

SUNY Delhi
Inventory of Assessment Activity
2013-14

| | Strategic Plan 2010-2015 Aspirational Goal | Objectives | Method(s) of Assessment | Most Recent Assessment | Assessment Cycle | Measureable Outcome(s)/Result(s) | Next Steps |
|--------------------------|---|---|--|------------------------------------|------------------------------------|---|---|
| College Relations | Engaging Students for Success | 50% of Hometown press releases to focus on academic priorities | ReadMedia Dashboard | Ongoing-Weekly | Ongoing-Weekly | Achieved 58% increase in hometown press release with an academic focus | Work with advisors of academic-related student groups in fall 2014 to maintain target |
| | Engaging Students for Success | Generate additional resources for student scholarships and academic program support through Centennial Campaign and achieving fund-raising goals. | Audit Voluntary Support of Education Survey results SUNY Campus Fund-Raising Reports Banner Reports | January 2013 | Bi-Annual | Capital Campaign raised more than \$3.3 million, including \$1.7 million in gifts and pledges for scholarships. Campaign included 16 new scholarship endowments and several gifts to existing endowments and 10 new annual scholarships. Fund-raising has allowed Foundation to increase scholarship support by more than \$100,000 since 2011. | Begin discussions and assessment of goals and capacity for next campaign. |
| | Building Strategic Partnerships | Engage public via social media (prospective students, students, alumni, faculty, staff and friends) | Social Media Analytics, Online and in-person surveys | Ongoing: daily, weekly and monthly | Ongoing: daily, weekly and monthly | November 2014 survey of incoming student sample Instagram and Pinterest most utilized Facebook Likes increase 18% (objective 24% by June 2014) Twitter change of strategy: rather than retweets need to increase key followers by 20% by June 2014; currently 22% increase based on 2013 Social Media Plan LinkedIn alumni group members increase 44% (objective 25% by June 2014) Flickr stats no longer relevant Instagram Increase followers by 25% by June 2014 (Fully implemented tool 2/14) currently 47 followers Pinterest Increase followers by 25% by June 2014 (Fully implemented tool 2/14) currently 59 followers | Continue to carry out the 2013 Social Media Plan for SUNY Delhi Conduct third social media use survey of incoming students - November 2014 |
| | Building Strategic Partnerships | Press releases to rank in the top 10 stories of the day and increase distribution by 17% through the use of strategic lists | ReadMedia Dashboard | Ongoing-Weekly | Ongoing-Weekly | Stories had an average ranking of 1.9 Increased distribution by 83% | Continue to use placement strategies to optimize open rate Continue to use strategic list distribution to maximize story reach |
| | Building Strategic Partnerships | Increase alumni engagement through new web site. | Review visits, page views, enter and exit pages and demographics for web site. Re-launch e-newsletter. | January 2014 | Monthly | Number of alumni participating on new site. Number of page views. Subscriptions to e-news. | Web launch delayed until April 2014 due to Alumni Director's workload. College webmaster now helping ensure April launch. |
| | Building Strategic Partnerships | Re-engage lost alumni for friend and fund-raising purposes. | ReadMedia Dashboard | January 2014 | Annual | 6,000 lost alumni identified. Direct mail campaign initiated. | Number of responses to direct mail effort. |
| | Accomplishing Service Excellence & Operational Efficiencies | Ensure the integrity and consistency of the SUNY Delhi image in support of the colleges strategic goals | Qualitative/quantitative monitoring through a "listening" dashboard Monitor news clips (online and print), online posts and comments (general public and constituents), and social media participation (constituents) | Ongoing: daily, weekly and monthly | Ongoing: daily, weekly and monthly | Quality of message assessed; Use messaging matrix to determine if action is needed. Seventeen issues run through matrix during 2012-13 | Continue to use social media dashboard and other listening tools |

| | | | | | | | |
|-------------------------|--|--|---|--|------------------------------------|---|--|
| | Accomplishing Service Excellence & Operational Efficiencies | Engage internal and external audiences (students, faculty, staff, alumni, donors, government and industry leaders, community members, and general public) with the colleges messages | Qualitative/quantitative monitoring of statistics on readership, commenting, sharing and rankings | February 2013 (faculty/staff survey on how they prefer to receive campus news) | Ongoing: daily, weekly and monthly | Survey results show faculty and staff prefer to receive campus news via email Press releases reach 101 outlets on average 83% increase Qualitative evaluation of Horizons and Annual Report to align with colleges strategic goals Internal publication averages 132 readers, a 5.7% decrease | Currently exploring enhanced email communication options |
| Institutional Research | Comply with the reporting requirements of external agencies, including the National Center of Education Statistics and New York State Education Department | | | | | Data is reported accurately and on time | |
| | Provide data and analysis for strategic planning and decision-making | | | | | Decision makers express satisfaction with responsiveness and confidence in the soundness of information | |
| | Provide the campus with a point of contact with the IR office at System Administration as well as with the IR offices of other SUNY schools | | | | | Participated in relevant teleconferences, annual meetings and listservs. | |
| Registrar's Office | Accomplishing Service Excellence and Operational Efficiencies | Complete requests for official transcripts in a timely fashion. | | | | Transcript requests are completed infive business days or less. Ninety percent of our requests currently meet this timeline. | |
| | Accomplishing Service Excellence and Operational Efficiencies | Provide enrollment verification documentation as requested by the student or third party in a timely fashion. | | | | Enrollment verifications are produced on demand for in person requests and within five business days for all other requests received. | |
| | Accomplishing Service Excellence and Operational Efficiencies | Design and maintain a degree evaluation system that is intuitive for students and academic advisors and provides accurate data. | | | | Students and academic advisors demonstrate knowledge and understanding of the degree evaluation system and output. | |
