Mathematics Academic Resource Center

Division of the University: Academic Affairs

Administrative Unit Assessment Year Reporting: FY22 (July 2021 – June 2022)

Department and Assessment Report Information Prepared on: 6/15/2022 9:40:34 AM

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Department 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.

6. What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	In its current form the primary role of the MARC is to provide academic support to the students currently enrolled in a math course here at MGA—catering specifically to "lower" level courses. These courses basically range from MATH1001 (Quantitative Reasoning) through MATH2270 (Differential Equations). The MARC is willing to assist students at all skill levels, typically our clientele fall on the weaker side and require a little more help than stronger students.

7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	The MARC does not currently have any "big goals" that would lead to change in the next five years. Our goal is to continue to maintain a consistent quality service to the math students of MGA.

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 FY22. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY23.

Objective 1

8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Provide 40 hours of tutoring availability per week during the fall and spring semesters.
9. Objective 1: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Scheduling Analysis.
10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	90% of the time, the MARC would provide 40 hours of tutoring availability.
11. Objective 1: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	The MARC has consistently met this objective for the past several years, generally meeting or exceeding the 90% threshold.
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)	Over 90% of the time during regular semesters.
13. Objective 1: Did your department meet this objective?	The department met 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?	It is important to manage staffing (full-time staff and part-time tutors) to be able to provide the required amount of tutoring availability. We are currently about to face a staffing shortage due to graduation/transfer/moving on of tutors, and an apparent generally lower level of interest from qualified candidates. This is a problem for both locations, we are currently searching for new tutors, and may consider a re-evaluation of the standards we require for them to meet to be eligible to enlarge our pool of possible candidates. Finding qualified student tutors has historically been, and will

	continue to be, a problem. We will continue to try to mitigate it as much as possible in order to maintain a quality service to the students.

Objective 2

15. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Provide quality support to students in their mathematics classes.
16. Objective 2: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Analysis of tutoring logs kept by the MARC.
17. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	With the understanding that many students visit the MARC only once for assistance, we believe that the quality of the MARC's support can be measured by "repeat customers". Our target percentage is 40% of students being repeat customers.
18. Objective 2: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	Approximately 54% of students were repeat students for the Fall 2020 and Spring 2021 terms.
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)	Approximately 67% of students were repeat students for the Fall 2021 and Spring 2022 terms.
20. Objective 2: Did your department meet this objective?	The department met 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?	While the MARC is experiencing lower traffic than pre-covid evaluation periods, it appears the students that actually came in were more prone to getting recurring help. We cannot be sure, but we think this may be due to the lower number of face to face classes inducing lower foot traffic—which means students that do come generally have to make a significant concerted effort to come for help (i.e. are more motivated) than those walking through and casually seeking a one off tutoring session.

Objective 3

22. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Ensure clarity of delivery of content to students.
23. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Survey with rating clarity on a scale of 1-5 (5 being the best).
24. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Our objective was an average rating above 3 (3 being neutral).
25. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	The average rating for Fall 2022 to Spring 2021 was 4.83.
26. 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)	The average rating for Fall 2021 to Spring 2022 was 4.70.
27. Objective 2: Did your department meet this objective?	The department met this objective.
28. 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 instances where students left a clarity rating of lower than 3, none left a detailed comment about their experience. As such, we weren't able to gain any significant information about how to improve this objective from the relevant survey responses.

Objective 4

29. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Ensure the overall quality of our service to students.
30. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Survey rating how a student would recommend working with their particular tutor on a scale of 1-5 (5 being the highest rating).
31. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Our objective was an average rating above 3 (3 being neutral).
32. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	The average rating for Fall 2021 and Spring 2021 was 4.76.
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)	The average rating for Fall 2021 and Spring 2022 was 4.66.
34. Objective 4: Did your department meet this objective?	The department met 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?	As with the previous objective, there weren't a large volume of detailed constructive feedback. However, some of the feedback noted did show that some tutors' styles did not mesh with that particular student (hands off approach alluded to, and high energy interpreted as anxiety, etc.). In the future we may tell students that if they don't seem to fit well with their initial tutor, to try one of the others to see if they can find a better fit.

Future Plans

36. 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.	We will maintain the same goals as we did this and previous fiscal years, as outlined in this document.

Open Box for Assessment Comments

37. In this field, please document the overall use of assessment results for continuous improvement of this department area (consider the past, present, and future and specifically address these in your narrative).	The MARC currently provides high quality assistance to the math students at MGA, and strives to continue to do so. In terms assessment, we are identifying any issues which may adversely affect our ability to serve our students. These issues, while minute, are being addressed to maintain/improve the quality of our service.
38. Optional Open Text Box for Assessment Comments:	
42. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	While we believe COVID-19 has effected our operation (specifically the volume of students we assist), we do not believe it to currently effect the quality of service we provide. However, as mentioned previously we may have trouble providing that service as consistently if we continue to face staffing issues.

MGA's Strategic Plan

39. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf) by checking all associated and relevant Imperatives / Strategies from the list below. (Check all the apply)	Own Student Success 4. Expand student engagement and experiential learning
40. Please indicate which of the following actions you have taken because of the 2021/2022 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)	Request for Additional Financial or Human Resources, Customer Service Changes: Communication, Services, etc.

Other

41. 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
43. Mindset Update (Academic Deans ONLY)	