



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

Q1. Submitters Email

chris.tsavatewa@mga.edu

Q2. Who is the person responsible for this report?

Chris Tsavatewa

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)

Office of the Provost

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 Office of the Provost oversees all academic matters at Middle Georgia State University. Our purpose is to build effective Schools that teach successful students while maintaining the highest academic standards.

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

Grow enrollment with purpose. Own student success. Build shared culture. Shape the academic program portfolio. Implement the academic strategy.

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.

Upgrade Banner System to Latest Version (SSB9) for the Entire University

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)

Percentage of university systems fully integrated into Banner SSB9

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

100% of university systems fully integrated into Banner SSB9 by April 1st, 2024

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

Previous internal system upgrade performance and peer institution timelines (9-12 months for similar upgrades)

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 university systems fully integrated into Banner SSB9 by April 1st, 2024

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?

Continue integration of project planning and roadmap development in routine and large-scale projects. - Focus will also be on regular system monitoring and optimization based on user needs.

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

Maintain FTFT (First-Time Full-Time) Bachelor degree-seeking retention

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)

- Retention rate of FTFT Bachelor degree-seeking students - Year-over-year comparison of retention rates

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

Maintain retention within $\pm 1\%$ of the prior year's rate (61.1%)

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

Based on prior year's retention rate (61.1%) and benchmarking against peer institutions

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)

61.0%, meeting the goal

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?

- Continue refining student support services and advising initiatives to maintain or improve retention. - Further focus on interventions for at-risk students identified during the 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.

Development and launch of Salesforce's Student Success Hub

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)

- Completion of the launch process with initial functionality in academic affairs - Stakeholder feedback from the advising group post-launch - System performance and user adoption for advising

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

Launch Salesforce's Student Success Hub by June 1st, with initial functionality in academic affairs for targeted user group (Advising for Fall 2024)

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

Based on the project timeline and deliverables, and alignment with advising for the Fall 2024 academic period

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% Development and launch met by June 1st, with advising group functionality in place

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?

- Monitor user adoption and performance metrics post-launch, particularly in advising for Fall 2024. - Gather feedback from advisors to enhance future system capabilities and usability. Current project: Integrate student account and financial aid information into Salesforce's Student Success Hub. This integration allows MGA to guide students through complex processes with current state guidance. One of the new features in the Marketing Cloud integration allows students to update success alerts status using a single click within an email. This feature will increase our response time to students seeking assistance. Future Projects to begin in Fall 2024: Integration of Degree Works and D2L data. This integration will increase our ability to use predictive analytics to identify students at risk and proactively engage. Future projects to begin in Spring 2025: Configure and pilot advanced analytics capabilities powered by Einstein AI.

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

Launch 5 USG POISED initiative projects focused on student success in identified academic programs.

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)

- Number of USG POISED projects launched

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

Launch 5 out of 5 POISED initiative projects (100%)

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

Based on the project timeline and deliverables established by USG and internal university targets

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)

100% (5 out of 5 projects successfully launched)

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?

- Continue monitoring and assessing the success rates of these projects, especially their long-term impact on student success. - Incorporate insights from project outcomes into future student success initiatives. ENGL 1101 Success Rates (POISED) Number of Qualified Nursing (BSN) Applicants (POISED) Improving success of "nursing intent" students that don't/won't proceed to Nursing (POISED) FYE/Knights Academy Utilization Rates (POISED) Transition BA and BS IDS into BIS - Curriculum and Enrollment Management (POISED)

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.

At Middle Georgia State University (MGA), assessment is a dynamic and ongoing process that plays a crucial role in decision-making, resource allocation, and the overall improvement of academic and operational outcomes. The following narrative provides an overview of how assessment results from four key objectives have been employed to drive continuous improvement in line with MGA's strategic goals and USG directives. Past Assessment Approaches and Initial Learnings The institution is committed to a culture of data-informed decision-making. This shift was evident in projects such as the Banner 9 Upgrade, where past system upgrades informed the need for comprehensive training and stakeholder participation to ensure smoother transitions. Lessons learned from past assessments—such as the importance of early stakeholder involvement—helped guide decision-making, particularly in ensuring that future technology upgrades were better aligned with user needs and timelines. Present Assessment Efforts: Strategic Focus and Data-Driven Improvements Currently, MGA's approach to assessment is grounded in strategic alignment and measurable outcomes. Each of the four key objectives demonstrates this: Banner 9 Upgrade (Objective 1): This objective was measured by the percentage of university systems fully integrated into Banner 9, with a target of 100% by April 1, 2024. Assessment of past upgrades highlighted the importance of early project planning, stakeholder engagement, and system testing. These findings were used to refine our project management approach, leading to full integration by the deadline. Current efforts focus on applying the lessons learned, such as the need for ongoing user training and support to ensure sustained success. FTFT Bachelor Degree-Seeking Retention (Objective 2): The retention goal was to maintain a rate within $\pm 1\%$ of the prior year's 61.1%. Assessment revealed that targeted advising and early intervention for at-risk students were critical to maintaining this rate, which was successfully achieved at 61.0%. This result underscores the importance of continuous monitoring and proactive student support services. Current initiatives include expanding advising services and refining intervention strategies, with assessments now guiding resource allocation and programmatic adjustments. Salesforce Student Success Hub Launch (Objective 3): This initiative was measured by the completion of the system launch by June 1, with initial functionality focused on advising for Fall 2024. Past assessment of student success initiatives showed the need for streamlined communication between students and advisors. The launch of Salesforce's Student Success Hub has created a centralized platform to address these needs. Current feedback from advisors and students is being collected to ensure that the system meets user expectations and functions as an effective tool in improving student retention and success. USG POISED Initiative Projects (Objective 4): The goal was to launch 5 USG POISED projects focused on student success, all of which were successfully completed. Assessment has shown that each project—ranging from ENGL 1101 success rates to improving outcomes for "nursing intent" students—contributed to MGA's broader goals of increasing student success and retention. Assessment results from these projects are being used to inform future decisions on curriculum adjustments, student engagement strategies, and resource allocation. Future Improvements and Ongoing Assessments Looking ahead, MGA's approach to continuous improvement will increasingly rely on deeper integration of assessment results into strategic planning and operational execution. Future assessment will not only involve measuring the outcomes of individual projects but also tracking longitudinal impacts, such as the success of students who engaged with the Salesforce Student Success Hub or the effectiveness of interventions developed through the POISED projects.

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)

NA

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) Expand salesforce integration (2) Launch NISS engagement (3) Hire Dean of the School of Arts and Letters (4) Secure BOR Approval for new BS in AI.

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.

NA

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