

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
2020-2021

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 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.

Assessment Measure Used

Beginning July 2021, the Registrar's Office staff will meet with a Degree Works Consultant to set up degree and program requirements in Banner.

Frequency of Assessment

By Semester

Data Collected for this Timeframe (Results)

No data collected at this time. This is a new goal. The Registrar's Office will be meeting with a Degree Works Consultant in July to begin the implementation process.

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

Comments/Narrative

We received approval to purchase Degree Works in the Fall 2020 semester. We will begin working on Degree Works during the Summer 2021 semester.

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).

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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 2020 - Spring 2021

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 2019 - 192 students applied for graduation and 100 students attended the Graduation Gala (52% attendance).

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

3

Spring 2020 - 337 students applied for graduation and 212 students attended the Graduation Gala (63% attendance).

Comments/Narrative

In an effort to increase attendance, we had a raffle to win several prizes including a 32 inch TV, Google Home, and a prize basket from the Bearcat Shop.

Resources Needed to Meet/Sustain Results**Explanation of How Resources Will Be Used**

Goal Summary

Goal Summary/Comments

We are making changes to improve the graduation process and experience for students. Degree Works will be a big project and we will start implementing this in July. We will have 3 full time employees meeting with the Degree Works consultant regularly to implement the program. We will also have 2 full time employees dedicated to making catalog changes every summer once Degree Works is in Production.

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

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 collected at this time. This is a new goal. The Registrar's Office will be meeting with our IT department and a Banner 9 Consultant in May to begin the implementation process.

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

Comments/Narrative

We will be meeting with a Banner 9 consultant and with our IT department weekly beginning in May to implement the Registrar's Office portion of the Banner 9 Self Service. This includes registration, student profile information, grading, class roster, attendance tracking, and the new proxy piece.

Resources Needed to Meet/Sustain Results**Explanation of How Resources Will Be Used****Outcome 2**

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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)**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.

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 credits for new and continuing students.

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 dates on SOAPCOL.

Frequency of Assessment

By Semester

Data Collected for this Timeframe (Results)

Fall 2019 - 1,302 transcripts were reviewed and 1,211 transcripts were evaluated within one week of receipt. (93% were reviewed within one week of receipt.)

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

2

Spring 2020 - 2,307 transcripts were reviewed and 1,873 transcripts were evaluated within one week of receipt. (81% were reviewed within one week of receipt.)

Summer 2020 - 795 transcripts were reviewed and 544 transcripts were evaluated within one week of receipt. (68% 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.

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)