



**Middle Georgia
State University**

Title.

Middle Georgia State University Administrative Assessment

Instructions. This form is used to collect administrative assessments for each budgeted unit at Middle Georgia State University (academic and nonacademic units). Departments should include a brief mission statement (describing what they do and who they serve), goals the department or unit is working to accomplish (in a 5 year time frame. Your goals and objectives should be reported out individuals, linked to the plan imperatives and strategies, align with the measurable objectives from the previous year , and defined and measurable objectives for the upcoming year. This form should be completed by each budgeted unit no later than the end of July. NOTE: All fields are required, please place NA or O in response field ONLY if the numbered objective is not being utilized, otherwise full responses are required. Provide ALL necessary information requested to the fullest extent possible, such that a peer reviewer is not required to assume any information not provided. Utilize the provided assessment scoring rubric drafting guideline to evaluate your report prior to submission. https://www.mga.edu/institutional-research/docs/IEB_Administrative_Score_Card.pdf

****Please SUBMIT the form within 30 minutes of opening this page. If you wait too long to submit you may lose your work**** In the event that you need to edit your submission, you may contact the Faculty Affairs Manager to secure a custom link to edit and resubmit.

Q1. Submitters Email

dorothy.howell@mga.edu

Q2. Who is the person responsible for this report?

Dorothy Howell

Q3. For which year are you completing this report?

- FY 23 (July 2022-June 2023)
- FY 24 (July 2023-June 2024)
- FY 25 (July 2024-June 2025)

Q4. To which division of the University is your unit assigned?

- Office of the President
- Advancement
- Academic Affairs
- Fiscal Affairs
- Enrollment Management
- Student Affairs

Q5. For which department or area are you reporting? (Ex. Financial Aid, Library, OTR, Athletics, etc)

Health Service Administration

Q6. The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, report the mission statement for your department.

The mission of the Department of Health Services Administration is to prepare students to become leaders and managers in health care organizations through an understanding of the professional, social, technical, regulative, economic, and political forces that influence the health care industry.

Q7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.

1. The Health Services Administration Department will increase Health Service Administration Program student enrollment by 5% as measured by the number of currently enrolled students. 2. The Health Services Administration Department will improve student retention in the major by 50% as measured by enrollment comparisons between semesters. 3. The Health Services Administration Department will establish a new measure to improve faculty and student engagement by including students in scholarly research and publications. We will increase the five-year average of scholarly activity as measured by peer-reviewed publications by 5%. 4. The Health Services Administration Department will increase student satisfaction with the academic program by 5% as measured by the HSA program student satisfaction survey.

0. Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY24. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY25.

8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

The Health Services Administration Department will increase Health Service Administration Program student enrollment by 5% as measured by the number of currently enrolled students.

9. Objective 1: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

Increasing enrollment was measured by obtaining the number of students enrolled in the Health Services Administration Program each semester. This information was retrieved from the Power BI Deans and Chairs Dashboard.

10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)

5% enrollment growth

11. Objective 1: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc)

The target performance level for this objective was established based on past performance data.

12. Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)

-9%

13. Objective 1: Did your department meet this objective?

- The department did not meet this objective.
- The department met this objective.
- The department exceeded this objective.

14. Objective 1: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?

The student count for Fall 2023 was 281. The student count for Spring 2024 was 255 which was a 26-student decrease. However, this is better than the previous year's -11% decrease report. The department will continue to contact those students to remind them to make payment arrangements for their currently enrolled courses. We will also continue to remind students of upcoming semester registrations and register them.

15. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

The Health Services Administration Department will improve student retention in the major by 50% as measured by enrollment comparisons between semesters.

16. Objective 2: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

Student retention was obtained from the Power BI Deans and Chairs Dashboard by reviewing the number of students who re-enroll from one semester to the next or Fall-Spring semesters.

17. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)

50% retention

18. Objective 2: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc)

The target performance level for this objective was established based on past performance data.

19. Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)

20. Objective 2: Did your department meet this objective?

- The department did not meet this objective.
- The department met this objective.
- The department exceeded this objective.

21. Objective 2: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?

Based on Qualtrics reregistration data for Spring 2023-Spring 2024; for the Spring of 2023, the department student count was 121 students. In spring 2024, the student count was 106 students, indicating that only 46.7% of the previous spring's students returned to the HSA program. We have learned the significance of ensuring students return to the university to complete their degree and to ensure program viability. It would be a good time to determine why students are not returning. We will continue aggressive advising and try to capture underperforming students in respective HSA courses. Faculty will work with these students to increase course retention.

22. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

The Health Services Administration Department will establish a new measure to improve faculty and student engagement by including students in scholarly research and publications. We will increase the five-year average of scholarly activity as measured by peer-reviewed publications, and presentations, by 5%.

23. Objective 3: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

Measurement data reflecting the number of faculty publications will be attained by reviewing the annual faculty evaluations.

24. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)

5% increase in presentations and publications

25. Objective 3: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc)

The target performance level will be based on past performance data. This is the first year for this measure.

26. Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)

15

27. Objective 3: Did your department meet this objective?

- The department did not meet this objective.
- The department met this objective.
- The department exceeded this objective.

28. Objective 3: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?

Faculty value the opportunity to engage in scholarly activities. They continue efforts and begin including students in research activities.

29. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

The Health Services Administration Department will increase student satisfaction with the academic program as measured by the HSA program student satisfaction survey. The target rate is 80-% satisfaction.

30. Objective 4: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

A student satisfaction survey will be administered to the students within selected courses. Results from the survey will be tabulated and used to improve program and student outcomes.

31. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)

80% Satisfaction

32. Objective 4: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc)

Past performance data will be used as a measure.

33. Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)

84.4%

34. Objective 4: Did your department meet this objective?

- The department did not meet this objective.
- The department met this objective.

- The department exceeded this objective.

35. Objective 4: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?

Low numbers revolved around the emotional and cognitive elements of the survey. We will review these areas to determine if changes to the program are warranted to increase the student's level of satisfaction in these areas.

36. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (https://www.mga.edu/about/strategic-plan/docs/Strategic_Plan_2023-2028.pdf) by checking all associated and relevant Strategies from the list below. (Check all the apply)

- Champion Student Success 1. Demonstrate standards of excellence in all academic programs
- Champion Student Success 2. Grow student engagement at all degree levels
- Champion Student Success 3. Expand enrollment and graduation
- Lead Innovation and Economic Opportunity 4. Ensure high-demand programs for workforce and career alignment
- Lead Innovation and Economic Opportunity 5. Use Center for Middle Georgia Studies to drive University outreach
- Lead Innovation and Economic Opportunity 6. Coordinate faculty scholarship and grant awards to build University reputation
- Build Culture and Identity 7. Plan, resource, and promote campus roles and identities
- Build Culture and Identity 8. Pursue great-place/college -to-work designation
- Build Culture and Identity 9. Promote culture of wellness throughout the MGA community
- Build Culture and Identity 10. Compete and win at the NCAA Division II level
- Sustain Fiscal Resilience and Brand Value 11. Apply data-driven accountability to all operations
- Sustain Fiscal Resilience and Brand Value 12. Maintain access, affordability and value for all students
- Sustain Fiscal Resilience and Brand Value 13. Grow and diversity streams of revenue

37. Please indicate which of the following actions you took as a result of the 2022/2023 Assessment Cycle (**prior cycle**) (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area)(Check all the apply)

