Unit End of Year Report

Report includes: · 2020-2021 Annual Goals · 2020-2021 Assessment Plan · Key Performance Indicators · 2021-2022 Annual Goals · 2021-2022 Assessment Plan · 2020-2021 Points of Pride	**Unit: Registration & Records** **Director: Peter Dowe** **Assessment Team Representative: Carl Dickinson**

UNIT OVERVIEW

Unit Mission
The Registration & Records Office provides personalized quality service, which is welcoming, accessible, and responsive to a far-reaching diverse community. The Office is charged with maintaining compliance to all federal, state, and institutional regulations and policies as applicable to the areas of registration, records, curriculum management, degree management, and state financial aid administration. Services are performed to protect and preserve the integrity, accuracy, and privacy of academic records while providing a centralized resource enabling students and others to obtain services in a secure and efficient manner. In unison with other support areas, the office fulfills a role in facilitating and promoting the academic mission of its division and the institution.

Unit Functional Goals	Division Goal Mapping	College Goal Mapping
Timely and efficient registration of all students maximizing the use of online tools and minimizing manual interventions.	1	1.1, 1.7, 1.8, 2.3, 2.5
Timely and efficient processing and handling of all aspects of a student's academic record including final grading, degrees awarded, diplomas generated, and transcripts produced.	3	1.1, 1.5, 1.7
Timely and efficient compliance services; critical to student enrollment and compliance data feeds for New York State TAP and Excelsior, National Student Clearinghouse and NSLDS; purpose is maintaining up-to-date awards and formally notifying degree completions to conclude aid, certify verification data and ensure timely student enrollment feeds tied to all financial aid awards.	1, 3	1.1, 1.5, 1.8

SECTION ONE: 2020-2021 UNIT STRATEGIC ANNUAL GOALS

Unit Strategic Annual Goals	Outcome/Status
Implement Student Outcome Tracking (SOT), revised target date. Collaborate with LITS and continue project momentum; *was delayed by upgrades to DegreeWorks 5.04, which are required and being implemented June 2021* *SOT has been developed in our Degree Works test database. We are currently testing SOT processes to for accuracy now.*	Goal Partially Met/Ongoing
Pilot the Student Educational Planner (SEP) tool for future "full" implementation. Work with IT support/resources and selected departments and pilot the SEP tool in Spring, 2022; *Note: technical complications exist with functionality omitting academic work already completed by student; it is questionable whether SEP offers what is expected with a need to assess whether full implementation is feasible; additional staffing might be required*	Goal Partially Met/Ongoing
Re-initiate e-records document imaging project upon staff return to an in-person workforce now that the latest version of ApplicationXtender (AX16.3) has been implemented. *Note: of 42,243 records, 22.8% (9631) are digitized and archived. 77.2% (32612) need digitization and will be completed over a 2.5-year period.*	Goal Partially Met/Ongoing
Continue curriculum/catalog management project utilizing MachForms to provide greater accuracy, tracking, and efficiency, utilizing approval workflows and controls. Soft rollout was initiated Spring 2021 with final rollout end of Spring 2021 semester.	Goal met
Continue to utilize operational tracking and note indicators to identify efficiencies and target areas of improvement by incorporating new technological tools and solutions.	Goal met
Implement MachForms software leveraging approval workflows and E-routing features; ending a need for walk-in/in-person paper requests; providing e-services students expect and sustaining services when remote operations appear necessary. *Key forms critical to remote operations have been quickly migrated to MachForms to ensure services continue and are efficiently provided as remote processing is paramount.*	Goal met

SECTION TWO: 2020-2021 Assessment Plan

Unit Goal	College Mission Alignment:
Implement Student Outcome Tracking (SOT), revise target date. *Note: the Spring 2021 Upgrades to DegreeWorks are required as a first project step with significant software changes with anticipated Implementation Spring 2022.*	To be a Sustainable Institution for the 21st Century To be a Great College at which to Learn

Outcomes and Criteria:	Data Sources and Methods:	Assessment Data:
Updated and current curriculum for SOT tool	Departmental webpages, catalog, courses match with major requirements listed/approved by College Senate and State Ed	Goal Partially Met Data shows setups have been updated and degree encoding with all necessary changes complete/current. The new Machforms Course Registration form was implemented and supports continued efforts keeping this information current and accurate.
SOT requires new version of DegreeWorks slated for Spring, 2021.	Requires IT, interface setups in including banner tables current/complete	The initiative to implement SOT as mapped was overly aggressive and requires more time due to a necessary software update planned in Spring 2021 with full implementation of SOT by May 2022.
Offer online SOT trainings early Spring 2022 term reviewing functionality and features for stakeholders including students, this will include video tutorials.	New staffing requires us to re-initiate project meetings, agendas, and action items to meet target deadlines, trainings, and implementation.	SOT trainings are in the startup phase, gathering system information screens, with the start of training development. The goal is to be prepared to finalize training and support users with in-person and online instruction before May 20220 when the full implementation is completed.

