SUNY Delhi
INVENTORY OF ASSESSMENT ACTIVITIES – Operations – February 2012

Strategic Plan 2010-2015 Aspirational Goals	Objectives *(as reflected in the Strategic Plan, your area mission statement, or the college mission statement)*	Method(s) of Assessment	Most Recent Assessment	Assessment Cycle	Measureable Outcome(s) /Result(s)	Next Steps
Engaging Students for Success (HR)	Attracting, motivating, developing and retaining faculty and staff	Annual supervisory evaluations of all staff	April and July, M/Cs every two years	Annually	Improvement of employee performance; development of objectives; employment decisions	Continue monitoring to ensure each employee has an annual evaluation.
Engaging Students for Success (HR)	Attracting, motivating, developing and retaining faculty and staff from diverse backgrounds	Affirmative Action Plan	Summer 2010 – progress monitored on a continuing basis	Full plan every ten years; updates every five years	Assesses the College's percentage of minorities and women in comparison to their availability in the workforce.	Utilize plan to guide the recruitment/selection of candidates. Monitor progress, continue to develop strategies to improve success.
Engaging Students for Success (HR)	All	Chronicle of Higher Education Great Colleges to Work for Survey	Spring 2011	Annually	Named a "Great College to Work for in 2009 and 2010, but not in 2011. Scores were as high or higher as 2009 and 2010 but competition was greater.	Participate in Spring 2012 Survey.
Engaging Students for Success (Facilities)	Maintain facilities in support of campus strategic plan, goals and objectives.	Annual capital work plan	April 2011	Annually	Construction Fund review of past year's accomplishments and sign off on next year's work plan.	Develop and sign off on next year's work plan – Spring 2012.
Engaging Students for Success (Facilities)	Maintain facilities in support of campus strategic plan, goals and objectives	Five year capital plan	2009	Every 5 years	Five year work plan developed in concert with SUCF after assessment of campus needs	Carry out projects in five year capital plan. Identify priorities for next capital plan.

Engaging Students for Success (Facilities)	Maintain facilities in support of campus strategic plan, goals and objectives	Building Conditions Assessment	2011	Annually	Annual update of building conditions performed by facilities staff to inform capital work plans.	Plan capital projects to address deficiencies.
Engaging Students for Success (Facilities)	Maintain facilities in support of campus strategic plan, goals and objectives	Campus Master Plan	2010	Every 10 years	Master plan to sync capital plan goals with academic and strategic plan.	Plan and carry out capital projects as identified in the Master Plan.
Engaging Students for Success (CIS)	Promoting myriad opportunities for students to reach their personal, professional and intellectual potential, offering unparalleled access, delivering academic and co-curricular programs, delivering academic programs.	Annual Unit Plan	Fall 2011	Annually	Assess campus technology needs and prioritize plan for coming year.	Plan and carry out identified Priorities.
Engaging Students for Success (CIS)	Promoting myriad opportunities for students to reach their personal, professional and intellectual potential, offering unparalleled access, delivering academic and co-curricular programs, delivering academic programs.	Annual Report	Summer 2011	Annually	Assess progress toward short and long term goals.	Continue short and long term planning.
Achieving Academic Excellence (HR)	Advancing the quality of instruction/ attracting and retaining faculty and staff, support culture of assessment	Annual survey of new employee orientation participants	September 2011	Annually	New employee orientation well received. Also ask about search, interview and new hire processes (also high marks). Suggestions received for improvement.	Utilize feedback received to improve future orientations, searches, interview and new hire processes.

