



**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

****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

nathan.long2@mga.edu

Q2. Who is the person responsible for this report?

Nathan Long

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)

Testing 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.

Testing Services is dedicated to enhancing student learning by providing accessible, confidential, and comprehensive testing services to meet the increasing needs of students, faculty, administrators, and community members while maintaining test integrity

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

1. Research and gain National Colligate Testing Association (NCTA) accreditation for Middle Georgia State University 2. Working with Technology Resources to establish and execute a plan to update computer labs across all campuses. 3. Train and maintain a full active staff allowing complete coverage of exam suite and accommodated exams across all campuses

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.

Establishing and executing 2 community outreach events

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)

Measurement was determined by number of community outreach events completed.

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

Conducting 2 events

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

Worked with Admissions Office and Dual Enrollment liaisons to establish a reasonable goal.

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)

2 events

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?

With the limited staff (1 part time specialist, 1 full time director) , it was difficult to coordinate additional events beyond our standing availability for exam suite, accommodated exams, and established dual enrollment events at local area high schools. Once open positions are filled and incoming staff are trained, planning and implementing community events will be a more viable task to complete.

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

Completion of Director of Testing Manual and revising of Testing Specialist manuals to prepare for succession planning.

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)

Objective measured by tangible manuals for the Director and Specialists.

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

To have separate procedural manuals for the Director and Testing Specialist(s)

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

Having access to a completed Director of Testing Manual and a completed Testing Specialist Manual available on Macon/Cochran campus to foster consistency in processes.

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)

50%; Directors manual was completed before previous Directors transition out of department, however, the Testing Specialist manuals are still being revised.

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?

Updating the Testing Specialist procedure manual to include processes for entire exam suite has proved difficult with the introduction and upkeep of virtual/online exams and the processes that are required with each. The standing manuals are still viable as a whole to assist with in person testing, Specialist(s) are still trained for the virtual/online aspects as required. Completing these manuals is still an ongoing task with Testing Services, as it better assists the Specialists as well as establishing a more streamlined and consistent plan for succession.

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

Plan and conduct at least 6 dual enrollment Accuplacer testing dates on MGA campuses and 3 on-site high school dual enrollment Accuplacer testing dates.

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)

Objective measured by number of Accuplacer testing dates for dual enrollment purposes

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

9 events in total

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

Worked closely with Admissions Office and Dual Enrollment advocates to identify potential dates and schools to administer the Accuplacer both on-campus (MGA) and on-site (Local area high schools)

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)

4 events at local area high schools, 1 "event" generating vouchers for a student collective at a high school where travel was not a option.

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?

Limited staff created a challenge in scheduling off campus testing opportunities. I have also determined that high schools are more interested in testing on site rather than arranging transportation to an MGA campus. Collaboration with the Admissions office to identify and explore these opportunities to administer on-site Accuplacers will continue.

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

Review the Testing Services budget by determining the required resource categories and correlated expense for the budget, listing general categories of expenses, historical changes per category, projected future expenses and conclusions regarding a justification of increasing the overall spend limit of Testing Services.

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)

Measurement would be an in-depth review of the budget including previous years expenditures and budgets.

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

A complete review and understanding of the Testing Services budget for current year, as well as a similar understanding of previous years.

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

A complete and decisive understanding of the budget and how funds have been previously allocated within the Testing Services budget.

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)

0%

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?

This was an exceptionally ambitious goal given staffing issues as well as the rapid staffing transition that occurred within the department this year. While this is still an important project that does need to be completed, a more appropriate time and plan will need to be determined before it can be completed.

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.

Recent years have included various staffing issues and adjustments that have somewhat limited the ability of Testing Services to do more than the primary services we are expected to offer. With a new Director and a goal of being fully staffed with 2 FT and 2 PT staff by the end of 2023, it is our hope that we will continue to provide exemplary service related to testing opportunities as well as look for opportunities to grow and expand those services.

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. Research NCTA accreditation process for MGA Testing Services by June 30th, 2024. 2. Coordinating with Admissions to schedule and conduct 4 Accuplacer testing dates at local area high schools by June 30th, 2024. 3. Hire and train two staff positions (PT Cochran and Assistant Director) by December 31st, 2023. 4. Establish a plan with Technology Resources for updating and/or replacing computers in all MGA campus testing centers.

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).