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

erin.garner@mga.edu

Q2. Who is the person responsible for this report?

Erin Garner

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)

> Student Health Services

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 mission of the Health Clinic is to provide students with preventative health care including consultations and referrals to community resources for episodic illnesses, while minimizing any impact on a student's academic or work progress.

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

> 1. SHS will review past and current clinical expense reports and determine the possibility of a student health fee increase. 2. SHS will complete data conversion from the current EMR system, iSalus, to the EMR system, PyraMED, which is more user friendly and advantageous for students. 3. SHS will work to minimize the use of paper documents, including medical records.

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.

> Student Health Services will develop an internal policy for management of PHQ mental health screenings by the end of fall 2022 and demonstrate a 95% implementation rate with all patient encounters.

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)

Creation of policy and 95% implementation rate

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

95% of patient encounters

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

Given the importance of mental health awareness, we set a higher percentage goal for this objective.

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)

95%

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?

This data provides us a better understanding of patients' mental health status at the time of services and allows for referral to both on- and off-campus mental health resources.

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

Student Health services will highlight services and provide information to MGA students with an engaging pre-recorded approach that can be utilized in various events, including orientation and welcome week across all five campuses.

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)

Creation of pre-recorded message

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

1 pre-recorded message or video

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

Based on indications that students are unfamiliar or unaware of SHS, we wanted to create additional messaging opportunities to try to reach a broader portion of the student population.

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)

7 educational health videos were created.

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?

While the 7 educational videos were created and used during RA training, due to the size of the video file, we realized issues in sharing across social media and email. While we will continue this effort, we will also investigate alternative ways for distributing these types of educational videos to the campus population.

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 Student Health Services will track student learning and visit feedback based on condition addressed and education provided by SHS through surveys and follow-up calls within 30 days of clinic visit.

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)

Follow-up surveys

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

Surveys sent within 30 days of clinic visit to track student learning.

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

Timely response following clinic visit

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)

135 surveys received

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?

Upon review, we realized this objective was overly complicated. However, from the 135 surveys received, 10% of students responding provided feedback on safe sex practices and the importance of regular health examinations. 93% of students responding stated that their visit was helpful, and 73% of student felt that their visit helped to minimize class absences.

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

n/a

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)

n/a

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

n/a

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

n/a

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)

n/a

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?

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n/a
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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.

We anticipate that the implementation of our EMR (electronic medical records) management system will allow us to better track student responses and learning. It will also help us to better determine trends in presenting health care issues and thus, allow us to consider more educational training opportunities for students.

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)

n/a

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. SHS will participate in at least two events to promote PyraMed, our new EMR system, to help educate student on student health services and availability of said services. 2. SHS will review and revise educational material (including pre-recorded video messages) and share six health awareness education messages to students. 3. SHS will investigate and identify potential use of federal work study students in the promotion of services via social media platforms by the end of fall 2023.

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).