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
2024-2025

Assessment Coordinator Name
Brandon Felder

Enter Assessment Coordinator Email
bfelder@lander.edu

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 enhance support for former students while streamlining processes for current staff members.

Pillar of Success Supported
Facilities Positioned for Growth and Efficient Utilization

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
To successfully digitize and organize all archived student records for individuals who attended the

university prior to 1986, ensuring accessibility, preservation, and compliance with data management standards.

Timeframe for this Outcome
2024 - 2026

Performance Target for "Met"
All transcripts of students who attended Lander College from 1950 - 1986 will be digitized by 2026.

Performance Target for "Partially Met"
Over 50% of the transcripts of students who attended Lander College from 1950 - 1986 will be digitized by 2026.

Performance Target for "Not Met"
Less than 50% of the transcripts of students who attended Lander College from 1950 - 1986 will be digitized by 2026.

Assessment Measure Used	**Frequency of Assessment**
The Registrar's Office will gauge the percentage of transcripts digitized.	Monthly

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Not yet determined.	

Comments/Narrative
This is a new goal, effective this current academic year. The Registrar's Office has not yet begun this project but anticipates a December 2024 start.

Resources Needed to Meet/Sustain Results

Explanation of How Resources Will Be Used

Goal Summary

Goal Summary/Comments
The purpose of this goal is to demonstrate continuous improvement of services offered to former students, while simplifying processing for staff members.

Changes Made/Proposed Related to Goal
No changes to date, as this is a new goal.

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
Provide FERPA training for all employees online though Blackboard.

Timeframe for this Outcome
Academic Year 2026 - 2028

Performance Target for "Met"
Provide FERPA training through Blackboard for all employees with access to non-directory student data by August 2026.

Performance Target for "Partially Met"
Provide FERPA training through Blackboard for all employees with access to non-directory student data by August 2027.

Performance Target for "Not Met"
Provide FERPA training through Blackboard for all employees with access to non-directory student data by August 2028.

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
We have not made much progress towards this goal. There were a few factors that contributed to the lack of process made over the last academic year, with the biggest being the onboarding/training of new staff members. I have updated the performance targets to reflect when we anticipate meeting this goal.

Resources Needed to Meet/Sustain Results

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

Timeframe for this Outcome
Fall 2023 - Summer 2024

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 2023 - 84% were reviewed within one week of receipt.	3
Spring 2024 - 80% were reviewed within one week of receipt.	
Summer 2024 - 83% 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

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.).

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
Improve the graduation process for students, faculty, and staff.

Timeframe for this Outcome
2025 - 2028

Performance Target for "Met"
Accomplishing 2 or more of the goals noted in the narrative.

Performance Target for "Partially Met"
Accomplishing 1 of the goals noted in the narrative.

Performance Target for "Not Met"
Accomplishing none of the goals noted in the narrative.

Assessment Measure Used	**Frequency of Assessment**
Compare historical numbers and deadlines. See narrative to find	Yearly

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Data will be available by 2026. This is a new goal that I believe we can start in the coming academic year. This means that we can review the work done next academic year, in the year after, to gauge success.	

Comments/Narrative
The changes we're making to the graduation application process aim to achieve several key improvements. Below are some initial targets, with the expectation that this list will grow over time:

1.   Reduce the number of late applicants

2. Identify the number of students pending graduation earlier each term
3. Provide students more time to complete their graduation requests
4. Be able to complete the commencement program earlier
5. Find more non-graduation issues by conducting a mass preliminary audit earlier in the term

Resources Needed to Meet/Sustain Results
To be determined.

Explanation of How Resources Will Be Used
To be determined.

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)