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 Faculty Affairs Manager to secure a custom link to edit and resubmit.

Q1. Submitters Email

robert.hobbs@mga.edu

Q2. Who is the person responsible for this report?

Robert Hobbs

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)

> Aircraft Fleet Maintenance

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 primary mission of Aircraft Maintenance/Operations is to maintain our fleet of airplanes and helicopters in an airworthy condition to meet the MGA flight training schedule.

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

> Our goal is to maintain our safety record while meeting the flight schedule of the increasing number of student pilots enrolled at MGA. We will continue to be good stewards of the students and tax payers money and continue to improve our processes and productivity where possible.

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 FY24. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY25.

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

> Aircraft Fleet Maintenance will continue to meet the requirements of the FAA (Federal Aviation Administration) as demonstrated by positive FAA assessments. The existence of the FAA is to insure safety of flight and this will always be our number goal as well.

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)

Feedback from FAA inspections which normally occur twice a year and last 2 to 3 days. Typically, 3 inspectors comb through a sample of aircraft logbooks and perform ramp inspections to verify our aircraft are being maintained in accordance with the Federal Aviation Regulations (FARs). We are striving for a report with zero "unairworthy" findings which would result in an aircraft being grounded.

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

100% of sampled aircraft to be found in compliance with their applicable FAR's and therefore in an airworthy condition.

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

Our goal is to always maintain 100% compliance with the applicable FARs and maintain our aircraft in an airworthy condition.

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% of aircraft sampled were determined to be in airworthy condition. As usual there were some minor paperwork errors which were corrected or later found to be not applicable at the time.

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 will continue to place the greatest emphasis on inspecting, repairing, and returning safe aircraft to service. We will continue to stress the importance of accurate logbook entries. An inaccurate logbook entry will most likely not result in an accident or death. However, Improper maintenance procedures, such as an unsecured nut, improperly torqued bolt, miss-rigged flight control, etc., may very well have dire consequences.

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

Aircraft Fleet Maintenance will implement the new parts inventory tracking system under Flight Schedule Pro (FSP) as shown by 100% integration of existing parts inventory and employee training.

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)

Adoption of FSP with integration of all aircraft parts records and employee training on the use of the system.

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

100% move to the new inventory system.

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

All mechanics being able to easily determine part locations and assign parts to aircraft with no problems.

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)

0%. We were anticipating converting to the FSP inventory system, as it is included in our FSP flight scheduling software at no additional charge. However, it was determined that the inventory system did not meet our requirements and was unwieldy and exceedingly complicated for what we needed. We will continue to use our "Flightdocs" program, which is excellent.

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 will continue to use our tried and true "Flightdocs" inventory program.

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

Aircraft Fleet Maintenance will install the LHS gear up warning system in our retractable gear airplanes. This will provide the pilot an audible alert if attempting to land with the landing gear in the up position. This goal will be met by 100% installation in 9 airplanes.

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)

Installation of the LHS system in 9 of our retractable landing gear airplanes.

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

100% of 9 aircraft having the LHS system installed.

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

The installation and operation of the LHS providing additional warning of landing gear being in the retracted position when the aircraft is below 200ft AGL.

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)

66% of the LHS systems have been installed. We still have 3 remaining to install. The factory installed system remains the primary and only required system. The LHS is an additional warning system and is in no way required for safety of flight.

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?

As the flight schedule allows, we will install the LHS warning system in the 3 remaining aircraft.

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?

> N/A

36. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (https://www.mga.edu/about/strategic-plan/docs/Strategic_Plan_2023-2028.pdf) by checking all associated and relevant Strategies from the list below. (Check all the apply)

- ☐ Champion Student Success 1. Demonstrate standards of excellence in all academic programs
- ☐ Champion Student Success 2. Grow student engagement at all degree levels
- ☐ Champion Student Success 3. Expand enrollment and graduation
- ☐ Lead Innovation and Economic Opportunity 4. Ensure high-demand programs for workforce and career alignment
- ☐ Lead Innovation and Economic Opportunity 5. Use Center for Middle Georgia Studies to drive University outreach
- ☐ Lead Innovation and Economic Opportunity 6. Coordinate faculty scholarship and grant awards to build University reputation
- ☐ Build Culture and Identity 7. Plan, resource, and promote campus roles and identities
- ☐ Build Culture and Identity 8. Pursue great-place/college -to-work designation
- ☐ Build Culture and Identity 9. Promote culture of wellness throughout the MGA community
- ☐ Build Culture and Identity 10. Compete and win at the NCAA Division II level
- ☑ Sustain Fiscal Resilience and Brand Value 11. Apply data-driven accountability to all operations
- ☐ Sustain Fiscal Resilience and Brand Value 12. Maintain access, affordability and value for all students
- ☐ Sustain Fiscal Resilience and Brand Value 13. Grow and diversity streams of revenue

37. Please indicate which of the following actions you took as a result of the 2022/2023 Assessment Cycle **(prior 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 Assistance
- ☑ 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 indicate which of the following actions you will take as a result of the 2023/2024 Assessment Cycle **(current cycle)** (Note: These actions must be 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 Assistance

☑ 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 [   ]

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

Our priority in Aircraft Maintenance is a culture of flight safety/integrity, followed by productivity and efficiency. Aircraft maintenance is a fluid operation with daily, even hourly challenges including mechanical, electrical, and regulatory issues which all revolve around safety of flight. There is no goal other than returning an airworthy aircraft to service. Any safety issues that may arise are discussed and immediately addressed. If we see a way to operate more efficiently, we immediately implement it. These assessments in regard to aircraft maintenance and safety are of little to no real benefit.

40. 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)

None

41. 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) Aircraft Fleet Maintenance will continue to meet the requirements of the FAA as demonstrated by positive FAA assessments.The existence of the FAA is to insure safety of flight and this will always be our number goal as well. 2) We will provide a laptop, loaded with the necessary software, for each hangar toolbox so that manufacturers technical data will be immediately available to the mechanics as they work. 3) The 3 remaining retractable landing gear aircraft will have the LHS gear warning system installed. 4) 3 of the eligible mechanics will obtain their Inspection Authorization, allowing them to perform Annual Inspections and approve Major Repairs and Alterations.

42. 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.

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