**SUNY Potsdam**
**Annual Administrative Unit**
**Assessment Summary Form**

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**PURPOSE**
This annual assessment summary form provides the opportunity for units to follow-up on their previous assessment work and reports 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: PRIOR YEAR ASSESSMENT PLAN FOLLOW-UP**
A key component of the continuous improvement assessment process is following up on prior year assessment plans and reports.  Review your prior year plan and report and select one of the desired goals and outcomes to comment on any changes or improvements resulting from actions taken.

**Prior Year Assessment Plan – Desired Goal and Outcome(s)**
Copy/Paste or enter the goals and outcomes from your prior plan that you wish to highlight and summarize

> Goal: 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.

> Objective: A. Respond to mandated Federal Reporting and State Reporting requests/requirements with accuracy and by deadline.

> Target: 100% on time completion for all listed

> Result: 97% on time completion. One submission, SUNY SIRIS DADS, was late.

**Based on the outcomes, collected data and results, and/or the planned actions from last year's assessment report, please describe what specific actions were taken and the resulting impact, if any.**

After missing the target of 100% on-time completion of reports, the Director of IR took the following actions.

- Internal review of the errors that prevented the submission from being on-time.
- Internal review of banner data related to the error.
- Internal review of the submission activity timeline, specifically examining the project start date/time and the amount of time spent on the task.
- Consulted with the Registrar to confirm that the related data entry and setup were correct in the Banner system.
- Created a ticket with our SICAS support team to review and discuss the submission and related issues.
- Changed the coding to resolve the issue and prevent future errors
- Moved the project start date up for this submission in future terms and added automated calendar/task reminders for it.

As a result of the above actions, we believe we have successfully analyzed our prior processes for theses submissions and implemented appropriate changes. These changes, including the coding update and the allocation of more project time, should allow for this critical submission to be on time in the future and thus move us closer to our goal and desired objective.

**SECTION 2: ADDITIONAL ASSESSMENT HIGHLIGHTS (optional)**

Assessment activity can take place that is not directly tied to previously submitted plans and reports. Please use this space to share any assessment success stories from this past year.  What did you assess and how? What were the results? And what did you learn from it and do as a result?

Survey Presentations/Data Webpage: After receiving a fair amount of informal feedback regarding the availability of campus survey presentations and data we decided to take an official look at the availability of such information and related requests. We performed a comprehensive review of the website, paying particularly close attention to what survey information was available and where. We also did a review of information requests that came through our ticket system or via email. We found that the information that was present on our website was scattered in various locations and was not easily locatable. We also found that there were a significant number of requests for a certain set of presentations and data that were not currently on our website. As a result, we have worked with communications department to update our website, which now has a survey data and campus presentations subpage linked to the main IE page. We also uploaded the presentations and data that were most requested but not already on the site to that page. Since updating the page and adding this information we have seen less than half of the number of similar requests. We now will perform an annual review of both the website and the related tickets and requests to make sure the most relevant, current, and useful information and presentations are available internally to campus users.