

**SUNY Potsdam
Administrative Unit
Assessment Summary Form**

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Assessment Year: 2022-2023

PURPOSE

This annual assessment summary form provides the opportunity for units to follow-up on their assessment plans, track progress toward goals, 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: ASSESSMENT PLAN FOLLOW-UP

A key component of the continuous improvement assessment process is regularly following up on [your assessment plan](#). Please review your plan and select one-third of your unit goals, along with related desired outcomes and objectives to report on the progress made.

Selected Goal

Enhance the student experience in recruitment, registration, billing, scholarships, and onboarding. (prospective students, incoming students, and current students).

Desired Outcomes/Objectives

1A: Scholarships- revise Graduate Assistantship/Graduate Advantage Program/Graduate Opportunity Program (GA/GAP/GOP) process and allocations to maximize the number of students who have access to funding.

1B: Onboarding process – revise onboarding process to better fit the needs of our students.

1C: Create efficiencies in the College in High School registration and billing processes.

Related Targets/Measures

1A: Survey current and past students as well as department heads to see what they need. 3 GA/GAP positions didn't fill during the fall 2022 semester, we want to transition to merit scholarship to better support more students. We would like to see where they find the most need.

Conduct a survey and receive at least 75% feedback from stakeholders (students and department heads) on what the GA/GAP/GOP and scholarship money should be utilized for. Then, take the data and recommendations to the Scholarship Leveraging Committee and Provost's Cabinet for feedback and approval. We would survey at the beginning of the summer semester, gather the data during the fall semester and then implement those changes in the spring semester so that we can have scholarships ready for the new incoming fall cohort.

1B: Survey past and current students on current onboarding process. We would like to see at least 75% feedback on what information is useful and what would they find useful. Survey faculty and others who interact with students (advisors, guidance counselors). Then, work with CCI and instructional designers to create onboarding courses for Grad, CHS, and non-matric students in Brightspace. We would survey at the beginning of the summer semester, gather the data during the fall semester and then implement those changes in the spring semester so that we can have scholarships ready for the new incoming fall cohort. We will survey our students each year so that we can keep up with our processes and the most helpful information needed for students to be successful.

1C: Based on benchmarking from NACEP conference, survey CHS partner schools about ideas to better serve students. Plan to pilot programs that more than 50% of respondents say would be helpful for their school. Pilot support ideas in Spring 2023 and Fall 2023 and assess the effectiveness and capacity to expand. Create documentation about course offering and create plan to communicate to high school teachers, guidance counselors and students about how the classes they are taking will benefit them. Do gap analysis about what information is needed and what is missing. Work with Admissions office to create and disseminate information. Number of unpaid bills by certain deadlines would be a way to show increased efficiency. The number of students meeting the deadlines would be evidence of increasing process efficiency and improving communication.

Describe the progress made toward the selected goal and the related desired outcomes and objectives. Be sure to include steps taken and any information/data collected and results.

Graduate:

1A: The surveys are in progress. Our office has set a goal to have all surveys moved and functional during the fall semester so that they can regularly go out to our students and faculty. We were still able to make progress. Based on the GA/GAP positions filled and how long it took to fill them for this academic year 22-23, we made some decisions with the help of the Provost's Cabinet. We made the decision not to fill the 3 positions that did not fill last year by the deadline and even after sending out a reminder and extending the deadline still did not fill them. This allowed us to have more allocations for the merit scholarship. With the increase in our graduate programs moving online we do not have students on campus, and we are attracting many more non-traditional students who already have jobs while completing their degree. We were able to keep the other 8 positions. When working with members from the Scholarship Leveraging Committee, we saw the number of Graduate Students applying for the merit scholarship and the increase in graduate students starting at SUNY Potsdam. Our graduate numbers for fall 2022 increased by 90 students from fall 2021 to fall 2022. We had 257 students fall 2021 and in fall 2022 we had 347. Our spring numbers increased by 115 students from spring 2022 to spring 2023. In Spring 2022 we had 263 students and in spring 2023 we had 378. And this led to the fact that we would need to rework the matrix used to distribute the merit scholarship to students so that we could award more students.

1B: The surveys are in progress. We speak with our students daily on the phone and through email. Based on the frequent questions that are asked every day, multiple times of day, our programs moving online, and the increased number of graduate students, a new onboarding process is needed.

1C: A survey was sent to CHS instructors and guidance counselors on March 20th about potential pilot programs for CHS. This was sent to only Spring instructors who are about 30% of the instructors. This had a low response rate and unfortunately some instructors misunderstood and forwarded it to their students who had no response to most questions because they were not the intended audience. The survey was sent to all instructors and guidance counselors on July 20th and they are currently responding. Virtual office hours were piloted in Spring 2023, for the 3, 2 one hour time blocks scheduled, only 1 student attended. Based on this and the results so far from the new survey, having appointments for virtual office hours may be the best option and those will be scheduled in the Fall. For Spring 2023, communication including billing reminders sent and questions asked by students was tracked. We will continue this tracking for Fall to see if common questions are common and if communicating reminders via email decreases number of unpaid bills.

Based on the assessment data and information shared above, what planned actions were or will be taken as a result?

1A. With the increased numbers listed above which can be found in our Enrollment Comparison reports that come out every semester we reworked the matrix [matrix](#) used. We reworked the deadlines for scholarships, the semesters in which they can be applied, the GPA requirements, and the dollar amounts that go along with those. These changes will let us give more scholarships to more graduate students. We will continue to find ways in which we can help graduate students financially. We could see if there is a way that the foundation could help provide scholarships for our students.

1B: We will get surveys out to students over this academic year as I have set this as a goal for the office to get these running every semester. We will be creating an onboarding handbook that will go to all new students. This would be a place where they can access all valuable information needed to be successful as a graduate student with SUNY Potsdam. With numbers being 378 and soon higher we would like students to start registering themselves. In the onboarding handbook we would outline how they would accomplish this task. Other commonly asked questions are when do classes start and end, we could then include the link to the academic calendar. We will continue to work with the CCI to see if this is something that can go into Brightspace for the students. We have one program this coming fall who will pilot an orientation to address program expectations and give all necessary information to be successful.

1C. We will continue to collect survey results in the coming weeks and contact interested schools about piloting programs for fall. Virtual office hours with appointment times for students and virtual or in person visits to classes to assist with processes like sign up will likely be the first to be piloted.

<p>SECTION 2: ADDITIONAL ASSESSMENT ACTIVITY</p>

Please use this space to share an example from this past year when you used assessment and data to plan and/or take action. Be sure to include any available information relating to the results and impact. Your example for this section does not need to be directly tied to your previously submitted administrative unit assessment plan.