



**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?

Angela 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.

The Office of the Registrar is a service function within the Directorate of Enrollment Management that is dedicated to continuously serving students, faculty, staff administrators, other institutions, and the community by managing and ensuring the accuracy and integrity of all students' academic records and their rights to privacy. It is our mission to subscribe to the highest ethical principles in our profession and strive to serve with accuracy, honesty, and integrity while upholding policies and procedures in compliance with the University and the Family Educational Rights and Privacy Act (FERPA).

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

- 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.
- 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.
- The Veterans and Military Resource Center will develop a communications plan for new, incoming students and continuing students in regards to receiving veteran benefit funding. A student organization for Veteran and Military-connected students will be initiated.
- 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.

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 FY25. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY26.

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. 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)

The FERPA training course was updated for ease of completion by faculty and staff and is part of annual training requirements in D2L (learning management system). The annual notice was updated on website. Directory information was narrowed to better safeguard student privacy by eliminating contact information.

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 with a FERPA notice and training opportunity in October 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?

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.

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 looking for software solutions to speed the progression of transfer evaluations.

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? (1.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 look for software solutions to speed the progression of transfer evaluations.

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 eliminate the practice of posting F's. This ensures equity for transfer students by allowing a comparable opportunity to MGA students who can repeat failed courses and have lower grades excluded from GPA calculations. Software solutions were reviewed and procured for implementation to speed the progression of transfer evaluations. A team of staff members from admissions, EIS, OTR, and registrar have completed data mapping and networking infrastructure to implement SmartPanda Raptor.

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 Spring 2025 student entry. For Fall 2025, new transfer enrollment is +9.5% The new software, SmartPanda Raptor will bring speed and efficiency to the overall transfer evaluation process. The implementation began in July 2024 and is ongoing with target "Go Live" by December 2025.

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 opportunities to further update transfer policy to incorporate new internal procedures and further expand opportunities for ease of transfer. The goal will be to submit a formal proposal to Academic Affairs for Fall 2025 student entry.

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 receiving veteran benefit funding. A student organization for Veteran and Military-connected students will be initiated.

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 improve communication for new, incoming and continuing students receiving benefit funding. The other target outcome was to initiate a student organization for Veteran and military-connected students.

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

Training for developing a specific marketing cloud journey solely for students using Veteran funding via Salesforce did not occur. However, an overall marketing cloud journey was developed for all students who have a balance that included Veteran funding as an option. This is a starting point that can be delved into further. A student Veterans organization was initiated. Students voted on officers, created bi-laws, and recruited members.

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)

The organization obtained 29 student members spanning all campuses.

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?

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 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.

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)

International Student Services 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.

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)

The International Student Services department suffered staff turnover and a vacant position for five months. However, a virtual check in process was available where 100% of students checked in and two in person events were held on both the Macon and Cochran campus offering students an opportunity to receive priority advising/registration and connection to student success and career services. 20 students attended the Macon event and 15 students attended the Cochran event.

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?

A hire for 2025 was made and will soon become PDSO. An overhaul of the website, residency tracking and forms for processing will be made to gain clarity and efficiency.

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 2023/2024 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 2024/2025 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.

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)

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.

· The Office of the Registrar will Go Live on software solutions to speed the progression of transfer evaluations. The Office of the Registrar will update and publish the Transfer policy. · The Office of the Registrar will initiate changes to streamline changes to the graduation audit process including applications and policies affecting graduation rates. · The Veterans and Military Resource Center will host priority registration events and continue to grow the student organization. · The International Student Services department will host in-person Check In events and update forms, handbook, and procedures.

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 FY24 as well as outcomes associated with your appraisal of your schools activities.

43. Did you use any of the following resources to support your data collection, analysis, and planning efforts? Please check all that apply and/or list any others you utilized:

- ☐ MGA Dashboards
- ☐ USG Dashboards
- ☐ MGA Institutional Reports
- ☐ USG System-Level Reports
- ☐ MGA Internal Surveys
- ☐ USG-Administered Surveys
- ☐ Academic Program Reviews
- ☒ Strategic Planning Documents (MGA and/or USG)
- ☒ Enrollment Reports (term-over-term, year-over-year)
- ☐ Retention/Graduation/Success Rate Reprots
- ☐ Budget or Financial Reports
- ☐ Assessment Reports of Institutional Effectiveness Documents
- ☐ Faculty/Staff Workload Data
- ☐ Peer Institution Comparisons or Benchmarking Reports
- ☐ External Accreditor Data or Standards
- ☐ National or State Data Sets (IPEDS, NCES, Georgia Data System, etc.)
- ☐ Custom Data Requests (OIRDS or other offices)
- ☐ Other (please specify):

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

