

Administrative, Educational and Student Support Units
Annual Assessment Findings Report

Directions: Use content from your 5-Year Assessment Plan, and data collected and analyzed to complete the Annual Assessment Findings Report for the corresponding year. Submit report electronically to aess@york.cuny.edu.

Assessment Year: 2018-2019

Division: Academic Affairs

Unit: Office of the Registrar

Date: October 21, 2019

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Unit Mission: The Office of the Registrar is dedicated to supporting the College’s vision to attract and graduate the best and most highly motivated students. We help to ensure student academic progress by maintaining the accuracy and integrity of student records while preserving their privacy

1. Record each goal, corresponding outcome(s), measure(s), the target(s) of success, and if applicable, the student ILO(s). For each outcome listed above, describe the conclusions, significance and implications of the data collected for the assessment year indicated above (e.g., 2018-2019). Describe the results in comparison to the target of success, and if applicable, the student ILO(s) identified prior to data collection. What is your interpretation of the results?

Remember to use information from your approved 5-Year Assessment Plan.

Goal(s)	Outcome(s)	Student ILOs (if applicable)	Measures and Target of Success	Analysis, Findings, and Use of Results
Goal 1. Provide excellent customer service to students, faculty and staff.	1.1 Staff will process declaration of major/minor request forms in less time	NA	1.1 80% of all declaration of major/minor form requests will be processed within three (3) business days of receipt	For fall 2018 the data reflected 54% of the declaration of major/minor requests were processed within three business days of receipt. For spring 2019 the data reflected 73% of the declaration of major/minor requests were processed within three business days of receipt.
	1.2 Students will receive timely	NA	1.2 80% of students will	For fall 2018, 81% of students received email notification of

Goal(s)	Outcome(s)	Student ILOs (if applicable)	Measures and Target of Success	Analysis, Findings, and Use of Results
	notification that their declaration of major/minor request was completed.		receive email notification that their declaration of major/minor request was completed within 5 business days of receipt.	processed major/minor within five business days of receipt. For spring 2019, 92% % of students received email notification of processed major/minor within five business days of receipt.

2. Action Plan. Using information from the Analysis, Findings, and Use of Results section above, what steps will you take to ensure recommended changes will be implemented and sustained? If no changes are being recommended, provide an explanation with supporting evidence. *(Add additional rows for outcomes, as needed by copying and pasting the appropriate outcome textbox. You may delete any unneeded textboxes.)*

Outcome 1.1 Staff will process declaration of major/minor request forms in less time.

Recommended changes: We did not achieve the 80% of students declaration of major/minor form requests will be processed within three (3) business days for fall 2018 [54%]and spring 2019 [73%]. We will focus on this outcome for 2019-2020 assessment year.

Outcome 1.2 Students will receive timely notification that their declaration of major/minor request was completed within 5 business days of receipt.

Recommended changes: We did achieve over 80% of students received email notification that their declaration of major/minor request were completed within five business days of receipt. Therefore, we will eliminate focusing on this measure and target for success for 2019-2020 based upon our findings for 2018-2019.

3. Communicating Results: Describe how you communicated assessment results, recommendations, and changes to appropriate stakeholders (e.g., staff, supervisor, students).

We will be communicating the results of this annual assessment during our staff meeting scheduled for Friday, October 18, 2019.an in person meeting will be scheduled Provost Panayiotis Meleties along with a copy of this report.

4. Action Taken: Describe how you used the results from last year to inform your action this year. Narrative should include action(s) taken or changes implemented as identified by

assessment activities completed (i.e., closing the loop). Indicate when the changes were implemented and when they will be reassessed to see if they helped to improve support outcomes (SOs) and/or student learning outcomes (SLOs).

For the 2017-2018 year, 59% and 55% of the students' declaration of major/minor were processed within 3 business days and 40% and 11% of the students' were communicated to within 5 business days. For 2018-2019 54% and 73% of the majors were processed within 3 business days and 81% and 92% were notified by email. We noted that many students did not have their York College email addresses in CUNY first at the time we went to notify them of the action taken on their requests.

It is vital that a student's declaration of major/minor be processed on/or before each semester's census date noted on York College's academic calendar. This information is necessary for reporting purposes such as the number of students in a specific major for the current term and the National Student Clearinghouse uses this data for verification for employment. Departments whose program goes through accreditation rely upon current students' major data for certification of their program. This process allows a student the ability to maintain their New York State TAP award (Tuition Assistance Program) since he/she is required to be pursuing courses necessary towards the degree requirements and by updating major/minor information to Degree Works and FACTS [Financial Aid Certification and Tracking System]. A student is able to defer student loans based upon the degree he/she is pursuing and eligibility for other program awards and scholarships based upon the major. Also, yearly audit reviews of student records from outside agencies.

In collaboration with the Information Technology Department [May 2019], we began to develop an On-line major/minor platform for students to use when a request for declaring major/minor for the liberal arts programs. However, this platform will not be available until after spring 2020 semester begins since registration for this semester [spring 2020] will be commencing soon.

We did improve 2018-2019 on the notification to students about their requested change of curriculum by training one additional staff August 1, 2018 to assist with email notification. We will spend some time on who else to assign with the processing of major/minor requests since a trained staff member resigned effective July 2018

5. Achievement Summary: York College is excited to hear about what is going well! Share your unit's proudest accomplishments for this assessment period. We are proud that we are able to make this process work for our students.

6. Assessment Plan Year We will revise our measure and target for success to be 75% and within four days of receipt due to understaffing in the office. However, our notification to students will remain at 80%.: Briefly outline the assessment plan for next year. Explain any revisions you will need to make based on results (e.g., revision in outcomes, target for success, measuring instrument). Attach an updated 5-Year Assessment Plan for your unit. (Remember to revise the years.)

7. Annual/Special Reporting (optional): Highlight accomplishments directly related to how assessment activities in your area contributed to the mission of the division and the College--not assessed elsewhere, but related to operational effectiveness.