

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 identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results".

Be sure to **SAVE** your progress as you work!

Administrative Unit
Registrar's Office

Submission Year
2021-2022

Assessment Coordinator Name
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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 before 2024.

Timeframe for this Outcome

2021-2022

Performance Target for "Met"

Implement Degree Works by August 2023.

Performance Target for "Partially Met"

Implement Degree Works by December 2023.

Performance Target for "Not Met"

Implement Degree Works in 2024.

Assessment Measure Used

We will measure success by the how many catalogs (past/current/future) we get scribed, and how many tables we are able to verify.

Frequency of Assessment

Yearly

Data Collected for this Timeframe (Results)

No data collected at this time, as this outcome has not been met.

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

1

Comments/Narrative

The Registrar's Office began meeting with a Degree Works consultant in 2021, and that will continue over the next year. The core team will continue these meetings with the goals of scribing the current academic catalog, and reviewing controller tables. Controller houses Degree Works rules, similar to a Banner validation form. In the upcoming academic year, the Registrar's Office will work to develop a plan to introduce Degree Works to the campus community.

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.).

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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 2021 - Spring 2022

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. We use this list to determine how many students have attended the Graduation Galas.

Frequency of Assessment

By Semester

Data Collected for this Timeframe (Results)

Fall 2020 - 203 students applied for graduation and 13 students attended the Graduation Gala (6% attendance).

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

1

Spring 2021 - 372 students applied for graduation and 121 students attended the Graduation Gala (32% attendance).

Comments/Narrative

Attendance at the Graduation Gala dropped tremendously from AY1920 to AY2021. We attribute this drop to the onset COVID and employee turnover. We conducted a survey to identify ways to improve attendance at this event.

Resources Needed to Meet/Sustain Results

Explanation of How Resources Will Be Used

Goal Summary

Goal Summary/Comments

Degree Works is a large project that the Registrar's Office is partnering with Information Technology to implement. We have completed data migrations from Banner to Controller, and we are in the midst of validating scribe (requirements) and controller (rules). As we work through our validation process, we will be able to better identify a time that we can introduce this product to the campus.

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.).

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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

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

Beginning May 2021, the Registrar's Office staff will meet weekly with a Banner 9 Consultant and with our IT department.

Frequency of Assessment

By Semester

Data Collected for this Timeframe (Results)

No data was collected.

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

3

Comments/Narrative

This goal was met.

Resources Needed to Meet/Sustain Results

Explanation of How Resources Will Be Used

Outcome 2

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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 through 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

The FERPA training will be in Blackboard and we will run a report of faculty/staff who have completed the training.

Frequency of Assessment

By Semester

Data Collected for this Timeframe (Results)

No data collected at this time. This is a new goal for the Registrar's Office.

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

1

Comments/Narrative

We will be working with ITS to create a FERPA module in Blackboard for all faculty and staff to complete. They will watch a video on FERPA and take a short quiz at the end.

No progress was made with this goal.

Resources Needed to Meet/Sustain Results

Explanation of How Resources Will Be Used

Outcome 3

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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 credit.

Timeframe for this Outcome

Fall 2020 - Summer 2021

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

Access reports to track the received, and evaluated dates in SOAPCOL.

Frequency of Assessment

By Semester

Data Collected for this Timeframe (Results)

Fall 2020 - 463 transcripts were reviewed and 362 transcripts were evaluated within one week of receipt. (78% were reviewed within one week of receipt.)

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

2

Spring 2021 - 499 transcripts were reviewed and 214 transcripts were evaluated within one week of receipt. (42% were reviewed within one week of receipt.)

Summer 2021 - 652 transcripts were reviewed and

181 transcripts were evaluated within one week of receipt. (27% 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 when changes need to be made in Banner or in Slate.

Effective summer 2022, we have altered the way this data is reported. We are now reporting transfer work articulated during the review term. We previously reported students being enrolled for the term, that had transfer work articulated at anytime.

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)