Self-Study Monthly Progress Reports
STATE UNIVERSITY OF NEW YORK AT DELHI
FOR THE MONTH OF APRIL 2010
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Steering Committee

Highlights and Issues
During the month of April, the Steering Committee met twice to discuss the progress of the groups and any issues that have surfaced. The most consistent issue was related to attrition and the morale of the groups. Some ideas to help with morale were discussed, and an end-of-semester appreciation celebration was planned for the students and for the faculty and staff. There were also questions about the final working group reports related to length, format, and expectations. The Steering Committee also took the time to gauge whether or not working groups were at the same place in their research/progress. Co-chairs Hamblin and Rhodes set up meetings with working group chairs and liaisons in order for each group to ask any questions they had about their progress or their working group research or report. Co-chairs Hamblin and Rhodes also planned faculty and staff development workshops for the summer.

Progress Made
- Co-chairs Hamblin and Rhodes met with working group 10 to answer their questions about their progress and the final report, and discussed the progress of the group.
- Co-chair Rhodes and Denise Holcomb discussed procedure for documenting and archiving institutional documents for the repository.
- Provost Nader, co-chairs Hamblin and Rhodes, and Steering Committee liaisons Meckel and Liddle attended the Middle States Workshop on Creating a Culture of Assessment, lead by MSCHE representative Linda Suskie, hosted at MVCC.
- Planning for end-of-semester appreciation parties was undertaken by Steering Committee liaison Matthews-Babcock for students and co-chairs Hamblin and Rhodes for faculty and staff.

Plans for the Coming Month
- Continue to meet to discuss progress of working groups.
- Co-chairs will meet with more working groups to discuss their progress and answer questions.
- MSCHE Liaison Dr. Debra Klinman to visit TC3 and OCC to evaluate the off-campus programs offered. Provost Nader, co-chair Hamblin, and working group 10 co-chair Caponera to attend.
- Host appreciation socials for all working group members.
- Continue to work on getting a website up and running.
Working Group 1

Working Group Highlights and Issues
Working Group #1 met once during the month of April. Members are continuing to work on research questions but are pretty heavily loaded with mid-semester work issues. Lynn gave an update to the work group on the status of Confluence postings and encouraged members to keep working on the questions.

The work group discussed areas where it appears there will be gaps and several members made suggestions for possible sources. Sean and Kim have developed a rubric and are currently conducting a systematic content analysis of campus publications. They still need more time to complete this task.

The work group reviewed the standards we are responsible for again, and Lynn reiterated to the group that everyone finish up reports as soon as possible. She will synthesize these for the next meeting, which will likely occur right after graduation.

Working Group 2

Working Group Highlights and Issues
Group met once in April as we were busy interviewing campus units to gather data about assessment practices. We also met on May 5 and made plans for the coming months. Group continues to work well together and have good participation. Special recognition goes to our student member, Danielle Schafer, who has been a full participating member, in spite of a grueling schedule, and adds a great deal to our team. One of our co-chairs met with member from WG1/Mission to share data from our research pertinent to their group's work.

Progress Made
All interviews were completed with the units; our evaluation rubrics were completed, shared with our group and tabulated. Focus in the next month will be summarizing our findings from the rubric evaluations so we can analyze our data and begin to address our research questions. We are also scheduling interviews with the Cabinet members to get their perspective on campus assessment process.
Research Highlights and Issues

Inventory of Resources Discovered

Original documents gathered from each unit through the assessment evaluation interview. Documents have been forwarded to Angela electronically or in hardcopy for the MS repository.

Discovered Gaps in Data

Not yet.

Plans for the Coming Month

Interview Cabinet members. Start addressing the research questions through analysis of the unit assessment evaluations and documentation. Meeting scheduled June 9th.

Working Group 3

Working Group Highlights and Issues

Overall, the team continues to make adequate progress towards addressing the Physical Plant area of concentration. During the month of April, we started meeting at new times, in order to accommodate the schedule of several members who were previously not able to attend these sessions. Despite this adjustment, it’s still difficult for some members to free up their schedules for the meetings. To help overcome this, our chair has been meeting with group members on an individual basis. Group meetings for the month of April were held on the 6th and 20th.