Achieving Academic Excellence (HR)	Advancing the quality of instruction/ attracting and retaining faculty and staff; support culture of assessment; recognize teaching, advisement and scholarly accomplishments.	Annual supervisory evaluations of all staff	April and July, M/Cs every two years	Annually	Improvement of employee performance; development of objectives; employment decisions	Continue monitoring evaluation process to ensure that each employee receives an annual evaluation.
Achieving Academic Excellence (HR)	Advancing the quality of instruction/ attracting and retaining faculty and staff, support culture of assessment; recognize teaching, advisement and scholarly accomplishments.	Faculty and staff renewal and tenure processes	Ongoing – individual basis	3 months, 6 months and 12 months before contract expiration	Assesses performance of faculty and staff in first seven years of appointment before continuing or permanent appointment is granted.	Continue renewal and tenure processes and assessment of faculty performance.
Achieving Academic Excellence (HR)	Advancing the quality of instruction/ attracting and retaining faculty and staff, support culture of assessment; recognize teaching, advisement and scholarly accomplishments.	Faculty promotion	Spring 2012	Annually	Assesses faculty level of accomplishment and provide recognition of their value to the institution.	Continue to offer faculty the opportunity to be considered annually for promotion.
Achieving Academic Excellence (HR)	Advancing the quality of instruction/ attracting and retaining faculty and staff,	Affirmative Action Plan	Summer 2010	Full plan every ten years; updates every five years	Assesses the College's percentage of minorities and women in comparison to their availability in the workforce.	Utilize plan to guide search and hiring processes.
Achieving Academic Excellence (HR)	Support culture of assessment.	Chronicle of Higher Education Great Colleges to Work for Survey	Spring 2011	Annually	Named a "Great College to Work for in 2009 and 2010, but not in 2011. Scores were as high or higher as 2009 and 2010 but competition was greater	Participate in Spring 2012 Survey.
Achieving Academic Excellence	Support culture of assessment, meet/exceed standards of accrediting agencies, develop	Annual capital work plan	April 2011	Annually	Construction Fund review of past year's accomplishments and sign	Carry out projects in plan.

(Facilities)	new and unique degree options				off on next year's work plan.	
Achieving Academic Excellence (Facilities)	Support culture of assessment, meet/exceed standards of accrediting agencies, develop new and unique degree options	Five year capital plan	2009	Every 5 years	Five year work plan developed in concert with SUCF after assessment of campus needs	Carry out projects in plan. Develop next five year plan.
Achieving Academic Excellence (Facilities)	Support culture of assessment, meet/exceed standards of accrediting agencies, develop new and unique degree options	Building Conditions Assessment	2011	Annually	Annual update of building conditions performed by facilities staff to inform capital work plans.	Plan and carry out projects identified.
Achieving Academic Excellence (Facilities)	Support culture of assessment, meet/exceed standards of accrediting agencies, develop new and unique degree options	Campus Master Plan	2010	Every 10 years	Master plan to sync capital plan goals with academic and strategic plan.	Plan and carry out projects identified.
Achieving Academic Excellence (CIS)	Support culture of assessment, meet/exceed standards of accrediting agencies, develop new and unique degree options	Annual Unit Plan	Fall 2011	Annually	Assess campus technology needs and prioritize plan for coming year.	Carry out priorities identified.
Achieving Academic Excellence (CIS)	Support culture of assessment, meet/exceed standards of accrediting agencies, develop new and unique degree options	Annual Report	Summer 2011	Annually	Assess progress toward short and long term goals.	Re-prioritize, plan and carry out work.
Sustaining Educational Innovation (HR)		Chronicle of Higher Education Great Colleges to Work for	Spring 2011	Annually	Named a "Great College to Work for in 2009 and 2010, but not in 2011. Scores were as high or higher as 2009 and 2010 but competition was	Participate in 2012 survey.

		Survey			greater.	
Sustaining Educational Innovation (Facilities)	Delivering programs, creating library/learning center, capitalizing on programs of unique strength.	Annual capital work plan	April 2011	Annually	Construction Fund review of past year's accomplishments and sign off on next year's work plan.	Carry out identified projects.
Sustaining Educational Innovation (Facilities)	Delivering programs, creating library/learning center, capitalizing on programs of unique strength.	Five year capital plan	2009	Every 5 years	Five year work plan developed in concert with SUCF after assessment of campus needs	Plan and carry out identified projects.
Sustaining Educational Innovation (Facilities)	Delivering programs, creating library/learning center, capitalizing on programs of unique strength.	Building Conditions Assessment	2011	Annually	Annual update of building conditions performed by facilities staff to inform capital work plans.	Identify projects which need to be planned and carried out.
Sustaining Educational Innovation (Facilities)	Delivering programs, creating library/learning center, capitalizing on programs of unique strength.	Campus Master Plan	2010	Every 10 years	Master plan to sync capital plan goals with academic and strategic plan.	Carry out projects in capital plan.
Sustaining Educational Innovation (HR)	Create staff development and training that dovetails with technology available on campus	Trainings Offered	Spring 2011 Fall 2011 Winter 2011	Fall/Spring	Offered staff development training in MSOffice 2010, DMC usage, Moodle, Second Life, Confluence, computer security, purchasing computers, and learning and pedagogical tools.	Continue to assess training needs and provide targeted training.
Building Strategic Partnerships (HR)		Chronicle of Higher Education Great Colleges to Work for	Spring 2011	Annually	Named a "Great College to Work for in 2009 and 2010, but not in 2011. Scores were as high or higher as 2009 and 2010 but competition was	Participate in Spring 2012 Survey.

