



**Middle Georgia  
State University**

Title.

Middle Georgia State University Administrative Assessment

*Instructions.* This form is used to collect administrative assessments for each budgeted unit at Middle Georgia State University (academic and nonacademic units). Departments should include a brief mission statement (describing what they do and who they serve), goals the department or unit is working to accomplish (in a 5 year time frame. Your goals and objectives should be reported out individuals, linked to the plan imperatives and strategies, align with the measurable objectives from the previous year , and defined and measurable objectives for the upcoming year. This form should be completed by each budgeted unit no later than the end of July. NOTE: All fields are required, please place NA or O in response field ONLY if the numbered objective is not being utilized, otherwise full responses are required. Provide ALL necessary information requested to the fullest extent possible, such that a peer reviewer is not required to assume any information not provided. Utilize the provided assessment scoring rubric drafting guideline to evaluate your report prior to submission. [https://www.mga.edu/institutional-research/docs/IEB\\_Administrative\\_Score\\_Card.pdf](https://www.mga.edu/institutional-research/docs/IEB_Administrative_Score_Card.pdf)

**\*\*Please SUBMIT the form within 30 minutes of opening this page. If you wait too long to submit you may lose your work\*\*** In the event that you need to edit your submission, you may contact the Director of Institutional Effectiveness to secure a custom link to edit and resubmit.

Q1. Submitters Email

benita.muth@mga.edu

Q2. Who is the person responsible for this report?

Benita Muth

Q3. For which year are you completing this report?

- FY 23 (July 2022-June 2023)
- FY 24 (July 2023-June 2024)
- FY 25 (July 2024-June 2025)

Q4. To which division of the University is your unit assigned?

- Office of the President

- Advancement
- Academic Affairs
- Fiscal Affairs
- Enrollment Management
- Student Affairs

Q5. For which department or area are you reporting? (Ex. Financial Aid, Library, OTR, Athletics, etc)

English

Q6. 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, report the mission statement for your department.

The English Department's mission is to prepare graduates to be reflective professionals with an exceptionally strong content knowledge in English, a commitment to their chosen profession, a willingness to engage in professional development long after they graduate, and a desire to use their expertise to provide service within diverse communities.

Q7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.

A) Grow enrollment in our programs with purpose. B) Increase student success. C) Foster efficient progression to timely graduation

Q8. 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 FY23. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY24.

8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

The Department of English will analyze enrollment in our new English B.A. concentrations and increase overall program enrollment by 2%.

9. Objective 1: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

Enrolled English majors (B.A. in English) and students enrolled in English graduate programs, comparing fall 2021 to fall 2022

10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)

2% enrollment growth in the B.A. in English and graduate enrollment (M.A. and Certificate)

11. Objective 1: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc)

Past performance 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)

Overall, 11.57% enrollment growth – 190 in Fall 2021, 212 in fall 2022; BA in English – 21.66% growth – 120 in Fall 2021, 146 in Fall 2022; Graduate (MA and Certificate): enrollment decrease: -5.7% Enrollment in English BA concentrations: Literature: growth: 18% (11 in Fall 2021; 13 in Fall 2022) Creative Writing: growth: 57.89% (19 in Fall 2021; 30 in Fall 2022) Prelaw: growth: 60% (5 in Fall 2021; 8 in Fall 2022) Professional Writing: growth 55.5% (9 in Fall 2021; 14 in Fall 2022) Secondary Education: growth 68.75% (16 in Fall 2021; 27 in Fall 2022) Generalist: decrease: -10% (60 in Fall 2021; 54 in Fall 2022) Enrollment in graduate programs: MA: decrease: -12.5% (56 Fall 2021; 49 Fall 2022) Graduate Certificate: growth: 21.42% (14 in Fall 2021; 17 in Fall 2022)

13. Objective 1: Did your department meet this objective?

- The department did not meet this objective.
- The department met 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?