Research Workload Distribution

There have been no workload adjustments made during the month of April. Group members have remained focused in their respective areas. The current team appears to be committed and dedicated to reaching the final goal/s.

Progress Made

Research Questions

Charge questions were finalized in March and now group members have been researching and in some cases preparing draft write-ups. These summaries are being developed in a bulleted format, in order to provide the chair with enough outlined information to prepare the overall report for our group. This approach has been implemented to help develop a more uniform and consistent report.
Characteristics
At this point, it appears that the relevant standards (Characteristics of Excellence) are being addressed within the current research questions. As the responses to these questions continue to develop, it will become more clear as to the extent that they tie-in or address the relevant standards.

Research Highlights and Issues

Inventory of Resources Discovered
- WG3 resources can be referenced within the group’s current “Charge” as well as on confluence

Discovered Gaps in Data
The only area where additional data is desired pertains to Question #9 (Work Order System & Maintenance). In order to seek the needed information, WG3 has developed a survey which will soon be shared with the campus community. The fact that we have access to a thorough Master Plan has greatly assisted the group towards obtaining information.

Plans for the Coming Month
- Continued focus on WG3 reference materials/sources for questions
- Continue with draft write-ups, in outline format, towards answering questions
- Finalize campus survey pertaining to custodial and maintenance services on campus.

Working Group 4
No report available.

Working Group 5

Working Group Highlights and Issues
The group has been divided into subgroups each with their assigned area of research

Research Workload Distribution
The group has divided into five subgroups

Progress Made
Timeline – each group will have their questions answered by our next meeting May 3rd.

Research Highlights and Issues
Inventory of Resources Discovered

Ask that everyone denotes area of information

Discovered Gaps in Data

Discussed at our April 5th meeting, any needs will be brought to our May 3rd meeting

Plans for the Coming Month

- May 3rd – Identified areas that need to be completed
- May 3rd - questions will be sent to Barb by May 7th. She will combine them under the research areas and redistribute.
- May 18th we will meet and go over information and check again for missing items
- May-June – will put into format
- May-June – Give to Sami Chittum to edit
- Summer – review draft
- August-September –review and make final changes for submission to the steering committee

Working Group 6

Working Group Highlights and Issues

Working Group 6 met twice during the month of April. Working Group 6 Group members have been active in completing their assigned research questions and finishing their draft reports. Individual Reports were due April 20th and 75% of sub-groups met deadline. Group members critiqued 9 of the 12 draft reports and implemented suggested modifications. Group members have also identified gaps in supporting documents and continue to work on posting additional documents on Confluence.

Objectives for the remainder of the semester were established at the last meeting in April. June 1st deadline was established for final individual reports. Process for addressing standards not covered in initial self-study design will also be discussed at May 27th all-day meeting.

Research Workload Distribution

- Curriculum Congruence—Lisa Wehner, Tom Philion, Jan Elwell
- New Course Development—Peter Daempflle, Lee Heron
- Accreditation—Z.I. Sanchez, Lisa Wehner, Carolyn Scobie
- Policies on the Web—Z.I. Sanchez, Lee Heron
- Course Syllabi—Tom Philion, Carolyn Scobie
- Honors Courses/Programs—Patti May, Jan Elwell
Advisory Committees—Mike Miller, Carolyn Scobie
Expanded Educational Offerings—Tom Philion, Lee Heron
General Education Mission/Diversity—Mike Miller, Peter Daempfle
Curriculum Goals to General Education—Peter Daempfle, Mike Miller
Non-Traditional Students—Jan Elwell, Z.I. Sanchez
Students not fully prepared—Patti May, Mike Miller

Progress Made

Characteristics
Working Group 6 is focused on ensuring institutional compliance across three of the standards of excellence: Standard 11 (Educational Offerings), Standard 12 (General Education), and Standard 13 (Related Educational Activities). Once our working group completes our initial research in June, we will begin to address the other research questions and elements within each standard that it was assigned during the revision of the institutional self-study design to ensure full compliance.

