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

tamatha.lambert@mga.edu, ashley.bennett4@mga.edu

Q2. Who is the person responsible for this report?

Tamatha Lambert and Ashley Bennett

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)

> Library

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 Middle Georgia State University Library provides access to resources, services, spaces, and tools that support the mission of the University.

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

> To provide exceptional librarians, quality library services, spaces, and resources in support of the blended mission for a multi-campus and multi-modality University.

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 MGA library will increase the number of events by librarians to faculty, staff, students and the community by 3% in comparison to the number of events from the previous fiscal year.

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)

The Library will compare the number of events from the previous year to this year.

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

Target outcome is to increase the number of events conducted and/or participated in for the new FY. This increase is set at 3%.

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

The library hosted approximately 55 events in FY2023. The library hosted 75 in FY2024.

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)

This represents a 36% increase from the previous year.

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?

We attribute the increase in events to: actively supporting/promoting campus presence; clearly defining event parameters; providing examples of past events; creating a rotating event committee; partnering with other departments; creating a data portal for tracking events; and reminding librarians and library staff regularly to input their event statistics. This objective will continue next fiscal year. *Amendment to FY 23 event totals. As we continue to revise and review the use of our data portal, we have noticed event dates have had delays for various reasons. This impacts how we pull the statistics from the portal. Previously FY 23 listed 68 events; this has been reviewed and now confirmed to be 55 events. We did meet/exceed our FY 23 goal with this newly confirmed number.

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 MGA library will focus on the professional development of our librarians over the next five years. Year one, FY 24, we asked each librarian to develop a written philosophy statement that represents their responsibility within the library. For example, the library's assistant directors will be asked to create a management philosophy that guides their work. Each librarian, for a total of 12 or 100%, will draft a philosophy statement.

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)

Librarians coordinated scheduled workshops in collaboration with our Center for Excellence in Teaching & Learning with assigned deliverables at specific intervals throughout the year. Updates given to "completion" of statement documents were noted.

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

100% participation from 12 librarians.

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

All 12 librarians produced a written draft philosophy statement to better visualize the librarian's role and identity within the MGA community.

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)

100% participation.

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?

In reviewing this year's progress, we appreciate the flexibility of our initial statement to "focus on professional development." This goal will continue for FY 25. We will critique, refine, and finalize the philosophy statements to prepare for FY 26 goal for posting publicly to the library website. FY 27 then to follow with a metric for holding ourselves accountable to our stated standards in our philosophies.

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 MGA library will begin the process of evaluating our online resources over the next five years. In year one, FY 24, we will use available data to evaluate the usage and cost per use of half (50%) of resources that are provided by the library only. This metric excludes any resources provided at the consortium or system office level.

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)

An excel spreadsheet (titled 5-Year E-Resource Cost per Use Analysis) was created to depict the library provided resources (not consortium) with both the available pricing for multiple years as well as available usage statistics. Formulas within this spreadsheet will calculate the cost/use ratio for each year from 2023/2024 to 2027/2028.

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

50% of library provided e-resources would be included for a greater understanding of resource support for our students, faculty, and staff. Library provided is defined as not associated with a consortium level package and is directly purchased and funded through the library's budget. This equals out to 15 e-resources beginning in FY 24. A determining factor for resource review is a cost/use ratio above $25 per user.

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

This is the beginning stages of gathering a standard level of e-resource performance data to gauge the cost analysis of usage for 15 out of 30 (50%) resources the library provides.

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)

100% achievement. All 15 e-resources were accounted for with pricing, usage data, and cost/use ratios. With the noted data point of any resources that fall above $25 per user should be reviewed, 2 e-resources have been flagged for the next year's cost/use analysis as potentials for cancellation. These include OVID Nursing Journals at $29.23/user and Ulrichsweb at $88.19/user.

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?

Efforts will be made to include appropriate instructions on how to collect the data reports in the same exact manner to ensure information is comparable over the next 5 years. Available alternatives for any resources reviewed for cancellation will need to occur prior to any actual changes. For example, are there comparable resources available for OVID? Notes will also need to be kept on any platform changes going forward. For example, FOLIO implementation may change how resources are found and/or if individual subscriptions are added/cancelled during the assessment period. FY 25 will expand to include the 15 not reviewed for FY 24. FY 26 and beyond will be to evaluate all 30 for cost/use.

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

n/a

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)

n/a

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

n/a

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

n/a

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)

n/a

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?

n/a

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.

Continuing the use of a designated internal Library Data Portal for collecting all data to maintain an element of repeatability and accuracy to inform our decision-making processes. This data portal has been updated/streamlined further in FY 24 for a more cohesive and easily accessible location for all librarians to input their data. This updated portal will be shared with library staff to be used, reviewed, and again refined by FY 26.

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)

No-Cost Books (library resources being used in lieu of textbooks can be identified by faculty during registration) USG High Impact Practice Initiative Affordable Learning Georgia

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.

Objective 1: The Library will host the same number (75) of outreach events by librarians to faculty, staff, students, and the community. Objective 2: The librarians (12) will critique, refine, and finalize their philosophy statements. Objective 3: For FY 25 we will expand the e-resource cost/use analysis to include the 15 library provided e-resources not reviewed for FY 24.

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.

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