		Survey			greater.	
Building Strategic Partnerships (Facilities)	Maintain facilities in support of campus strategic plan, goals and objectives.	Annual capital work plan	April 2011	Annually	Construction Fund review of past year's accomplishments and sign off on next year's work plan.	sign off on next year's work plan
Building Strategic Partnerships (Facilities)	Maintain facilities in support of campus strategic plan, goals and objectives	Five year capital plan	2009	Every 5 years	Five year work plan developed in concert with SUCF after assessment of campus needs	Plan and carry out identified projects.
Building Strategic Partnerships (Facilities)	Maintain facilities in support of campus strategic plan, goals and objectives	Building Conditions Assessment	2011	Annually	Annual update of building conditions performed by facilities staff to inform capital work plans.	Identify projects which need to be planned and carried out.
Building Strategic Partnerships (Facilities)	Maintain facilities in support of campus strategic plan, goals and objectives	Campus Master Plan	2010	Every 10 years	Master plan to sync capital plan goals with academic and strategic plan.	Carry out projects in capital plan.
Building Strategic Partnerships (CIS)	Increase student support at night and on weekends	Total number of closed tickets by evening helpdesk tech	August 30, 2010-May 30, 2011	Academic Calendar Year	740 Tickets closed by evening helpdesk personnel. An additional 75 tickets closed by CIS intern during the Fall 2010 semester. This includes walk-ins calls, email requests and IM conversations. This does not count the number of tickets assigned to others during these hours. It would be beneficial in the future if we could harvest	Continue to provide evening and weekend support and to measure results.

					those numbers.	
Building Strategic Partnerships (CIS)		Annual Unit Plan	Fall 2011	Annually	Assess campus technology needs and prioritize plan for coming year.	Measure progress toward goals. Develop 2012-2013 plan.
Building Strategic Partnerships (CIS)		Annual Report	Summer 2011	Annually	Assess progress toward short and long term goals.	Assess progress and prepare report in summer of 2012.
Promoting Environmental Stewardship (Facilities)	Maintain facilities in support of campus strategic plan, goals and objectives.	Annual capital work plan	April 2011	Annually	Construction Fund review of past year's accomplishments and sign off on next year's work plan.	Sign off on next year's work plan.
Promoting Environmental Stewardship (Facilities) Promoting Environmental Stewardship (Facilities)	Maintain facilities in support of campus strategic plan, goals and objectives. Maintain facilities in support of campus strategic plan, goals and objectives	Five year capital plan Annual fire inspection	2009 2011	Every 5 years Every year	Five year work plan developed in concert with SUCF after assessment of campus needs. Identifies ways to improve fire safety and environmental stewardship.	Carry out projects in capital plan.
Promoting Environmental Stewardship (Facilities)	Maintain facilities in support of campus strategic plan, goals and objectives	Building Conditions Assessment	2011	Annually	Annual update of building conditions performed by facilities staff to inform capital work plans.	Identify projects which need to be planned and carried out.
Promoting Environmental	Maintain facilities in support of campus strategic plan, goals	Campus Master Plan	2010	Every 10 years	Master plan to sync capital plan goals with	Carry out projects in capital plan.