Research Highlights and Issues

- Some Program Reviews are still missing
- SUNY Delhi’s General Education Plan needed

Inventory of Resources Discovered
All resources discovered have been posted on Working Group 6 confluence page.

- SUNY Delhi College Catalogue Fall 2009—Spring 2010
- SUNY Delhi College Mission Statement
- Academic Programs and Services Handbook
- Academic Program Requirements from various majors found on SUNY Delhi Website
- Program Advisory Committee Memo
- Bloom’s Taxonomy
- Short-Form Course Proposal Form
- Long-Form Course Proposal Form
- Process for New Programs and Curricula
- 2001 Middle States Institutional Self-Study
- 2007 Periodic Review Report
- Middle States Commission on Higher Education, Characteristics of Excellence
- Revised Honors Course Proposal Form
- Course Information Sheets from intro to philosophy, freshman seminar, human heredity and manufacturing processes
- Program Reviews from intro to philosophy, freshman seminar and human heredity
Honors program website:  http://www.delhi.edu/academics/honors/

Various student, student life, and academic policies listed on SUNY Delhi website  www.delhi.edu

SUNY Delhi General Education Assessment Plan

Program reviews from 5 areas:
- Math/Science
- Professional Golf Management
- Certificate in Auto Tech
- AAS Nursing
- Bachelor's Degree- Travel and Tourism

Non-Credit Program Procedure (Business and Community Service Office)

Business and Community Service Council Report

Current Master Schedule of Classes

2001 Master Schedule of Classes

Information on Freshman Seminar

Math placement flowchart

Developmental English data- Lynn Domina

English 100 for ESL students data-Sharon Ruetenik

Developmental Math data- Jan Sohns (also the decision to eliminate MATH 095)

Decision to change from ASSET testing to Regents scores

Plans for the Coming Month

- Completion of all reports and incorporation of suggested modifications by June 1st
- All-day meeting scheduled for Thursday, May 27th to discuss final reports, remaining standards, overlap issues, outstanding issues.

Working Group 7

Working Group Highlights and Issues

Much of the last month has been spent following up with our contacts from different academic support units and gathering documentation to provide a better historical perspective. Most of our historical issues to be addressed were related to academic advisement, so we have met with Jeff Stedman, who has quickly provided the working group with a great deal of further documentation. To address the academic units and support services not yet researched, group members have met with the following individuals for the corresponding Academic Support Services:

- Dunstan McNutt, Resnick Library (regarding library instruction and information literacy)
Research Workload Distribution
At this time, every working group member has met with their assigned contacts. Working group members have been asked that all interviews and documentation be typed up and provided to the co-chairs before our next meeting, Friday, 14 May 2010. 2-3 follow-up interviews regarding CIS will likely be conducted by LouAnn Matthews-Babcock and Dunstan McNutt.

Progress Made

Characteristics
The standards we seek to address through our research are as follows:
- Standard 8: Student Admissions & Retention
- Standard 9: Student Support Services
- Standard 11: Educational Offerings
- Standard 13: Related Educational Activities
- Standard 14: Assessment of Student Learning

Historical Issues
As mentioned above, many of the historic issues looked at academic advisement, including the improvement of the academic jeopardy system and academic advisor training. We now have documentation from Jeff Stedman that address these issues. There was also mention of the EOP program, for which we now have some assessment data pertaining to enrollment, graduation rates, and an external audit. Finally, our research on ESL services indicates a lack of documentation of assessment in that area. Further research will have to be done to assess this historical issue.

Research Questions
We now have initial findings for all of the following research questions, though documentation is still limited concerning #s 9 and 10.
1. Are academic support services available and accessible to all students and how do we assess these services?
2. Does the institution effectively communicate the academic support services to the campus community?
3. How do we effectively assess the quality and effectiveness of academic support services?
4. How has the impact of technology affected the services provided?
5. How are we meeting the academic support service needs of our ever-growing off site and on-line student population?
6. How are all students, including distance learning students, being provided comprehensive and accurate advisement and how is the quality of these services assessed?
7. Do the learning resources, including the library and Learning Center support the diverse educational programs and diverse needs of our students?
8. Do faculty and learning resources foster a sense of "information literacy"? How is this achieved?
9. How do academic support services contribute to retention?
10. How do we ensure that students achieve key learning outcomes?

