

**SUNY Potsdam
Administrative Unit Assessment Plan**

Administrative Unit: President's Office

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Mission Statement: The President's Office provides leadership for the campus, supporting faculty and staff in campus-wide efforts to ensure student success, and enhances the reputation of the campus within SUNY, the region, NY State, and beyond. Consistent with our Potsdam Pledge, the President's Office provides leadership for campus efforts to create a diverse, equitable, and inclusive campus community. The President's Office engages in a robust system of shared governance, sets strategic direction for the campus, develops resource streams, and leads in the effective allocation of resources. The President's Office seeks to ensure effective communication between and among all campus constituencies: students and their families, alumni, faculty, staff, Foundation and Alumni Boards, College Council, SUNY leadership, and the community.

Goals	Desired Outcomes/Objectives	Assessment Methods and Targets/Measures
To engage in effective shared governance	To provide opportunities for communication and shared decision-making with faculty and staff, as appropriate	<p>Faculty senate leadership and president meet monthly. Executive staff will ensure that monthly meetings are scheduled.</p> <p>Faculty Senate Executive Committee and President's Council engage in shared strategic planning retreats twice per year. Outcome of these retreats will be documented within the President's Office.</p>
To provide effective communication to all campus constituencies	To disseminate information from SUNY system to President's Council members representing all facets of campus and then outward to all appropriate campus constituencies.	At each President's Council meeting, President's Council Members share updates from their respective SUNY meetings. These are documented in the agendas and notes in the President's Council Teams folders.

To provide effective communication to all constituencies	To ensure accurate and timely responses to constituent concerns and complaints	When concerns or complaints are brought to the President's Office via phone or email, the goal is to contact the complainant within 48 hours, unless contraindicated by counsel. Both president and chief of staff or executive assistant review email folder daily and confer regularly on appropriate handling of concerns. Responses are documented in email folders.
To provide leadership for campus efforts in diversity, equity and inclusion	To ensure appropriate leadership for the Division of Diversity, Equity and Inclusion	Permanent chief diversity officer hired.