

Office of the Provost

Office or Department of Office of the Provost

Administrative Unit Assessment

Year Reporting: FY 20 (July 2019-July 2020)

Department and Assessment Report Information

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| Prepared on: 9/16/2020 1:49:18 | debra.matthews@mga.edu |
| For which department or area are you reporting? | Academic Affairs |
| What is the name and MGA email address of the person responsible for this report? | Dr. Debra H. Matthews, debra.matthews@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.

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| What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves. | The Office of the Provost oversees all academic matters at Middle Georgia State University. Our purpose is to build effective Schools that teach successful students while maintaining the highest academic standards. |
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| What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years. | Grow enrollment with purpose. Own student success. Build shared culture. Shape the academic program portfolio. Implement the academic strategy. |
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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 FY20. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY21.

Objective 1

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| Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year. | Sharpen and Focus Academic Program Pathways (Grow Enrollment with Purpose) |
| Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort) | Measured by enrollments and credit hours |
| Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement) | 5% enrollment growth and establishing a benchmark for the reduction of overall hours earned at time of graduation |
| 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) | 17.4% enrollment growth and a decrease of -1.81% for average of overall hours earned at time of graduation |
| Objective 1: Did your department meet this objective? | The department exceeded 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? | Effective advising continues to play an essential role along with adequate scheduling. The target growth rate of 5% was exceeded with a growth rate of 17.42% for 2019-2020 (910) as compared to 2018-2019 (775). The overall hours at time of graduation was reduced by -1.81% (138) for 2019-2020 compared to 2018-2019 (140). An ongoing emphasis on advising will continue. Additionally, the majority of the programs of study were modified to allow, to the extent possible, for the use of at least 18 open electives within the upper division 60 hours. Allowing for more elective should also ultimately lead to fewer excess hours at the time of graduation. |

Objective 2

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| <p>Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p> | <p>Build School-Level Strategy (Own Student Success)</p> |
| <p>Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p> | <p>Measured by whether School-level strategic plans are built and being implemented</p> |
| <p>Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p> | <p>100% participation</p> |
| <p>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)</p> | <p>100%</p> |
| <p>Objective 2: Did your department meet this objective?</p> | <p>The department met this objective.</p> |
| <p>Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p> | <p>On June 24, 2019, Dr. Jon Anderson, Provost at the time, provided the Deans and Associate Provosts with guidelines for crafting School-level strategies along with related resources. On July 9th, a Building School-Level Strategy Day was held and covered various topics. The event served as a key starting point for the Deans as they worked to build the strategic plans for their Schools. No changes in the plans are anticipated at this time; however, the coming year should offer an opportunity for reflection and plans to make future changes as warranted.</p> |

Objective 3

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| Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year. | Develop Leadership at the Dean and Chair Level (Build Shared Culture) |
| Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort) | Measured by the level of interaction between the Provost, Deans, and Chairs |
| Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement) | 90% |
| 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) | 90% |
| 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? | The Provost, Associate Provost, and Deans had regularly scheduled meetings throughout the review period, and the Provost met with the Chairs as well. Starting in April 2020, the Provost Office Staff and the Deans meet twice a month as a group, and individual meetings are held twice a month. More interaction with the Chairs is being considered for this upcoming year, along with maintaining the Faculty Development Days, which were very successful and open to administrators and faculty. |

Objective 4

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| <p>Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p> | <p>Continue to fully implement the CCG and Momentum Approach Initiatives</p> |
| <p>Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p> | <p>Implementation of various objectives including the Early Alert Warning System and Academic Mindset Plans</p> |
| <p>Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p> | <p>80-100% implementation</p> |
| <p>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)</p> | <p>80%</p> |
| <p>Objective 4: Did your department meet this objective?</p> | <p>The department met this objective.</p> |
| <p>Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p> | <p>All initiatives remain in process and ongoing. The USG has moved from "Momentum Year" to the "Momentum Approach," which is an initiative that covers all four years, and we are continuing to work to adjust our processes and thinking to account for four-year planning regarding CCG and Momentum approach initiatives. Our progress remains good progress on each of the multiple initiatives. Student affairs and Enrollment Management remain valuable partners in this continuing process.</p> |

Future Plans

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| <p>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.</p> | <p>Grow Enrollment with Purpose: 1.) Expand and enrich the face to face student experience in multiple ways as measured by the level of participation with a goal of establishing a baseline in fall 2020. 2.) Elevate retention strategies and measurable targets in academic programs as measured by expanding the Early Alert Warning System to 3000 to 4000-level courses and to all sections; continuing to implement embedded tutoring while expanding the number of courses with an embedded tutor, and expanding the tutoring operations. Use Presence to measure student engagement with a target success rate of 70%. 3.) Foster a culture of care through engagements and protocols to strengthen diversity, equity, and inclusion as measured by an increase in nominations for the Diversity Award and the participation of 50% or more of faculty and staff in at least one event. 4.) Expand and enrich online instruction into new markets as measured by adding a minimum of 1 master's and 1 bachelor's degree to MGA Direct offerings. Own Student Success: 5.) Develop academic pipelines and expand degrees by growing in-person programs and student enrollment across all campuses as measured by the addition of at least one new bachelor's degree.</p> |
| <p>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</p> | <p>The Division of Academic Affairs has multiple components, all aimed at accomplishing our institutional strategic imperatives: Grow Enrollment with Purpose, Own Student Success, and Build Shared Culture. Our efforts in the coming year will continue to focus on building school-level strategy and closely linking students to a School from admission through graduation. We will focus on creating more of a campus presence as we continue to build MGA Direct. Additionally, we must maintain our attention to managing the budget and instructional workload to ensure we are using all resources wisely.</p> |

Open Box for Additional Comments

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| <p>Open Text Box For Assessment Comments:</p> | <p>A change in leadership occurred in the Provost Office around the end of March 2020 as a result of Dr. Anderson taking a position at another institution. Simultaneously, the University shifted to all online instruction as a result of COVID-19; however, the assessment plan was in place and maintained.</p> |
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| If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below. | The COVID-19 pandemic along with a change in leadership in the Office of the Provost and an abrupt shift in the transition to all online may have impacted the cycle in terms of materials being posted in a timely manner. |
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