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CLOSING THE LOOP

Resources Used:

Office personnel from Registration and Records and LITS continue efforts towards implementation. Resources include the SICAS center, trained LITS staff, and designated Registration and Records staff supporting this project. Also, Ellucian trainers and experts are used for their expertise providing required setups and action items to initiate implementation. RPS will collaborate with institutional peers as necessary using them as a resource for added insight and guidance during the SOT project.

Office personnel from Registration and Records and LITS have been working with SICAS to implement SOT and test the accuracy of its output. Once larger issues that have been identified are corrected, we will be able to continue development for the roll out of SOT to members which include Financial Aid and Academic Affairs for training.

Key Findings:

Registration and Records has accepted the role to bring momentum to this initiative and is overseeing this project. The use of this system requires buy-in and utilization from key offices and the entire campus.

Ellucian recommended following implementation steps for a successful outcome. First was the implementation of Banner 9 which required extensive training for users to understand new onscreen form formats and the latest functionality. Brockport has completed the latest upgrade to DegreeWorks performed by LITS. Version changes are extensive with faculty and staff adjusting to functionality, tools, tricks, and tips when used. To facilitate, Ellucian, SICAS, or peers should be contacted to determine if online training is available.

After DegreeWorks has been upgraded, next steps will include identifying which setups are needed for compatibility and implementation of SOT. A review with Ellucian, SICAS, and IT will involve identifying action items to complete and which elements/setups in Banner need to be updated. Peer institutions with a similar setup to Brockport's Banner and DegreeWorks will be consulted and asked for insights highlighting what preparation steps work and the pitfalls to avoid; with recommendations from what was learned from their SOT implementations.

Dissemination/Discussion of Key Findings:

This project has been reinitiated since the complexities of Covid19 and adjusting to remote services. This includes completing the foundational pieces of setup for this implementation and notifying stakeholders, team members, and individual the new target rollout so users/stakeholders are ready to incorporate the tool into their processes. Rollout is anticipated before May 2022.

Summary Sentence for EMSA Divisional Report:

Student Outcome Tracking (SOT) will be implemented to assist students in selecting and completing courses that are degree applicable and financial aid

Unit Goal	College Mission Alignment:
Pilot the Student Educational Planner (SEP) tool for future "full" implementation.	To be a Sustainable Institution for the 21st Century To be a Great College at which to Learn

Outcomes and Criteria:	Data Sources and Methods:	Assessment Data:
Degree audits are accurate and ready for SEP	DegreeWorks encoding substantiating that it matches requirements approved by the College Senate and State Education Department	Goal Partially Met Results - degree audit, catalog, and course offerings are current with approved curriculum and degree programs are completed. Resources required for the implementation of SEP have been vetted, are correct, and may sustain the new platform. Completed
Continue to prepare for implementing the SEP tool Spring 2022.	Work with LITS, perform technical setups of the new tool, do testing, rollout pilot.	This project was over-simplified. This tool is not missing past academic work to provide accurate academic planning. Also, staff have communicated tool setups double encoding responsibilities. New process demands require added support staff. Technical complications have slowed progress. Next steps – work with consultants to resolve functional problems; upon resolution pursue soft rollout obtaining feedback from users; last - determine staffing needs to expand/complete/maintain SEP
Develop SEP training materials or online support; available to users before Spring, 2022 piloted rollout.	Work with Pilot departments and users to support use of the tool with training and troubleshooting provided; test functionality and determine value.	Gain insights from SICAS and SUNY to ensure training materials developed are excellent and include what is needed for the best user experience This will be completed before May 2022

CLOSING THE LOOP

Resources Used:

Personnel from Registration and Records, SICAS, LITS tech-staff and programmers, Ellucian support, and close collaboration with peer institutions. Identify areas within Banner or DegreeWorks that might need modification for the tool to function. Additionally, the development of documentation by selected staff for the tool offering "how-to-use," illustration of functionality for stakeholders and students, ongoing tracking accomplishments to ensure the tool is deliverable before May 2022.

Key Findings:

Along with added demand for resources to perform this project, information from other institutions indicates the use of this tool as minimal because assessments observe many users defaulting to the student's degree audit or using the "what-if" feature already within DegreeWorks. This has made it necessary to initiate the piloted approach and do a staged rollout of SEP to substantiate value and feasibility.

The office of Registration and Records has spearheaded this project stressing the need to: ensure features truly benefit departments and match student expectations, assess added responsibilities and tasks, identify needs for added staff support to maintain this tool, and confirm the feasibility of full rollout identifying if added resources are required for success.

