



**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

angela.oneal2@mga.edu

Q2. Who is the person responsible for this report?

Angie O'Neal

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)

Registrar

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.

Georgia

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

Streamline efficiencies of enrollment and communication

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.

The Office of the Registrar will update and publish the FERPA policy with an annual notice to students. 100% new Faculty and Staff will receive newly developed FERPA training as part of the onboarding process. A review of internal procedures containing student data will be conducted to assess opportunities for improvement.

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 objective was measured by the task being completed.

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

The target outcome was to ensure that all employees received annual training and notice of their responsibilities in regard to FERPA regulations.

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

A new and updated FERPA training course and annual notice was developed in D2L (learning management system). This updated training course was adopted as a human resources requirement for all new University employees and is an annual training requirement for existing employees.

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 employees were provided a FERPA notice and training opportunity in November 2023.

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?

A review of internal procedures found that FERPA information is in multiple places on the website. An effort for next year will be to update the website with one succinct location. The review also found an opportunity to update what the institution considers directory information as part of the FERPA regulations. An effort for next year will be to make this update before the 2024-2025 annual training.

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 Office of the Registrar will update and publish the Transfer Credit Policy to incorporate transfer-friendly language. Internal procedures will be reviewed to ensure transfer credit is applied in applicable degree requirement sections in degree works by proactively reaching out to department chairs and deans through utilization of a newly developed process/workflow for course substitutions/exceptions.

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 objective was measured by the task being completed.

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

The target outcome was to update policy to be more transfer student friendly. In addition, the target outcome was to streamline an internal procedure for making course substitutions/exceptions in collaboration with department chairs and advisors to eliminate unnecessary signatures and steps in the process.

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

Transfer Student policy revision was proposed and approved to equalize admission for transfer students to that of other student types by eliminating the rule of immediately placing transfer students on academic probation if they were admitted by exception. A new credit appeal form and procedure was created, proposed, and approved to enhance efficiency and ensure a smooth handling of course substitutions and exceptions.

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)

The new policy became effective for Fall 2024 student entry. The number of students affected will not be available until after census of Fall 2024. The new credit appeal form and process was adopted by the institution via memo from Academic Affairs on 11/30/2023. The form and process eliminated two signatures and increased efficiency of processing this interdepartmental task.

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?

A review of transfer student policy found that information is in multiple places on the website. An effort for next year will be to update the website with one succinct location. The review also found an opportunity to explore AI transcript processing vendors to increase efficiency in transfer evaluations, thereby increasing the speed of admissions decisions. An effort for next year will be to select a vendor and implement a new software system.

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 Veterans and Military Resource Center will develop a communications plan for new, incoming students and continuing students in regard to receiving veteran benefit funding. An internal process will be developed for Chapter 33, 31, and TOE benefits that will allow students to see pending benefit award amounts.

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)

This objective was measured by the task being completed.

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

The target outcome was to deliver timely communication to both new and continuing students who utilize veteran funding to ensure efficiency of awarding funds and other document completion requirements. In addition, the target outcome was for students to see pending awards on their billing statement.

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

Communication was delivered to new and continuing students via a D2L (learning management system) course and via email prior to the semester and during the semester. Collaboration with the Bursar provided an implementation of a new process that allows students receiving veteran funding to be able to view their pending awards on their billing statement.

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% veteran and military connected students are added to the D2L course. 100% of students receiving funds are emailed prior to the semester and during the semester. 100% of students with pending awards see the amount on their billing statement.

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?

To email new students, Veteran and Military Resource Center staff must request a list from OIRDS and then can send emails. Next year, we would like to have a message sent from TargetX as part of the communication plan for incoming students if they have indicated that they are military connected. This would make receipt of that message timelier as they are accepted in a com flow. In addition, an opportunity for more streamlined automated messaging for continuing students has become an option as the institution is implementing 'journeys' (com flows) within Salesforce.

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 International Student Services department will develop a monthly newsletter to drive student success, engagement, and participation in student events. This will be the first year to track international student attendance at events as a separate distinction to determine baseline data. Work with OTR and OIRDS offices to determine baseline data for international student retention and success as a separate distinction through reporting to determine baseline data.

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 objective was measured by the task being completed.

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

The target outcome was to drive student success, engagement, and participation in student events.

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

The International Student Services department developed a monthly newsletter. This newsletter was delivered via email to the campus community and was included in the InsideMGA announcements via the Office of Marketing and Communication. The International Student Services department collaborated across the institution to offer and promote many event opportunities for international students and recognized a star student of the month. The department collaboratively hosted New Student Check-Ins and delivered workshops for OPT/CPT on both the Cochran and Macon campuses every semester. In addition, a highly engaging event - the International Student Expo was held where students presented about their home countries and shared artifacts, stories, games, and food.

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)

Attendance at events was tracked. However, retention and success of international students was not measured separately as a special population. Outside of 4 Check-Ins and 2 OPT/PT workshops the following events were planned and tracked for attendance: October '23 Greek Festival Field Trip – 20 attendees November '23 International Student Expo – 91 attendees March '24 Compass Club Field Trip – 14 attendees March '24 Hooray for Holi – 16 attendees

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?

International Student Services has shifted focused from planning student events and engagement to simply informing and promoting such events. Our priority work will remain regulatory compliance through SEVIS (Student and Exchange Visitor Information System), coordinating document administration for VISA applications, travel and change of status applications, and other related tasks as necessary. Next year, we will be training additional DSO's within the extension of the Registrar's Office.

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.

The objectives will have a positive impact on operations and allow the Office of the Registrar to better serve students, faculty, and staff. Continued use of assessment keeps the mission of the Registrar's Office in the forefront.

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)

USG Core Refresh – The Registrar's Office served as a leader in the implementation of logistics for implementation of the Core refresh in providing memorandum templates for all programs affected and ensuring timely submission to Academic Affairs in addition to catalog edits and MyDegree programming changes.

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. The Office of the Registrar will update and publish the FERPA policy with an annual notice to students. A review of internal procedures containing student data will be conducted to assess opportunities for improvement. 2. The Office of the Registrar will update and publish the Transfer Credit Policy to incorporate transfer-friendly language. Internal procedures will be reviewed to ensure transfer credit is applied in applicable degree requirement sections in degree works by looking for software solutions to speed the progression of transfer evaluations. 3. The Veterans and Military Resource Center will develop a communications plan for new, incoming students and continuing students in regard to receiving veteran benefit funding. A student organization for Veteran and Military-connected students will be initiated. 4. The International Student Services department will drive student success, engagement, and participation in student events. ISS will add 3 DSO's and train them to assist the ISS coordinator. A focus on training ISS coordinator to take over as PDSO will be initiated.

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).