| | Accomplishing Service Excellence and Operational Efficiencies Promoting Environmental Stewardship | Transcripts are evaluated and transfer credit is posted to the student record in a timely fashion. The transcript and evaluation documentation is stored in an electronic format that is easily accessible to academic advisors and divisions/departments. | | | | Transcripts that have been received on campus are evaluated and posted prior to a new student attending an Accepted Student Day or prior to a returning student beginning the next term. Academic advisors and staff in the divisions/departments demonstrate a knowledge and understanding of how to access the transcript evaluation documentation in it's electronic format. | |
| Office of the President | Engaging Students for Success | Assess student engagement and satisfaction | Student Opinion Survey | 2012 | Three year | Cabinet follow-up on low ranking items, plans for improvement, report implementation | Status updates at cabinet retreats Planning for SOS 2015 |

| | | | | | | |
|---|---|---|-------------------|-------------------|--|---|
| Engaging students for success | Increase retention and graduation rates | Annual retention and graduation rates by student success data program and college SUNY student success data | 2013 | Annual | Success of peer advising (increased percentage of students graduating on time) Success of PSI (Peer Student Instructors) (pass rates pre/post) Improved student satisfaction with registration process (SOS) Expanded Freshman Seminar to Business programs (number of business students enrolled GPA and credits earned comparisons) | Assessing Student Success Work Group recommendations |
| Engaging students for success | Career opportunities, job placement, salaries, program information | Survey grads | 2013 | Annual | Develop stats by program and publicize | Develop annual survey schedule within 3 mos. of grad.; create campus report |
| Engaging students for success | Increase student internship opportunities | Number of internships | 2013 | Annual | Total number of internships | Add internships in programs where none exist and expand in others |
| Engaging students for success | Create Office of Career Services with a full time director to assist students with resume preparation and job search/interview techniques | Number of students utilizing the Office, SOS | 2013 | Annual | Number of resumes prepared; number of student visits; number of students participating in workshops; assess student satisfaction via SOS | Office created and will continue to assist students with resume preparation and job search/interview preparation techniques |
| Achieving Academic Excellence | Assess academic programs and opportunities for students | Program reviews | 2012 | 5 years | Job placement | Improve process for collecting job placement data |
| Engaging students for success | Assess academic programs and opportunities for students | SOS | 2012 | 3 years | Retention and graduation rate | Improve retention and graduation rates by setting program goals |
| Achieving academic excellence | Assess academic programs and opportunities for students | Advisory Councils | 2013 | Annual meetings | Feedback from Council members | Continue to recruit experts in their field to serve |
| Achieving academic excellence | Assess academic programs and opportunities for students | External accreditation | Varies by program | Varies by program | Pass rates for licensure | Review rates compared to national norms and take action to improve |
| Sustaining Educational Innovation | Academic program alignment with SUNY Cobleskill | Establish a process for course and program alignment | New | Ongoing | Number of courses and program alignments | Continue development of courses and programs |
| Building Strategic Partnerships | Participate in Regional Economic Development Council | Attend meetings, review/rank proposals | New | Ongoing | Number/amount of awards to Southern Tier region | Encourage Delaware County businesses to submit grant proposals |
| Building Strategic Partnerships | Increase number of Service-Learning courses offered | Review S-L courses offered | 2013 | Ongoing | Number of new S-L courses | Continue to develop new S-L courses |
| Building Strategic Partnerships | Increase Alumni engagement | Participation in Alumni weekend | 2013 | Annual | Number of participants | Increase participation |
| Building Strategic Partnerships | Increase Alumni engagement | Number of Alumni donors | 2013 | Annual | Number of donors and total amount of donations | Increase number of donors and donations |
| Promoting environmental stewardship | Meet NYS energy reduction mandate | Reduction in energy use | 2013 | Annual | Amount of energy consumed | Continue to improve energy conservation |
| Promoting environmental stewardship | Reduce the campus carbon footprint | Alternative energy options employed | New | Annual | Amount of energy consumed via alternative energy, with reduced consumption of traditional energy | Explore viable alternative energy options Sculpture purchase |
| Promoting environmental stewardship | Enhance physical beauty of the campus | SOS, coffees, Great Colleges to Work For survey, feedback | 2013 | Annual | Improved SOS, Great Colleges to Work For results | Sell/plant centennial trees Artwork on loan |
| Accomplishing Service Excellence & Operational Efficiencies | Assess performance of cabinet members | Self, peer and subordinate, president assessment | 2012, 2013 | 2 years | Identify strengths and weaknesses | Plan for improvement |

| | | | | | | | |
|----------------|---|--|--|-------------|-----------------|---|--|
| | Accomplishing Service Excellence & Operational Efficiencies | \$\$\$ savings through Shared Services | Review budget savings | 2013 | Ongoing | Amount of \$\$\$ saved | Identify potential partnerships |
| | Accomplishing Service Excellence & Operational Efficiencies | Assess performance of president | Self assessment, Chancellor review | 2011 | Annual | Crosswalk of Delhis SP with SUNYs SP, gap analysis, Foundation (fundraising) financials, enrollment data, CADL financials, minority faculty/student profile, student success (graduation and retention rates), participation in community partnerships | Plan to close gaps Focus attention on areas falling below sector/SUNY averages |
| | Accomplishing Service Excellence & Operational Efficiencies | Develop annual budget and spending plan | Unit plans, Biannual Cabinet Retreat | 2013 | Annual | List of spending priorities for upcoming academic year Closing the Loop with campus community to align spending priorities with the Strategic Plan | Tweak budget and planning process to incorporate recommendations from Budget & Planning Committee Incorporate B&P unit plans into Compliance Assist software |
