Office of Graduate Studies

Office or Department of Academic Affairs
Administrative Unit Assessment
Year Reporting: FY 20 (July 2019-July 2020)

Department and Assessment Report Information

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For which department or area are you reporting?	**Office of Graduate Studies**
What is the name and MGA email address of the person responsible for this report?	**Kevin Cantwell, kevin.cantwell@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.

What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	The Mission of the Office of Graduate Studies is to develop and offer graduate degrees suitable for working adults that address the needs of the region and anticipate a growing knowledge economy.

What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	*OGS will build graduate enrollment through new and current program development. *OGS will support students, faculty, and staff in achieving their educational and professional development. *OGS will serve the community by building OGS and MGA relationships with private and governmental partners.

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 FY20. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY21.

Objective 1

Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Collaborate with constituent partners to create and promote graduate programs that anticipate and meet regional workforce needs.
Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	New programs submitted to governance bodies and evidence of program promotion.
Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	1 program developed and submitted; 1 marketing plan developed; 2 meetings of the Graduate Studies Community Advisory Board.
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)	50% achieved. The most important part of Objective 1 was achieved, and that was the development of a Doctor of Science in Information Technology, its approval by Shared Governance processes, the Board of Regents, and its submission to SACSCOC as part of a level change prospectus.
Objective 1: Did your department meet this objective?	The department did not meet this objective.
Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	The Graduate Studies Community Advisory Board was inactive, and when we attempted to meet in the spring 2020, too many industry and governmental agency disruptions make it too difficult and impractical to meet. With chronic budget stressors at MGA, it has not been possible to developed a strategic marketing plan for Graduate Studies, although monies were directed from operational expenses to pay for advertising cards and to support ongoing promotion via Georgia Public Radio.

Objective 2

Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Track enrollment, retention, and progression for program enhancement.
Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	OGS tracks this data through our Monday numbers pulled from Banner; new students from semester to semester; and the number of students who graduate.
Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	10% enrollment growth from fall to fall; 10% growth in summer enrollment year to year; 10% increase in the number of graduates year to year.
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)	Fall 2018 to Fall 2019 enrollment growth was 27% (exceeded target by 17%); Summer 2019 to Summer 2020 was 33% (exceeded target by 23%); AY19 graduates to AY20 graduate increase was 21% (exceeded target by 11%). Note: The new MA program grew from 15 students Fall 2019 to 25 Spring 2020 for 67% growth. The MAT program grew from 9 students Fall 2019 to 14 students Spring 2020 for 56% growth. The MSM program grew from 59 students Fall 2019 to 70 students Spring 2020 for 19% growth. Credit hours from Summer 2019 grew from 924 to 1218 Summer 2020 for 31% growth.
Objective 2: Did your department meet this objective?	The department exceeded this objective.
Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Pushing summer enrollment is very important to student progression through their degree programs; reminding students to apply for graduation should be emphasized even more. Summer can be a money maker.

Objective 3

Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Provide opportunities for graduate students in assistantships, scholarships, and the development of graduate student policy.
Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Aggregate semesters of graduate assistantships; graduate student attendance at outside meetings; meetings of the Graduate Student Advisory Council; and updated OGS Catalog.
Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Four graduate assistantships; two meetings of the Graduate Student Advisory Council; and updated OGS Catalog; at least one student presenting at a conference.
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)	We provided four graduate assistantships during AY20, including one for the new MA degree (100%); the GSAC met twice online (100%); the annual revision of the graduate catalog was completed with several new clarifications pertaining to student progression through their programs (100%); and one graduate student presented at a statewide conference.
Objective 3: Did your department meet this objective?	The department met this objective.
Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Schools need careful supervision regarding the management of student assistants; the new online world of video conferencing will help us solve the problematic nature of meeting with students who are primarily online students. Hold two virtual meetings for any graduate student.

Objective 4

Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Provide and document graduate faculty professional development.
Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Regular meetings of the Graduate Studies Council; faculty attendance at professional development opportunities.
Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Three meetings of the Graduate Studies Council; two professional development opportunities.
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 members of the Graduate Studies Council met three times in the fall and once in the spring as ongoing training and orientation opportunities regarding graduate policies and practice. (100%) There was a meeting of Graduate Program Coordinators in June of 2019 for ongoing training regarding student advising, admission practices, and program site updates. In spring 2020, there was a large, widely attended workshop for faculty provided by Georgia Tech on offering doctoral level programs. In May 2020, graduate faculty leadership met online to review program updates, new policies, and their involvement in a redesign of the Graduate Studies Community Advisory Board.
Objective 4: Did your department meet this objective?	The department met this objective.
Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We need to schedule at least two faculty development opportunities each year. Next year, surveys will be conducted for each event.

Future Plans

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.	AY20 Continuous Improvement Plans: 1) 75% of all new graduate students will visit the online orientation module [Of a total of 177 new students, 123 completed the Graduate Student Orientation module for 69%, which is reasonable as it is not required]; 2) the MAT program will increase its fall 2020 cohort by 5% [The MAT program increased its fall cohort from 9 to 33 for a 266% increase]; 3) the graduate catalog will modify two policies for AY21: the good standing policy and the repeated course policy [In fall 2019, several major OGS Catalog definitions were reviewed by the faculty leadership of the Graduate Studies Council and were successfully approved by the Shared Governance process for inclusion in the AY21 OGS catalog; 4) 100% of all graduate programs will provide a report on how they are addressing rigor over undergraduate coursework and how they are documenting and defining student research/projects. [None of the programs completed this in a formal way, except for IT, which addressed it in the level change paper work for the DSIT]. AY21 Continuous Improvement Plan: 1) Provide two faculty development opportunities each year and complete a survey for each; 2) re-establish the Graduate Studies Community Advisory Board and meet once in the fall and once in the spring; and 3) send out academic standing reports each semester.
Based on this assessment, please share your thoughts on the current status and future direction of this department or area.	The strongest point of direction is continued enrollment growth in Management, MA Technical Writing, and the MAT. We anticipate SACSCOC approval of the Doctor of Science in Information Technology in December 2020 and it soft start in June 2021, with a hard start in fall 2021. OGS needs to improve its efforts in both student support and graduate faculty development. The structure of the Graduate Studies Community Advisory Board needs review and re-population.

Open Box for Additional Comments

Open Text Box For Assessment Comments:	n/a

If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	COVID 19 had a few negative effects on the overall experience of graduate students and on operations. First, students were not able to experience the typical family-oriented celebration of graduating with their classmates in spring 2020. Summer 2020 and Fall 2020 payment deadlines generated a longer than normal list of students who were late with payments. The inability of testing centers to offer in-person testing created a number of admits without complete files for the MAT program, which may have some effect on AY21 retention. Faculty missed out on a professional development opportunity when the Georgia Council of Graduate Schools canceled its Spring 2020 meeting. On a positive, we have experienced our largest summer enrollment to date (2020), possibly due to the number of adults working from home and able to take online classes more easily.