Stewardship (Facilities)	and objectives				academic and strategic plan.	
Promoting Environmental Stewardship (Facilities)	Enhancing the physical beauty of the campus	Beautification committee master plan	December 2011	Monthly (during academic year)	Beautification projects priorities, planned and executed.	Monthly meetings to plan and execute additional Projects.
Promoting Environmental Stewardship (Facilities)	Expanding campus energy conservation efforts; reducing carbon footprint	"Energy Brain Trust"	May 2011	Quarterly	Assessment and prioritization of recommendations to cabinet	Carry out energy saving projects
Promoting Environmental Stewardship (Facilities)	Expanding campus energy conservation efforts; reducing carbon footprint	Energy Manager	May 2011	Ongoing (next assessment – May 2012)	May 2011 appointment of temporary, cost-neutral energy manager position to assess and recommend strategies and projects. Will assess position in May 2012.	Will assess position in May 2012.
Promoting Environmental Stewardship (Facilities)	Enhancing campus facilities, resources and technology; Maintain facilities in support of campus strategic plan, goals and objectives; reducing carbon footprint	Annual Report	August 2011	Annually	Progress toward strategic plan goals assessed.	Continue to monitor and plan to reduce waste or place waste in a recycling stream.
Promoting Environmental Stewardship (CIS)		Annual Unit Plan	Fall 2011	Annually	Assess campus technology needs and prioritize plan for coming year.	Monitor progress, adjust plan. Prepare 2013-14 plan.
Promoting Environmental Stewardship (CIS)		Annual Report	Summer 2011	Annually	Assess progress toward short and long term goals.	Monitor progress, adjust plan. Prepare 2013-14 plan.

Accomplishing Service Excellence & Operational Efficiencies (HR)	Retaining faculty and staff	Payroll report cards	September 2011	Twice a year	Above average performance	March 2012 report card expected. Review and see if process improvements can improve results.
Accomplishing Service Excellence & Operational Efficiencies (HR)	Developing faculty and staff	Annual survey of new employee orientation participants	September 2011	Annually	New employee orientation well received. Also asked about search, interview and new hire processes (also high marks). Suggestions received for improvement.	Implement all possible suggestions for improvement. Evaluate 2012 program.
Accomplishing Service Excellence & Operational Efficiencies (HR)	Developing faculty and staff	Participation and satisfaction with staff development workshops	January 2012	Twice a year	Improvement of faculty and staff skills.	Work with staff development committee and presenters to improve workshop offerings/content.
Accomplishing Service Excellence & Operational Efficiencies (HR)	Retaining faculty and staff	Bi-weekly payroll audit	Every two weeks	Every two weeks	Payroll errors identified. Learning opportunity for staff.	Correct problems – learn from mistakes
Accomplishing Service Excellence & Operational Efficiencies (HR)	Attracting, motivating, developing and retaining faculty and staff	Annual supervisory evaluations of all staff	April and July, M/Cs every two years	Annually	Improvement of employee performance; development of objectives; employment decisions	April 2012 and July 2012 evaluations.

Accomplishing Service Excellence & Operational Efficiencies (HR)	Developing faculty and staff	Classified staff probationary reports	Ongoing – individual basis	3 times during probationary period	Assesses performance of new employees during probationary period before permanent appointment is granted.	Continue monitoring Probationary employees.
Accomplishing Service Excellence & Operational Efficiencies (HR)	Attracting, motivating, developing and retaining faculty and staff from diverse backgrounds	Affirmative Action Plan	Summer 2010	Full plan every ten years; updates every five years	Assesses the College's percentage of minorities and women in comparison to their availability in the workforce.	Continually monitor progress toward plan.
Accomplishing Service Excellence & Operational Efficiencies (HR)	Improving the quality, convenience and delivery of academic and administrative support services	Chronicle of Higher Education Great Colleges to Work for Survey	Spring 2011	Annually	Named a "Great College to Work for in 2009 and 2010, but not in 2011.	Participate in Spring 2012 survey.
Accomplishing Service Excellence & Operational Efficiencies (HR)	Improving the quality, convenience and delivery of academic and administrative support services	Annual Report	Summer 2011	Annually	Annual unit work plan goals met.	Monitor progress and develop new annual plan.
Accomplishing Service Excellence & Operational Efficiencies (HR)	Improving the quality, convenience and delivery of academic and administrative support services	Annual Unit Plan	September 2011	Annually	Short term unit plan goals met; progress toward long term goals.	Continue to monitor progress and develop new goals.
Accomplishing Service	Maintain facilities in support of campus strategic plan, goals	Annual capital work	April 2011	Annually	Construction Fund review of past year's	Sign off on next year's work plan.