| | Accomplishing Service Excellence & Operational Efficiencies | Communicate campus goals and priorities to campus | Forums, coffees, Delhi Today, Delhi People, memos, Annual Report | Ongoing | Ongoing | Faculty/staff feedback | Celebrate accomplishments: President Obamas Honor Roll Great Colleges to Work For |
| Provost | | | | | | | |
| | Achieving Academic Excellence | Supporting a culture of assessment designed for the continuous improvement of both teaching and learning | Assessment of newly revised gen Ed program | 12-13 AY | Triennial Cycle | Assessment of Math, Natural Science, American History Western/World Civ, other World Civ, the Arts, Foreign Language and Basic Comm completed. In most cases 50% or more met or exceeded standards. Complete data in Provosts Annual Assessment Report | Continue cycle in 2013-14 with History, Humanities and Math assessed in fall semester. |
| | Building Strategic Partnerships | Providing responsive/customized training that meets the needs of local employers | Track contract courses/training completed through newly created career and Business Development office | Spring 2014 | Annual | Vocational & Professional Training (PV, ServSafe, Notary, Plumbing, Electrical, Plumbing, Wilderness First Responder, etc.) 118 courses 1,244 participants 19,108 contact hours Remedial Instruction (BEST) 6 courses 101 participants 12,928 contact hours Personal Enrichment 22 courses 30 participants 720 contact hours | Continue efforts to enhance CBD office through technology |

| | | | | | | |
|-----------------------------------|--|--|-------------------------------------|-----------------------------------|--|--|
| Engaging Students for Success | Achieving student graduation and retention rates that will exceed the SUNY average for comparable colleges | Compare college vs. sector rates based on SUNY data | Fall 2012 data | Dependent on release of SUNY data | Grad Rates: Bachelor level grad rates (6 year) = 57.1%. Highest in sector. 4&5 year rates above sector average and national benchmark. Associate level grad rate (4 year) = 39%. Above sector average. 2&3 year rates also above sector average. Retention Rates: first year bachelor level retention rate = 74.1% below Sector average. First year retention rate for associate students = 62.1%. Above sector average | Monitor data from SUNY and SUNY report card |
| Sustaining Educational Innovation | Capitalizing on programs of unique strength by delivering a seamless progression of degrees | Successfully identified academic areas for new or revised degrees: NUSR, MECH, CJ, Golf/Sport Turf | Spring 2013, fall 2013, spring 2014 | Ongoing | Successful submission of degree proposals. Approved in G, Sports Turf, Nursing (MSN) and Mechatronics (BT) proposal) submitted. CJ (online BS) approved. | Activate degree upon approval Submit proposals in at least two academic areas: Event Mgmt and Health Care Admin |
| Achieving Academic Excellence | Supporting a culture of assessment designed for the continuous improvement of both teaching and learning | Establish and assess Writing Across the Curriculum initiative based on previous years GE results | Fall 12 - Spring 13 | Annual | Assess written work across majors/academic divisions based on: thesis, professionalism, citations. Track % of students meeting standards set by WAC group. | Continue efforts in 2013-14. Make adjustments in some areas such as citations where students need improvement |
| Building Strategic Partnerships | Assisting with local and state economic development efforts by forging stronger extensive ties with the private and non-profit sectors | Track efforts to launch a Start-Up NY project | | | | |
| Engaging Students for Success | Achieving student graduation and retention rates that will exceed the SUNY average for comparable colleges | Review retention rates by program | Spring 2012- Fall 2013 | 2-3 Years | Data are available through assessment site. Include retention by program through 2012 by program/cohort | |
| Sustaining Educational Innovation | Capitalizing on programs of unique strength by delivering a seamless progression of degrees | Identify 2-3 new program options that build on strengths and market opportunities | 13-14 AY | Ongoing | Began Academic Review with data that identified weak programs to discontinue and program additions | Submit proposals in at least two academic areas: Event Mgmt and Health Care Admin |
| Achieving Academic Excellence | Supporting a culture of assessment designed for the continuous improvement of both teaching and learning | Adoption of college-wide student learning outcomes | 2013-14 AY | TBD | Have campus-wide SLOs adopted by Assessment Committee | Use SLOs in graduate surveys to determine extent to which grads believe these outcomes were satisfied |
| Building Strategic Partnerships | Assisting with local and state economic development efforts by forging stronger extensive ties with the private and non-profit sectors | Increase efforts to promote art/cultural events in the Catskills | | | | |

| | | | | | | |
|-----------------------------------|---|--|-------------------------|-----------------|--|---|
| Engaging Students for Success | Achieving student graduation and retention rates that will exceed the SUNY average for comparable colleges | Identify steps to improve retention through Student Success Work group | Fall 2013 | Each Semester | Student Success Work Group focused on high attrition courses and aiding students with registration. Peer Student Advisor results were quite favorable in BIOL 130. Also piloting a probation program in LA&S | Continue to support SSWG. Expand use of PSIs to other courses: BIOL 225, BUSI 100, CHEM 120, HOSP 130 and REST 190. Assess probation program data |
| Sustaining Educational Innovation | Delivering program that overcome geographic barriers and provide students maximum flexibility in pursuing their degrees through technology and inter-campus collaboration | Comply with proposed start date for new/revised degrees | Fall 2013, spring 2014 | Ongoing | Missed intended launch date for CJ online. Missed submission date for Mechatronics BT. Timely submission of MSN. | Activate CJ in fall 2014 and Mechatronics in January 2015. MSN launch fall 2014. |
| Achieving Academic Excellence | Supporting a culture of assessment designed for the continuous improvement of both teaching and learning | Improve math placement and performance based on assessment results | 2013-14 AY | TBD | Pilot Math 130 (Algebra/Trig) course for tech students and assess results | Explore other options to improve math placement |
