

## Student Affairs

### Student Affairs

#### Administrative Unit Assessment

FY 19 (July 2018-July 2019)

#### Department and Assessment Report Information

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For which department or area are you reporting?	Student Affairs
What is the name and MGA email address of the person responsible for this report?	Allen Chastain allen.chastain@mga.edu

#### Departmental Mission and Goals

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, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

<b>What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.</b>	The Office of Disability Services is to give academic and non-academic support to the students by addressing limitations due t learning, physical, chronic health, and/or psychological issues.
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<b>What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.</b>	<ol style="list-style-type: none"><li>1. To engage students in a process of self-assessment in regards to their disability and their educational degree paths.</li><li>2. To provide students with resources on and off campus to assist in providing for their education.</li><li>3. To streamline the process for receiving institutional accommodations of learning disabilities in order to maximize student effectiveness in an academic setting.</li></ol>
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## Objectives

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 FY 18. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY19.

### Objective 1

<b>Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	Disability Services staff will provide students with clear guidelines to assist in the appropriate documentation needed for academic accommodations.
<b>Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Number of new students requesting services who provided appropriate documentation without additional requests or follow-up.
<b>Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	80% of new student requesting services will provide the appropriate documentation.
<b>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)</b>	95% of new students requesting services provided the appropriate documentation.
<b>Objective 1: Did your department meet this objective?</b>	The department exceeded this objective.
<b>Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	Clearer communication at the time of inquiry of services helped to provide accommodations in a more timely manner.

## Objective 2

<b>Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	Disability Services Students taking online classes will be able to identify at pros and cons associated with taking online classes, based on their individual needs and experience.
<b>Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Case notes kept by Director and Coordinator.
<b>Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	80% of DS students taking online classes will identify at least one pro and con associated with online classes, based on their experience.
<b>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)</b>	100% of DS students taking online classes identified at least one pro and con associated with online classes.
<b>Objective 2: Did your department meet this objective?</b>	The department exceeded this objective.
<b>Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	Students utilizing the services of DS may have unique challenges associated with the rigor required for online classes, based on individual accommodations and histories. We need to continue to make students aware of the possible challenges (and benefits) of online classes, while offering additional aware of other support resources (i.e. tutoring).

### Objective 3

<b>Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	Disability Services students will identify additional on and off-campus resources that could provide support and assistance.
<b>Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Intake sessions, surveys, case notes.
<b>Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	80% of DS students will identify at least two on and/or off campus resources.
<b>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)</b>	95% of DS students were able to identify at least two additional resources.
<b>Objective 3: Did your department meet this objective?</b>	The department exceeded this objective.
<b>Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	While students are more familiar with the additional campus resources (i.e. Counseling, Academic Advising, tutoring, Student Success Centers), they tended to be less familiar with off-campus resources that might also provide support or assistance (particularly students who may qualify for assistance from Vocational Rehabilitation).

**Objective 4**

<b>Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	n/a
<b>Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	n/a
<b>Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	n/a
<b>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)</b>	n/a
<b>Objective 4: Did your department meet this objective?</b>	n/a
<b>Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	n/a

**Future Plans**

<p><b>Please identify at least 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 to X will provide training in ABC for at least 73 MGA faculty and staff.</b></p>	<p>Goals and objectives will be combined with the Office of Counseling Services for the next fiscal year.</p>
<p><b>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</b></p>	<p>The Office of Disability Services will be combined with the Office of Counseling Services and a new direction and mission will be adapted.</p>

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