Research Highlights and Issues

Inventory of Resources Discovered

The research materials we have compiled to date are as follows:

New Documents:

Shields, Lou. Personal interview conducted by Tom Banks. 3 May 2010.
- Interview with Lou Shields, Career & Transfer Services

Petley, Kathy. Office of Records and Registration: External Unit Review. TS. Resnick Lib., Delhi, NY.
- Records & Registration External Unit Review

Smith, Nancy. Personal interview conducted by Donna Dougherty. 29 April 2010.
- Interview with Nancy Smith, Records & Registration

- Interview with Linda Weinberg, Students with Disabilities

- Interview with Sharon Ruetenik, ESL

Banks, Carmel. Tutorial Program Semester Reports. 2006-2010. TS. Resnick Lib., Delhi, NY.

Stedman, Jeff. SUNY Delhi 2007 Academic Advisor Survey. 2007. TS. Resnick Lib., Delhi, NY.
- 2007 Academic Advisor Report

- Retention RT Statistics

- Predictive Modeling Summary

**Existing Documents:**


- Student Opinion Survey- Academic Support Services
- Student Opinion Survey - Additional Questions
- Student Opinion Survey - Historical Comparisons

Peters, Pam. Personal interview conducted by Pete Campbell. 1 Apr. 2010.

- Interview with Pam Peters, Library Director


- 2003 LibQual Survey


- 2007 Honors Library Survey


- Resnick Library Assessment Team (LAT) 2008 Report


- Library Instruction Session Requests Data


- Information Literacy for the Curriculum


- Interview with Michele DeFreece, re: EOP

**Existing Documents to be properly formatted:**

- SUNY Delhi Report of Preliminary Findings – Educational Opportunity Program
- 2007 Educational Opportunity Program Summer College Student Evaluation
Self-study Monthly Progress Reports: State University of New York at Delhi, April 2010

- Fall 2008 Educational Opportunity Student Enrollment Report
- Fall 2009 Educational Opportunity Student Enrollment Report
- Interview with Carmel Banks, Tim Camann, Sharon Ruetenik & Michele DeFreece, re: Tutorial services
- Fall 2009 Math Center Report
- Spring 2009 Tutorial Program Report
- Fall 2009 Tutoring Program Report
- Interview with Linda Weinberg & Sharon Ruetenik, re: Students with Disabilities & ESL Students
- 2009 ESL Assessment Summary Report
- Guidelines for ESL Accommodated Testing
- Spring 2008 Accommodated Testing Statistics
- 2005 - Fall 2009 Student Disability Detail Report

**Discovered Gaps in Data**

At this time further analysis will have to be conducted to assess existing gaps in the data. It is assumed that the CIS department will require further research, as will Records & Registration.

**Plans for the Coming Month**

As the semester winds down, the working group will have to establish a plan for filling as many gaps in the data as possible before summer schedules set in. The first priorities will be following up with contacts in CIS, Records & Registration, and Career & Transfer Services to obtain documentation of assessment efforts. The first meeting of the month will take place 14 May and goals for the summer will be established.

**Working Group 8**

**Working Group Highlights and Issues**

The group met on April 6th. Attendance at our meetings has been consistent. We have had issues with finalizing and posting of initial reports from some of our subgroups. These issues were addressed with the individuals working on those reports. We have had very little, if any contact with our student member. As of 5/10/10 we have 1 initial report to complete.

**Research Workload Distribution**

By the end of April we have had all but one of preliminary reports submitted. We are beginning a review of these reports for clarification and to develop follow-up questions as necessary. This process is being completed in confluence.
Progress Made
At the beginning of April our charge was changed slightly to include and more specifically address the characteristics of excellence. We will address these changes as we move forward with our investigation.

Research Highlights and Issues
We are reviewing each of the initial reports. Many of the comments so far pertain to the discrepancies in how each group interpreted the questions when writing their reports.

