

**SUNY Potsdam
Administrative Unit
Assessment Plan**

Administrative Unit: Registrar's Office

Unit Contact Name: Stephanie Claxton

Date: 11/14/2022

Phone: x2835

Email Address: claxtosc@potdsam.edu

Assessment Cycle: 2022-2026

PURPOSE

Administrative Assessment is an ongoing process that allows a unit to evaluate and – where necessary – improve its programs, services and operations. Assessment is a systematic approach to demonstrate continuous improvement in programs, services and operations. This template is to be used when creating your assessment plan. Assessment plans should be measurable, meaningful and manageable.

UNIT MISSION STATEMENT

The Office of the Registrar supports the mission and goals of SUNY Potsdam by providing accurate, efficient, and comprehensive service of academic records for our diverse community of students, alumni, faculty and staff in the pursuit of academic excellence. The Office of the Registrar maintains the integrity and confidentiality of academic records and adheres to federal and state laws and policies regarding record security and reporting.

GOAL #1

Reminder: Generally speaking, goals should be grounded in the mission of the unit, be broad, and linked to the overall institutional priorities and goals. They should focus on strengthening and improving critical functions, services and processes and reflect the most important/urgent priorities of the unit.

Submit timely and accurate data to the National Student Clearinghouse in order to ensure students can have accurate enrollment confirmations for financial aid, degree verification and student loan purposes and to comply with federal reporting mandates.

GOAL #1 - WHAT INSTITUTIONAL PRIORITY AREA(S) DOES THIS GOAL LINK TO?

(Select all that apply)

- ☒ Retention and Enrollment
- ☐ Financial Stability and Analysis
- ☒ Academic Programs and Planning
- ☐ Strengthening Community Connections
- ☐ Diversity, Equity, Inclusion, & Belonging

Briefly describe the link between goal #1 and the institutional priority area(s) selected.

Retention and Enrollment: Submitting accurate and timely data to the National Student Clearinghouse allows our students to confirm full-time enrollment for student loan deferment while enrolled at SUNY Potsdam. Without this confirmation, our students would have to begin paying back loans and likely not be able to continue with their education. Further, finance providers access this data seamlessly which can reduce default rates and help lower expenses for our students and alumni.

Academic Programs and Planning: The data we submit to the National Student Clearinghouse confirms graduation status for our alumni. Companies and organizations nationwide reach out to the Clearinghouse to confirm academic credentials and academic programs for our students and alumni.

GOAL #1 – DESIRED OUTCOMES AND OBJECTIVES

Tip: Outcomes and objectives should be SMART... Specific, Measurable, Achievable, Relevant, Time-bound

1A. The Registrar's Office will successfully submit, on time, National Student Clearinghouse reports for enrollment.

1B. The Registrar's Office will successfully submit, on time, National Student Clearinghouse reports for degrees.

GOAL #1 – ASSESSMENT METHODS, MEASURES, AND TARGETS

Reminder: These should be aligned with the objectives being assessed. Also, consider using a combination of direct and indirect measures. Be sure to include specific targets.

1A/1B. **Method-** Review of Registrar submission dates.

Method- Review the National Student Clearinghouse transaction data on their website.

Method- Beginning the process for submission 5 business days prior to deadline to clean up internal errors prior to submission

1A **Target-** 100% on-time completion by due-date:

Fall-1st day of week 3 of the term and 1st calendar day of subsequent months for October, November and December. The final subsequent enrollment will be the next business day after grades are posted.

Winter- 2 days after winter session ends

Spring-1st day of week 3 of the term and 1st calendar day of subsequent months for March, April and May. The final subsequent enrollment will be the next business day after grades are posted.

Summer-1st week of June, 2nd week of July and second week of August.

1B. **Target-** 100% on-time completion by due-date:

Fall- January 15th

Winter- February 10th

Spring-June 10th

Summer-September 10th

GOAL #2

Adhere to SUNY Potsdam, state and federal regulations as it relates to maintaining and securing educational records.