| Engaging Students for Success | Achieving student graduation and retention rates that will exceed the SUNY average for comparable colleges | Review improvements in grades from students using Math Center | 2012-13 | Annual | Data available through Provosts Annual Assessment report | |
| Sustaining Educational Innovation | Delivering program that overcome geographic barriers and provide students maximum flexibility in pursuing their degrees through technology and inter-campus collaboration | Increase enrollment in online/offsite programs | Fall 2013, Spring 2014 | Each Semester | BSN, CJ at Schenectady experiencing growth. Other program face stagnant enrollment | Hired Director of Inter-institutional Programs and Suffolk assist to promote growth and collaboration |
| Achieving Academic Excellence | Supporting a culture of assessment designed for the continuous improvement of both teaching and learning | Seek to identify better means to assess critical thinking skills | 2013-14 AY | | Assessment Committee to report | |
| Engaging Students for Success | Delivering academic programs that fully prepare students for transfer and career success | Pass rates on externally normed exams | 12-13 AY | Annual | ADDA exam 60% met national standard. VTNE pass rate summer 13 = 75% vs 77% national. Fall 13 pass rate = 71% vs, 68% national. NCLEX exam pass rate = 71.75% vs 78% state and 83% national | CADD made curricular adjustments to improve geometry skills. Vet tech focuses on areas where students scored below national norms. |
| Achieving Academic Excellence | Meet or exceed standards of external accrediting agencies | Approval of self-studies and external panel visits and licensure exams | | | ADDA exam 60% met national standard. VTNE pass rate summer 13 = 75% vs 77% national. Fall 13 pass rate = 71% vs, 68% national. NCLEX exam pass rate = 71.75% vs 78% state and 83% national | |
| Engaging Students for Success | Delivering academic programs that fully prepare students for transfer and career success | Improve job placement contacts and data tracking | In Progress | Annual | Instituted College Central Network and Optimal Resume to assist with career development. Over 30 employers and 330+ students participating | Continue these initiatives and assess results |
| Engaging Students for Success | Delivering academic programs that fully prepare students for transfer and career success | Monitor internship opportunities and track internship numbers | 12-13 AY | Annual | 500 + students engaged in credit bearing internships. Many lead directly to employment | Expand/Assess |
| Engaging Students for Success | Delivering academic programs that fully prepare students for transfer and career success | Track and promote growth of service learning opportunities | Fall 2013 - Spring 2014 | Annual | Spring 14: 13 courses with SL designation. Working with SL Committee to recognize faculty engaged in SL | Incorporate recognition of SL on transcripts and in faculty annual report |
| Student Life | | | | | | |
| Engage Students for Success | | Student Intramural Survey | December 2013 | Every 2-3 years | 381 Students made various suggestions on many aspects of intramurals and recreational activities. | Fitness center weekend evening hours have been added. Two ski trips were added to the intramural schedule. Additional student jobs have been added in order to monitor recreational usage of the athletic facilities. |

| | | | | | | |
|-----------------------------|--|---|--|---|--|---|
| Engage Students for Success | | National College Health Assessment | Spring 2013 | Every 3-4 years | The College collects good health and wellness data to use in prevention efforts | Utilize results to develop new health and wellness team which will implement "BroncoCheck" bystander intervention program; C & HS will use results to do some targeted prevention programs |
| Engage Students for Success | | REWIND Evaluations | Spring 2013 | After each class | Over 3/4 of students noted that the information in the videos and "Choices" workbook was helpful; almost 100% stated how they could lower their risk | While the content of the course appears effective, it needs updating as does the format. Plans are underway to make improvements during 2014. |
| Engage Students for Success | | Evaluation of New Student Orientation | Spring & Fall 2013 | After each Orientation | Fall picnic very successful; evaluation of B & N and CADI completed with recommendations to implement for 2014. | Implement recommendations from B & N and CADI evaluation meetings. Conduct thorough assessment of January Orientation. Utilize "app" for Fall 2014 orientation that allows program schedule to be viewed from cell phone. |
| Engage Students for Success | | Review of Student Code of Conduct | Spring 2013 | Annual | Current trends and mandates/terms of usage. Changes to Code of Conduct as needed. | Continue to monitor effectiveness of policies and educating the campus community on the Code. Possible proposed changes to Code to College Council. |
| Engage Students for Success | | Sexual Assault Prevention Program | Spring 2014 | Each semester | Evaluations completed by students | Continue to utilize the successful program and make changes as needed |
| Engage Students for Success | | Review of Decision Making Class | Spring 2014 | Each semester | Use of evaluations from class to assess what is effective, current trends | Continue to update the class with exercises/conversation topics that educate students on alcohol and other drugs |
| Engage Students for Success | | Necessity of Policy Addressing Banned Organizations | Spring 2013 | Spring 2013 - including several forums. | Commitment to student health and well-being. | Policy was adopted and communicated to the campus community |
| Engage Students for Success | | Review of students involved in good citizenship | Spring 2013 | Annual | Nominations submitted for the Annual Good Citizenship Award | Continue to promote good citizenship |
| Engage Students for Success | | SELO's | Fall 2013 | Annual | Pending results. Presentation of program and preliminary results at the January assessment day. | Complete Spring assessment and AY data |
| Engage Students for Success | | SPACE RH programming data and program evaluations | Fall 2013 | Semesterly | RH programming continues to be plentiful, well attended and highly rated | Complete Spring 2014 program assessment |