We continued to sustain growth in English enrollment, with continued growth in the English BA (the second year of over 20% growth). All concentrations with the exception of generalist in the English BA showed growth (and the decrease in generalist concentrations may be due to the promotion of other career-ready concentrations). Graduate growth decreased, for the first time in the history of the program, although enrollment in the Graduate Certificate increased. We will aggressively promote all English programs and concentrations, with special emphasis in recruiting for the Graduate programs. We will use strategies such as outreach based on a list purchased from GRE, information sessions, and mailings. We will also investigate new marketing strategies which may have greater yield than those we used in past years (LinkedIn advertising and GPB advertising).

15. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

The Department of English will lower D/W/F rates in English Department courses (ENGL, PFWR, and CRWR) by 1%.

16. Objective 2: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

DWF rates in 1000-4000-level English (ENGL) classes, Creative Writing (CRWR) and Professional Writing (PFWR classes)

17. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)

Lower DWF rates by 1%

18. Objective 2: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc)

Past performance 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)

Overall: 29.47% (summer, fall, and spring) (vs. 27% in 2021-22) ENGL: 26.02% (vs. 28% in 2021-22); CRWR: 17.17% (vs. 12.7% in 2021-22); PRWR: 17.24% (vs. 11.5% in 2021-22); ENGL 1101: 35.36% (vs. 32.5% in 2021-22); ENGL 0999: 43.03% (vs. 39.2% in 2021-22)

20. Objective 2: Did your department meet this objective?

- The department did not meet this objective.
- The department met 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?

We did not meet our objective in 2022-23, although for the past two years we had made significant improvement in fall-to-fall and spring-to-spring success rates. In an effort to improve DWF rates, we have developed an initiative to improve student success in ENGL 1102, a class that had a 33.12% DFW rate in Fall 2022 (and 25.78% in Spring 2023). This initiative is listed at the end of question 37. We will also continue to focus on student success in faculty annual evaluations and to expand the systematization of Learning Support D2L class design, attendance reporting, early alert processes, Writing Center involvement and more.

22. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

The Department of English will improve year-to-year retention rates by 2%

23. Objective 3: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

Fall to fall retention rates

24. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)

2% improvement in retention rates

25. Objective 3: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc)

Past performance data

26. 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)

Between the graduate and undergraduate programs, retention improved by 16.04%

27. Objective 3: Did your department meet this objective?

- The department did not meet this objective.
- The department met this objective.
- The department exceeded this objective.

28. Objective 3: 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 had a positive year in retention in the graduate programs and a slight decline in English BA retention, although less of a decline than in previous years. Our enrollment in the undergraduate major continues to grow (up to 102 from 99 in Fall 2021). We need to continue to make an effort to build relationships between our new freshman and sophomore majors through engagement with faculty, strong advising, and engagement with campus groups and activities such as ESO and ARS. We also need to continue to build on our retention of graduate students.

29. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

English baccalaureate students who entered MGA as freshmen will graduate with fewer than 135 credit hours; English baccalaureate students who entered MGA as transfer students will graduate with fewer than 145 hours

30. Objective 4: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

Credit hours to graduation in the English B.A.; time to degree for graduate programs

31. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)

Average credit hours at B.A. graduation below 135 hours; average time to graduate degree three years or less

32. Objective 4: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc)

Past Performance data

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)

Average credit hours at BA graduation was 133.07, above our target of 130 credit hours (although this number includes both transfer students and those who entered as first-year students; average time to degree programs was 1.53 years (grad certificate 1.7 years; MA students 2.71 years). Average credit hours at B.A. graduation was 129.2 hours; average time to degree for graduate programs was 1.5 years (grad certificate 1.47 years, M.A. students 1.46 years)

34. Objective 4: Did your department meet this objective?

The department did not meet this objective.

The department met 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?

Our M.A. students continue to graduate with impressive efficiency. Our flexibility in scheduling to accommodate demand clearly paid off. In the B.A., we had a slight decrease from 2021-22 (graduation was 129.2 hours as opposed to this year's 133.07 hours, but met our goal. We will work with new advising system to be implemented institution-wide in 2023-24 to make sure upper-level students are effectively advised.

