NON-ACADEMIC ASSESSMENT SYMPOSIUM

Division of Academic Support Services & Instructional Technologies

Academic Year: 2019-2020

NEW MODEL OF ASSESSMENT:
CONTINUOUS REVIEW AND REVISION OF STRATEGIC PLAN

Desired Outcomes

Goals

Strategies

Measures & Targets

Results

Mission

SEVEN MAJOR INSTITUTIONAL GOALS
2020

1. Promote Academic Excellence

2. Improve Operational Effectiveness

3. Optimize Enrollment

4. Focus on Sustainability

5. Enhance Diversity & Welcome

6. Create a Robust, Active, and Enriching Campus Life

7. Build Greater Awareness of SUNY Canton

PYRAMID MODEL OF ENGAGEMENT IN STRATEGIC PLANNING

Level 3

Decisions & Funding:
President and Vice Presidents

Level 2

Refinement & Planning:
Cabinets, Faculty Assembly, Councils

Level 1

Assessment & Collaboration:
Shared Governance Committees, Administrative Committees

MAPPING TO INSTITUTIONAL GOALS
PROMOTE ACADEMIC EXCELLENCE

- **Library Services** – Open Educational Resources (OER) initiative (lower cost to students).

- **Student Accessibility Services** – new Accessible Technology (AT) (improve resources to meet the needs of students).

MAPPING TO INSTITUTIONAL GOALS
OPTIMIZE ENROLLMENT

- **International Programs** – removing online, academic, and economic barriers (recruit new markets).

- **Advising & First Year Programs** – Roo Success (engagement/early warning).

- **Veteran's Services** – Boots to Books and Beyond transfer agreement with JCC (transfer students).

- **Tutoring Services** – ThinkingStorm online tutoring tailored for the fully online student population (enhance retention).

- **Educational Opportunity Program (EOP)** – pre-freshman summer programming (enhance retention).

- **TRiO** – summer programming (enhance retention).

- **Career Services** – FYEP student resume initiative (enhance retention).

- **Collegiate Science & Technology Entry Program (CSTEP)** – student support program (enhance retention).

OUTCOMES
PROMOTE ACADEMIC EXCELLENCE

- OER use (savings to students of approximately $498,280 in textbook costs since 2018).

- Accessible Technology (eligible students have access to technology that meets their academic needs in place of having to rely on another person)

OUTCOMES
OPTIMIZE ENROLLMENT

- Increased engagement opportunities with International Programs.

- Roo Success (engaged/not engaged indicators).

- Support for transfer and retention of VA students from JCC to SUNY Canton.

- Implemented 24/7/365 fully online tutoring support through ThinkingStorm.

- Support for student preparedness through summer programming.

- Initiative to improve FYEP student retention through engagement with Career Services.

- Supported retention through programming designed for CSTEP students.

REFLECTIONS AND CLOSING THE LOOP

- Think of an area (preferably outside of this division) that was impacted by your initiative.
  - What was the area?
  - What was the impact?
  - Was this impact anticipated?
  - What was the reciprocal impact on you and the initiative?

REFLECTIONS AND CLOSING THE LOOP

- Considering the idea of maintaining a community where there is perseverance to see conflict through to a positive healthy outcome, what are your next steps to resolve the issues identified above?
  Reponses from directors included the importance of communication, identifying commons outcomes, having needs met, and stepping up/in to assist one another.
  With all of this in mind,

  - What are potential solutions to issues identified?

  - What support do you need to implement these solutions?

  - What activities or actions could be applied to close the loop on the new initiative?

  - What are some strategies that would assist in (over) communicating with areas about your initiatives in a way that works toward a positive healthy outcome?

  - What are some ways that you need areas to step up/in to reciprocate your initiatives?