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

 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

paul.gladden@mga.edu

Q2. Who is the person responsible for this report?

Paul Gladden

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)

Department of Psychology and Criminal Justice

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 Department of Psychology and Criminal Justice is an intellectually diverse and collaborative community whose mission is to provide quality instruction to students in the fields of psychology, criminal justice, and sociology. All programs are designed to inspire and produce scientifically literate thinkers, professionals, practitioners, and scholars.

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

1. To consistently grow enrollment by at least 3% per year, on average, in the department. 2. Continue focus on resource efficiency (i.e., number/percentage of empty seats in course sections), while maintaining full B.S. in Psychology on 3 campuses- Online, Macon, and Cochran. Adapt offerings as needed to maintain resource efficiency and balance need for programs to be available in full on multiple campuses. 3. Continue Implementation of new quality enhancement initiative for part-time faculty to deepen student learning and maintain academic rigor. 4. Develop/Submit the Department's first master's degree program- in Psychology by 2024.

0. 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 first objective/goal was to "Submit doctorate program proposal- Public Safety for approval for a Fall 2023 start."

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)

This was measured by whether we completed our submission for the Doctorate in Public Safety in Fall 2022 to Academic Affairs and whether we successfully completed submission of the program to the USG/BOR.

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

100% completion of submission to Academic Affairs.

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

We aimed to complete the application submission and approval of the program through MGA's Academic Affairs Board. We also aimed to seek approval through both the USG/BOR and SACSCOC. The program was approved by both the USG/BOR and SACSCOC for a Spring 2024 start date.

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)

100%.

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 learned that it's a lot of work to bring a committee together shortly before the Academic Affairs submission date to create course syllabi. With our next program proposal (currently in progress), we started an entire year earlier to allow for plenty of time for submission.

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 second objective/goal was to "Implement/complete annual part-time faculty evaluations based on list of expectations communicated to part-time faculty."

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)

This measured through completing 3 parts to this initiative: (1) communication of expectations/guidelines for excellence in teaching (particularly online teaching) in an comprehensive document sent to our department's part-time faculty (33.3%), (2) implementing a full-time faculty mentor program where each part-time faculty member was assigned a full-time mentor (or in a few cases, a part-time peer mentor). The mentors also completed an assessment measure of the mentees course(s) (33.3%), and (3) completion of a formal part-time faculty evaluation reported to H.R. (33.3%).

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

100%

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

Parts 1 and 2 were completed. The department chair communicated expectations/guidelines to our part-time faculty and the faculty mentors were assigned to part-time faculty and they completed their evaluations of the part-time faculty/mentees course(s). However, the formal evaluation of the part-time faculty/mentees has yet been completed.

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)

67%

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 learned that the part-time faculty mentor program is probably best done on a smaller scale, with a rotation of when part-time faculty are assigned a faculty mentor. It's probably not realistic in terms of workload for a part-time faculty member to be assigned as a mentor to other part-time faculty. We plan to continue implementation over time, but focus on new part-time faculty and situations where a concern has been identified in a prior evaluation year.

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 third objective/goal was to "reevaluate some of the department's assessments (PSYC 3002 and PSYC 3401 in particular) with faculty input/meetings with an eye toward developing superior assessments/statements of learning objectives". The department had already recently updated the various CRJU assessment measures, so the focus was on some Psychology courses.

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)

The department chair aimed to discuss the prior year's assessment results with the relevant instructors and to develop a plan toward continued improvement and to consider revision of the assessment measures themselves as needed.

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

100% of relevant discussions with PSYC 3002 and PSYC 3401 instructors and development of a plan of action for continued improvement (e.g., through enhanced teaching of course material or practice with it and/or assessment revisions).

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

Discussion about the assessment results with the relevant faculty and development of a plan of action for continued improvement (e.g., through enhanced teaching of course material or practice with it and/or assessment revisions).

