

SUNY Potsdam

Administrative Unit Assessment Report and Improvements

Administrative Unit: *Office of Institutional Effectiveness*

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Mission Statement: The mission of the Office of Institutional Effectiveness at SUNY Potsdam is to ensure student success and promote strategic planning and continuous data-driven improvement of academic and non-academic programs and services by facilitating data collection, analysis and reporting of the assessment of student learning, institutional assessment, and institutional research.

Goals	Desired Outcomes/Objectives	Assessment Methods and Targets	Results	Planned Improvements Based on Assessment Results
1. 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.	A. Respond to mandated Federal Reporting with accuracy and by deadline (see attached schedule) B. Respond to mandated State Reporting with accuracy and by deadline (see attached schedule) C. Respond to external surveys with accuracy and by deadline (see attached schedule)	1A1/1B1/1C1. Annual internal review of completion records in: <ul style="list-style-type: none"> Federal Reporting Schedule log State Reporting Schedule log External survey log 100% on-time completion for all above	See Attached List of Federal Reports, State Reports, SIRIS submissions, SUNY submissions, External Surveys.	1A) IPEDS is always submitted on-time and our External Surveys have been submitted by the due date as well. Our SIRIS submissions have improved each year with the most recent year having all but one submitted by the deadline. We expect these to stay on-time for the future. The same with NYSED reports. We work with multiple departments to ensure the data is accurate. The reason we have done better with submissions

				recently is that we have started the process earlier. We are still hoping to create some error reports that inform various departments of inaccurate data prior to our running our processes.
2. Provide accurate and timely research and analysis of institutional data to the campus community for the purpose of guiding institutional decisions and support student success	<p>A. Accurate, timely reports prepared will meet the information needs expressed by the Office of the President and the Office of the Provost (Faculty Efficiency, Faculty Workload, Workforce Statistics)</p> <p>B. Produce and distribute institutional data reports on scheduled basis (See Attached List/Schedule)</p> <p>C. Respond to ad hoc requests in an accurate timely manner</p>	<p>2A1. Review of deadlines versus submitted dates of reports – 100% on-time completion</p> <p>2A2. Gap analysis of data provided and data requested to identify additional reports that need to be produced</p> <p>2A3. Respond to Offices of the President and the Provost feedback on how well existing reports meets needs and recommend modifications</p> <p>2B1. Review schedule and actual distribution dates of reports – 100% on-time completion</p> <p>2B2. Gap analysis of data provided and data requested to identify additional reports that need to be produced</p> <p>2B3. OIE Data Request/Report satisfaction survey – 90%</p>	See attached list of routine Internal reports.	<p>2A1/2B1. More recently, the Workload report was disbursed later than we had hoped, but much of that had to do with the pandemic. We expect that the data will be disbursed on time for Fall 2020 and Spring 2021.</p> <p>2A2/2B2/2C1) We are doing a better job of managing the RT tracker email and more requests are coming through that way. Additionally, staff is adding most data requests to the ticket system so that we can track that information. The vast majority of requests have been handled in a timely manner with accurate data submitted to</p>

		<p>satisfaction (Qu. 6 on survey)</p> <p>2C1. Review Data Requests and assess response time – respond to all requests within one week</p> <p>2C2. Fulfill all actionable requests in a timely manner based on priorities of office</p>		<p>different groups. 2B3) We have not conducted a survey.</p>
<p>3. Lead, coordinate and provide guidance to departments regarding the outcomes assessment process and the reporting associated with the activities/process.</p>	<p>A. Provide professional development, guide and assist departments/units with the creation of their Assessment Plans (academic and administrative)</p> <p>B. Provide best practice suggestions and assessment resources</p> <p>C. Coordinate and lead the Campus Academic Assessment Committee</p> <p>D. Ensure website is up-to-date with plans to ensure transparency throughout the Assessment process</p>	<p>3A. Review feedback from assessment sessions and one-on-one meetings – 90% satisfaction with guidance provided</p> <p>3A2. Review requests for assistance in creating assessment plans – 100% of requests fulfilled</p> <p>3A3. Review response time of feedback to departments/units after submission of assessment plans/reports – Respond to submissions within 4 weeks</p> <p>3B1. Review distribution of resources</p> <p>3C1. Meeting minutes, attendance, agendas</p> <p>3C2. Review feedback from CAAC members regarding assessment process and committee purposes– 80% satisfaction with committee’s role (IE</p>	<p>Since the last time we submitted our Administrative Assessment report, Academic Assessment has been moved out of the IE office and back to the Provost’s office. Our office still uploads reports and plans to the web site, but the Assessment Coordinator works with departments to get these completed.</p>	<p>For the future, we hope to allow the Assessment Coordinator to upload data on their own so that they do not need to wait for the IE office to update the website.</p>

