

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
2022-2023

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 or later.

Assessment Measure Used

As of summer 2022, we have data in DegreeWorks that we have begun verifying.

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)

1

Comments/Narrative

As of Summer 2022, all programs in the 2021-2022 academic catalog was scribed to DegreeWorks. The Registrar's Office is now tasked with verifying scribe data (ensuring that what's in the catalog is correctly built in DegreeWorks). We have not accomplished this outcome during the initial timeframe created, but as we continue working on implementation, we will update the goal.

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. 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 2021 - 202 students applied for graduation and 134 students attended the Graduation Gala (66% attendance).

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

3

Spring 2022 - 448 students applied for graduation and 340 students attended the Graduation Gala (76% attendance).

Comments/Narrative

Steady increase over the 2021 - 2022 year.

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

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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

The BETA version of SSB9 registration, student profile information, grading, class roster, and attendance tracking has been pushed out to the campus community. Students have begun registering themselves for courses via SSB9 and instructors have begun entering grades this way too. The Registrar's Office is currently working on registration videos to assist students, when the SSB8 registration is no longer assessable. We are also revising the final grade entry steps for instructors.

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

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.

Resources Needed to Meet/Sustain Results

Explanation of How Resources Will Be Used

Outcome 3

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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

Access reports to track the dates on SOAPCOL.

Frequency of Assessment

By Semester

Data Collected for this Timeframe (Results)

Fall 2021 - 89% were reviewed within one week of receipt.

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

3

Spring 2022 - 94% were reviewed within one week of receipt.

Summer 2022 - 85% 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)