Excellence & Operational Efficiencies (Facilities)	and objectives.	plan			accomplishments and sign off on next year's work plan.	
Accomplishing Service Excellence & Operational Efficiencies (Facilities)	Maintain facilities in support of campus strategic plan, goals and objectives	Five year capital plan	2009	Every 5 years	Five year work plan developed in concert with SUCF after assessment of campus needs	Carry out projects in capital plan.
Accomplishing Service Excellence & Operational Efficiencies (Facilities)	Maintain facilities in support of campus strategic plan, goals and objectives	Building Conditions Assessment	2011	Annually	Annual update of building conditions performed by facilities staff to inform capital work plans.	Identify projects which need to be planned and carried out.
Accomplishing Service Excellence & Operational Efficiencies (Facilities)	Maintain facilities in support of campus strategic plan, goals and objectives	Campus Master Plan	2010	Every 10 years	Master plan to sync capital plan goals with academic and strategic plan.	Carry out projects in capital plan.
Accomplishing Service Excellence & Operational Efficiencies (Facilities)	Maintain facilities in support of campus strategic plan, goals and objectives	Formal assessments of maintenance activities	2009/2010	Every 3 years	Survey faculty, staff and students and facilities staff to assess state of facilities and identify concerns.	Collect and examine data and make changes to better serve campus community through maintenance activities.
Accomplishing Service Excellence & Operational	Maintain facilities in support of campus strategic plan, goals and objectives	Formal assessment of custodial services	2009	Every 3 years	Survey faculty, staff and students and facilities staff to assess state of facilities and identify concerns.	Collect and examine data and make changes to better serve campus community through custodial activities.

Efficiencies (Facilities)						
Accomplishing Service Excellence & Operational Efficiencies (Facilities)	Maintain facilities in support of campus strategic plan, goals and objectives	Work order system analysis	Ongoing	Ongoing	Ongoing review of work order system to gauge performance and identify needs	Using a response email system, customers can request Director to look at work completed or send in inquires.
Accomplishing Service Excellence & Operational Efficiencies (Facilities)	Maintain facilities in support of campus strategic plan, goals and objectives	External inspections of facilities under Environmental Health and Safety programs – Office of Fire Prevention and Control; DEC, PESH, etc.	2011	Annually	Inspections assess compliance with laws, rules and regulations and identify areas where improvements need to be made. Any violations identified through these inspections are promptly resolved.	Any violations identified through these inspections are promptly resolved.
Accomplishing Service Excellence & Operational Efficiencies (Facilities)	Enhancing campus facilities, resources and technology	Annual evaluation and prioritization of vehicles, tools and equipment needs.	July 2011	Annually	Needs assessment completed, resource requests and IFR spending plans prioritized.	Purchase approved vehicles, tools and equipment.
Accomplishing Service Excellence & Operational Efficiencies (Facilities)	Enhancing campus facilities, resources and technology	Unit Plan	September 2011	Annually	Goals accomplished; future goals prioritized; progress toward long term goals monitored	Carry out priorities identified

