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

nathan.long2@mga.edu

Q2. Who is the person responsible for this report?

Nathan M. 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 NCTA accreditation for MGA; 2. Work with Technology Resources to establish and execute a plan to update computer labs across all campuses; 3. Train and maintain full and 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 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.

> Research NCTA accreditation process for MGA Testing Services by June 30th, 2024

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 done by obtaining NCTA Certification/Application materials

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

Starting the process for MGA to become an NCTA certified institution with ultimate goal of certification

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

Discussed possibility of becoming NCTA accredited institution with other USG institutions already accredited or in process of becoming accredited

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%

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?

The process to becoming an NCTA accredited institution will be one that must be done incrementally with annual reports and details required on areas including staff training, exam procedures, seating charts, and approved technological specifications being required for final submission.

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

Coordinating with Admissions to schedule and conduct 4 Accuplacer testing dates at local area high schools by June 30, 2024

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 to be measured by number of events.

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

Conducting 4 Accuplacer events at local area high schools.

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

Have established a relationship with Admissions, primarily Dual Enrollment advocates, to identify potential dates and schools to administer Accuplacer exams on site at the high schools or on-campus at MGA

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?

This goal was put in place during a time when the Accuplacer was still being accepted as an approved entrance exam for students to enter the University, on par with the SAT and ACT exams. With adjustments to USG and MGA policy, the Accuplacer was removed limiting the effectiveness for Dual Enrollment students of taking it for university entrance. While we still do administer the Accuplacer for incoming students to exempt Math and English learning support classes, conducting exam on site for high school students may no longer be a viable option. With this reduction in need, Testing Services has successfully helped the University host an SAT event on the Warner Robins Campus for ~120 students and this may become a permanent option for venue in the future.

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

Hire and train two staff positions (PT Cochran and Assistant Director) By December 31st 2023

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)

Filling both (2) positions

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

To fill all available positions within the department

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

Department needs to be fully staffed to insure that all campuses have a staff member available and all are covered effectively with minimal risk of exams being uncovered

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)

25%

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?

? While the PT Cochran position is now filled and the staff member is acclimating to the requirements of the job and undertaking all required training, the department did not fill the position until May 2024. The department is on track with hiring an Assistant Director, with all materials approved under the new USG policy updates that slowed initial hiring activities.

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

Establish a plan with Technology Resources for updating and/or replacing computers in all MGA Campus Testing Centers

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)

A tangible plan on updating or replacing Testing Center Lab computers

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

To have a plan to update or replace aging lab computers (175 in total) to insure the labs could continue to function for student/exam suite use

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

All lab computers in Macon, Warner Robins and Dublin use the same computers and Testing Services was made aware that no more replacement computers were available. Cochran's lab has the oldest computers in the "fleet" and no replacements have been available for several years.

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?

> There has been constant and consistent communication between Testing Services and Technology Resources to establish a plan for replacing the Lab computers on the Cochran, Dublin, Macon, and Warner Robins Campus. What was eventually determined is that Testing would require 150 computers as the minimum to fully replace the lab computers with some replacements available and to maintain, or increase, current test administrations. This has become more of a need and less of a want as the newest operating system update is looming. Testing Services has repeatedly confirmed with Technology Resources that only 10% of the current lab computers would be able to maintain usability after the update estimated for mid-2025.

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 assessment results we have seen over the previous year have been nothing but helpful in the growth and improvement of the department. While we did not fully address our need for staffing, the department was able to schedule, plan, and administer approximately 1,180 exams across all of our campuses. This was also the first year where we facilitated the administration of the new digital SAT exam on our Warner Robins campus, allowing MGA to fill a void of acceptable testing sites in the area. With changes to USG policy affecting hiring practices, we have been working to ensure all materials used for interviews in the past are now well within the new policy, allowing for a much more streamlined hiring of the current open position as well as any future staffing needs. With the growth of MGA, the department has also begun the task of becoming NCTA (National Collegiate Testing Association) to allow us to join the ranks of other other national and USG institutions. The largest concern in the department at this time is the age of the computers. With many vendors switching to a digital format, it is putting an increased strain on the lab computers viability. Discussions between Testing and members of Technology Resources have had positive results, though the next step is execution of full lab replacements. As of now, the biggest "threat" to the labs are operating system updates which exceed the capabilities of the current computers we use. This has been confirmed by Technology Resources but a foundational plan has not yet been made for full replacement or consolidation of the labs. We will continue working diligently with Technology Resources and explore all avenues of action to facilitate the replacement and updating where most needed first.

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. Revision of the Testing Services Mission Statement to align with requirements for NCTA certification 2. Submission of room layout(s)/floor plan(s) in accordance with NCTA requirements 3. Facilitate the certification of the Assistant Director position for the entirety of the exam suite; 7 total 4. Update/Replace Lab computers for the Cochran, Dublin, Macon, Warner Robins campus

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).