

**SUNY Potsdam  
Administrative Unit Assessment Plan**

**Administrative Unit: Academic Support – Student Success Center**

**Unit Contact -- Name: Sean Partridge**

**Phone: x2520**

**Email Address: partrisc@potsteam.edu**

**Date Submitted: 6/20/2020**

**Mission Statement:** The Student Success Center uses a holistic approach to provide academic assistance for all undergraduate students, from their initial transition to SUNY Potsdam through graduation. We guide students in making informed academic choices and empower them to reach their full potential.

<b>Goals</b>	<b>Desired Outcomes/Objectives</b>	<b>Assessment Methods and Targets/Measures</b>
Provide support to students on academic probation through the Academic Mentoring Program (AMP)	Require students to meet with their assigned SSC mentor within the first 2 weeks of the term to establish SMART goals for the semester, discuss appropriate scheduling, connect them with campus resources, and encourage regular contact throughout the term.	At the start of the term, AMP students will be required to meet with their assigned mentor and to complete a GPA calculation and establish SMART goals. Participation (contacts, hours) will be tracked through the semester. At the close of each term, an assessment will be made comparing pre-and post-term GPAs (term and overall), credit completion percentages, repeated courses. Comparison between AMP participants and non-participants will be conducted. 50% of students will finish their probation term in Acceptable standing.
Establish regular and intentional contact with all AMP participants	Students will be encouraged to schedule continuing appointments throughout the term to revisit goals and adjust approaches as needed.	Tracking of contacts among all AMP mentors. Assessment of outcomes (GPA, credit completion) will be done to determine if increased AMP contact correlates with improved outcomes.

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Administrative Unit: Accommodative Services

Unit Contact Name: Jessica Burnett

Phone: 3267

Email Address: [Burnetjj@potdam.edu](mailto:Burnetjj@potdam.edu)

Date Submitted: 6/22/2020

Mission Statement: To ensure equal access for students with disabilities to all curricular and co-curricular activities offered at SUNY Potsdam while facilitating each student's personal development and independence.

Goals	Desired Outcomes/Objectives	Assessment Methods and Targets/Measures
Promote reasoned thinking	Students can express a need of services and accommodations.	Students will schedule appointments for intake meetings, additional accommodation requests, AMP, and advising. Semesterly reports will be created using data from these interactions. <u>Measures</u> - Assessed through Intake Forms and end of semester survey. <u>Target</u> - 50% of students with diagnosed paper on file will request services each semester.
Knowledge of rights and responsibilities as a person with a disability	Students can acknowledge their approved accommodations and accurately negotiate the accommodation process	Students will complete an intake where they acknowledge their accommodations. <u>Measure</u> - Track students coming into office to take tests (assuming in person testing,) request notetakers, flexible attendance, books in alternative format, and borrowing of equipment. The number of accommodation plans which are sent out to faculty will be tallied each semester. <u>Target</u> - Of the 50% of students with diagnosed paperwork on file who request services each semester 70% of those requests will utilize their accommodations.
Promote technology solutions	Students, faculty and staff will use assistive technology and built in accessibility checkers to help facilitate an inclusive environment.	Our goal is to ensure students are receiving equal access and to fix and/or reassess issues as they are brought the attention of the EIT accessibility taskforce but more importantly create and use accessible materials from the beginning. <u>Measure</u> - Students within the Office of Accommodative Services will be sent a questionnaire each semester. This is in conjunction with student/ staff accessibility web form which is open to the entire campus on SUNY Potsdam website. <u>Target</u> - Looking to gather baseline data and a positive trend in usage over the next 6 semesters.

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Administrative Assessment Plan

Administrative Unit: Academic Advising and Support Office

Unit Contact: Kristin Jordan

Phone: 315-267-3266

Email: [jordankl@potdam.edu](mailto:jordankl@potdam.edu)

Date Submitted: 06-20-2020

**Mission Statement:** The Academic Advising & Support Office in the Student Success Center is dedicated to assisting students with their intellectual development and decision-making skills. We guide students in making informed academic choices and provide services that help them to realize their full potential. We also support faculty and staff in fostering student success and development across campus. Our services are free and available to all SUNY Potsdam undergraduates, faculty and staff.

