SUNY Potsdam
Administrative Unit
Assessment Summary Form

Administrative Unit: Office of Institutional Effectiveness | *Unit Contact Name:* Matt LeBire | *Date:* 06/06/2023

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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 processing 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
Copy/Paste or enter the goal(s) from your unit plan that you wish to highlight and summarize.

Goal: Provide accurate and timely research and analysis of institutional data to the campus community for the purpose of guiding institutional decisions, assessment, and support student success.

Desired Outcomes/Objectives
Copy/Paste or enter the desired outcomes and objectives that are listed for the selected goal you are reporting on.

2A: The Office of Institutional Effectiveness will produce and distribute key internal institutional data reports.
2B: Ad hoc requests for data and information will be responded to by OIE in an accurate, timely manner.
2C: OIE will maintain, and review annually, appropriate, and timely data resource webpages as part of their larger Institutional Effectiveness webpage.

Related Targets/Measures
Copy/Paste or enter the target desired outcomes and objectives connected to your selected goal that you will be reporting on.

2A: Method = Gap analysis of data and reports provided: review the original requests and relevant follow-up requests and questions to identify any modifications or new reports that may be needed. Target = Incorporate, when possible, any follow-up requests into existing reports by the following report cycle.
2B: Method = Review data request and ticket tracker information to assess the response time to ad-hoc requests. Target = 90% of ad-hoc requests will be resolved within one week from request date, unless an alternate date is listed by IE on a ticket, for which that would be the deadline.
2C: Method = Annual review of website, examining both the information and data provided on it as well as the timeliness of the information. Target = Completion of the annual review by January 30th of each year with the results documented in website report to be stored within IE documentation folders.

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.

2A. 100% of the required and requested reports were completed on time. We performed an analysis of the reports, requests, and related follow up communications and questions. This resulted in two of the reports being identified for potential changes that could possibly make them more useful for the end user. The first report identified was the Fall to Spring Retention Summary Report. This report had typically been less comprehensive than the Fall-to-Fall version, only focusing on a small number of cohort characteristics. Based on the feedback received, along with the various questions asked of our office it became obvious that a gap existed and that the Fall-to-Spring version of the report should include breakdowns by the same comprehensive set of variables as is provided in the Fall-to-Fall.

Another gap that was identified through this analysis was related to the Graduation Rates Report. As with the Fall to Spring retention summary report, the Graduation Rate Report had typically been less comprehensive than Fall-to-Fall retention summary, only focusing on a small number of cohort characteristics. Again, based on the feedback received, along with the various questions asked of our office, it became obvious that a gap existed and that the Graduation Rate Report should include breakdowns by the same comprehensive set of variables as is provided in the Fall-to-Fall retention report. In addition to adding new variables to the report, a new, separate report was created that included charts to display the Graduation Rates Report data, to mirror the fall-to-fall retention report options. These changes will create more consistency in our reporting so that data for retention and graduation can be compared.

2B. To examine our response times to data requests we completed a comprehensive review of our tracker system data. We also reviewed and compared any data requests that may have been submitted to us via email instead of via the tracker system. Of the 66 ad-hoc data requests received so far this year, 95% were resolved and responded to within one week, or by the alternate deadline that was established the during ticket creation process with the requestor.

2C. The official annual review of the website is not scheduled to be completed until the end of this calendar year, December 2023. Even though the official documented review and report have not been completed yet, there is still some progress to report relating to this area. Our unit regularly reviews sections of the OIE website as various data requests come in. One of those recent reviews identified two reports that were not available on the OIE website, the graduation rate summary charts that were mentioned above, as well as the retention summary charts that typically go with the Retention Summary Report.

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

2A. The most recent version of the Fall-to-Spring Retention Summary Report was updated to include all the same variable that are used for the Fall-to-Fall report. In addition to adding these variables for the F22-to-S23 timeframe, our office examined and provided the data for those variables for the prior F21-to-S22 timeframe as well so that a comparative view would exist for the end users. Moving forward, the office will continue to include these variable and will continue to add columns to the report so that it eventually shows five terms for comparison.

Also, the Graduation Rates Report and related charts was posted to the website. Moving forward, each year when this report is updated for the most recent cohort our office will submit a ticket to web content to have the most recent version posted to the webpage.

2B. The results showed that we were meeting our target for response time, so we do not see much in terms of action to be taken for this goal and outcome. Our review of the requests did reveal that there is still room for improvement in terms of using the ticket tracker system. As such, we will be making a concerted effort to promote the ticket system. When data requests come in, we will be responding with text that indicates that we are opening a ticket and including instructions on how they may also do so themselves in the future.

2C. The formal website review and report will be completed in December 2023. The graduation rate and retention rate reports/charts that were already identified as needing to be added were posted to the OIE website this semester (Spring 2023) and will be updated annually when new reports are created.

SECTION 2: ADDITIONAL ASSESSMENT ACTIVITY

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.

Our office utilizes a significant number of SQR based reports. SQR based reports will no longer be supported or usable starting next year. Our campus Administrative Information Services department is handling the conversion of these SQR reports for the campus. As part of their process, they approached us regarding our reports. They had a programmer ready to start converting some of our more complicated reports and needed to know which ones they should start with. Given the wide range of reports our office runs and the significant importance of most of them, this decision was not one that could be easily made. To determine what reports should be selected for the initial batch of conversions, the OIE Director initiated a review and evaluation of all our reports. This review involved looking at multiple variables including the run frequency of the report, number of stakeholders utilizing the report, and the overall complexity level of the report. In addition to the review of the various reports, OIE team members met to discuss the various pros and cons of selecting various reports for the initial batch of conversions.

The information gained from the review and the subsequent meetings proved to be quite beneficial with our decision. The various Academic Major Stats reports were selected as the first to be converted. This report has a significant number of users across campus and is by far one of the most complicated SQR our office has. In addition, the review and meetings resulted in OIE determining that the Major Stats conversion would likely lead to the creation of Argos datablocks and/or coding that will likely make future conversion a bit easier for select other reports.

While on the surface it may not appear so, this was actually quite a significant decision for our unit. The current SQR reports represent a significant portion of the data our unit relies on to assist and inform campus constituents. By conducting a thorough review before making our decision for initial conversions, we have likely set our office up to be in the best place possible as this conversion work begins.