

SUNY Potsdam

Administrative Unit Assessment Report and Improvements

Administrative Unit: Registrar's Office

Unit Contact -- Name: Stephanie Claxton

Phone: 2835

Email Address: claxtosc@potsdam.edu

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Mission Statement: Mission Statement: The mission of the Registrar's Office is to support the mission and goals of SUNY Potsdam, in particular to support its excellent instructional programs leading to baccalaureate, master's and continuing education opportunities in the arts and sciences and selected professional disciplines, and to foster the education of students as individuals and members of society with sensitivity to cultural diversity and global awareness.

Specifically, the office contributes to the goals of the college by providing information and services to students, parents, faculty, staff, and outside parties relating to:

- course scheduling, registration, enrollment, grading, academic records, degree completion, readmission, TAP certification, and in-state residency, in a manner that is:
- courteous: treating all persons in a respectful, friendly, and professional fashion; listening attentively to questions and taking the extra step to help them find an answer;
- accurate: taking care to insure the integrity of all data entered into the college's records/data system, and to correct any errors discovered;
- efficient: processing requests in the most timely way consistent with policy and accuracy; reviewing systems to improve processes, workflow and office teamwork;
- cost-effective: seeking ways to make the best use of resources and reduce costs such as replacing mailings with web site notifications and printable forms;
- accessible: working to produce information in the most user-friendly and easily available form, such as posting information on the web site or on BearPAWS and BearDeN;
- and
- confidential: insuring that sensitive student and faculty records are always protected from release or display to unauthorized persons or agencies.

Reporting to the Provost, the major cyclical activities of the Registrar's Office include:

- coordinating and publishing the Schedule of Classes;
- registering students for spring and fall semester classes;
- processing and posting course grades;

- auditing degree requirements and verifying graduation;
- producing academic transcripts and diplomas.

Updated Mission Statement in April, 2020:

To support prospective, current, and former students in achieving their educational goals by providing timely, respectful, and accurate assistance concerning financial aid, student accounts, registration and academic records

Goals	Desired Outcomes/Objectives	Assessment Methods and Targets	Results	Planned Improvements Based on Assessment Results	Review
1. Maintain and administer a comprehensive student records system that insures both the confidentiality of and appropriate access to academic records.	<p>A. Accurately maintain official academic history in Banner, including registrations, majors/minors, and grades</p> <p>B. Provide expertise to the campus concerning access to student records under FERPA policies</p> <p>C. Produce academic transcripts and enrollment verifications in the most efficient and student-friendly manner</p> <p>a. Look into outsourcing transcript production to provide longer service hours and additional methods of delivery</p>	<p>A/B/C Solicit student/staff feedback on satisfaction with office services</p> <p>C1) Determine appropriate costs for transcript services</p> <p>C2) Submit a proposal to outsource transcripts to the President’s Council</p> <p>C3) Once a SUNY-wide contract with Credentials, Inc., is finalized, negotiate services required with that company</p> <p>C4) Implement the transcript outsourcing plan</p>	<p>A. Continue to provide and maintain accurate student records</p> <p>B. Successfully serve as campus FERPA point of contact</p> <p>C. Achieved 1-2 day turn around on requests for transcripts and enrollment verifications</p> <p>a. Not yet achieved</p>	<p>A/B/C work on creating student satisfaction survey for office services</p> <p>C1/C2/C3/C3 Not yet Achieved. Vendor selected (SUNY contract with Credentials) Continue to develop plan and work with vendor to successfully outsource transcript production.</p>	<p>A/B/C comp of ne</p> <p>C1/C Trans Cred</p>
2. Modify the graduation system to ensure students apply to graduate early enough to allow for appropriate advisement to complete degree requirements on time, and to provide necessary data for the commencement ceremony.	<p>A. Provide timely advising and degree requirement information to students and advisors</p> <p>a. Implement the Degree Completion program designed jointly by the Student Success Center and the Registrar’s Office to place a hold on students with 100 or more credits in the 4th week of each semester who have not yet applied to graduate.</p> <p>B. Consult with the Commencement Committee for results in terms of accurate commencement numbers</p>	<p>A1) Monitor the number of students whose AP holds have been removed</p> <p>A2/B1) Solicit feedback from Advisors /Students about potential drawbacks of applying to graduate too early.</p> <p>C1) Track fulfillment of data requested for commencement ceremony</p>	<p>A- Degree Completion holds successfully implemented with the Student Success Center.</p> <p>B- Continuing to work with Commencement Committee to ensure accurate data</p>	<p>Will include questions regarding the Degree Completion program in student satisfaction survey to be developed.</p>	<p>A-Inc B/C-C Compr accur Argos</p>

	C. Provide any additional data for commencement ceremony				
3. Administer an efficient registration and scheduling process	A. Purchase and implement the best class scheduling/events management software program for our campus needs. B. Provide/distribute the course schedule and registration information in the most accurate and timely manner	A1) Demo programs from appropriate companies A2) Solicit input/support from affected campus offices A3) Develop and submit to the President's Council a proposal to purchase a program A4) Negotiate a contract for the program and support services A5) Implement and launch the program B1) Solicit student/staff feedback on satisfaction with office services with reduced office staff B2) Track dates of distribution of materials	Successfully purchased EMS software. Successful 'go live' date of June 1. Now using EMS for room scheduling across campus	Roll out Campus Planning Interface and Master Calendar; both additional portions of EMS that are to be used for the schedule of classes and campus calendars.	Completed Plan reser Calen was r softw vend Com Stude
4. Create an operating culture of inclusiveness so that we may better meet and serve the unique needs of a diverse community	A) Insure that the Registrar's Office treats all students with sensitivity and awareness of the campus issues that have occurred B) Work with supervisor/administrators to insure they communicate to our office sensitive issues and how we should deal with them. C) Registrar's staff will participate in campus workshops/seminars/training sessions on diversity issues D) Ensure our student office assistants represent our campus population	A1/B1) Include discussion of diversity issues during each meeting of the Registrar with the Provost C1) Sign in sheet for sessions/track participation D1) Demographics of student office assistants	Hired 2 new full time staff members who have strong focus on inclusion, sensitivity and open-mindedness. Moved new staff member to front desk area to ensuring a warm welcoming environment when students enter Registrar's Office	Continue to attend diversity trainings as available.	Conti traini
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