

Continuing Education

Academic Affairs

Administrative Unit Assessment

FY 19 (July 2018-July 2019)

Department and Assessment Report Information

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For which department or area are you reporting?	Continuing Education
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Departmental Mission and Goals

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, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	This mission of Continuing Education is to offer educational enrichment and professional training programs that promote the values of life-long learning, cultural exploration, and career enhancement.
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What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	<ul style="list-style-type: none">*To support the mission of the University by providing life-long learning opportunities to the broader community.*To develop innovative educational partnerships with private, non-profit, and governmental organizations.*To maintain or average a positive revenue balance in the Continuing Education budget.
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Objectives

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 FY19. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY20.

Objective 1

Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	The community will have access to a variety of quality continuing education programs that are identified as fall, spring, and summer programs.
Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Updated CE site; program brochures; program ads; student and/or client satisfaction surveys.
Objective 1: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Two programs fall; two programs spring; one program summer; surveys administered to all programs.
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)	75%: CE offered leadership/employee development programs for the employees of Robins Air Force Base for both fall 2018 and spring 2019; CE offered cyber security certifications in both fall 2018 and spring 2019; surveys were administered to the RAFB classes but not to either group of the cyber security classes. CE did not develop or offer a summer program. 22 students took the RAFB Filling Your Career Toolbox Leadership course in fall 2018 cohort 1 and 15 completed for 68%; 7 additional students completed the fall course in make-up sessions with the spring 2019 cohort for 32%. 100% of students completed cohort 1. 21% responded to a faculty-issued survey (did not use the correct instrument), with 90% of responses of 10 questions being positive. Students did provide comments and suggestions; for example: "The strengths of this course were the additional resources the instructor provided through case studies, Ted Talks, recommended books on leadership, full definitions and descriptions of what leadership looks like as well as how to function as a leader and follower of other leadership styles." Additionally, "The only recommendation I have to improve the course is to send out the material for class prior to the class for those who wish to print the material. I learn and comprehend material better if I can jot down notes,

in my own words, on the material while it is being presented." 44 CEUs generated.

18 student took the RAFB Filling Your Career Toolbox Leadership course in spring 2019 cohort 2 and 100% completed without make-up sessions. All 18 students completed the official CE survey, with two more from fall 2018 completing as well for 20 total. On a scale of 1(lowest) to 7 (highest), scores ranged on six questions from 6.3 (quality they would expect from a university) to 6.9 (would recommend the instructor to others). Students did provide comments and suggestions; for example: "This has by far been the best leadership course I have taken thus far. I hope this course continues to thrive and is offered to civilians at the Robins AFB." Additionally, "Would like to see the course offered in a compressed schedule. Stretching it out over 10 weeks led to a lot of review period/time before each class that wasn't necessarily needed. If the course was compressed, it could be done in about 2 ½ days." 36 CEUs generated.

In fall 2018, CE offered CompTIA Security + Boot Camp to 20 students. Most of these were RAFB employees. 19 of 20 completed the course for a 95% success rate. Surveys were not completed by the instructor. 80 CEUs generated.

In spring 2018, CE offered a Certified Ethical Hacker course to 6 students. All of these were RAFB employees. Surveys were not completed by the instructor. 24 CEUs generated.

Objective 1: Did your department meet this objective?

The department met this objective.

Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?

It was a little ambitious to project a summer program, which we will not attempt in FY20. Instructors/contractors will get more training and orientation on administering and collecting program surveys.

Objective 2

Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Professional organizations will have the support of Continuing Education and the MGA faculty/staff in developing programs suitable for the career enhancement of their employees and members.
Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Meeting minutes; new program drafts.
Objective 2: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Two New MOU's
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)	50% CE developed and sustained a new program with RAFB, which has renewed for FY20; CE is currently developing an MOU with Delta airlines (July 2019) for fall 2019 and spring 2020. Progress very optimistic.
Objective 2: Did your department meet this objective?	The department did not meet this objective.
Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Two MOUs is a reasonable goal but corporate partnerships take complex coordination among MGA, private CEOs, and their respective budget offices. One new MOU per year is more achievable.

Objective 3

Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	The Budget and Provost offices of the University will analyze annual allocations against expenses to recommend adjustments as needed.
Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Annual CE Budget lined to individual programs, salaries, registrations, advertising, and other expenses.
Objective 3: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	CE breaks even or generates revenue.
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%.
Objective 3: Did your department meet this objective?	The department exceeded this objective.
Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	CE generated a profit in the tens of thousands of dollars, based on high revenue security certifications and RAFB leadership courses. FY18 was a start-up year for CE with 758.35 income; FY19 exceeded the previous year's income by \$71,225.70. With \$9,993.00 in expenses, primarily instructor stipend, CE made a profit of \$61991.00. CE will continue to develop money-making corporate programs. CE will hire new digital security plus instructor.

Objective 4

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
Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	n/a
Objective 4: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	n/a
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
Objective 4: Did your department meet this objective?	The department met this objective.
Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	n/a

Future Plans

<p>Please identify at least 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 to X will provide training in ABC for at least 73 MGA faculty and staff.</p>	<p>Note: These objectives were in addition to the permanent objectives of 1-3 above and will provide the basis for revised permanent objectives:</p> <ul style="list-style-type: none">*CE will identify programs as fall, spring, and summer functions and set enrollment and CEU benchmarks for future data projections.***CE MET GOAL: established FY19 as a benchmark year for CEU generation at 184 with 66 corporate students; FY20 should meet at least 75% of these two numbers.*CE will improve faculty and staff involvement in program development by adding at least one new program or event created by faculty and staff.***CE MET GOAL: Faculty and staff established three new programs in FY19 (RAFB, digital security courses, and Master Lecture course); CE will establish at least one additional program for FY20.*CE will post at least two major media notices for its programming and/or events through social media, press outlets, or paid advertising.***CE MET GOAL: Notices for RAFB classes and digital security classes.*CE will set revenue benchmarks for future budgeting projections.***CE MET GOAL: Profit of \$61991.00 for FY19; goal is at least 75% of this high point (\$46,493.25)
<p>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</p>	<p>The new RAFB partnerships were important to the university and to the base; those have been renewed at the time of this report. The digital security classes proved to be a money-makers, allowing CE to support the School of IT in a profit-sharing arrangement and to fund a Master Lectures and Conversation Series event in fall 2019. Although our reputation increased with the base leadership classes, the delivery of the digital security classes was uneven because of an instructor. We will need to hire a new instructor. CE failed to gain traction in offering lifetime learning/personal enrichment classes, and it may be the corporate clients CE should focus on. To expand into personal enrichment, CE will need a stronger admin lead to support these efforts, which we have identified. CE has gained invaluable experience developing corporate programs, but, again, the long-term strategy of CE</p>

	should involve a designated CE office. CE has an ad hoc faculty and staff committee, but it was under-utilized. The long-term plan for CE is to model its efforts after KSU, CSU, and Clayton State.
Open Text Box For Assessment Comments:	update

Form run:

Tuesday, January 14, 2020