The successful rollout of SEP will largely be dependent on the willingness of Academic Affairs Advisors to individually update all student plans with credits earned prior to matriculation at Brockport while conducting academic advisement. As Brockport is a very transfer-oriented campus, faculty advisors will need to be assured that the extra work in advising is of value to student success.

Dissemination/Discussion of Key Findings:

Meetings working with resources and the select departments have been ongoing. The Registrar and Associate Registrar have dedicated focused time that includes the latest training, collaboration with peers and experts, and have shown great dedication to the coordinated efforts to make this project pilot available by May 2022.

Summary Sentence for EMSA Divisional Report:

The Student Educational Planner (SEP) will be implemented in the future to provide an added planning tool to key stakeholders who do advising and benefit students; with hopes to offer greater vision and encourage academic planning that makes it possible for completing a degree. Note, the functionality of this tool is under review seeing the software has technical challenges not recognizing prior coursework in academic planning scenarios.

Unit Goal		College Mission Alignment:
Initiate Brockport's centralized E-records archival project; utilizing the latest software making functionality current, sustained by LITS software support, and providing improved intuitive features for users.		To be a Sustainable Institution for the 21st Century To be a Great College at which to Learn
Outcomes and Criteria:	**Data Sources and Methods:**	**Assessment Data:**
The new version of the application extender changes screens and processes to digitize and archive records.	LITS implemented the latest software upgrade. LITS has supported developing new processes to support digitization efforts.	Goal partially met Software upgrades were completed during 2019/2020 academic year, with 22% of all records digitized and archived.
Regain archival skills due to vast changes to digitization processes.	Methods include offering updated process documentation, training, and new goals.	Retrain staff in Fall 2021 to successfully reinitiating digitization to archive the adjusted target number of records that need to be completed for annual goals to be met.
Lastly, registration & records must re-group and initiate the archival of the old legacy/pre-banner documents establishing new goals for each academic year	It is measurable and documented when old legacy paper academic records are digitized and preserved with the latest technological solution	Tracking progress to meet expectations. 77.2% (32612) need digitization and will be completed over a 2.5-year period. Adjusted plans - complete 38.6% (16305) in the 2021/22 academic year and 38.6% (16307) in the 2022/2023 academic year; with paper files removed and relocated by May 2023; visually substantiating work completed. This project timeline has been adjusted due to the need for on-site staffing and this past year's Covid19 restrictions.

CLOSING THE LOOP

Resources Used:

LITS has been our software resource offering a new and improved tool. Other resources are key staff training all who need to use the upgraded system. Lastly using our scanning and student systems to archive academic records digitally with systems reporting to substantiate progress.

Key Findings:

Changes to software offering valuable enhancements makes it possible to perform work quicker and with less angst. The upgrade to the newest version has not accelerated processing but has made the process easier and reduces the chance for inaccuracies. A reassessment of the number of documents and how many have been archived has shown we have more records than what was originally inventoried. With that said, targets that were unrealistic had to be redefined. The institution is utilizing in-house staffing for this processing. This is to minimize costs associated with this archival project. When benchmarking, other institutions have hired consultants with scanning teams to complete this type of project with a contracted cost.

Dissemination/Discussion of Key Findings:

Discussions have outlined the need to digitize and archive student files not only for preservation but for access. Registration and records receive many requests for old legacy student records with challenges locating paper files due to mis-filings, no centralized indexing, the unique spelling of names from requests, and other odd paper complexities impeding easy access. Talking points always lead to the reality that paper files are not only deteriorating but also inefficient. Supporting the digitization and archival of academic files is necessary and the Registration and Records office remains committed to completing this project.

Summary Sentence for EMSA Divisional Report:

Registration and Records is committed to full implementation of e-documents to add safeguards and security, improve access, and support greater efficiencies.

Unit Goal	College Mission Alignment: how does this goal support the College's Mission?
During 2020/21, RPS set the goal to participate in the CAS Self-Assessment initiative. Sections completed include 1-Mission, 2-Program, 3-Organization & Leadership, 6-Law, Policy, & Governance, 7-Diversity, Equity, & Access, 12-Assessement & Evaluation.	Divisional and institutional missions are regularly reviewed by RPS to ensure the purpose, theme, and intent of those missions are incorporated into the RPS mission ensuring consistent and supportive efforts for all shared initiatives.