36. 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](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
- Grow Enrollment with Purpose 2. Expand and enrich online instruction into new markets
- Own Student Success 3. Develop academic pipelines and expand degrees
- Own Student Success 4. Expand student engagement and experiential learning
- Build Shared Culture 5. Attract talent and enhance employee development and recognition
- Build Shared Culture 6. Sustain financial health through resourceful fiscal management
- Build Shared Culture 7. Cultivate engagement with its local communities

37. 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)

- Disseminating/Discussing Assessment Results/Feedback to Appropriate Members of the Campus Community
- Disseminating/Discussing Assessment Results/Feedback to Appropriate External Stakeholders
- Faculty or Staff Support: Professional Development Activities, Trainings, Workshops, Technical Assistanceion 3
- Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc Operational Processes
- Request for Additional Financial or Human Resources
- Customer Service Changes: Communication, Services, etc
- Making Improvements to Teaching Approach, Course Design, Curriculum, Scheduling, other
- Evaluating and/or Revising the Reporting Lines Internal Assessment Processes
- Other

38. Please provide a comprehensive narrative outlining how assessment results are utilized for continuous improvement in this field. Your narrative should address the past, present, and future aspects of assessment, with specific emphasis on how these results inform decision-making and drive improvement efforts.



In the last assessment cycle (2022), English exceeded on all objectives except for Retention. The initiative for this current year (2023) was to improve retention through more systematic engagement with our B.A. students, targeting especially freshmen, sophomores, and all online students—inviting them into the fold as English majors through RSO and campus engagement activities, with more persistent contact from faculty mentors and advisors. This year, we had a positive year in retention in the graduate programs and a slight decline in English BA retention, although less of a decline than in previous years. Our enrollment in the undergraduate major continues to grow (up to 102 from 99 in Fall 2021). We need to continue to make an effort to build relationships between our new freshman and sophomore majors through engagement with faculty, strong advising, and engagement with campus groups and activities such as ESO and ARS. Based on assessment data for this this year, we see the need to prioritize reducing DWF rates in core English classes for 2024. We will have a special emphasis on ENGL 1102, adding early alert measures and intervention to students who struggle early in semester. Additionally, we will continue to work to engage current students in the classes and to keep recruiting rates strong, with attention to new graduate certificate programs beginning in the next academic year 2023-24. As undergraduate advising moves to a centralized model, we will work with advisors to ensure effective advising of all undergraduate English majors. INTIATIVE FOR 2024: Our primary assessment initiative the next academic year will be to decrease DWF rates in undergraduate English classes, with an emphasis on ENGL 1102. Our actions will include: instituting an Early Alert system on a departmental level for Essay 1 and surveying faculty to understand specific reasons for lack of success on Essay 1, allowing students to be given the most effective type of early support.

39. 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)

CCG, USG HIP Initiative, USG Momentum, Low-Cost No-Cost Books

40. 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.

Objective 1: The Department of English will analyze enrollment in our English B.A. concentrations and increase overall program enrollment by 2%, with special emphasis on recruiting for graduate programs Objective 2: The Department of English will lower D/W/F rates in English Department courses (ENGL, PFWR, and CRWR) by 1%. Objective 3: The Department of English will improve year-to-year retention rates by 2% Objective 4: English baccalaureate students who entered MGA as freshmen will graduate with fewer than 135 credit hours; English baccalaureate students who entered MGA as transfer students will graduate with fewer than 145 hours

41. Optional Mindset Update (Academic Deans ONLY) Please provide an update on the implementation of your school based mindset plan/strategy. Include any adjustments to metrics for the FY23 as well as outcomes associated with your appraisal of your schools activities.

42. Optional: The following upload portal is available to supplement your report with supportive documentation should you wish to provide any (instruments, data, etc).

