SUNY Potsdam
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. Also list any relevant results data and planned actions that may have been previously listed.

Goal: Improve undergraduate application processes

Objectives: • More efficient graduation processing
                     • Less redundant applications for degree
                     • Clear directives for students
                     • Cohesiveness with Bookstore cap/gown ordering

Targets/Measures: • Explore efficiencies including the Banner Self-Service Graduation Application
                     • Review current 100 credit hour threshold for graduation
                     • Implement best practices based on research

Results: • Best practices explored, and Banner Self-Service Graduation Application successfully implemented
                     • 100 credit hour threshold was not reviewed

Based on the outcomes, collected data/results, and planned actions, please describe what specific actions were taken and the resulting impact, if any.

Implementation of the Banner Self-Service Graduation Application took significantly longer than anticipated. There are still components of the application that are not quite working as designed so the project, while implemented, still requires some daily effort and tweaking to ensure it's functioning as intended. Given the time spent on the implementation, no time or resources were available to explore the 100 credit hour threshold. Prioritization was given to the application because implementation improves the student experience and reduces manual workload for staff in the registrar's office.

100 credit hour threshold should still be explored in the future to determine whether this is an appropriate target and adjust if necessary via campus governance.

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? What did you learn from it and do as a result?

Online Students: Numerous discussions happened during this past academic year on the topic of student that are taking all their courses online. The registrar's office fielded numerous phone calls and emails as well as attended meetings regarding this population of students. The importance of being able to identify this population of students ranges from billing implications to immunization requirements.

As a result of the time and effort spent across campus in identifying these students, the registrar's office worked with a programmer to adjust the schedule of classes so that students in the online campus code are restricted out of registration for face-to-face courses. This allows for offices across campus to be able to rely on reporting that identifies students in the online campus code as they can not register for face-to-face courses.