Standards under review	Summary of Initial Findings	Recommendations
Ongoing review of Standards include: -equity & serving all -ensuring accessibility -upholding compliance -guarantees integrity, accuracy, & privacy of the student record	1-Mission – RPS has a solid ongoing process in maintaining its mission; additionally modifying the mission if and when institutional and divisional missions change.	Discuss and review the RPS mission every year; before April 2022
	2-Program – Initiatives, services, and programs embody elements to ensure continuous student learning efforts that support specialized knowledge, integrative knowledge, intellectual skills, and applied knowledge.	Spring, 2022 - assess and review data and feedback-results indicating if student learning efforts are being supported and if goals are met. Enhance service delivery, training videos, and continue to improve technologies supporting this effort.
	3-Organization & Leadership – RPS is influenced by professional standards, institutional goals, and legal compliance. RPS leaders set goals, identify what to influence and areas of concern, ensure consistency, require accountability, foster communication, listen and connect, ask questions identifying what's critical, support mentoring and coaching, seek and provide feedback, and measure success.	2021/22 utilize assessment and operational data to ensure efficiencies and uphold effectiveness; continue staff development with trainings and conferences
	6-Law, Policy, & Governance – L-P-G are integrated and key to RPS initiatives. It is a necessity to comply with laws, resolutions, pronouncements, and declarations. Legal regulations combined with professional standards	Continue reviewing policies on an annual basis; monitor SUNY legal and professional resources on a monthly basis (2021-22)

drive policies and procedures. RPS actively monitors L-P-G and modifies policies and procedures, as necessary.	
7-Diversity, Equity, & Access – RPS supports diversity/equity/access and is committed to serve all equitably; additionally, the majority of RPS requests are initiated online with standard processes ensuring all are served equitably. This team has proven their dedication to this area by participating and attending diversity and equity trainings and conferences.	Continue having monthly discussions at staff meetings on EDI related topics (2021-22); continue related trainings/staff participation
12-Assessement & Evaluation – RPS has reporting, email feedback, and survey feedback that supports assessment and evaluation. The most recent survey indicated 87% satisfaction. Areas of concern were typically tied to telecommunications and technical problems resulting from remote services. This area continues to work with telecommunications gaining greater understanding and solutions to resolve dropped calls, inability to communicate due to static, and other unusual complexities arising from remote changes prompted by covid19 adjustments.	Continue collective planning as a department to ensure that reports and data results identify areas to improve; develop a plan on how to make appropriate changes after reviewing data and the findings of assessments (2021-22)
Disclosures- Describe meaningful limitations to the completion of the program review – No complications or impediment prevented this exercise. It is observed when comparing RPS to peer schools that many RPS offices have an IT staff member designated and located within RPS; something we do not have. Additionally, peer schools have facilities that not only offer greater security but provide a professional aesthetic appeal, which prompts the question whether the institution should consider using resources to explore a solution to ameliorate the impression of the RPS physical space. Additionally physical space is a concern when private office space would be preferred when counseling patrons and discussing confidential information. Improved security would also safeguard confidential information and reduce opportunity for risk.	Prompt discussions on plans involving improving security, safety, privacy, and a professional aesthetic to this service area
Describe the primary strengths of the functional area and how have these changed over time – First, RPS has leveraged the use of technology ensuring services are performed to protect and preserve the integrity, accuracy, and privacy of academic records while providing a centralized resource enabling	Communicate and disclose the successes of this area for it to be understood this is the central repository of all student records and academic information; with the goal to ensure those within and external to

students and others to obtain services in a secure and efficient manner. The second strength is staff resources possessing skillsets benefiting the operations and the charge to serve all patrons by fulfilling requests utilizing the latest expected delivery methodologies combined with professionalism and efficiency. During 2020/2021 we can substantiate the development and implementation of 25 MachForms programmed to collect approvals, prompt processing, and deliver completion confirmations.	this institution understand the value and authenticity of the work perform in this area
Describe the innovative programs/services/practices that the functional area has initiated with respect to "best practices" in the field – RPS is influenced by standards regulated and adopted by authoritative bodies such as: Federal, State, SUNY, and professional guideposts including AACROA and HESC. Best practices are derived from the authoritative bodies prompting policy development and process improvement. Innovation during this past year has been focused on improving remote services and leveraging the use of MachForms to eliminate paper and improve efficiencies. The development of online video tutorials has been valuable in communicating and training all who need training or added understanding on "how-to."	Continue the commitment to meet professional standards that support all initiatives tied to this unit; with the true goal to ensure the compliance and validity of work performed and records maintained by this area

Institutional Student Learning Outcomes

1. Written and Oral Communication   4. Critical Thinking and Information Literacy
2. Quantitative Reasoning   5. Civic Engagement
3. Intercultural Competence

Departmental Learning Outcomes	Institutional Learning Outcomes					Assessment Year
	1	**2**	**3**	**4**	**5**	
1. Students (continue tracking) will continue to utilize the updated www.brockport.edu/support/registration_records website to locate resources that will support their academic path to completion.				X		2020/21
3. Students will utilize the degree audit system to successfully plan and set goals of completion while designing an academic plan that tracks accomplishments; working with advisors and utilizing what-if tools for planning purposes.				X		Previously Assessed
4. Students will easily locate where registration related deadlines are found; this includes pre-registration, late-adds, drops and late-drops, and withdrawals	X			X		Previously Assessed
5. Students will have access and utilize easy online MachForms to request changes and access secured MachForms when necessary, initiating requests for registration changes including adds, drops, and withdrawals and other transactions requiring manual intervention	X			X		Previously Assessed
6. Students will know when and how to apply for graduation				X		Previously Assessed

Departmental Learning Outcome Measured in 2020-2021:

Students (continue tracking) will continue to utilize the newly updated www.brockport.edu/support/registration_records website to locate resources and utilize online forms that will support their academic path to completion.