Plans for the Coming Month
The Financial Aid report has yet to be completed. This report is due by our next meeting, May 11. We will then begin a comprehensive review of the material collected so far and develop follow-up questions as necessary. This process should be complete by the end of May.

Working Group 9
No report available.

Working Group 10

Working Group Highlights and Issues
- There was no major development during the April meeting. Group is finalizing finding and recommendations on research questions.
- The work group met with Terry and Angela to ask questions.
- The group feels it is ready to begin writing draft report and will discuss how best to accomplish this at next meeting on May 12th.

Research Workload Distribution
- The working group has been working together to identify areas in need of additional research and information within research questions.

Progress Made
Questions and concerns have been clarified by Angela and Terry.
Research Highlights and Issues

Will discuss questions and concerns about individual questions at meeting on May 12th. Group feels ready to work on draft!

Plans for the Coming Month

The working group plans to complete a draft of our report by the end of May, so that a final draft can be completed in June.
Working Group 11

Working Group Highlights and Issues

Working Group 11 Met on April 5th and April 26th. The meeting on the 5th was attended by all members. The meeting on the 26th was attended by all but 2. The group is slowly completing their research areas. The group as a whole seems to still be struggling with the process as well as the Standards of Excellence and how in depth we need to go.

Research Workload Distribution

This is probably more for the May report, but WG11 has lost its first member. Pam Hilton is no longer going to be able to serve. This leaves WG11 without a member from the Admissions area. Brian and Shawn will also need to wade through the research Pam was responsible for and decide how it gets done.

Progress Made

The group has decided to look at IPEDS for benchmarking against other institutions. Also for IFR’s and the DIFR research we are using Cobleskill, Canton and Morrisville as bend marks for how much we charge.

Research Questions:

The working group has made progress on a few of our questions and our Meeting with Angela cleared up some of our confusion. We are now basing our questions and corresponding standards on the April self study design.

Research Highlights and Issues

Historical Issues:

A list of historical issues from the self study design document was added to the main WG11 page. Also a separate page was created and group members were asked to look at each one and provide an update on any historical issue that corresponded to their area of research.

Plans for the Coming Month

Plans for the coming month are for working group members to complete their research and contact Brian so he and Carol Bishop can review for accuracy. We have also asked members to start to draft summaries and conclusions for their area of research, historical issues, and research questions. A summary page has been created in Confluence and Brian will populate with some bullet points. Members will then take bullet points that they are responsible for and create summaries and conclusions that we can start to formulate into our initial draft report.
Working Group 12

Working Group Highlights and Issues

- The group experienced yet another resignation. As noted in the March progress report, however, at this point it makes little sense to add any new members.

Progress Made

- Additional supporting documents, mostly related to assessment of the major, were located and posted to the group’s Confluence page for use by all. (The number of supporting documents for the group’s work now totals about 70.)
- At the direction of Provost Nader, the group undertook an analysis of all recent program review reports to determine whether or not they are doing a good job of incorporating data on student learning outcomes. At this point, the group has completed its initial review of all but one report (CADD).
- A new section on Assessing Student Learning in the Major has been added to the rough draft of the working group’s final report. This section is largely descriptive in nature. Analysis and incorporation of relevant outcomes data will come later.

Plans for the Coming Month

- Complete the initial analysis of program review reports, seek answers to important follow-up questions, and synthesize the group’s findings into a summary report to be transmitted to the Provost. These findings will also form the basis of a major section of the group’s report.

Research Questions

New sections (History, Assessing Student Learning, and Assessing General Education Outcomes) have been added to the rough draft of the working group’s final report. These sections are largely descriptive in nature. Analysis and incorporation of relevant outcomes data will come later.

Research Highlights and Issues

Inventory of Resources Discovered

More than 50 supporting and guiding documents were located and posted to the group’s Confluence page for use by all. These include College Assessment Reports, Freshman Seminar data, General Education plans and reports, program review reports, and many other potentially useful documents.

Plans for the Coming Month

Plans for coming month: Complete the review of program review reports as directed by the Provost, and analyze and evaluate the findings for incorporation into the group’s report. Continue developing other sections of the rough draft of the working group report.