

**NAAC Committee Meeting
9AM, Tuesday, Jan. 21, 2020
French Hall Conference Room**

A. Ambassador Update

1. Working with areas to complete mid-year reporting.
 - The ambassadors reported that the mid-year reports for their areas are progressing
 - The cycle of assessment and dates were reviewed. The goal is to have all mid-year reports completed by the end of January.
2. Begin offering drop-in sessions for questions on TaskStream and data entry at mid points during each semester.
 - It was noted by some ambassadors that it is difficult to schedule time with people. The idea of hosting a drop-in session once per semester was discussed. These sessions will not focus on teaching TaskStream but rather walking people through their thoughts as they craft their plan. A number of people from the non-academic side have expressed interest so we will offer one this spring and see how it is received and continue if it beneficial/well attended.

B. Campus Surveys

1. Update on new survey (SOS replacement)
 - Sarah Todd reported that there have been no updates or communications about the project to develop a replacement survey. This survey would have been administered next year so Sarah anticipates that she will have an update by the time of the next NAAC meeting in June.
 - The NSSE is being launched on 2/12. As a reminder, this survey is no longer required so we will only have comparative data to look at. Our longitudinal data reaches back to 2008. Sarah clarified that this survey is more academic in nature and does not really address areas that this committee would be interested in in terms of information pertaining to the non-credit bearing areas on campus.
2. Comprehensive Survey – assessment of the instrument
 - The recent survey that was done yielded more qualitative data. However, with such a small completion size it is difficult to use the data in a meaningful way. The sub-group anticipated that this may be the case when they developed the instrument because they asked open-ended questions targeted at very specific things. In the future, we could change this survey to be shorter with the hopes of yielding more quantitative data. We could still target very specific areas but change the survey.
3. Campus surveys (non-academic)
 - There was a general conversation around non-academic surveys on campus. Since these are a mainstay for non-academic assessment it would be a good idea to have some sort

of survey bank. This would allow us to look at what kinds of surveys we are doing and who they are directed at (students, fac./staff, etc) based on the area. Comprehensively, we generate a lot of data and sharing snapshots or summaries of this data with the campus could be beneficial in helping areas understand functionality and opportunities for inter-office/program collaborations. These represent opportunities to be presented at Campus Leadership and also the non-academic symposia. Finally, a survey bank would allow us to have periodic reviews of updates to ensure that we are collecting data relevant to institutional goals and initiatives. Sarah said that the development of this bank is something that she could do relatively easily since her office already generates the reports for surveys. She presented the idea of having both the bank and results available on the website as an additional way to share it with the campus. Travis noted that having information like this that is available would be particularly helpful when creating the yearly report for the Chancellor.

4. Three-year reporting cycle

1. This current cycle is based on our 3-year cycle of non-academic assessment driven by the following surveys:
 - a. Year 1: SOS
 - The replacement survey is being generated by the SUNY working group.
 - b. Year 2: NSSE
 - Sarah indicated that this survey is more academic in nature. At this time, the president has committed to continuing its implementation for longitudinal data.
 - c. Year 3: Comprehensive Survey
 - See above discussion.
 - d. In light of all of the changes to the above 3 surveys that have historically been review by this committee, there was conversation about what types of surveys this committee would like to see implemented in the future. The committee agreed that student satisfaction continues to be important for many of the areas. Megan Warren noted that for some areas (like HR) student satisfaction results are not as relevant. There was subsequent conversation about the possibility of implementing a staff/faculty opinion survey. The COACHE which was offered in 2017 measured faculty satisfaction and excluded professional staff. The committee is interested in results that include faculty and staff and allow us to look at things like recruiting and retaining a diverse staff. In addition, it was noted that there are things that can attract and retain staff that do not cost money that we may want to develop more. For example, residence life is pet friendly and this is very attractive to their staff. Other examples include 10- or 11-month positions that allow people to have their summers off or the ability to work 1 day a week from home.

2. Findings will be reported at the Campus Leadership group by this committee. Results will focus on:
 - Changing office practices and procedures (e.g., administrative areas)
 - Measuring student satisfaction, student engagement, student development, student learning, and student retention (e.g., student affairs and support services)
 - Promoting the professional competence, skill, and growth of personnel & staff (all areas)
 - The discussion of a staff satisfaction survey was continued with regards to promoting professional competence, skill, and growth. Reference was made to the fact that staff retention is tied to student retention. Also, if a survey such of this is approved for implementation that it should be a national instrument, not one that we create.
3. The proposal of a yearly non-academic symposium, similar to the academic side that will bring all of the non-academic divisions together to share results in their areas, was discussed.
 - This idea will be presented to the NAA area VPs.

5. Next Steps

1. Continue mid-year reports and schedule mid-semester drop-in session
2. Review of current internal surveys and creation of survey bank and campus posting.
3. Review and continued discussion about future surveys to offer that will offer helpful feedback to the NAA areas.

6. Resources

1. OneDrive
2. Website - updates

7. Meeting calendar for the remainder of the year

Date	Time	Location	Group
3/17/20	9AM	French Hall Conference Room	Ambassadors
6/16/20	9AM	French Hall Conference Room	Committee Meeting