Strategies/Programs	Assessment Tools/Data Sources	Results
The update to R&R website has been completed and now is in compliance with ADA requirements and offering intuitive navigation	Continue tracking website "hits" will substantiate the use of the website and related tools that will help students and all who seek information online and tracking results	R&R's website now has information presented in an intuitive useful manor and has been reviewed to ensure ADA compliance. Registrar website web tracking shows:

Total Hits	Page	Pct
30,032	Main Page	27.2%
22,233	Reg Related	20.1%
14,412	Dates/Deadlines	13.1%
13,703	Transcripts	12.4%
7,439	Exams	6.7%
5,838	Forms	5.3%
3,929	Catalog/Schedule	3.6%
3,544	Degr Works	3.2%
2,866	Grad App	2.6%
1,992	Grad Ceremony	1.8%
1,224	Grad Info	1.1%
804	Verifications	0.7%
677	Trans Credit	0.6%
459	Advisor	0.4%
401	Inc Contract	0.4%
399	Cross Reg	0.4%
391	FAQs	0.4%
2	Term Info	0.0%
1	ASC	0.0%
110347	Grand Total	100.0%

Above, data indicates proven use of the RPS website with high traffic categories disclosed; data indicates 1% of users miss and/or ignore deadlines.
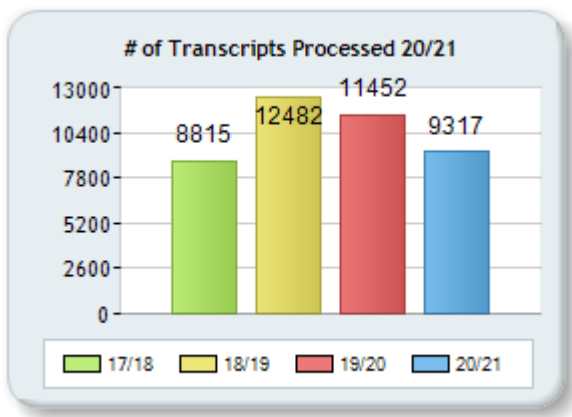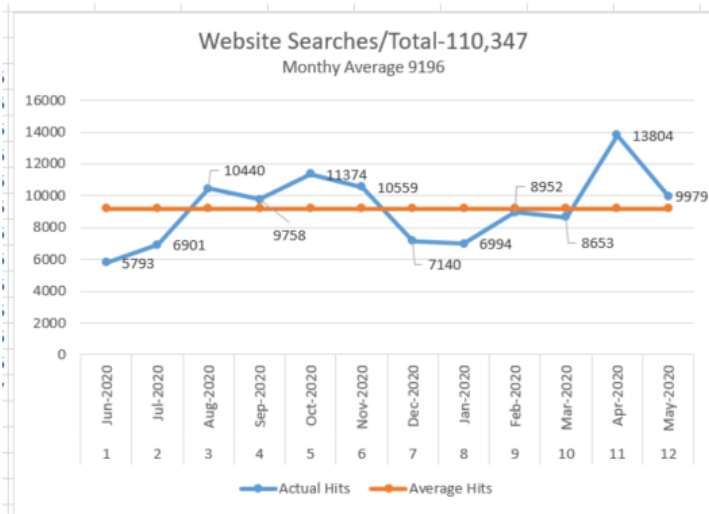
RPS is additionally disclosing MachForms have been developed/implemented for transactional requests; encouraging encourage the use of online services versus in-person; therefore, benefits with improved tracking of requests processed	RPS will add other forms on the R&R website if necessary, adding ease for requestors and improving services	25 E-forms have been developed to support efficiency and remote operations. Features track requests, processing, and offer tracking benefiting students and assessment. Forms are listed in the table below substantiating this accomplishment.