| Engage Students for Success | | | Fall 2013 | Bi-annual | 381 students shared input for programming in activities and intramurals | Review results and implement possible programmatic changes (Ski trips were added for S2014) |
| Engage Students for Success | | Number of students reporting community service, number of hours of service performed. | February 2014: Annual Report for 2013 to the O'Connor Foundation | Ongoing | Increased number of students participating in meaningful civic engagement. | The OCCE will continue to accurately record the community engagement on and off campus. |
| Engage Students for Success | | Number of s-l courses offered and the number of enrolled students. Self-reporting by students on service-learning hours with community partners. Evaluation of experience at the end of the class. Surveys are given sporadically to Student Senate, Greek Council, and in all courses with the Service-Learning designation. | Ongoing for Carnegie Classification in Community Engagement self assessment Application. | Each semester and as needed | Identification of strong partnerships and successful projects. Measurement of coursework done in the community by section and instructor. | Ongoing review of improvements and outcomes. Continue to work with the Service-Learning Work Group to inform the campus community about this teaching method. The OCCE will strive to facilitate the opportunity for every student at Delhi to take a course with service-learning. |

| | | | | | | |
|-----------------------------|--|--|--|------------------------------------|---|--|
| Engage Students for Success | | Number and type of Community Service Leader Award recipients | December President's Commencement Dinner | May & December annually | Numbers of students achieving Leader of Merit or above certificates at graduation. | Implement Reflection Activity: Encourage students reaching high levels of community engagement to provide written reflection on the leadership and civic lessons they take with them after graduation. |
| Engage Students for Success | | Evaluations at Conference on Volunteerism | November 2013 | Each November | Growth of participation at Annual Conference on Volunteerism. | Encouraging students to develop as a whole student through participation in service and leadership opportunities provided by the OCCE. |
| Engage Students for Success | | CJUS Student Involvement in practical training exercises- Soliciting Criminal Justice Program student input. | Spring 2013 | Semesterly | Utilizing student volunteers in county wide emergency and critical incident training programs/drills co-sponsored by Delhi UPD. Increased student involvement | Continue to engage CJUS students in emergency/critical incident training exercises for spring 2014 |
| Engage Students for Success | | Student survey about Student Handbook | Spring 2014 | Every 3-4 years | Institutes a number of student suggestions including continued publication of hard copy handbook. | Assess usage and improvements |
| Engage Students for Success | | Student survey about student email & digital screens | Spring 2014 | Every 2-3 years | Revised digital screens and organization of student email messages | Assess improvements and monitor usage |
| Engage Students for Success | | Riverview Shuttle logs | May 2014 | Monthly | Increased transportation, advertisements and promotion, and stops for on-call service | Continue to assess usage and service |
| Engage Students for Success | | Student Life weekly meetings to review student issues-cases | May 2014 | Weekly | Increased communication and cooperation to support individual students | Continue weekly review meetings |
| Engage Students for Success | | Case studies of emergency needs | May 2014 | Ongoing | Development of CADI Emergency Funds proposal | Establish criteria to assist students with urgent needs in Fall 2014 |
| Engage Students for Success | | Co-Curricular Transcripts | May 2014 | Ongoing | Number of students completing Co-Curricular Transcripts | Assess usage, increase publicity, update brochure, enhance categories and systems |
| Engage Students for Success | | Athletic Capital Planning | Spring 2014 | Ongoing | Field upgrades and improvements | Expand outdoor furniture in Clark area, install Delhi Bronco sculpture, plan for track upgrades, plan for future recreation building and turf fields |
| Achieve Academic Excellence | | The review of student-athletes and team grade reports are generated | December 2013 | At the conclusion of ever semester | Information is provided to the Vice-President, Provost and all Head Coaches. Information is included in college council and end of year Reports. | Head Coaches continue to monitor academic progress of their student-athletes. |
| Achieve Academic Excellence | | NJCAA eligibility audit | Spring 2013 | Periodically | Men's Swimming and Diving program cleared external NJCAA eligibility audit. | Continue to ensure that all student-athlete eligibility is 100% accurate. |
| Achieve Academic Excellence | | Regular weekly review of early warnings for student-athletes | Weekly | Ongoing | Info is decimated to disseminated to all coaches. | Follow up with student-athletics activities to improve academic programs. |
| Achieve Academic Excellence | | RISE Program Assessment LLE Assessment GPA Tracking | Fall 2013 | Semesterly | Longitudinal tracking of probationary student data. Annual LLE data supports success of the program. GPA grades continue to show slight improvements. | Assess GPAs for the spring. Annual assessment report for LLE due June 2014 |
| Achieve Academic Excellence | | GPA Tracking in Greek Community and Senate Officers | Fall 2013 | Semi Annual | Students achieve either above or below a minimum standard for participation | Limit membership/position to those below minimum. Refer all to available academic support services. |
| Achieve Academic Excellence | | Data entered by faculty/staff into Compliance Assist. | Assessment Day, January 2014 | Semi Annual | Number of faculty/staff at presentations and number of entries into Compliance Assist. | Review and assess. The OCCE will promote the use of the Civic Engagement tab in Compliance Assist each semester |

| | | | | | | |
|--|--|---|--|--|---|---|
| Sustaining Educational Innovation | | Rape Aggression Defense Course (RAD) | December 2013 | Annually | Satisfaction with the course was rated at 4.75 out of 5.0 on Likert Scale | Continue to offer the course each fall and spring term. |
| Sustaining Educational Innovation | | Outreach Evaluations | Fall 2013 | Each semester | 23 programs were facilitated by staff for over 550 students; evaluations overwhelmingly positive | Continue to offer creative and engaging outreach programming; incorporate NCHA findings into outreach efforts. |
