



**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 Director of Institutional Effectiveness to secure a custom link to edit and resubmit.

Q1. Submitters Email

shaun.bohannon@mga.edu

Q2. Who is the person responsible for this report?

Shaun Bohannon

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)

OTR (IT 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.

IT Services is committed to providing timely and efficient support for all classroom technology, university computers, and AV on our campuses or in work-from-home or learn-from-home scenarios.

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

1. Provide quality service in a timely manner for all helpdesk requests. 2. Provide, manage, and maintain state of the art desktop and classroom technology for students, faculty, and staff. 3. Assess new and emerging technologies to assist administrative and academic departments when investing budgeted funds for technology.

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 FY23. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY24.

8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

Continue to examine PC usage patterns to reduce the cost of maintenance and replacement by at least 10% as we update labs, create BYOD spaces, and consolidate labs.

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)

We used a combination of replacing existing labs with BYOD spaces, refreshing labs with new equipment in quantities that more closely match the usage patterns of the space, and consolidating labs and classrooms of aging equipment and refreshing the new space

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

10%

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

This level was chosen as test target percentage to increase lab efficiency.

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)

10% 194 units.

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 have learned that BYOD spaces have been well received as has the option of favoring quality over quantity when it comes to lab spaces. As we are seeing attendance recover from the impact of the pandemic we are also able to observe lab usage in a more meaningful way that will help us going forward.

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

Continue to promote the Macon campus Print Shop to increase the usage of a much more cost-efficient printer and hope to engage at least 50% of the relevant campus departments (academic and non-academic) in its third year of operation and to observe how printing trends may have changed as patrons have returned to campus and to determine if we should focus only on academic use.

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)

We are able to leverage a log of which departments have been utilizing the print shop and how much they have printed on a monthly basis and are able to compare this data year over year.

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

Engage 50% of relevant campus departments

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

This percentile goal was chosen to gauge the need of academic and non-academic printing.

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)

50%

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 have noted that despite the availability of the print shop resources, most non-academic groups have been served by both a reduction in printing as communication shifts to digital means as well as by a transition to more cost-effective devices in their departments. Despite this we are still seeing half of the academic departments with access to the print shop utilize it for higher volume printing.

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

Begin actively updating Faculty/Staff PC's with the objectives of modernizing workspaces and preparing to meet the requirements of newer operating systems. Initially we would like to modernize 100 devices in the first year.

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)

Monitoring the number of incoming laptops and PC's purchased specifically for individual/departmental upgrades in addition to the number of PC's that we have deployed to faculty from our existing stock.

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

100 modernized devices per year.

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

This target was established to gauge if current funding would allow for an increase in the rollout of updated devices.

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)

150 Specifically 52 new laptops and 98 desktops.

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 observed that many users have transitioned to a mobile computing solution and in doing so are now Windows 11 compliant. This has been in addition to the expected replacement of older desktops which has also been moving ahead at a steady pace.

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

Modernize classrooms that are using equipment at or past end of life. This would be measured both in the number of PC and A/V systems replaced with a goal of replacing at least 3 computing spaces and 3 A/V systems.

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 measure by the number of computing spaces and A/V systems that were updated over the past year.

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

3 computing spaces and 3 AV systems

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

This target was chosen as it would be a considerable upgrade to a single academic location or across multiple locations.

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)

100%+ 7 PC labs and 91 A/V Systems

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 have observed through the process that the intended purpose and needs of a computing or instructional space often shifts with time and that a one-to-one upgrade path is often not the most effective or efficient route. We have been working with schools and campus leadership to implement upgrades that are positively impactful.

36. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf) by checking all associated and relevant Imperatives / Strategies from the list below. (Check all the apply)

- Grow Enrollment with Purpose 1. Expand and enrich the face to face student experience
- Grow Enrollment with Purpose 2. Expand and enrich online instruction into new markets
- Own Student Success 3. Develop academic pipelines and expand degrees
- Own Student Success 4. Expand student engagement and experiential learning
- Build Shared Culture 5. Attract talent and enhance employee development and recognition
- Build Shared Culture 6. Sustain financial health through resourceful fiscal management
- Build Shared Culture 7. Cultivate engagement with its local communities

37. Please indicate which of the following actions you have taken as a result of the 2021/2022 Assessment 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 Assistanceion 3
- 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 provide a comprehensive narrative outlining how assessment results are utilized for continuous improvement in this field. Your narrative should address the past, present, and future aspects of assessment, with specific emphasis on how these results inform decision-making and drive improvement efforts.

The analysis of our results has given us multiple angles with which to view the needs and utilization of technology on and off campus. We have observed that more students are preferring to leverage their own technology in some areas and that providing space and connectivity has allowed us to create successful BYOD spaces across the institution. In monitoring the usage of our print shop and printing in general we have also been able to assist multiple departments in updating their own printing equipment so that printing as a whole is more cost effective. We have observed that both students and instructors have experienced increased exposure to interactive digital displays in K-12 and Higher Ed and have positively received our initiative to equip suitable classrooms with such technology. We have also observed through up upgrade of faculty and staff that we are often able to replace multiple PC setups across different campuses with a single mobile computing solution that is not only more efficient but also most flexible.

39. 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)

The impact of covid19 assistance funding such as HEERF is still being leveraged for the modernization of our classrooms and AV solutions.

40. 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.) Continue to examine PC usage patterns to reduce the cost of maintenance and replacement by at least 10% as we update labs, create BYOD spaces, and consolidate labs. 2.) Transition to Office 365 across the university as iterative versions of Office are deprecated in features and support. This will ensure that students, faculty, and staff have access to the latest features of the world's most used software suite. Our goal will be to upgrade 100% of systems actively using previous versions. 3.) Begin actively updating Faculty/Staff PC's with the objectives of modernizing workspaces and preparing to meet the requirements of newer operating systems. Initially we would like to modernize 100 devices in the first year. 4.) Modernize classrooms that are using equipment at or past end of life. This would be measured both in the number of PC and A/V systems replaced with a goal of replacing at least 3 computing spaces and 3 A/V systems.

41. 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.

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