

School of Aviation, Specialized Certification Testing

Office or Department of School of Aviation

Administrative Unit Assessment

Year Reporting: FY 20 (July 2019-July 2020)

Department and Assessment Report Information

Prepared on: 9/11/2020 13:41:14	adon.clark@mga.edu
For which department or area are you reporting?	Academic Affairs
What is the name and MGA email address of the person responsible for this report?	Adon Clark, adon.clark@mga.edu

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.	Provide high quality testing environment for MGA and the general public.
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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.	Upgrade computer systems
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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 FY20. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY21.

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 target outcome is an increase in 5% of number of tests administered.
Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Increase number of FAA written exams.
Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	5% Increase
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)	25.3% drop.
Objective 1: Did your department meet this objective?	The department did not meet 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?	No changes will be made as the drop in production was due to COVID-19 shutdown.

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.	Increase in number of FAA Oral and Practical Exams. Fifty exams were given during this assessment period.
Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Number of Oral and Practical exams
Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	2% Increase in number of exams given.
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)	32% decline in number of tests
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?	The decline was due to COVID-19 shutdown.

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.	Reduce the wait time of 20 minutes to sign in and begin testing
Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Measure the average amount of time to sign in and begin testing.
Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	20% reduction in waiting period to sign up and begin testing
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)	Time was reduced by 15%
Objective 3: Did your department meet this objective?	The department did not meet 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?	Documents were requested and received prior to test sign in which helped reduce time, but instructor computer station in only one unit so there is a backlog there. Will reduce the number of examines given at any one time.

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.	None
Objective 4: Detail how your department measured 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? (1.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?	N/A
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 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.</p>	<p>Increase number of FAA written exams administered from 249 Administer 40 FAA Oral & Practical Exams Reduce sign in and test set up time Upgrade computer system</p>
<p>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</p>	<p>This unit is stable and serves a critical need for our students as well as the general public. We will maintain the testing center.</p>

Open Box for Additional Comments

<p>Open Text Box For Assessment Comments:</p>	
<p>If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</p>	<p>We dropped in number of exams we were able to give due to COVID-19 shutdown and social distancing requirements.</p>