Forms	
Catalog Course Registration Form	Independent and Directed Study Application
Schedule of Classes Adjustment Form (Blue Form)	Open Registration Form - Faculty Only P1
Cancel Request for Letter Grade to S/U Grade	Open Registration Form - Student Acknowledgment p2
Course Substitution and Waiver Form	Permission to ADD a Class AFTER the LATE ADD Period has Ended
Incomplete Contract	Permission to Enroll (PTE) P1: Instructor's Approval
Incomplete Contract Removal	Permission to Enroll (PTE) P2: Student Approval
Letter Grade to S/U Grade Change Request Form v2	Special Processing Request
Supplemental Grade Report & PR Grade Removal	Undergraduate Taking Graduate Course - Student Request
Grad Walk Student Reservation Form	Undergraduate Taking Graduate Course -Instructor Approval
Course Withdrawal - First Semester Freshman - Advisor Approval	Credit by Examination Application
Course Withdrawal - Undergraduate and Graduate Courses	Credit by Examination Fee Paid - Notify Department
Course Withdrawal - Undergraduate First Semester Freshman ONLY	Credit by Examination Final Grade
	Verification of Enrollment

Summary of Findings and Next Steps:
Students are using the online tools to register but there has been no increase in the numbers of web transactions with no decrease in manual-staff processing due to encoded restrictions on course setups. There is a need for departments to determine if it is

possible to reconsider eliminating some restrictions or encourage instructors to use system "clearance-features" where they provide their clearances on courses allowing students to register independently. This could reduce the need for some manual-changes to the student's registration. In addition, reminder communications and promoting R&R's website for vital information is ongoing and crucial to help students understand policies, get information independently, and know when deadlines occur. Last, increased utilization of E-forms improves the collection and accuracy of transactional data. Remote offices during covid prioritized the conversion from paper forms to MachForms therefore bringing ease, efficiency, and consistency to student changes and/or requests.

Key Performance Indicators and Benchmarks	Analysis
  	In comparison to FY19-20 with 66,299 transactions, FY20-21 had a slight reduction with 63,718 transactions, which feeds required registration, scheduling, and grading data into student academic records. Web transactions versus manual processing have had no change and remain the same with 76% of transactions are online and 24% requiring staff intervention to add/drop/withdraw coursework. Other processing: 311 - 2020/2021 Curriculum Course Registrations submitted: either requesting new courses or modifying existing course setups feeding the course catalog and sometimes altering existing course sections. S/U covid19 policy changes continue to impact system setups; increasing recoding degree audits in scribe to allow for this option, collecting S/U requests and processing them once confirmed by the student. Since June 2020 the registrar@brockport.edu email has received 32608 emails not counting the additional emails sent to schedule@brockport.edu and degree@brockport.edu.

registration adds		
drops wdw	20507	62.9%
state aid	382	1.2%
cross reg	1442	4.4%
degree/ graduation	7558	23.2%
transcript	2719	8.3%
total	32608	100.0%

Website Searches/Total-110,347
Monthy Average 9196

(values shown: 5793, 6901, 10440, 9758, 11374, 10559, 7140, 6994, 8952, 8653, 13804, 9979)
—●— Actual Hits   —●— Average Hits

# of Transcripts Processed 20/21
(8815, 12482, 11452, 9317)
17/18 18/19 19/20 20/21

Emails measured by combined category:
63% of email requests are registration related, 23% are diploma/degree and graduation related, 8% are transcript related, 4% are cross registration inquires, and 1% involves state aid questions. Graphically we substantiate email requests associated to various services provided by the office.

As mentioned above, web-traffic benefits students and is an indicator of production increases and decreases that determines how staff resources are allocated. The website search graph provided shows the upticks and decreases.

Students express continued satisfaction knowing their E-transcript can be processed within minutes or within the hour. Transcript requests decreased during the pandemic from 11,452 to the 20/21 total of 9317. January's uptick can be tied to students exploring other institutions as they were insecure during this challenging time.
E-transcript-delivery continues to bring added efficiencies to transcripts processing reducing costs tied to expensive paper, printing, and postage; with a benefit of quick turn-around and document tracking confirming receipt.

SECTION SIX: 2021-2022 UNIT STRATEGIC ANNUAL GOALS

Strategic Annual Goals	Divisional Goal Mapping	Strategic Plan Operational Objective(s)	Action Plan	Timeline
Continue setups needed to implement Student Outcome Tracking (SOT) targeted implementation for the start of the 2022-2023 financial aid year: including the required Spring 2021 implementation of the latest DegreeWorks software	1, 3	1.1, 1.2, 1.7, 1.8, 3.3	R&R will be working with the IT programming staff, as well as Academic Affairs during the 2021-2022 year to implement SOT for the 2022-2023 aid year. Trainings will be scheduled during the Spring 2022 term to familiarize and notify stakeholders offering messaging associated with SOT.	before May 2022
Continue the project tasks for Spring 2022's rollout of the Student Educational Planner (SEP) within DegreeWorks; assess this tool and plan as a phased piloted rollout after Spring 2022	1, 3	1.1, 1.2, 1.7, 1.8, 3.3	Templates have been created with the intention that academic planning seminar instructors from the piloted departments will use them. Online training materials will be developed and available before Fall's rollout to familiarize faculty and staff with functionality, features, and tools. This tool needs assessment after implementation to piloted areas to ensure functionality, validate usage, and ensure availability of resources.	before May 2022
Continue digitizing paper student files meeting adjusted annual targets while adjusting to external factors such as software upgrades or changes	1, 3	1.1, 1.2, 1.7, 1.8, 3.3	The associate registrar will ensure document imaging targets are met. Adjusted plans are 16305 documents as a target for 2021/22 and 16307 during 2022/2023.	before May 2023