Accomplishing Service Excellence & Operational Efficiencies (Facilities)	Enhancing campus facilities, resources and technology; Maintain facilities in support of campus strategic plan, goals and objectives; reducing carbon footprint	Annual Report	August 2011	Annually	Progress toward strategic plan goals assessed.	Re-prioritize, plan and carry out work.
Accomplishing Service Excellence & Operational Efficiencies (Facilities)	Enhancing campus facilities, resources and technology	Residence Life Capital Plan	Spring 2011	Annually	Progress toward goals assessed; future projects prioritized.	Proceed with next year's design complete design and bid the current year's construction in summer.
Accomplishing Service Excellence & Operational Efficiencies (Facilities)	Enhancing campus facilities, resources and technology	Annual residence hall inspection	May 2011	Annually	Assessment of building and room condition, planning of repair work, accurate billing for damages.	Take data gathered and make Work Orders for damage to be repaired.
Accomplishing Service Excellence & Operational Efficiencies (Facilities)	Enhancing campus facilities, resources and technology	Annual residence hall inspection by DASNY	Fall 2011	Telephone interview every Fall, in person inspection every 5 years -	Deferred maintenance projects identified; deficiencies compared to five year Residence Hall Capital Plan.	Using DASNY report place identified projects within the Capital plan for funding.
Accomplishing Service Excellence & Operational Efficiencies (CIS)	Improving the quality, convenience, and delivery of academic, administrative and support services through a focus on student needs and the use of technology.	CIS Production Dashboard	Week of February 17, 2012	Monthly	Provide Customers/Users with feedback as to number of tickets open closed and submitted. Break down data by systems requests and cabinet level.	Provide Customers/Users with feedback as to number of tickets open closed and submitted. Break down data by systems requests and cabinet level.

Accomplishing Service Excellence & Operational Efficiencies (CIS)	Improving the quality, convenience, and delivery of academic, administrative and support services through a focus on student needs and the use of technology.	TechQual-National User Satisfaction Survey	December 2011	Yearly	Provide insight into the user experience in order to improve technology and services. By repeating the survey year to year we can benchmark progress and assess improvements or declines in service.	benchmark progress and assess improvements or declines in service.
Accomplishing Service Excellence & Operational Efficiencies (CIS)	Improving the quality, convenience, and delivery of academic, administrative and support services through a focus on student needs and the use of technology.	Wonderdesk measurement of time to close a ticket.	June 2011	Monthly	*See Attached. These numbers do not show complexity of tickets or time spent assigned to another technician.	*note, this will change as we migrate to footprints this month. We will be able to provide this information on a real time dashboard
Service Excellence & Operational Efficiencies (CIS)	Improving the quality, convenience, and delivery of academic, administrative and support services through a focus on student needs and the use of technology.	Footprints satisfaction surveys	Beginning march 2012. Randomly selected one of every 10 tickets closed	Ongoing	This will provide us with ongoing assessments throughout the year and will allow us to spot and correct service deficiencies much more quickly.	
Accomplishing Service Excellence & Operational Efficiencies (CIS)	Improving the quality, convenience, and delivery of academic, administrative and support services through a focus on student needs and the use of technology. Save costs by cutting down on desktop printing by installing DMC's throughout campus.	Strategically locate DMC's so all offices and divisions have access.	2011	Ongoing (in progress)	Currently evaluating all aspects of campus printing and copying.	Develop a new printing plan based on evaluation results.
Accomplishing Service Excellence & Operational Efficiencies (CIS)	Create staff development and training that dovetails with technology available on campus	Trainings Offered	Fall 2011	Fall/Spring	Offered staff development training in MSOffice 2010, DMC usage, Moodle, Second Life, Confluence, computer security, purchasing	Continue to assess faculty and staff needs and provide appropriate training.

					computers, and learning and pedagogical tools.	
Accomplishing Service Excellence & Operational Efficiencies (CIS)	Increase student support at night and on weekends	Total number of closed tickets by evening helpdesk tech	August 30, 2010-May 30, 2011	Academic Calendar Year	740 Tickets closed by evening helpdesk personnel. An additional 75 tickets closed by CIS intern during the Fall 2010 semester. This includes walk-ins calls, email requests and IM conversations. This does not count the number of tickets assigned to others during these hours. It would be beneficial in the future if we could harvest those numbers.	Next tally will be taken at the end of May. A mid-stream count taken today shows 525 after hours tickets.
Accomplishing Service Excellence & Operational Efficiencies (CIS)		Annual Unit Plan	Fall 2011	Annually	Assess campus technology needs and prioritize plan for coming year.	Measure progress toward goals; future planning.
Accomplishing Service Excellence & Operational Efficiencies (CIS)		Annual Report	Summer 2011	Annually	Assess progress toward short and long term goals.	Assess progress and plan for future years.