Administrative Unit Assessment Report

Assessment is a term commonly used to encompass the process of gathering and using evidence to guide improvements.

SACSCOC requires that "The institution <u>identifies</u> expected outcomes, <u>assesses</u> the extent to which it achieves these outcomes, and <u>provides evidence of seeking improvement</u> based on analysis of the results".

Be sure to SAVE your progress as you work!

Administrative Unit
Registrar's Office

Submission Year
2023-2024

Assessment Coordinator Name
Brandon Felder

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Unit Goal

Goal

Goal 1

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
To improve the graduation process and graduation experience for students.

Pillar of Success Supported
Robust Student Experience

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome

Implement Degree Works by August 2022.

Timeframe for this Outcome
2021-2022

Performance Target for "Met"
Implement Degree Works by August 2022.

Performance Target for "Partially Met"
Implement Degree Works by December 2022.

Performance Target for "Not Met"
Implement Degree Works in 2023 or later.

Assessment Measure Used
All students with a fall 2023 catalog year, or later, have access to DegreeWorks.

Frequency of Assessment
Yearly

Data Collected for this Timeframe (Results)
System has been successfully implemented.

Score (Met=3, Partially Met=2, Not Met=1)
3

Comments/Narrative
Effective August 2023, the Registrar's Office launched DegreeWorks. The new degree audit systems will ultimately replace what we currently use, CAPP. A new outcome will replace this one next year.

Resources Needed to Meet/Sustain Results

Explanation of How Resources Will Be Used

Outcome 2

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Increase student attendance at the Graduation Galas each semester.

Timeframe for this Outcome
Fall 2022 - Spring 2023

Performance Target for "Met"
Increase student attendance to 50% or more.

Performance Target for "Partially Met"
Increase student attendance to 40% to 50%.

Performance Target for "Not Met"
Increase student attendance to less than 40%.

Assessment Measure Used
When students attend the Graduation Gala, they sign by their name and verify their information. By verifying this data, it ensures we have their name how they expect it to appear on their diploma and a correct mailing address on file for their degree to be shipped to.

Frequency of Assessment
By Semester

Data Collected for this Timeframe (Results)
Fall 2022 - 239 students applied for graduation and 154 students attended the Graduation Gala (64% attendance). The attendance went down by 2% and we attribute this to the increase of online graduates.

Spring 2022 - 503 students applied for graduation and 380 students attended the Graduation Gala (76% attendance). There was not an increase in attendance, and we attribute that to online graduates.

Score (Met=3, Partially Met=2, Not Met=1)
3

Comments/Narrative
As our population of online students begin to graduate, we expect to see the attendance at the graduation fair stabilize.

Resources Needed to Meet/Sustain Results

Explanation of How Resources Will Be Used

Goal Summary

Goal Summary/Comments
We have seen a steady increase in Gala numbers. This will be the last year we use this outcome. The only recent year that Gala attendance was low, was the onset of the pandemic.

Changes Made/Proposed Related to Goal
We plan to continue initiatives to improve attendance at the Graduation Galas. We will continue drawings for prizes and increase communications to publicize the events.

Upload Files (if needed)

Goal 2

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
Provide timely and accurate service for students, faculty, staff, and community.

Pillar of Success Supported
Robust Student Experience

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Work with IT to implement Banner 9 Self Service (Registrar's Office portion).

Timeframe for this Outcome
2021-2022

Performance Target for "Met"
Implement Banner 9 Self Service (Registrar's Office portion) by January 2022 or before.

Performance Target for "Partially Met"
Implement Banner 9 Self Service (Registrar's Office portion) by May 2022.

Performance Target for "Not Met"
Implement Banner 9 Self Service (Registrar's Office portion) by August 2022 or after.

Assessment Measure Used	**Frequency of Assessment**
Beginning May 2021, the Registrar's Office staff will meet weekly with a Banner 9 Consultant and with our IT department.	By Semester

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
This goal is completed.	3

Comments/Narrative
Students now have access to registration, class search, grading (final and midterm), and more via self-service 9. Self-service 8 (Bearcat Web) is still assessable via MyLander, but that will be phased out,

according to IT. To aid with this transition, the Registrar's Office has created tutorial videos to assist students, worked with IT on navigation videos for the new platform, and created new grading steps to assist instructors.

Video link: https://www.lander.edu/academics/registrars-office/resources/registration
New final grading steps: https://www.lander.edu/academics/registrars-office/_files/documents/registrars-office/SS9-Steps-Experience_06202023_c.pdf

Resources Needed to Meet/Sustain Results

Explanation of How Resources Will Be Used

Outcome 2

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Provide FERPA training for all employees online though Blackboard.

Timeframe for this Outcome
August 2021

Performance Target for "Met"
Provide FERPA training through Blackboard for all employees by August 2021.

Performance Target for "Partially Met"
Provide FERPA training through Blackboard for all employees by December 2021.

Performance Target for "Not Met"
Provide FERPA training through Blackboard for all employees after December 2021.

Assessment Measure Used	**Frequency of Assessment**
The FERPA training will be in Blackboard and we will run a report of faculty/staff who have completed the training.	By Semester

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
No data collected at this time. This is a new goal for the Registrar's Office.	

Comments/Narrative
The Registrar's Office plans to have a video (either created or identified) by summer 23. We will ask that the campus community views the video and completes a short quiz to assess their knowledge of FERPA.

We have not made any progress with this goal over the last year. We are taking the 23 - 24 academic year to work on an appropriate video and assessment, then work on launching this the following year. Due to other time-sensitive projects and personnel changes.

Resources Needed to Meet/Sustain Results

Explanation of How Resources Will Be Used

Outcome 3

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

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Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Improve the amount of time it takes to evaluate and post transfer credits for new and continuing students.

Timeframe for this Outcome
Fall 2021 - Summer 2022

Performance Target for "Met"
More than 75% of official transcripts will be evaluated in the system within a week of receipt.

Performance Target for "Partially Met"
Between 50% and 75% of official transcripts will be evaluated in the system within a week of receipt.

Performance Target for "Not Met"
Less than 50% of official transcripts will be evaluated in the system within a week of receipt.

Assessment Measure Used	**Frequency of Assessment**
Access reports to track the dates on SOAPCOL.	By Semester

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Fall 2022 - 91% were reviewed within one week of receipt.	3

Spring 2023 - 88% were reviewed within one week
of receipt.

Summer 2023 - 79% were reviewed within one
week of receipt.

Comments/Narrative
We will continue to look for ways to improve the transfer articulation process. We will work closely with
Admissions to get receive the transcripts as soon as possible for articulation.

Resources Needed to Meet/Sustain Results

Explanation of How Resources Will Be Used

Goal Summary

Goal Summary/Comments
We are continuously working to provide timely and accurate service to our students, faculty, and staff.
Banner 9 Self Service will allow us to do more for our students and faculty. One new piece on the student
side is the proxy piece. This will allow a student to give parents "proxy" access in MyLander. We will also
require FERPA training for all faculty and staff in Blackboard.

Changes Made/Proposed Related to Goal
We will continue to search for ways to improve the transfer articulation process in the Registrar's Office.
We have two full time employees who review official transcripts daily and work closely with Admissions
Office staff on any changes. We will also implement FERPA trainings on Blackboard that faculty and staff
will need to complete once a year.

Upload Files (if needed)