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

predita.howard@mga.edu

Q2. Who is the person responsible for this report?

Predita Howard

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)

Counseling and Accessibility Services

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.

GA

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

1. To upgrade student database (SAMS) to interface with other programs on campus.2. To collaborate with more offices on campus to disseminate Mental Health Resources. To expand our services on all campuses.

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. Increase enrollment in Togetherall by 80%.

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)

Measured by monthly report of participants received from Togetherall

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

80%

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

Past performance – total participants from last year versus total participants from this year.

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)

60% increase

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 learned that by advertising this resource via D2L we saw more awareness/usage, particularly during the beginning of each semester. * Awareness and usage tended to slow down towards the end of the semester. * We will continue to promote this resource via D2L at the start of each semester, during mid- terms, and during finals. * Additionally, we will be promoting this and other resources during orientations and wellness pop-up events throughout the year.

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

o Promote Kognito Week in September to bring awareness to the campus community of this mental health resource.

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)

o Based on scheduled events which occurred September 11-17

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

o A week of events designed to increase mental health awareness to the campus community and how to talk about mental health concerns

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

o A week of scheduled events/activities

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%

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?

o Mental health awareness continues to be both an issue and a challenge due to the stigma associated with it. o We will continue to promote a variety of mental health opportunities to combat the stigma.

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

o Develop ESA policy and present it to Cabinet for approval by the end of Fall 2023.

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)

o Policy creation by specified deadline

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

o Creation of policy

---

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

o Policy review and best practices

---

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%

---

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?

o We continued to collaborate with other departments, specifically Housing and Residence Life to develop a mutually agreeable policy with the goal of benefiting students in need of this service. o Policy is currently under review at the Cabinet level.

---

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 Office of Accessibility Services will have 2 activities promoting resources to assist with ADHD and anxiety.

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)

o Based on number of scheduled events

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

o 2 activities/events

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

o Awareness of resources and best practices

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)

o 4 events/programs were offered

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?

o Events increased visibility and awareness of Accessibility Services and resources designed to support and assist students with ADHD and anxiety.

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
- [x] 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
- [x] 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)

- [x] Disseminating/Discussing Assessment Results/Feedback to Appropriate Members of the Campus Community
- [ ] Disseminating/Discussing Assessment Results/Feedback to Appropriate External Stakeholders
- [x] Faculty or Staff Support: Professional Development Activities, Trainings, Workshops, Technical Assistance
- [x] Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc Operational Processes
- [x] 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.

These goals and accompanying results/outcomes continue to demonstrate a growing need for mental health awareness and resources. With state funding for mental health initiatives, the burden has been placed on individual institutions to continue this level of service. The utilization of online services such as Togetherall, which had 116 students registered, indicates a potentially underserved population of students who may not be comfortable with traditional counseling practices. Recognizing that other institutions are considering outsourcing these services, we strive to make students aware of the variety of resources available to them while making administrators aware of the increased need and participation in these services.

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)

• USG Mental Health Initiative

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.

• Promote online mental health resources (i.e. UWill, Togetherall) during four events throughout the year. • Collaborate with other MGA Offices (i.e. Campus Community & Culture, Res Life, Health Services) during at least six events to increase awareness of Counseling and Accessibility Services. • Accessibility Services will participate in at least two events for students that promote services and resources through Georgia Vocational Rehabilitation. • Review handicapped accessibility to all buildings on all campuses (i.e. ramps, automatic doors) to identify issues, concerns, or additional needs by the end of spring semester 2025.

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).