

Office of the President

Office of the President Administrative Unit Assessment FY 19 (July 2018-July 2019)

Department and Assessment Report Information

Prepared on: 9/24/2019	By:ember.bentley@mga.edu
For which department or area are you reporting?	Office of the President (includes Chief of Staff, Legal & Campus Affairs)
What is the name and MGA email address of the person responsible for this report?	Ember Bentley <u>Ember.bentley@mga.edu</u>

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.	To lead the University and support its mission by maintaining positive relationships within and among its five campuses and with all stakeholder communities, engaging in effective executive communications, and improving compliance.
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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.	The Office of the President will lead implementation of the strategic plan by: <ul style="list-style-type: none">• deploying the President strategically to grow enrollment with purpose;• driving a culture of accountability and supporting all divisions in efforts to own student success; and• engaging in intentional outreach internally and externally to build shared culture.
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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 Office of the President will deploy the President strategically to support enrollment growth and improve communications internally and externally, including: a. Appearances at all key enrollment events; b. Bi-weekly blog posts; c. Annual Report; d. Frequent engagement with key stakeholders in the region and in Atlanta.
Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	President Blake participated in all key enrollment events as well creating an enrollment task force and ensuring weekly enrollment reports are delivered via the institutional research unit. The Office of the President published bi-weekly blog posts and the annual report as well as hosting and attending several key events with stakeholders within the region and lawmakers in Atlanta.
Objective 1: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Securing major gifts for the enrollment center, continued enrollment growth, securing state appropriations, and hosting events in each campus community.
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)	100%
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?	The President will continue to be directly involved with supporting enrollment growth. The blog posts will be featured monthly with a calendar year focus of monthly themes depending on where we are in the academic cycle and aligning to University messaging. The President will continue to highlight institutional strengths both internally and externally. This includes a move internally to house the Community Director in the Office of President as well as moving the Community Relations Special Assistant into OoP.

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.	The Office of the President will continue to support academic program expansion and student engagement with: a. efforts to connect other divisions to industry leaders through its unique relationship with the Georgia Department of Economic Development; b. direct interaction with students through initiatives such as Presidential internships and the President's Torch Society; and c. President's attendance at key academic and student events.
Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	President Blake hosted several meetings with Dublin community leaders including leadership from the VA and Fairview Health in an effort to address the nursing shortage in our region and to support the growth of the nursing program in the Dublin-Laurens County community. In addition, the Office of the President attended 28 faculty/academic events and meetings, represented MGA at 67 community engagement events, 27 staff events/meetings, 22 student events and 6 alumni events. The Office of the President continues to support as Presidential intern as well as engaging with the Center of Innovation for Aerospace at the regional, state, and federal level.
Objective 2: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Regularly attend student and academic events and on-boarded a Presidential intern. The President's Torch Society has been transitioned to the Student Affairs division.
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%
Objective 2: Did your department meet this objective?	The department met 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?	Continue to engage with GDEcD and COI through monthly Office of the President staff meetings as well as working alongside COI-Aerospace to provide information for the aerospace economic impact report. Elevate our statewide aviation profile by leveraging the GDEcD/COI partnership.

Objective 3

<p>Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>The Office of the President will engage in intentional monthly, quarterly, or annual outreach to colleagues, as follows:</p> <ul style="list-style-type: none">a. Auditor serving on Staff Council internally, USG Auditors group externally;b. Counsel serving on Strategic Planning Board internally, USG Legal Affairs group and NACUA externally;c. Executive Assistant and engaging assistants across divisions internally, helping found USG President's Assistants' group externally;d. Administrative Assistant collaborating across divisions on updates to university events calendar;e. Center of Innovation colleagues connecting faculty and administrators to industry leaders;f. Chief of Staff and President engaging policymakers at local, state, and national levels;g. President holding open office hours on each campus;h. President working with University Advancement to raise friends and funds; andi. President engaging with USG and overseeing Cabinet engagement with system counterparts.
<p>Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>A: Staff Council – Rose Patti was elected to MGA Staff Council as a Macon campus representative in July 2018 and served as Parliamentarian and Chair of the Policy Committee of MGA Staff Council during the August 2018 meeting. Auditor has been actively participating in monthly meetings, attending all meetings held between July 2018-May 2019, and events hosted by MGA's Staff Council. USG Auditors – USG Audit Directors meet (at least) annually in person and have begun meeting once per month via phone conference. Auditor attended the December 2018 in person meeting of USG Audit Directors in Savannah, GA on December 12-13 as well as attending all phone conference meetings for USG Audit Directors beginning in January 2019 – June 2019;</p> <p>B. University Counsel is a member of USG Legal Affairs group and NACUA;</p> <p>C: Executive Assistants to the Presidents from all USG institutions met twice in October 2018 and are scheduled to meet in October 2019. Continue to call on each other as needed;</p> <p>D: EA checks the calendar periodically. There is an opportunity with the addition of a Coordinator to the OoP that this process and the delivery of information will be improved;</p>

	<p>E. Several conferences and key industry meetings include representatives from different divisions and faculty experts.</p> <p>F. COS and President are actively engaged with elected officials at all levels. Hosting a legislative luncheon and one-to-one meetings with regional delegation members. Secured \$10.6 million for academic and student success renovations to fund construction and renovation of Roberts Library and Dillard Hall on MGA’s Cochran Campus as well as \$2.5 million in aviation funding for the University’s Eastman Campus and regional expansion sites. In addition, the Macon-Bibb Commission passed a resolution to provide for Phase 1 of the MGA road and sidewalk improvement plan using SPLOST bond proceeds/revenues up to \$2.5 million.</p> <p>G. President continues to be a key leader in raising funds for the University Foundation and has secured several major gifts throughout the last year.</p> <p>I. President served as co-chair of the USG Comprehensive Administrative Review and leads the MGA team when interacting with USG.</p>
<p>Objective 3: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>The Office of the President’s engagement goal was 100% for monthly, quarterly, and annual outreach to the colleagues listed in Objective 3.</p>
<p>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)</p>	<p>100% engagement</p>
<p>Objective 3: Did your department meet this objective?</p>	<p>Yes, the department met this objective</p>
<p>Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>Year round engagement best serves the Office of the President. The Office of the President will hire a Coordinator to actively track, collaborate, and support the Office of the President. The Office of the President will continue to strengthen its government relations and community engagement strategies and visibility by moving the Community Director from the Office of Advancement to the Office of the President.</p>

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.	The Office of the President will lead completion of the university's Comprehensive Administrative Review and strengthen compliance through University Compliance Commission and Ethics Awareness initiatives.
Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	President Blake served as co-chair of the Comprehensive Administrative Review committee on behalf of the University System of Georgia.
Objective 4: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	To establish an Ethic Awareness week and to fully participate in the CAR process.
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%
Objective 4: Did your department meet this objective?	Yes. The department met this objective and successfully launched Ethics Awareness Week. MGA is also in the process of implement findings identified through CAR.
Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	MGA is lean, effective and efficient in most all areas and we have strengthened divisions by aligning and allocating resources and people appropriately.

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>Objective #1 – The Office of the President will engage in intentional monthly, quarterly, or annual outreach to colleagues across divisions to support institutional priorities.</p> <p>Objective #2 – University Counsel engaging university’s compliance commission & reviewing policy changes flowing from USG policy review.</p> <p>Objective #3 – Secure state capital requests and implement government relations and campus coordination plans.</p> <p>Objective #4 – Demonstrate the value of Middle Georgia State University by engaging the region and its residents in order to raise the profile of the University and its leaders.</p>
<p>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</p>	

Form run:

Tuesday, January 14, 2020