<p>GOAL #2 - WHAT INSTITUTIONAL PRIORITY AREA(S) DOES THIS GOAL LINK TO? (Select all that apply)</p> <p><input checked="" type="checkbox"/> Retention and Enrollment <input type="checkbox"/> Financial Stability and Analysis <input checked="" type="checkbox"/> Academic Program Excellence <input type="checkbox"/> Strengthening Community Connections <input type="checkbox"/> Diversity, Equity, Inclusion, and Belonging</p>	<p>Briefly describe the link between goal #2 and institutional priority area(s) selected.</p> <p>FERPA compliance is essential for maintaining accreditation and compliance with federal financial aid regulations. Without FERPA compliance, we risk losing federal aid and therefore would not be able to sustain enrollment as the majority of our students receive federal financial aid. Violations can damage our reputation and repeated violations can lead to catastrophic loss of federal funding.</p>
<p>GOAL #2 – DESIRED OUTCOMES AND OBJECTIVES Tip: Outcomes and objectives should be SMART... <u>S</u>pecific, <u>M</u>easurable, <u>A</u>chievable, <u>R</u>elevant, <u>T</u>ime-bound</p> <p>2A. Maintain student educational records with appropriate sensitivity to privacy concerns and confidentiality laws governing these records.</p> <p>2B. Reduction in reported FERPA violations.</p>	
<p>GOAL #2 – ASSESSMENT METHODS, MEASURES, AND TARGETS Reminder: These should be aligned with the objectives being assessed. Also, consider using a combination of direct and indirect measures. Be sure to include specific targets.</p> <p>2A1. Method- Review of assignment of FERPA training in BizLibrary to ensure that all faculty and staff are assigned the FERPA training. Method- Attend New faculty/staff orientation to provide presentation on FERPA compliance. Target- 100% completion of FERPA training for all faculty/staff.</p> <p>2A2/2B1. Method- Email helpful hint/FERPA policy section monthly to teaching faculty. Method-Attach FERPA reminder to semesterly grading email. Target- 100% compliance with monthly reminders and policy updates.</p> <p>2B2. Method-Begin investigation of potential FERPA violation within 48 hours of notification. Method- Notify Provost faculty/staff member suspected of violation and their supervisor within 48 hours. Method- Complete investigation within 2 weeks of violation being reported. Target- 100% compliance with reporting and investigation timelines. Target- Less than 3 FERPA violations per academic year.</p>	

GOAL #3

Provide timely, precise guidance and support to students, faculty, and staff regarding academic rules and regulations, FERPA, and campus procedures for changes to academic records and the schedule of classes.

GOAL #3 - WHAT INSTITUTIONAL PRIORITY AREA(S) DOES THIS GOAL LINK TO?

(Select all that apply)

- ☒ Retention and Enrollment
- ☐ Financial Stability and Analysis
- ☒ Academic Program Excellence
- ☐ Strengthening Community Connections
- ☒ Diversity, Equity, Inclusion, & Belonging

Briefly describe the link between goal #3 and institutional priority area(s) selected.

A positive student experience with administrative offices on campus directly impacts both recruitment and retention. If a student has a negative experience, they are likely to share that with others, therefore negatively impacting both current student retention as well as prospective student enrollment. Ensuring that campus faculty and staff are aware of the role and services offered by the Registrar's Office enhances the advising experience for students.

GOAL #3 – DESIRED OUTCOMES AND OBJECTIVES

Tip: Outcomes and objectives should be SMART... Specific, Measurable, Achievable, Relevant, Time-bound

3A. Effectively communicate the policies and procedures of the Registrar's Office to students, faculty, and staff.

3B. Enhance Registrar support services through the use of technology.

GOAL #3 – ASSESSMENT METHODS, MEASURES, AND TARGETS

Reminder: These should be aligned with the objectives being assessed. Also, consider using a combination of direct and indirect measures. Be sure to include specific targets.

3A. **Method-** Review of current communications being sent to enhance understandability of the message and to ensure that the timing is appropriate.

Method- Review spreadsheet of dates for various communications to ensure the timing is appropriate.

Target-All advisors and students are notified of important deadlines including add/drop, WD, S/P/U and graduation application deadlines.

3B1. **Method-** Employ effective technology tools to communicate the policies and procedures of the Registrar's Office

Target- Implement Starfish texting platform for students who need to apply to graduate

Target-100% of Registrar forms are utilizing Microsoft Flow or other electronic submission options.

3B2. **Method-**Work with programming team, schools, and departments to implement the Student Educational Planner function in Degree Works

Target- 75% of all degree programs built to completion within the Student Educational Planner