| Sustaining Educational Innovation | | Survey designed for the Carnegie Classification in Community Engagement and post-professional development workshop surveys. Vancko Hall classroom on Service-Learning Certification. | April 2014 | Several times a year | Number of surveys taken and the responses. Number of faculty/staff attending workshops. Number of faculty/staff attempting/completing online certification | Review and analyze data. Encourage feedback of online course and continue to adjust to ensure deep understanding with minimum time requirement. The OCCE will facilitate Professional Development by faculty and staff on ways to bring service-learning and civic engagement to the classroom. |
| Building Strategic Partnerships | | Intercollegiate Athletic Advisory Board | Spring 2013 | Annual | The IAB committee meets to review intercollegiate athletics and review the Athletic IFR budget presented by the Director of Athletics. | Proposed possible fee increases are approved by the committee. Program improvements are considered. |
| Building Strategic Partnerships | | Feedback from community partners verbally and with s-l, via survey during and after each semester or event. Partners doing s-l will have signed contracts per student in the program. | February 2014: Annual Report for 2013 to the O'Connor Foundation | Ongoing | Number of new partners each semester and projects available to students to participate in. | The OCCE will cultivate partnerships with the community. Community partners will understand the concepts and responsibilities of service-learning and volunteer supervision. Community partners will be paired with faculty/staff to develop service-learning opportunities. |
| Building Strategic Partnerships | | Mayor's Task Force on College & Community Relations | April 2014 | 2 or 3 times a year | Vehicle for community input and feedback to enhance town/gown relations, first community BBQ, increased participation by community partners such as Chamber of Commerce | Plan for fall meeting, repeat community BBQ and enhance About the Area website |
| Promoting Environmental Stewardship | | Measuring waste and zero sort weights. Sustainability workgroup evaluation. Sustainability Advocate feedback. | February 2014 | Monthly | Increase in percentage of waste that is zero sort. Programming by Sustainability Advocates. | Complete Recyclemania and Earth Week events |
| Accomplish Service Excellence and Operational Efficiencies | | Professional Employee Evaluations and performance programs | Spring 2013 | Annually | Director of Athletics meets with each Full-time athletic coaching staff members and reviews performance program. | Performance programs are reviewed and new goals are established. |
| Accomplish Service Excellence and Operational Efficiencies | | Athletic Task Force Committee | Spring 2013 | One-time Presidential Task Force committee | Information document was posted on confluence available to the campus community and an Open Forum was held to discuss findings. | The campus is continuing to assess the possible transition to four-year intercollegiate athletics. Explore possible affiliation with the USCAA for Men's and Women's Golf in 2015-16. |
| Accomplish Service Excellence and Operational Efficiencies | | MMR Compliance Reporting | October 2013 | Annually | 97.7% compliance rate | Continue to strive for 100% compliance. |
| Accomplish Service Excellence and Operational Efficiencies | | HIV compliance self Study | Fall 2013 | Annual | 70% compliance | Strive for 100% compliance |

| | | | | | | |
|--|--|---|--|-------------------------|---|---|
| Accomplish Service Excellence and Operational Efficiencies | | Consortium SHI project with SUNY Oneonta & Cobleskill | Spring 2014 | Annually | Seeking addition of dental coverage and lower cost for SHI product | RFP process will be completed in March 2014 |
| Accomplish Service Excellence and Operational Efficiencies | | Judicial Affairs End of the Year Report & Goals | Spring 2013 | Annual | Various statistical reports including analytical reports in the Maxient Conduct system, comparison of arrests off campus with previous years | Continue to monitor trends |
| Accomplish Service Excellence and Operational Efficiencies | | Judicial Comparison Report | Spring 2014 | Each semester | Comparison data from previous years/semesters to evaluate changes in trends | Continue to monitor the current trends so that prevention techniques can be tailored to |
| Accomplish Service Excellence and Operational Efficiencies | | Review of Student Conduct Council Training | Spring 2014 | Following each training | Evaluation forms completed, mandates. | Continue to monitor mandates and include in trainings as needed. |
| Accomplish Service Excellence and Operational Efficiencies | | Personal Safety Committee Annual Report | Summer 2013 | Annual | Safety related programs completed, review of yearly recommendations | Continue to monitor personal safety on campus and make recommendations as needed |
| Accomplish Service Excellence and Operational Efficiencies | | Review of effectiveness of Community Outreach Assistant Program | Fall 2013 | Annual | Meetings with CA's, effectiveness of programs, discussions with local law enforcement other key stakeholders | Continue to support the development of the program and implement additional programs |
| Accomplish Service Excellence and Operational Efficiencies | | Res. Life Planning Committee | | | | |
| Accomplish Service Excellence and Operational Efficiencies | | Occupancy Rates | | | | |
| Accomplish Service Excellence and Operational Efficiencies | | Financial Planning data | Spring 2013 | Annual | Completion of Capital Plan Projects and formulation of competitive room rates. Occupancy of 115% | Complete short term Capital Plan for 2014-15 and establish annual room rates. Develop long term Capital Plan. |
| Accomplish Service Excellence and Operational Efficiencies | | Audit of Student Senate Finances | July 2013 | Annual | Were student activity fee monies used appropriately and have all campus, SUNY, state, and federal regulations been followed? | If a remarkable audit occurs, work with audit firm and CADL to enhance our check and balance system to prevent further difficulty. Always search for new operational efficiencies. |
| Accomplish Service Excellence and Operational Efficiencies | | Cost Analysis of Programming | Spring 2014 | Semi Annual | Programming cost per student. | Assess which programs exceed the ideal financial range of \$10-15 per student and evaluate their value beyond monetary figures. Use this to guide future programming decisions. |
