

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
2025-2026

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 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

The Registrar's Office will gauge the percentage of transcripts digitized.

Frequency of Assessment

Monthly

Data Collected for this Timeframe (Results)

Not yet determined.

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

Comments/Narrative

We are not on track to accomplish this goal by 2026. To date, we have completed a little over 10% of the digitizing, but we will attempt to allocate more time and attention to this goal in the coming year.

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

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 through 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

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)

Comments/Narrative

This goal is being removed, effective this year, as HR will not have an orientation for new hires, in which FERPA is discussed.

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

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

Timeframe for this Outcome

Fall 2024 - Summer 2025

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 dates on SOAPCOL.

Frequency of Assessment

By Semester

Data Collected for this Timeframe (Results)

Fall 2024 - 82% were reviewed within one week of receipt.

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

3

Spring 2025 - 81% were reviewed within one week of receipt.

Summer 2025 - 82% 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

Compare historical numbers and deadlines. See narrative to find

Frequency of Assessment

Yearly

Data Collected for this Timeframe (Results)

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.

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

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

Our unit aims to improve the graduation application process by implementing an earlier deadline while extending the overall application window. This change will provide students and faculty with additional time to thoroughly review academic records prior to certification with the Registrar's Office. By finalizing applications sooner, staff and administrative teams will be better positioned to make timely decisions regarding upcoming graduation ceremonies. The extended application period ensures flexibility for students while supporting more efficient planning and coordination across departments. Ultimately, this adjustment enhances accuracy, reduces last-minute issues, and improves the overall graduation experience for all stakeholders.

Changes Made/Proposed Related to Goal

To support the new graduation application timeline, our office will update application systems and the degree audit to align with the earlier deadline and extended submission window. We will also make internal workflows and staffing will be adjusted to handle application processing more efficiently during the longer application period.

Upload Files (if needed)