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)

100%

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 learned that some instructors hadn't been emphasizing the concepts/material assessed in the assessment measures for the courses and hadn't been emphasizing to students to take the assessment itself (which counts only as extra credit in most courses) seriously. After discussion, some instructors agreed to increase emphasis on the relevant count and to emphasize to students the importance of taking the assessment seriously. We also evaluated one of our online assessment as a pre-test measure (in Summer 2023) to test for test integrity in our online courses and in light of access to new AI capabilities (e.g., Chat GPT etc.). The results (reported in the program assessment for the Online B.S. in Psychology) indicated that the online administration of the assessment measure does seem to measure student learning (rather than AI use or other forms of student cheating).

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

The fourth objective/goal was to "Develop departmental "Orientation" materials to be either emailed and/or posted on department's website (e.g., everything students really need in place- accessing email, d2l/brightspace, swords, how to use/understand MyDegree, find catalogs, registering for classes etc.)." After further reflection, the goal changed to be the creation of a Frequently Asked Questions page/document that could be emailed to students as a link or document. This page/document is mostly an advising page for the department, including explaining to students how to understand/interpret their own "MyDegree". The aim was to reduce email workload for faculty, particularly with respect to repeated advising questions.

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)

This was measured by how much of a "Frequently Asked Questions" page/document was created Frequently Asked Questions page/document that could be emailed to students as a link or document.

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

100% completion of new page/document for "Frequently Asked Questions".

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

The target was to complete a new page/document for "Frequently Asked Questions". The aim was to reduce the email workload of faculty, particularly with respect to repeated advising questions. It was recently decided that advising from 0 credit hours to graduation would be handled by professional advisors (rather than faculty, for upper-level students) going forward. This advising change somewhat changed what this document will look like, but the focus is still on reducing email workload by answering very common/repeated questions that could possibly be answered for all students with as many emails.

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)

75% of page/document is complete and will be 100% completed and posted on department's website prior to the beginning of registration for Spring 2024 classes.

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?

> We learned it is quite challenging to create a comprehensive document of common questions with thorough answers while not taking up a very large amount of space on a webpage- and to present it in a way that students can find their question (and its answer) and won't give up searching through the page rather than email someone about it.

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) 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.

The department fully met 2 of its 4 stated goals/objectives from last year and made substantial progress toward the other 2 goals. We submitted (and got approved) the proposal for the doctorate in Public Safety, which will begin in Spring 2024. And, we had significant discussions about our assessment results in Psychology from the prior year and developed a plan of action for some particular faculty based on those results. We implemented a part-time faculty mentor program and the faculty mentors completed an evaluation of their mentees course(s). A lengthy new page/document answer students' "Frequently Asked Questions" (particularly related to advising) is nearly complete. Updates on annual department goals/outcomes are presented to faculty at department meetings in August. This begins a discussion involving faculty input on departmental initiatives and goals and ultimately leads to adjustments in those objectives/goals.

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)

We have previously adopted a universal low cost textbook for PSYC 1101 and encouraged low cost/no cost textbook in other courses. We encourage advising for our programs with the "Momentum Year" in mind (e.g., taking 9 hours of courses in major). With respect to the USG High Impact Practices Initiative, we are currently still working on evaluating the "signature experiences' available in our upper-level courses and having discussions with faculty about improving the availability of such experiences in our courses. We also created a new "Directed Research" course in Psychology with the goal of increasing undergraduate research opportunities in the department.

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.

1. Hire 2 new full-time CRJU faculty for the new Doctorate in Public Safety and, at least, 1 new PSYC faculty member (replacing a position) by Fall 2024. Hire additional Part-time faculty as well. 2. Submit M.S. degree in Counseling Psychology proposal- for a possible Fall 2024 start. 3. Reinstate departmental colloquium talks-- where faculty present on research or teaching practices. Hold at least 3 of these events in 2023-2024. 4. Develop new "Behavioral Sciences Day" at end of each semester where students will present on a major paper or research project (or other high impact practice or "signature experience") from their courses. (At least) departmental faculty are invited to attend (acknowledgement: Dr. Heather Ness-Maddox suggested the idea of a "Behavioral Sciences Day").

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).