# Student Success Center

Division of the University: Academic Affairs

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

Department and Assessment Report Information Prepared on: 7/27/2022 4:46:40 PM

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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.

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| 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 Student Success Center is to positively impact retention and progression by providing academic assistance and support to students and faculty at Middle Georgia State University. |

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| 7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years. | To provide MGA students with tutoring services to support academic success and to promote the services and resources of the SSC to MGA faculty and students. |

**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**

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| 8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year. | Students will show engagement in course material and competence in study skills by attending in-person/online tutoring at MGA's Student Success Centers (SSC). |
| 9. Objective 1: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort) | An online Client Report Form survey is emailed to each student after attending a tutoring session, consisting of 6 questions and a free response comment field, requesting a measure of evaluation for the tutoring session's academic success. Students are provided as much time as needed to complete the online evaluation. |
| 10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement) | 15% participation (all of which is completely voluntary) |
| 11. Objective 1: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.) | Prior fiscal years data predicts that an average of 15% participation is expected on the SSC Client Report Forms. The target is established from this historical data. |
| 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) | During FY 22, the SSC had a 17.5% completion rate. This was slightly higher than the previous year of 15.8%. |
| 13. Objective 1: Did your department meet this objective? | The department exceeded 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? | The SSC will continue to emphasize the importance of encouraging tutees to fill out the tutor evaluation form prior to exiting their session to increase overall participation. |

**Objective 2**

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| 15. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year. | Students are satisfied (measured by an overall average of 3.5 or above, on a scale of 1-5 on surveys) with the tutoring services provided by the SSC. |
| 16. Objective 2: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort) | An online Client Report Form (CRF) was emailed to each student after attending a tutoring session. The survey consists of 6 questions and a free response comment field. The six questions are; "The tutor treated me with respect", "The tutor focused on the subject", "The tutor was enthusiastic about the subject", The tutor presented material clearly", "The tutor helped my study skills", "I would recommend this tutor", "Comments (What was most helpful in the session?" Any suggestions for improvement or resources you may need?). |
| 17. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement) | The target outcome was to score a minimum satisfaction rate of 3.5 on the CRF. |
| 18. Objective 2: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.) | Prior fiscal years data predicts that an average between 3.5 to 4.0 satisfaction has been expected on the SSC Client Report Forms. The target is established from this historical data. |
| 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) | During the FY22 year, the SSC received an overall rate of 4.57 on the CRF. This is a slight decrease from 4.87 during FY21, however significantly higher than the target objective. |
| 20. Objective 2: Did your department meet this objective? | The department exceeded 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? | This satisfaction rating was in line with the previous fiscal year scoring. Emphasis will continue to be placed on study and interpersonal skills within the next fiscal year during tutor training. |

**Objective 3**

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| 22. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year. | Students will have access to tutoring in a variety of courses with a goal of 75 courses tutored per year. |
| 23. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort) | The department utilizes the WCOnline software to record and track courses as they are selected by students during their appointment registration. Each time a student requests a tutoring session, the student must select their course and professor for the course being tutored. |
| 24. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement) | The target outcome for this objective is to reach a minimum of 75 courses tutored . |
| 25. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.) | The historical fiscal data depicts that the SSC steadily increases the quantity of specif courses tutored each year. While this is based on individual tutor experience and qualifications, the object is set at a minimum of 75 unique courses each year. |
| 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 SSC offered 167 courses during FY 22. This is an increase from the previous fiscal year which was 128. |
| 27. Objective 2: Did your department meet this objective? | The department exceeded 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? | While the SSC exceeded the overall objective of course offered, there were still courses requested by students that the SSC did not have adequate coverage for. The SSC will strive to obtain tutors with knowledge in those specific courses for offerings in the next year. |

**Objective 4**

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| 29. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year. | Faculty and students will be aware of the SSC services and resources that are available to them through a minimum of 25 targeted freshman and sophomore "in-class" visits at the beginning of the semester. |
| 30. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort) | The marketing of the SSC is based on class visits, word of mouth, email and text campaigns and visibility of tutors on campuses. The SSC strives to visit a minimum of 25 classes during the year, which targets at risk courses based on high DWF rates. This is measured by actual class room visits recorded by tutors across all five MGA campuses. |
| 31. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement) | The target outcome of this objective is to reach a minimum of 25 visits per semester, totaling a minimum of 50 per academic year. |
| 32. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.) | While the goal is to visit a minimum of 25 class rooms, the availability of the tutors to conduct the visits is the general bottleneck. With this in mind, the SSC is generally able to exceed this target each year. Plans will be to raise the minimum to 50 per semester going forward. |
| 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 SSC had a total of 120 class visits during the fiscal year. |
| 34. Objective 4: Did your department meet this objective? | The department exceeded 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 MGA continues to strive to increase traditional face-to-face instruction, the SSC will target higher totals on classroom visits, as this is an easy way to engage with students and detail the various academic resources available at MGA. As stated, the minimum class room visit objective will increase to 50 going forward. |

**Future Plans**

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| 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. The SSC will incorporate Supplemental Instruction (SI) as a pilot program, beginning fall 2022. The plan is to roll out 4 courses on the Macon campus and 4 courses on the Cochran campus, to designate with SI Leader involvement. These courses will be based on courses with high DWF rates during fall 21 and spring 22. The goal will be to increase a student's standing in the class by one half to one full letter grade.<br>2. The SSC will work to increase its involvement with faculty by conducting over 100 in-class discussions about the SSC's functions and resources.<br>3. The SSC will continue to broaden its courses tutored and reach a minimum of 100 courses tutored.<br>4. Client Report Forms will continue to be used to measure the tutoring session's academic success by having 20% participation in completing the report forms. Students voluntarily respond to surveys emailed through WCOnline after tutors complete Post-Client Report Forms. |

**Open Box for Assessment Comments**

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| 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 SSC continues to utilize the assessment results each fiscal year to determine areas for improvement. The general areas assessed continue to display positive results, however improvement is necessary for continued growth. The assessment of new objectives mentioned above will determine the growth and continuous improvement of the department. |
| 38. Optional Open Text Box for Assessment Comments: | |
| 42. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below. | |

**MGA's Strategic Plan**

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| 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) | Grow Enrollment with Purpose 1. Expand and enrich the face to face student experience, 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) | Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc Operational Processes, Request for Additional Financial or Human Resources |

**Other**

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| 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.) | |
| 43. Mindset Update (Academic Deans ONLY) | |