**SUMMER ADVISING**

Goals:	Desired Outcomes/Objectives	Assessment Methods and Targets/Measures
<ul style="list-style-type: none"> <li>• To advise all incoming First Year and Transfer students</li> </ul>	<ul style="list-style-type: none"> <li>• All students will be advised appropriately and in a timely manner</li> </ul>	<ul style="list-style-type: none"> <li>• Navigate will help with making sure all appointments are scheduled</li> <li>• Run Navigate reports to see how many students were actually seen by the SSC staff.</li> <li>• Schedules will be checked at the end of the summer to ensure all students were advised correctly</li> </ul>
<ul style="list-style-type: none"> <li>• Provide training to all Summer Advisors and be available to answer questions when they arise.</li> </ul>	<ul style="list-style-type: none"> <li>• To maintain a high level of quality advising</li> </ul>	<ul style="list-style-type: none"> <li>• Hold a debrief meeting at the end of the summer to see what we did well and what we can improve upon</li> </ul>

**STUDENT ADVISING**

Goals:	Desired Outcomes/Objectives	Assessment Methods and Targets/Measures
<ul style="list-style-type: none"> <li>• To be available as a Center to help students with advising needs throughout the year.</li> </ul>	<ul style="list-style-type: none"> <li>• That all students leave the Student Success Center with answers to their questions and the advising help they needed.</li> </ul>	<ul style="list-style-type: none"> <li>• Implementation of an advising survey so we can assess how the students think we are doing.</li> <li>• Run reports through Navigate to see how many students we saw and how we helped them.</li> </ul>

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**Administrative Unit: Bridges Program**  
**Unit Contact -- Name: Donnita Firnstein**  
**Date Submitted: 6/30/2020**

**Phone: 315-267-2685**

**Email Address: firnstdl@potdam.edu**

**Mission Statement:** The mission of the Bridges Program is to provide individualized academic and personal support to specially admitted students in their first two semesters at SUNY Potsdam.

<b>Goals</b>	<b>Desired Outcomes/Objectives</b>	<b>Assessment Methods and Targets/Measures</b>
FOCUS AREA: Enhance the Student Experience	92% of students will be retained from Fall to Spring	Enrollment Report from student registration on BearPaws.  92% retention of Bridges students from Fall to Spring.
FOCUS AREA: Support and Strengthen Academics to Enhance Student Success	Our students will earn a collective GPA of at least 2.25 for the year.	Master Grade List- BANNER Report.  Overall student GPA of 2.25
FOCUS AREA: Support and Strengthen Academics to Enhance Student Success	Our students will earn an average of 25.0 credits for the academic year.	Master Grade Lists- BANNER Report.  Overall average of 25 credits earned per student.
FOCUS AREA: Support and Strengthen Academics to Enhance Student Success	At least 70% of our students will be in good academic standing at the end of the academic year.	Master Grade List- BANNER Report.  70% of students in acceptable standing.
FOCUS AREA: Enhance the Student Experience	We will advise Exploratory students to enroll in FY 215 in their first year.	Enrollment report for FY 215 each semester using BANNER Report. Target enrollment will be 10% of Exploratory students.

Administrative Unit: Office of First Year and Family Transitions/Student Success Center

Unit Contact: Annette Robbins

Phone: 315-267-2450

Email: [robbinal@potdam.edu](mailto:robbinal@potdam.edu)

Date Submitted:

**Mission Statement:** The Office of Student and Family Transitions is responsible for organizing Orientation and Welcome Convocation for all first year students, developing and implementing Family Weekend, and coordinating the Academic Mentor Program.

## ORIENTATION

Goals:	Desired Outcomes/Objectives	Assessment Methods and Targets/Measures
<ul style="list-style-type: none"><li>To implement an onboarding program for new students</li></ul>	<ul style="list-style-type: none"><li>First Year and Transfer students will successfully complete all components of the new student checklist</li></ul>	<ul style="list-style-type: none"><li>Completion will be noted on freshmen intake report</li></ul>
<ul style="list-style-type: none"><li>To develop and implement a new student orientation program with virtual and in person components</li></ul>	<ul style="list-style-type: none"><li>New students will be introduced to various offices and resources needed to successfully navigate their time at SUNY Potsdam</li></ul>	<ul style="list-style-type: none"><li>Follow up survey to all new students seeking feedback on their orientation experience</li></ul>

## FAMILY WEEKEND

Goals:	Desired Outcomes/Objectives	Assessment Methods and Targets/Measures
<ul style="list-style-type: none"><li>To develop and implement an engaging program for families visiting campus in September</li></ul>	<ul style="list-style-type: none"><li>Dedicated time for families to engage in programming provided by the college – BUILD A BEAR, academic programs by volunteer faculty, etc.</li><li>Encourage families to enjoy the many aspects of the North Country – apple picking, hiking, visits to local venues, etc.</li></ul>	<ul style="list-style-type: none"><li>Visual interactions at events sponsored by the college – smiling families engaged in memorable moments</li></ul>

## Academic Mentoring Program (AMP)

Goals:	Desired Outcomes/Objectives	Assessment Methods and Targets/Measures
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<ul style="list-style-type: none"><li>• To provide a directed program to assist students who are on academic probation</li></ul>	<ul style="list-style-type: none"><li>• Students on probation will utilize smart goals and campus resources to raise their GPA – removing probation status.</li></ul>	<ul style="list-style-type: none"><li>• Bi-Annual assessment through Navigate reporting process</li></ul>
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**SUNY Potsdam  
Administrative Unit Assessment Plan 2020-21**