| Accomplish Service Excellence and Operational Efficiencies | | Data input regarding civic engagement in the following categories: Date, type of service, event, beneficiary, campus affiliation, on or off campus, hours served. | February 2014: Annual Report for 2013 to the O'Connor Foundation | As needed | President's Honor Roll, funding from various organizations and successful grant applications, increased requests for co-curricular transcripts. | The OCCE tracks volunteer and service-learning hours on an ongoing basis for use in Co-Curricular Transcripts, grant applications, awards, and presentations. Continue improving reporting of volunteer & service hours by educating the community about the importance of this data. Work on the Online Service Tracker that is currently being piloted. |
| Accomplish Service Excellence and Operational Efficiencies | | Key Card Access Program- Input from campus community via written requests for increased access to labs during non-standard hours. | Fall 2013 | Annual | Increased access hours to academic labs in Farnsworth and Smith Halls | Begin procurement and construction phase summer of 2014 |

| | | | | | | |
|--|--|---|--|---|--|--|
| Accomplish Service Excellence and Operational Efficiencies | | Fire alarm Systems Upgrade Project- Evaluation and inspection of current fire alarm communications systems. | Fall 2013 | Ongoing and as mandated by NYS Fire Code | Completed design, procurement, installation and commissioning of new fire alarm detection communications software system. | Submit request for bids on new fire alarm system. Desired completions date of project - fall 2014 |
| Accomplish Service Excellence and Operational Efficiencies | | Digital Video Surveillance Camera Expansion- Continual review of criminal incident reports and identification of areas of high undesirable activity. | Continual | Ongoing process | Continue growth, maintenance, upgrading of digital video surveillance cameras on campus. | Identify locations of new cameras, purchase, install and commission project hardware and software (summer 2014 completion) |
| Accomplish Service Excellence and Operational Efficiencies | | Campus wide emergency power generation projects- Debrief and review of critical incidents occurring on campus. Update resource action plan accordingly. | Fall 2013 and ongoing with review of each incident | Annually via Emergency Coordination Council | Completed design, procurement, installation and commissioning of new automated emergency power generation systems in designated facilities. | Install and commission new emergency power generation system in Foreman Hall. Desired completion by fall 2014 opening. |
| Accomplish Service Excellent and Operational Efficiencies | | Division wide performance evaluations | June 2013 | Annual | Accomplishment of personal and department objectives | Review evaluations, revise goals, award merit increases |
| Accomplish Service Excellent and Operational Efficiencies | | Establishment of biannual divisional goals and objectives | January 2014 | August, January, May | Accomplishment of annual goals and objectives | Review accomplishment, revise goals, measure progress |
| Accomplish Service Excellent and Operational Efficiencies | | Assessment of website analytics | January 2014 | Ongoing | Revamp of Campus Life landing page | Roll-out summer 2014, assess changes in 2014-15 |
| Accomplish Service Excellent and Operational Efficiencies | | Survey about parent email and web page analytics | June 2014 | Every 2-3 years and ongoing | Incorporate feedback and suggestions, study analytics | Update and revise parent communications |
| Accomplish Service Excellent and Operational Efficiencies | | Review of student fees | Spring 2014 | Annual | Input and review of student fees through SGA, IAB, SHAC, RHA and planning teams | Establishment of annual fees and service enhancement |
| Accomplish Service Excellent and Operational Efficiencies | | Barnes & Noble meetings with campus reps | Quarterly | Ongoing | Review of bookstore services, products, book orders, etc. | New communication systems to faculty, incentives, new payment systems, for students on financial aid |
| Accomplish Service Excellent and Operational Efficiencies | | Survey of Student Life staff | June 2013 | Every 2-3 years | Setting priorities for enhancing web pages, facilities and enrollment/retention | |
| CADI | | | | | | |
| Engage Students for Success | | NACUFS Survey | 11/2013 | Bi-annual | Nearly 500 students, faculty and staff took the NACUFS Dining Services Survey in November 2013. Survey results indicated a .3 increase in total satisfaction with dining services and a .4 overall increase in satisfaction across all units (on a 5.0 scale) compared to the last survey administered in November 2011. | Dining staff are using comments and results from the survey to plan for summer improvements which include a Asian bar and salad bar in the Commons for entrees to be purchased by weight. Premium hard ice cream, and omelets made to order have been added to MacDonald Dining Centers offerings and after spring break an action station will be added to provide more food options for students during the transition between lunch and dinner. |
| Building Strategic Partnerships | | Bonus meal usage at Signatures Caf | 1/2014 | Semesterly | 181 students used a bonus meal at Signatures in the Fall of 2013. This was the first year it was added to the 19 per week meal plan. On September 19, there were 1135 students on the 19 plan. | Promotions will continue to get the word out about the use of a bonus meal at Signatures Caf. |
| Promote Environmental Stewardship | | Post Waste Scale results | 1/2014 | Semesterly | Average Waste reported in MacDonald Dining Center since the installation of the post consumer waste scale in November is 2585.62 pounds. This gives is a baseline to assess future amounts. | We have implemented incentives for students to keep food waste low. Weights will continue to be monitored. |

| | | | | | | |
|-----------------------------------|--|---------------------------------|---------|------------|--|---|
| Promote Environmental Stewardship | | Zero Sort Statistics | 1/2014 | Semesterly | We are gathering data for the first year of waste statistics using the new Casella waste pick up service. | The data will be used to determine if any additional recycling or garbage dumpsters are required. |
| Promote Environmental Stewardship | | Mug Club | 9/2013 | Annual | There are 24 people on the CADI Mug Club. Six f/s and 18 students. | We will reevaluate at the end of the spring. We added a beginning MUG Club special for \$75 for the whole semester. |
