



**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

pamela.booker@mga.edu

Q2. Who is the person responsible for this report?

Pamela Booker

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)

Human Resources

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.

It is the mission of the Human Resources Department to develop, implement and support programs and processes that add value to MGA and its employees, leading to improved employee welfare, empowerment, growth and retention, while being committed to MGA's mission and strategic priorities.

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

1. Submit and secure a Great Place to Work College Designation

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.

1) The HR Office will launch the integration of ePerformance for Staff employees 2Q24

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 implementation of ePerformance to all Staff Employees

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

Our goal was for all staff employees to begin using ePerformance.

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

January 2024 we began the notification process for the launch of training. We also began working with IT on a landing page on the website for staff employees to refer back to. March 19 - April 9 - Leaders/Supervisor/VP's/Cabinet trained on ePerformance April 2 - 12 - Employee Training completed. For individuals who were out on leave or otherwise unable to complete the training we provided the recordings and the website for assistance,

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)

Provided a significant number of training sessions for staff and staff leadership. In addition, the training is available for new employees to watch. A total of 390 (85%) staff employees and supervisors completed the live trainings.

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?

I think we executed well. We created a strategy for implementing ePerformance that include multiple training sessions to ensure all employees had an opportunity to complete the training. We met separately with supervisors and senior leaders to ensure they were able to answer questions regarding ePerformance. In the future, when projects such as these are being implemented we will follow the same roadmap used for the implementation of ePerformance.

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 HR Office will lead the development and launch of a Climate Survey/Employee Engagement Survey in FY24. The results of the survey would inform future HR initiatives.

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)

The development and implementation of the survey.

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

The target outcome was to at least secure feedback from 70% of the faculty and staff.

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

Creation of the engagement survey and launch to faculty and staff. Also to develop a communication plan that entails the development, launch, review of outcome, and plan for responding to the items identified within the plan.

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)

In working with IR we developed a "soft" survey. The survey was limited in the number of questions. We shared the survey with the President and then determined to delay the launch of the survey. The survey will now be launched in the Spring of 2025 in alignment with Best College to Work for Initiatives.

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?

Objective delayed to FY25 to align to the strategic plan and other initiatives.

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 HR Office will lead the development and launch of MGA-wide employee Wellbeing initiatives

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)

The HR office will (1) Launch a Wellness Committee and co-lead the committee (2) In collaboration with Staff Council the HR department will launch initiatives focused on health and wellness (3) We will evaluate the number of activities and participation levels. We will also provide surveys for the events to gain a perspective of the benefit and engagement of the event. Success in this area for the first year is based on the launch of activities and ability to receive feedback.

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

1. Development of a Health and Wellness Committee 2. Launch of events, initiatives and gathering of feedback.

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

We were successful in forming a Health and Wellness Committee in August 2023 and expanded the committee in May 2024. The Committee is now comprised of over 10 volunteers who meet monthly to discuss events and outcomes. We launched Walking Wednesdays. We hosted a Health and Wellness Week which included diabetes awareness presentation by the Department of Public Health, stress free breathing techniques, chair aerobics, healthy eating samples and discussion by Aladdin's nutritionist. Participation varied depending on the event. Our surveys were extremely positive.

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% implementation of the items we were striving to complete.

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?

Communication at a larger scale will be important and dedicated focus by the leaders of the Health and Wellness Committee. Increasing the level of engagement at all levels of leadership and employees.

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 HR Office will complete the development and communication of a new training database or centralized place for tracking training.

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)

HR will lead an effort to either launch a new training database or a centralized portal that includes all mandatory training.

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

All scheduled courses except one was housed in D2L. Cybersecurity, due to the logistics for how the training is received. It could not be housed in D2L. Targeted to have Ethics, Ethics Refresher, FERPA, Right to Know, Title IX, USG/MGA Policies all launched and tracked through D2L.

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

We

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)

100% - The courses launched through D2L. Some, such as FERP were cumbersome. Employees were able to go to D2L and see their required training. For some of the training they were also able to determine their own completions based on the quiz and attestations found within D2L.

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?

Next year as we collaborate with other leaders/administrators of the various trainings we will be more prescriptive regarding the need for ease of use of the process. Also, for every training course we will have a badge awarded to the employees upon completion. The badge will further serve as evidence of the completion of the training.

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.

Assessment results assist with informing future goals and areas of improvement. As we review the results, specifically those not achieved, we are better able to identify the root cause for under achievement.

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)

N/A

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 Department of Human Resources will expand its operations to include eCampus. As a result we will hire a Senior. HR Generalist and a HR Specialist. These resources will facilitate the hiring of faculty and staff to support Middle Georgia State University as an eCampus location. The faculty and staff hired for eCampus will complete all training and professional development as rendered to all Middle Georgia State University Faculty and Staff. The goal is to meet or exceed all hiring goals for eCampus in FY25. 2. The Office of Human Resources will facilitate the ongoing identification of professional development, leadership training, and campus excellence training. By FY26 the 90% or more of campus employees would have completed a professional development training structured to enhance and promote a culture of excellence. All new leaders would have completed Managers and Leaders Training and any other training designed to further enhance their leadership skills. 3. The Office of Human Resources will begin the process of implementing Initiatives to Support a Great Place/College to Work for Designation. This includes launching a campus engagement survey.

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).