**Administrative Unit:** TRIO Student Support Services (TRIO)

**Unit Contact:** Mark Millward

**Phone:** 2347

**Email Address:** [millwamd@potsteam.edu](mailto:millwamd@potsteam.edu)

**Date Submitted:** 06/20/2020

**Mission Statement:** The core mission of TRIO at the State University of New York at Potsdam is to maximize the potential of undergraduate students who come from low-income or first-generation backgrounds or who have a documented disability. This will be achieved by providing services that include, but are not limited to, academic advisement, tutoring, financial literacy, and academic and personal counseling.

The goal of TRIO is to increase retention and graduation rates among its cohort. Ultimately, TRIO strives to empower its participants to maximize the benefits of college education, positioning them to graduate promptly and exit the institution well equipped for continued success, either in the workplace or graduate studies.

Goals	Desired Outcomes/Objectives	Assignment Methods and Target/Measures
Provide continuing assistance and guidance to the institution on appropriate modifications and enhancements to student retention and graduation approaches.	<p>Using purpose-built Banner programs and increased trend analysis through the use of Navigate communication campaigns, contact reports, analytics, and success progress, we will be able to continue to exceed the mandated targets set in the TRIO SSS grant proposal for 2020-25.</p> <p>The inclusion of Navigate data will especially allow TRIO to adapt to meet or exceed student need far more rapidly than prior years.</p>	<p>For the five years 2020-25, TRIO will commit to the following targets:</p> <p><i>Persistence:</i> 80% of the academic year's cohort, which equates to a minimum of 165 students.</p> <p><i>Graduation:</i> 51% of the academic year's cohort, which equates to a minimum of 105 students.</p> <p><i>Good Academic Standing:</i> 82% of the academic year's cohort, which equates to a minimum of 169.</p>
Contingent upon federal approval, create a TRIO Educational Talent Search program (TS) to allow the institution to work with low-income and first-generation students in grades 6 through 12 in local high schools.	<p>More institutional integration into the local school districts and associated community programs to provide improved opportunities for graduation and college admittance for high school students.</p> <p>TS would also establish a "pipeline" between the local schools and SUNY Potsdam as the selection criteria for the current TRIO program are the same as the TS program.</p>	<p>For the five years 2021-26 (pending federal approval), the programs would be measured by the following criteria:</p> <p><i>Secondary School Persistence</i>  <i>Secondary School Graduation</i>  <i>Post Secondary Enrollment</i>  <i>Post Secondary Attainment</i></p> <p>Targets for these criteria will be determined as part of the creation of the institution's response to the Department of Education's RFP.</p>

<p>TRIO will collaborate with multiple partners across the institution and the community outside of campus to assist in attaining program goals and to meet the needs of its students.</p>	<p>Using Navigate communication, reporting, and campaign tools, TRIO will be able to provide a more comprehensive approach to the support of its students. Real-time logging of contacts, flagging of concerns to appropriate partners, and up-to-date information on student academic progress will provide greater program responsiveness.</p>	<p>Greater collaboration across campus will permit faculty and staff to become more proactive in the support that the institution can provide to students on a wider set of topics.</p>
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**SUNY Potsdam  
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**Administrative Unit: Group Tutoring Program**

**Unit Contact -- Name: Tim Morse**

**Date Submitted: 7/7/20**

**Phone: x3447**

**Email Address: [morsets@potsdam.edu](mailto:morsets@potsdam.edu)**

**Mission Statement: The SSC guides students in making informed academic choices and empowers them to reach their full potential, from their initial transition to SUNY Potsdam through to graduation. Group Tutoring is specifically focused on academic skill development and improving student outcomes in specific courses.**

<b>Goals</b>	<b>Desired Outcomes/Objectives</b>	<b>Assessment Methods and Targets/Measures</b>
Expand and strengthen academic programs.	Students will develop strategies for succeeding in their coursework.  Students will develop academic collaboration skills.	Student Learning Outcomes (SLOs) will be assessed through a survey that will be distributed at the end of the semester. In taking this survey, students will reflect on the perceived change in knowledge and skills as the result of their group tutoring experience. The survey will consist of a brief series of Likert scale and short answer questions, each of which will relate to our two SLOs.  Responses on the Likert scale questions will range from 0 (strongly disagree) to 4 (strongly agree). Individual ratings above 2 (neutral) should indicate that progress has been made in a particular area. Average ratings will also be computed for the combination of items pertaining to each SLO. An average rating above 2 (neutral) should indicate that the outcome has been met.  Our goal is to maintain or increase our effectiveness by meeting each outcome for at least 70% of our students.