

**SUNY Potsdam  
Administrative Unit Assessment Plan**

**Administrative Unit: Accommodative Services**

**Unit Contact Name: Sharon House**

**Phone: 3267**

**Email Address: housesese**

**Date Submitted: 6/30/15**

**Mission Statement:** To ensure equal access for students with disabilities to all curricular and co-curricular activities offered at SUNY Potsdam while facilitating each student's personal development and independence.

<b>Goals</b>	<b>Desired Outcomes/Objectives</b>	<b>Assessment Methods and Targets/Measures</b>
Promote reasoned thinking	Students can express rationale for need of services and accommodations.	Student questionnaire reveals 75% of students surveyed are able to articulate the nature of their disability and its impact on academic achievement.
Knowledge of rights and responsibilities as a person with a disability	Students can articulate understanding of ADA and accurately negotiate the accommodation process	Student questionnaire reveals that 75% of students surveyed are able to identify the ADA as the pertinent legislation dictating their rights. The number of Accommodation Plans which are signed by faculty and returned prior to an initial accommodation request will be tallied.

**SUNY Potsdam  
Administrative Unit Assessment Plan**

**Administrative Unit: Academic Advising & Support Office**

**Unit Contact -- Name: Tim Morse**

**Date Submitted: 6/5/15**

**Phone: x3447**

**Email Address: [morsets@potdam.edu](mailto:morsets@potdam.edu)**

**Mission Statement:** The Academic Advising & Support Office in the Student Success Center is dedicated to assisting students with their intellectual development and decision-making skills. We guide students in making informed academic choices and provide services that help them to realize their full potential. We also support faculty and staff in fostering student success and development across campus. Our services are free and available to all SUNY Potsdam undergraduates, faculty and staff.

<b>Goals</b>	<b>Desired Outcomes/Objectives</b>	<b>Assessment Methods and Targets/Measures</b>
Expand and strengthen academic programs.	<p>Students will develop strategies for succeeding in their coursework.</p> <p>Students will develop academic collaboration skills.</p>	<p>Student Learning Outcomes (SLOs) will be assessed through a survey that will be distributed at the end of the semester. In taking this survey, students will reflect on the perceived change in knowledge and skills as the result of their group tutoring experience. The survey will consist of a brief series of Likert scale and short answer questions, each of which will relate to our two SLOs. Responses on the Likert scale questions will range from 0 (strongly disagree) to 4 (strongly agree). Individual ratings above 2 (neutral) should indicate that progress has been made in a particular area. Average ratings will also be computed for the combination of items pertaining to each SLO. An average rating above 2 (neutral) should indicate that the outcome has been met.</p> <p>Our goal is to maintain or increase our effectiveness by meeting each outcome for at least 70% of our students.</p>

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**Administrative Unit: Student and Family Transitions within the Student Success Center**

**Unit Contact -- Name: Louise Tyo**

**Phone: 267-2735**

**Email Address: tyola@potsdam.edu**

**Date Submitted: 7/8/15**

**Mission Statement:** The Office of Student and Family Transitions is responsible for organizing Orientation and Welcome Convocation for all first year students, coordinating sections of the First Year Success Seminar course offered to first-year students, organizing and implementing Family Programs that include the annual Family Weekend event and overseeing the Parent Association. The office also oversees the Bear Bus program for students traveling home on academic breaks to various statewide locations, Non-traditional Students Services, and Veteran and Military Services.

<b>Goals</b>	<b>Desired Outcomes/Objectives</b>	<b>Assessment Methods and Targets/Measures</b>
Assess the needs of both military and adult learner students enrolled at SUNY Potsdam and challenge the staff to implement programs that will serve these needs.	Adult learners and veteran students have specific needs in the college environment. This assessment will determine what specific needs this cohort has in order to enhance their academic success. Further, the staff will implement programs that address these needs.	Patrick Massaro will work closely with the Office of Institutional Assessment to develop and deliver a survey that will be administered to all SUNY Potsdam students 24 years of age and older and those who are veterans. (Two specific surveys may be administered, based on the meeting with Patrick and Institutional Assessment staff.) Based on the final survey results, support programs will be implemented followed by a post-program assessment.

**SUNY Potsdam  
Administrative Unit Assessment Plan 2015-16**

**Administrative Unit: TRiO Student Support Services**

**Unit Contact -- Name: Mark Millward**

**Phone: 2745**

**Email Address: millwamd@potsdam.edu**

**Date Submitted: 06/05/15**

**Mission Statement:** The core mission of TRiO Student Support Services (TRiO SSS) at The State University of New York at Potsdam is to maximize the potential of undergraduate students who are low-income, first-generation or students with disabilities. This will be achieved by providing services that include academic advisement, tutoring, assistance in maintaining financial aid, and academic and personal counseling.

The goal of TRiO SSS is to increase retention and graduation rates among its participants. Ultimately, TRiO SSS strives to empower its participants to maximize the benefits of a college education, positioning them to graduate in a timely manner and exit the university well equipped for continued success, in the work environment or graduate school studies.

<b>Goals</b>	<b>Desired Outcomes/Objectives</b>	<b>Assessment Methods and Targets/Measures</b>
Assist with the provision of fully featuring academic programs and expand faculty involvement in the recruitment process.  Biennial Goal – Enrollment (2)	-Increase the numbers of students enrolling in its program to beyond the mandated limits set by the US Department of Education. -Greater presence at Open House and earlier outreach to TRiO-eligible students during the summer through collaboration with the Registrar and Admissions.	Attain 230 participants in the TRiO SSS program, thirty over the limit set by the DoE.
Assist with the review, and where appropriate modification, of student retention activities.  Biennial Goal – Enrollment (5)	Using new Banner reporting facilities in conjunction with the APR, we will be able to react far faster to student needs or changes in study habits.	Our target is to meet or exceed all of our stated APR outcomes, i.e. Persistence – 78%, Good Academic Standing – 80%, Six-year Graduation Rate – 38%
Work with offices that deal with diversity.  Biennial Goal – Campus Climate and Diversity (2)	To fill and successfully fund the “Say What?!” fall 2015 FIG. The MLL Committee will make further enhancements to the FIG and continue to ensure that MLL students fill the constituent courses through identification of potential candidates by Admissions. The Committee will assist in seeking funding for a permanent FIG by drafting and presenting a report to the Presidential Council.	The target number for attendance is 16 students; as per the FIG description on the SUNY Potsdam web site. The number of registrants for the FIG can be monitored through Banner.