| Promote Environmental Stewardship | | Bottled Water Reduction | 1/2014 | Annual | A Brita hydration station was used to provide a free non bottled water option for students in the Farrell Student & Community Center. Water dispensers were purchased for catering functions to offer an alternative to bottled water. | Continue to monitor usage to determine if other stations might be needed on campus. |
| Accomplish Service Excellence | | Meal Plan Analysis | 2/2014 | Annual | Numbers for Meal Plans in the Spring of 2014 are up 98 from the previous spring. The most popular plan is the 19 meals per week plan, then the 14 then the brand new Mac Only Anytime plan. The development of the Mac Only Anytime plan gave a lower cost meal plan option with high value to students. | Meal Plan options will remain the same for Fall 2014. CADI will continue to monitor and develop new plans as needed. Discussion on how to get more participation in the Faculty/Staff plan will determine if a change is needed for this plan. |
| Accomplish Service Excellence | | Financial Review | 1/2014 | Ongoing | The Finance committee meets monthly to review reports. Now that the revenue cycle is complete for Fall, we see that we are ahead of last year on a consolidated basis by \$23K. | Monthly financials are reported each month and used when making future decisions and budgets. |
| Accomplish Service Excellence | | Evaluation System for Employees | 9/2013 | Annual | A comprehensive evaluation tool was needed to perform performance evaluations for all CADI staff. Trakstar was chosen to aid in this process and will provide reminders for managers to review employees and allow for self evaluations. | The process has been started with managers and supervisors and will include all employees for the 2014-2015 academic year. |
| Accomplish Service Excellence | | Financial Audits | 8/2013 | Ongoing | The summer 2013 audit was completed without any issues. An unqualified opinion was given which is the best opinion you can receive. No management letter for further recommendations was received either. | A committee including CADI staff, students and SUNY Delhi staff will be formed help determine which company will be selected. |
| Accomplish Service Excellence | | Labor Analysis | 5/2013 | Ongoing | The ratio of full time to part time employees is down to 67% from 92% in 2013 | Labor continues to be monitored as well as overtime hours by part time employees. |
| Accomplish Labor Hour | | Transactions per Labor Hour | 2/2014 | Ongoing | In MacDonald Dining Center, transactions per labor hours went from 2.7 in 2012-2013 to 6 in 2013-2014. | Managers are provided this info on a weekly basis to ensure an efficient operation in every unit. |
| Accomplish Service Excellence | | Revenue | 2/2014 | Ongoing | Top line revenue is up for CADI. Treat Street, Mac, and C-store are all up, while the Library remains static and Farrell is down due to the opening of Treat Street earlier in the day. Total revenue is projected to stay on budget at 33%. | Unit sales are reviewed and items removed an added as necessary. C-store added bulk items as a low cost option for snacks and additional convenience meal solutions have been very successful. CADI will continue to monitor revenue and make changes when necessary. |
| Accomplish Service Excellence | | Traffic Counts | 12/2013 | Semester | Traffic Counts were evaluated to determine the student use of Mac on Sunday until Midnight. The average number of students who ate in Mac between 9pm and midnight on Sunday was 206. | Mac will continue to remain open on Sunday until midnight as this initiative has proved to be successful. Monitoring will continue and adjustments made to labor and hours when needed. |
| Accomplish Service Excellence | | Review of Goals Assessment | 8/2013 | Annual | Goals were reviewed at the Manager retreat. Out of the 51 goals for the 2012 - 2014 years, 39 were complete, 24% incomplete and 37% were considered ongoing. | Goals will be reviewed and incomplete and ongoing goals were included in the development of the new 2013-2015 goals. |
| Accomplish Service Excellence | | Catertrax Survey Assessment | 2/2014 | Annual | CADI has begun to send catering surveys to all customers using the CADI Catertrax online software. | CADI catering will use the comments to investigate and review the need for improvement to services. |
| Promote Environmental Stewardship | | Local Purchasing | 2/2014 | Annual | CADI increased local food purchasing on campus. Bread Fellows, Bagels & Cream, Greenane Farms, Price Chopper, Mike's Seafood, Middlefield Orchard are all vendors brought on campus. | CADI will continue to investigate ways to increase local food purchasing. |

| | | | | | | |
|-------------------------------|--|----------------------------|---------|---------|--|---|
| Accomplish Service Excellence | | Facebook Fans Assessment | 6/2013 | Annual | CADI's Facebook page saw a 20% increase in fans. The page engaged 1835 fans and had an average daily reach of 96 fans, an average of 622 impressions, an average of 4 page views per day and an average of 79 people seeing each post. | CADI will continue to monitor progress on social media and will branch out into Instagram and Twitter to help to increase the engagement with students. |
| Accomplish Service Excellence | | Website Traffic Assessment | 9/2013 | Annual | Review of website traffic showed a 364% increases in views of the CADI webpages from the Fall of 2011 to the Fall of 2012. Spring of 2013 showed a 56% increase from the previous Spring semester. Summer traffic rose 207% from 2012 to 2013. | Continue to monitor website traffic and promote the website to students as a great source of information about CADI venues, menus and events. |
| Accomplish Service Excellence | | Food Cost Assessment | 12/2013 | Ongoing | Consolidated food cost is on par with last year at 33.42% compared to 33.35%. The plate cost for the Fall 2013 semester at Mac was \$3.19. | Continue to monitor food cost and make adjustments in menu items when necessary. |
| Accomplish Service Excellence | | Vending Sales | 12/2013 | Ongoing | Vending sales are up for the year, due to increased snack sales due in turn to machines added at student request. | Vending sales will continue to be analyzed and reviewed to determine which machines may need to be removed and which ones are performing well. |
| Accomplish Service Excellence | | Missed Meal Factor | 12/2013 | Ongoing | Missed meal is down 15K from last year and indicates good usage of the meal plans by students. | Missed meal factor will continue to be monitored. |