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

michael.stewart@mga.edu

Q2. Who is the person responsible for this report?

Michael Stewart

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 Conduct and Care

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 Student Conduct and Care is two-fold: 1) to assist students in approaching all academic endeavors, relationships and personal responsibilities with a commitment to personal integrity and interpersonal civility, and 2) to provide focused care and support to individual student and their needs by providing resources and services, on and off campus.

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

> 1. More robust services and outreach to foster and homeless students (i.e. peer network) 2. Build strong relationships with academic affairs to offer support and guidance in relation to the increased use of artificial intelligence by students. 3. Campus wide buy-in for supporting students by listening to them and helping them meet their basic needs rather than simply "passing them along" to other offices. 4. Institutional support for the Knights' Table (food pantry) in the way of regular donations 5. Additional staff positions to better support our students and campus community

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 average length of time from an alleged incident or infraction to case creation in Maxient will be five (5) days.

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)

Time (in days) between an alleged incident to case creation via analytic data from Maxient

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

100% of cases would be created within 5 days of incident

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

Best practices and providing students with more timely responses and resolutions

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)

89.21%

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?

o As we work to more effectively utilize residence life coordinators in the adjudication of minor conduct cases which occur in the residence halls, we hope that by establishing this standard, incidents will be more regularly reported, addressed, and resolved. o Out of 482 cases, only 52 cases were not created within 5 days of the incident date. Upon further review, 7 of the 52 cases were related to alleged behavioral infractions and the delays tended to be related to investigation of the alleged behavior. The remaining 45 cases were academic cases. As academic cases are reported by faculty, the review indicates a delay between when faculty detect the alleged behavior (i.e. grading assignment) and when they submit the report. o Student conduct policy states that all cases must be reported within 15 business days. There were three cases that were reported past that 15 day window. However, those cases were also adjudicated and resolved by the faculty member so no due process rights were violated. o This does present an opportunity to work with faculty in stressing the importance of reporting alleged academic infractions as soon as possible.

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

o Create a post-resolution survey for all Maxient cases to determine student experience and knowledge gained.

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)

Develop a post-resolution survey

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

Development of survey by end of spring semester 2024

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

Best practices and peer program review

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

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?

The creation and implementation of a survey that would effectively measure student experience and knowledge gained, particularly in relation to all Maxient cases is difficult and challenging. We will refocus our efforts to determine more manageable measurements for specific cases as opposed to a measure for all cases.

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

Based on FY 22-23 usage, increase usage of the Knights' Table (food pantry) by 20%, based on total number of visits in FY 23-24

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)

Comparing usage data from FY 22-23 to FY 23-24

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

20% increase

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

Past performance data

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)

504.44% (544 visits in FY 23-24 vs. 90 visits in FY 22-23)

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?

We have learned that there is a far greater need than we originally anticipated. We have partnered with other local agencies and are seeking additional grants and resources to further bolster this service to students. We will also be working to increase awareness of this need and seek more regular institutional support for this outreach effort, as well as seeking additional grant funding.

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 Assessment and Care Team will provide awareness of services and resources to the campus community through ten (10) events during FY 23-24.

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 scheduled events

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

10 events

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

Past performance data

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)

15 events

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?

> We believe that increased visibility and awareness of student care services resulted in the increased usage of these services, as evidenced in the increased use of the Knights' Table. Again, it demonstrates that students have a greater need for additional support services with a range of issues and concerns that may impact a student's retention and progression toward graduation.

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 results from Objective 1, related to the time between incidents and case creation, helped us determine an average length of time for all cases as well as identifying areas where improvements could be made, as with academic cases. This will help us stress to our faculty the importance of timely reporting of alleged academic infractions to help ensure we are not preventing students from their full due process rights. Objectives related to our Knights' Table and Assessment and Care Team demonstrated a stronger need for support services, particularly for those students facing food and/or housing insecurity. These objectives also helped us to see the importance of delineating the Assessment and Care Team (made of various members of the campus community) from Student Conduct and Care, the office through which services and outreach are more readily provided to students.

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)

N/A

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. Student Care will host at least one awareness event in each residence hall during FY 24-25 and track attendance at each. 2. Student Care will have 50 students complete the SingleStop questionnaire/screener to help them identify additional local and state resources. 3. Student Conduct will host two events to provide students with additional conflict resolution skills. 4. Student Conduct will utilize data from 3rd Millenium classroom (our online course provider for alcohol and drug education related to conduct sanctions) to demonstrate a positive change in the attitudes and behaviors of those students charged with drug and/or alcohol violations and create a baseline for results. Data will include pre- and post test scores and 30-day follow-up feedback.

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).