		survey) 3D1. Review website updates – All plans posted are within the 3 year cycle		
4. Provide leadership throughout the University's accreditation process and support the research and evaluation efforts of administrative offices and academic departments on campus	A. Provide data and support departments through their Program Review B. Provide data and support departments with accreditation self-studies C. Effectively communicate and coordinate compliance with the MSCHE accreditation requirements/standards	4A1/4B1. Review log of data requests for Program Review or accreditation self-studies purposes -- fulfill all reasonable requests within 4 weeks 4A2/4B2. Summary of feedback from OIE survey – 90% satisfaction with service/report provided (IE Survey) 4C1. Continued maintenance of Assessment Plan websites –All plans/reports posted within 3 year cycle	A1/B1) The IE office worked with the Dean's office and Assessment Coordinator to update the Program Review Guide (Self-Study) and the IE office created a resource list of where Departments can find information. The IE office also ensures that all requests go through our RT tracker so that we can manage all the requests. A2/B2) We did not complete a survey. C1) The Provost's office has taken over the task of monitoring the cycle for both Program Review (Self-Study) and Academic Assessment, though the IE office often assists in looking over the Academic	The IE office will work with President's Council to collect Administrative Assessment reports and plans from all offices that are required to submit. In spring 2021, the IE office will send out reminders to those who need to submit a report in 2021. In spring 2024, the IE office will send out reminders to those who need to submit a report in 2024. The IE office will also provide support to any department that needs assistance with completing a report or plan. After this cycle for Administrative Assessment, we will update the web page, as we created some temporary deadlines for the campus.

			<p>Assessment reports. For Administrative Assessment, the IE office proposed a new process in spring 2020. Reports and Plans will now have to go through a VP for approval before being posted to the website and the cycle was changed to four years for everyone. Right now the IE office is collecting final reports from the last cycle and new plans for the next cycle.</p>	
5. Support institutional assessment through the administration of assessment tools and the analysis and interpretation of data collected	<p>A. Assist campus units in the design and creation of assessment activities and paper-based or electronic surveys</p> <p>B. Coordinate the administration of in-house electronic-based surveys for campus units</p> <p>C. Facilitate the University's participation in national benchmarking surveys involving students, faculty, and staff (see attached schedule)</p> <p>D. Share survey results and findings to foster a culture of converting data into strategic</p>	<p>5A1. Number of surveys and other assistance requests fulfilled for campus units/departments - Respond to all requests within 4 weeks</p> <p>5B1. Review in-house survey administration outcomes – All surveys administered without any issues</p> <p>5C1. Review response rates of national surveys – Response rates \geq national average</p> <p>5C2. Administration</p>	<p>5A1, 5B1, 5D1) Not long after the last Assessment Report, our internal survey software stopped working. The IE office secured new software that has allowed other campus departments to manage their own surveys. The IE office still assists in the development and maintenance of a few surveys, but</p>	<p>We will continue to assist departments in the creation and administration of surveys as time permits.</p> <p>The IE office has developed a new survey policy for 2020-21. In the spring semester, the IE office will need to remind and educate the campus that they must receive approval for any electronic surveys. This allows us to keep track of the surveys being</p>

	information and action	<p>outcomes of national surveys (necessary components in place (ie population files), adherence to protocols) – 100% compliance</p> <p>5D1. Review time lapse to provide summary data to campus unit/department -- provide results within 6 weeks of administration</p> <p>5A2/5B2/5D2. Summary of feedback from OIE satisfaction – 90% satisfaction (IE survey qu. 5 & 6)</p>	<p>most departments take care of their own information. The IE office provides a semi-annual summary of data from the HR Exit survey and will extract data from the Bias Response form on an “as-needed” basis.</p> <p>5C1, 5D1) The IE office manages multiple national surveys. Most of the response rates have been within the expected outcome compared to other campuses, however, in spring 2018, there were four surveys sent out to students. That year, response rates for some of the surveys were lower, likely due to survey fatigue. The NSSE survey from spring 2020, however, had a higher than expected response rate, especially among first-year students.</p>	<p>administered and as a result, reduces survey fatigue.</p>
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