



**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

ruth.hagemann@mga.edu

Q2. Who is the person responsible for this report?

Ruth Hagemann

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)

Counseling and Accessibility 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.

To provide professional and confidential support to students by addressing personal crises and offering remedies and referrals. To provide academic and non-academic support to students by addressing documented needs related to learning, physical, chronic health, and psychological issues.

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

Comprehensive (in-person and virtual) services on all campuses, Upgrade SAM (Accessibility Services electronic record), Make deeper relationships with more departments on campus to create visibility and therefore access for students.

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.

Promote online mental health resources (i.e. UWill, Togetherall) during four events throughout the year.

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)

Events completed: 9/25/2024 Health and Wellness Fair, Cochran Campus 10/16/2024 Wellness Pop-Up Cochran Campus, 10/17/2024 Health and Wellness Fair, Warner Robins Campus 10/24/24 Post secret Event Macon Campus, 4/15/2025 Wellness Pop-up Macon Campus, 4/14/2025 Clothesline Project, Cochran Campus,

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

conduct 4 events

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

Awareness and past performance data

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)

150% 6 events

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?

We learned that while support services exist, lack of visibility and stigma limit student engagement—especially for students in marginalized groups. Our intake session number rose post event which told us that with visibility comes access for students. Next year, we'll focus on visibility campaigns, cross-campus collaboration, and peer-led wellness outreach to increase access and inclusion.

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

Collaborate with other MGA Offices (i.e. Campus Community & Culture, Res Life, Health Services) during at least six events to increase awareness of Counseling and Accessibility Services

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)

Events held: Health and wellness fair 9/25/2024 and 10/17/2024 (Health Services) Wellness Pop-Up 10/16/2024 and 4/15/2025 (Student Life) 10/24/2024 Post Secret Event (School of Behavioral Sciences) 4/14/2025 Clothesline Project (Campus Community & Culture, Title IX office)

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

6 events with multiple campus offices

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

past performance only 2 events a year

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)

100% 6 events with 5 different departments on campus

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?

We met our goal by partnering with 5 other MGA offices for six events, which significantly increased visibility of Counseling and Accessibility Services. This collaboration not only boosted student awareness but also strengthened relationships with departments like Student Life, the School of Psychology, and Health Services. Moving forward, we plan to deepen these connections through ongoing joint programming and more intentional, year-round engagement to support a campus-wide culture of wellness and inclusion.

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

Accessibility Services will participate in at least two events for students that promote services and resources through Georgia Vocational Rehabilitation.

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)

Events: 10/16/2024 Wellness pop up Cochran campus 4/15/2025 Wellness Pop up Macon campus

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

2 events

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

past performance-no events focused on Ga rehabilitation services

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% conducted 2 events

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 met our goal by participating in two events to promote Georgia Vocational Rehabilitation and the services they offer. During these events, we found that many students were unaware of GVRA services and how to access them. These efforts not only promoted valuable resources but also highlighted the need for continued education. Moving forward, we plan to strengthen our relationship with GVRA and increase outreach efforts (have guest representatives speaking event about services, identify and inform students that come in for services that they may be eligible for assistance) to ensure students are informed and supported in connecting with these services.

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

Review handicapped accessibility to all buildings on all campuses (i.e. ramps, automatic doors) to identify issues, concerns, or additional needs by the end of spring semester 2025.

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)

reviewed 3 of 5 campuses by walking through and making notes on needed improvements for compliance to send to the Campus facilities office

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

5 campuses evaluated

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

ADA compliance

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)

60%

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 partially met our goal by reviewing accessibility on 3 of the 5 MGA campuses. Through this process, we identified physical barriers, outdated signage, and other areas needing improvement. We also realized this was a much larger and more ambitious goal than originally intended. Limited staffing and time made it difficult to complete all campuses. Moving forward, we will continue reviewing the remaining campuses and provide Facilities with any identified issues or concerns to support long-term accessibility improvements.

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.

Assessment continues to play a vital role in the growth and effectiveness of Counseling and Accessibility Services. Historically, our approach to assessment was primarily focused on service utilization and general satisfaction, which offered useful—but limited—insight into how our work impacted student outcomes. Over time, we have shifted toward setting intentional, measurable goals tied directly to our department’s mission and the diverse needs of the students we serve. During this assessment cycle, we implemented a range of objectives aimed at increasing awareness, improving student outcomes, and enhancing cross-campus engagement. The results show meaningful progress and highlight opportunities for continued growth. Looking ahead, these assessment results will directly inform our next steps. We will build upon successful outreach models, deepen interdepartmental collaborations, and continue to refine how we evaluate and document student learning and service outcomes. Where goals were unmet or only partially completed, we will adjust our scope and resource planning to ensure more sustainable progress

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 Mental Health Initiative

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.

Develop a plan for regularly reviewing ADA compliance for each campus by December 31, 2025. Using information on the Counseling intake form and therapist reports, create and disseminate a semi-annual utilization report (December and June). Counseling Services staff will obtain a minimum of 10 Continuing Education certification to remain in compliance with licensing board requirements. Develop/review and update a procedure manual for the day to day operation of Accessibility Services by December 31, 2025.

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 Reports
- 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).