SECTION SEVEN: 2021-2022 Assessment Plan

Unit Goal:		College Mission Alignment	
During 2021-2022 complete continued work needed to implement Student Outcome Tracking (SOT) for the start of the 2022-2023 aid year; dependent on the latest DegreeWorks upgrade slated for Spring, 2021.		To be a Sustainable Institution for the 21st Century To be a Great College at which to Learn	

Outcomes and Criteria:	Data Sources and Methods:	Resources Needed and Individual(s) Responsible:
SOT functioning for Fall 2022 pre-registration with the required Spring, 2021 DegreeWorks upgrade completed prior	SOT required DegreeWorks June 2021 upgrade prior to implementation. The SOT tool must be started/implemented before students access online registration to ensure degree related coursework is selected and complies with financial aid requirements	R&R is coordinating this project. Resources are - R&R staff, Financial Aid staff, LITS Programmers, SICAS Center staff, Ellucian contacts (as needed). Latest system versions are needed to implement the tool, Curriculum and Catalog must continue being current
SOT video trainings or educational materials will be provided early Spring-2022 to educate stakeholders including faculty and staff	Training and informational materials must be presented to ensure a successful rollout	Staff will learn the new tool and offer user support via trainings or as on-demand troubleshooting occurs

Action Plan:

- Continue to maintain the course catalog, degree encoding, and ensure all related processing is in compliance with necessary approvals including what is submitted to the State Education Department.
- Adjust Banner setups, if necessary, in order for SOT to function properly. Completed action items critical to the technological requirements of all systems involved.
- Create a testing plan with LITS to ensure this new tool's set-up is complete, accurate, and running effectively for a Fall-2021 implementation.
- Create reference/training materials, possibly online learning tools to support stakeholders including faculty and staff

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- Create online materials to be disseminated to all students, current and incoming, regarding SOT and its implications to course and academic planning.

Goal Rationale:

"If a student is enrolled in courses that do not count toward his degree, they cannot be used to determine enrollment status unless they are noncredit or remedial courses... This means you cannot award the student aid for classes that do not count toward his degree or certificate." Federal Student Aid Handbook (2006-2007) Student Eligibility – Chapter 1 pg. 11

Federal and New York State Regulations stipulate, that students may receive aid only for courses that count towards their degree program. SOT will provide information to the Registration and Records Office and Financial Aid office to determine if courses count toward a student's degree program. SOT will allow Brockport to warn students if they make course selections that adversely impact their Financial Aid. SOT will also provide the ability to disburse Financial Aid based on Financial Aid Eligible Hours (i.e., Courses that count towards their program of study – or are remedial or non-credit that are required for program.).

This program will allow the Registration and Records Office, in conjunction with the Financial Aid Office, to provide real-time feedback on if a course is financial aid eligible. This will allow students to adjust their schedule so that the courses being taken are degree applicable. It will also show the student if a course that was advised will need a substitution, which will then speed up the substitution process.

Note: This goal is tied to promoting equal access to all students supporting the initiative and goals promoting equity, access, and inclusion.

2021-2022 complete continued work to Pilot the Student Educational Planner (SEP) tool for future "full" implementation before May 2022.	To be a Sustainable Institution for the 21st Century To be a Great College at which to Learn

SEP is functioning before May 2022	Work with LITS, perform technical setups of the new tool, do testing, rollout pilot.	R&R is coordinating this project. Resources include - LITS Programmers, SICAS Center staff, Ellucian contacts (as needed), Stakeholders are Departmental Constituents and Advising. Work includes resolving technical hiccups and initiating a soft rollout. Once vetted and functioning this will be fully implemented.
SEP video trainings or educational materials will be provided Spring-2022 to educate stakeholders	Training and informational materials must be developed and presented to ensure a successful rollout	Staff experts will learn the new tool and offer user support via trainings or as on-demand video

Action Plan:
- Resolve technical hiccups to ensure this tool is offering what is expected/fully functioning for users
- Action items critical to the technological requirements of all systems involved have been completed.
- Continue testing with LITS to ensure this tool's set-up is complete, accurate, and running effectively for full implementation before May 2022.
- Evaluate whether added staff is necessary to implement or maintain this tool
- Create reference/training materials, including online learning tools to support stakeholders including faculty and staff

Goal Rationale:
This program will allow advisors to map a comprehensive plan for students to follow to complete their degree. Student completion is dependent on following this mapped framework; this changes if students select different course choices not displayed in this worksheet. The goal is to offer a clear and concise pathway for completion. Users will need to enter transfer courses indicating how they fulfill requirements to ensure SEP outputs are correct. Note: This goal is tied to promoting equal access to all students supporting the initiative and goals promoting equity, access, and inclusion.

