsourcing plan</p>
<p>2. Modify the graduation system to ensure students apply to graduate early enough to allow for appropriate advisement to complete degree requirements on time, and to provide necessary data for the commencement ceremony.</p>	<p>A. Provide timely advising and degree requirement information to students and advisors</p> <p>a. Implement the Degree Completion program designed jointly by the Student Success Center and the Registrar's Office to place a hold on students with 100 or more credits in the 4<sup>th</sup> week of each semester who have not yet applied to graduate.</p> <p>B. Consult with the Commencement Committee for results in terms of accurate commencement numbers</p> <p>C. Provide any additional data for commencement ceremony</p>	<p>A1) Monitor the number of students whose AP holds have been removed</p> <p>A2/B1) Solicit feedback from Advisors /Students about potential drawbacks of applying to graduate too early.</p> <p>C1) Track fulfillment of data requested for commencement ceremony</p>
<p>3. Administer an efficient registration and scheduling process</p>	<p>A. Purchase and implement the best class scheduling/events management software program for our campus needs.</p> <p>B. Provide/distribute the course schedule and registration information in the most accurate and timely manner</p>	<p>A1) Demo programs from appropriate companies</p> <p>A2) Solicit input/support from affected campus offices</p> <p>A3) Develop and submit to the President's Council a proposal to purchase a program</p> <p>A4) Negotiate a contract for the program and support services</p>

		<p>A5) Implement and launch the program  B1) Solicit student/staff feedback on satisfaction with office services with reduced office staff  B2) Track dates of distribution of materials</p>
<p>4. Create an operating culture of inclusiveness so that we may better meet and serve the unique needs of a diverse community</p>	<p>A) Insure that the Registrar's Office treats all students with sensitivity and awareness of the campus issues that have occurred  B) Work with supervisor/administrators to insure they communicate to our office sensitive issues and how we should deal with them.  C) Registrar's staff will participate in campus workshops/seminars/training sessions on diversity issues  D) Ensure our student office assistants represent our campus population</p>	<p>A1/B1) Include discussion of diversity issues during each meeting of the Registrar with the Provost  C1) Sign in sheet for sessions/track participation  D1) Demographics of student office assistants</p>