Counseling and Accessibility Services

Office or Department of Student Affairs

Administrative Unit Assessment Report Information

Year Reporting: FY22

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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.	The mission of the Office of Counseling and Accessibility Services is to provide professional confidential support to students by addressing personal crisis situations and offering remedies and/or referrals

7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	1. To provide MGA students non-academic support to address psychological and accessibility issues. 2. To provide MGA students with the resources for off or on campus referrals. 3. To help MGA students develop the ability to identify positive traits to make ethical, healthy choices.

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.	Monthly tracking of the number of unique students seen in person vs. Telehealth.
9. Objective 1: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Titanium Software and Calendars
10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100%
11. Objective 1: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc.)	100% of the students were tracked.
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)	We saw 15 in person vs. 281 telehealth appointments.
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?	We learned that the majority of our students prefer telehealth vs. in person sessions. We will offer the students a choice of in person sessions and Telehealth sessions.

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.	During the Fall semester 2021, we will offer 5 Fresh Check events (one per campus).
16. Objective 2: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	We will provide Fresh Check events and will measure the number of participants using the Presence Software.
17. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	5 events (one per each campus)
18. Objective 2: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc.)	100%
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% (5 events held (one on each campus)).
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?	We learned that the students enjoyed learning about mental health resources in a fun setting. We are going to offer Mental Health Wellness Events instead of Fresh Checks events to capture more students.

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.	Track the number and hours spent providing testing for accommodated students.
23. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	We will track the number of students that need accommodated testing and the hours spent providing testing.
24. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	75%
25. Objective 4: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc.)	We tracked the number of hours spent on accommodated testing and found out that 19 students tested in the office of Accessibility Services and unutilized 152,5 hours of time.
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)	61 tests were administered for a total of 152.5 hours.
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?	We learned that we are seeing students with a visual disability utilizing our testing services. We are going to speed up the process of converting the tests for visual impaired students.

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.	Develop flyers to distribute at Orientation starting Spring 2022 related to available resources for our area.
30. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	An informative flyer will be created to give out at orientations.
31. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% at all orientations to give our flyers
32. Objective 4: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc.)	While we attended all Orientations due to budget the flyer was disseminated. We talked about our area during the presentation.
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)	0% - A flyer was created but due to budget restrictions we were not able to provide copies at orientation events.
34. Objective 4: Did your department meet this objective?	The department did not meet 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?	We plan on including the flyer during the presentation with the QR code that will direct them to our Counseling Page and disseminate it during outreach events.

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.	1. Counseling and Accessibilities will launch an Instagram page 2. Counseling and Accessibilities will offer at least 2 wellness pop up events. One in Macon and 1 in Cochran 3. Counseling will launch a stress management group 4. We will track the number of emotional support animals requested to see if there was an increase due to COVID.

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).	We will track this information by the number of applications submitted and physical headcount of animals on campus.
38. Optional Open Text Box for Assessment Comments:	
39. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	

MGA's Strategic Plan

40. 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)	Grow Enrollment with Purpose 1. Expand and enrich the face to face student experience. Own Student Success 4. Expand student engagement and experiential learning, Build Shared Culture 7. Cultivate engagement with its local communities
41. Please indicate which of the following actions you have taken as a result 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)	Faculty or Staff Support: Professional Development Activities, Trainings, Workshops, Technical Assistance. Request for Additional Financial or Human Resources. Customer Service Changes: Communication, Services, etc.

Other

42. 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.)	
43. Mindset Update (Academic Deans ONLY)	N/A