- Disseminating/Discussing Assessment Results/Feedback to Appropriate Members of the Campus Community
- Disseminating/Discussing Assessment Results/Feedback to Appropriate External Stakeholders
- Faculty or Staff Support: Professional Development Activities, Trainings, Workshops, Technical Assistance
- Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc Operational Processes
- Request for Additional Financial or Human Resources
- Customer Service Changes: Communication, Services, etc
- Making Improvements to Teaching Approach, Course Design, Curriculum, Scheduling, other
- Evaluating and/or Revising the Reporting Lines Internal Assessment Processes

Other

38. Please indicate which of the following actions you will take as a result of the 2023/2024 Assessment Cycle (**current cycle**) (Note: These actions must be documented in reports, memos, emails, meeting minutes, or other directives within the reporting area)(Check all the apply)

- Disseminating/Discussing Assessment Results/Feedback to Appropriate Members of the Campus Community
- Disseminating/Discussing Assessment Results/Feedback to Appropriate External Stakeholders
- Faculty or Staff Support: Professional Development Activities, Trainings, Workshops, Technical Assistance
- Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc Operational Processes
- Request for Additional Financial or Human Resources
- Customer Service Changes: Communication, Services, etc
- Making Improvements to Teaching Approach, Course Design, Curriculum, Scheduling, other
- Evaluating and/or Revising the Reporting Lines Internal Assessment Processes
- Other

39. Please provide a **comprehensive narrative** outlining how assessment results are utilized for continuous improvement in this field. Your narrative **should be of sufficient length and detail** to address the past, present, and future aspects of assessment, with specific emphasis on how these results inform decision-making and drive improvement efforts.

The goal of data is to invoke continuous improvement. Data retrieved to complete the Administrative Assessment for the HSA Department reveals how we are doing with metrics set in place regarding the program. From past data we can review departmental performance trends such as whether or not our enrollment increased or decreased and if this data affected our graduation rates. The same trends are useful in evaluating retention rates. Data revealing a decrease in enrollment, retention or graduation helps us determine and implement measures to increase them respectively. Data revealing an increase can be used in a positive manner to see if the upward trends can be maintained or improved. Healthcare will continue to grow in Georgia and the US. As such, healthcare organizations will continue to need properly prepared administrators to sustain a strategic presence. To assist with the need, the HSA Department will continue to work on enrolling, retaining, and graduating students by measures outlined in this assessment. We have instituted the student survey of our program to help us gain information on how to improve the program and sustain it for future generations. We will continue to use this moving forward and revamp our classes based on the student's assessments. Faculty are a valuable asset to the program and must maintain rigor and engage in scholarly activities to ensure they remain current in their respective fields. We will continue to encourage engagement in scholarly activities. Additionally, we will use data from this assessment process to improve program and student outcomes.

40. Please indicate (if appropriate) any local, state, or national initiatives (academic or otherwise) that are influential in the operations, or goals, and objectives of your unit. (Complete College Georgia, USG High Impact Practice Initiative, LEAP, USG Momentum Year, Low-Cost No-Cost Books, etc)

CCG.

41. Please identify and detail three to four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples. 1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department of X will provide training in ABC for at least 73 MGA faculty and staff.

1. The Health Services Administration Department will increase Health Service Administration Program student enrollment by 5% as measured by the number of currently enrolled students. 2. The Health Services Administration Department will improve student retention in the major by 50% as measured by enrollment comparisons between semesters. 3. The Health Services Administration Department will establish a new measure to improve faculty and student engagement by including students in scholarly research and publications. We will increase the five-year average of scholarly activity as measured by peer-reviewed publications by 5%. 4. The Health Services Administration Department will increase student satisfaction with the academic program as measured by the HSA program student satisfaction survey. The target satisfaction level is set at 80%.

42. Optional Mindset Update (Academic Deans ONLY) Please provide an update on the implementation of your school based mindset plan/strategy. Include any adjustments to metrics for the FY23 as well as outcomes associated with your appraisal of your schools activities.

N/A

43. Optional: The following upload portal is available to supplement your report with supportive documentation should you wish to provide any (instruments, data, etc).