Unit Goal:	College Mission Alignment

Reinitiate Brockport's centralized e-records archival project; utilizing the latest software, which is sustained by LITS software support, providing improved intuitive features for users.	To be a Sustainable Institution for the 21st Century To be a Great College at which to Learn	
Outcomes and Criteria:	**Data Sources and Methods:**	**Resources Needed and Individual(s) Responsible:**
Regain archival skills due to vast changes to digitization processes retraining staff	New software and processes must be provided to users/staffing for this project to be performed	Designated staff or students must understand new processes and perform work to complete this project. Target dates reflect expectations, and a realigned completion date has been determined
Last, registration & records must re-group and designate a final location for the archival of the old paper legacy/pre-banner documents	This project is measurable when old legacy paper academic records are digitized and readied to be preserved in their final archival location	Designated secured and safe space for old paper documents is necessary. There is a need to understand imaging software can change with possible migration challenges. If unknown changes occur to e-document software and complications arise; paper documents might be required to re-populate the e-repository.

Action Plan:
- Validate students and staff performing this project are fully trained and possess the current processes to complete e-archival
- Continue to digitize and maintain what is considered the "permanent" student e-record(s).
- Monitor the number of documents digitally archived to ensure targets are met
- Perform planning that outlines requirements for archival of paper legacy documents
- Initiate and determine final resting place for paper documents; where space is secured and safe; considered a resource/backup repository to the e-records tool.

Goal Rationale:
"If a student is or was enrolled at this institution, access to e-documents showing transfer credits or proving course completion are often necessary to substantiate academic work performed and/or if a legacy record - degrees completed.

Note: This goal is tied to promoting equal access to current and past students supporting the initiative and goals promoting equity, access, and inclusion.

Point of Pride/Accomplishment	College Mission and Priorities Alignment
State Aid services is fully staffed with a new HESC Specialist and HESC Registration Assistant fully trained and fulfilling HESC compliance requirements while providing students on-time and on-demand support services with dedication to uphold compliance requirements as rules and pronouncements changes.	To be a Great College at Which to Learn To be a Great College at Which to Work
Implementation of 25 MachForms which eliminate paper documents, revolutionize added efficiencies, and meet institutional goals to bring greater ease to requests and processes.	To be a Great College at Which to Learn To be a Great College at Which to Work
Improved tracking of the new Registration and Records website which substantiates 110,347 visits documenting students independently seeking registration information, dates and deadlines, and how-to obtain transcripts.	To be a Great College at Which to Learn To be a Great College at Which to Work
Continued success involving staff development which includes 25 educational/training sessions supporting initiatives including diversity, equity, and access. **(refer to appendix)**	To be a Great College at Which to Learn To be a Great College at Which to Work
EMSA awards/recognition to Lynn Sperazza & Janice Stewart	To be a Great College at Which to Learn To be a Great College at Which to Work
Two staff members completed MS programs to advancing their education at Brockport.	To be a Great College at Which to Learn To be a Great College at Which to Work

2020-2021 STAFF DEVELOPMENT/TRAININGS/CONFERENCES

Online professional development 2020/2021:

Opportunity - Brown Bag Series
Racial Wealth Gap
Advisor Workshop from ASC
Brown Bag - 21-day Racial Equity Challenge
Universal Design for Learning and Accessibility
Diversity: Inclusion in the Modern Workplace
Degree Works Transfer Finder
Excel Level 100 Lunch and Learn
Discussion - Implicit Bias
Gender Inclusivity in Registrar's Offices
Harassment & Discrimination Prevention
Internal Control Mandated Training
Keep Your Team Engaged
Mandatory Covid Training for Supervisors
Micro Aggressions in Higher Ed
Representations in Wheel Life
SafeZone Training for EMSA Division
SICAS
Students in Distress: How to Help Virtual Presentation
SUNY-wide Uniform Sanctioning for COVID-19
Supporting Students with Disabilities During Covid
Take Action
Title IX/Sexual Harassment Training for EMSA Division
Understanding Collective Racial Violence 20th & 21st Centuries
Understanding Your Vicarious Trauma During COVID 19 & Beyond