

Student Success Centers

Office or Department of Academic Affairs

Administrative Unit Assessment Report Information

Year Reporting: FY21 (July 2020 – June 2021)

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Department 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.

6. 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 Student Success Center is to positively impact retention and progression by providing academic assistance and support to students and faculty at Middle Georgia State University.
7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	To provide MGA students with tutoring services to support academic success and to promote the services and resources of the SSC to MGA faculty and students.

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 FY21. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY22.

Objective 1

8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Students will show engagement in course material and competence in study skills by attending in-person/online tutoring at MGA's Student Success Centers (SSC).
9. Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	An online Client Report Form survey is emailed to each student after attending a tutoring session, consisting of 6 questions and a free response comment field, requesting a measure of evaluation for the tutoring session's academic success. Students are provided as much time as needed to complete the online evaluation.
10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	15% participation (all of which is completely voluntary)
11. 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)	During FY 21, the SSC had a 15.8% completion rate. This was slightly lower than the previous year of 19.6%.
12. Objective 1: Did your department meet this objective?	The department met this objective.
13. Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	The SSC will continue to emphasize the importance of encouraging tutees to fill out the tutor evaluation form prior to exiting their session to increase overall participation.

Objective 2

14. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Students are satisfied (measured by an overall average of 3.5 or above, on a scale of 1-5 on surveys) with the tutoring services provided by the SSC.
15. Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	An online Client Report Form (CRF) was emailed to each student after attending a tutoring session. The survey consists of 6 questions and a free response comment field. The six questions are; "The tutor treated me with respect", "The tutor focused on the subject", "The tutor was enthusiastic about the subject", "The tutor presented material clearly", "The tutor helped my study skills", "I would recommend this tutor", "Comments (What was most helpful in the session?" Any suggestions for improvement or resources you may need?).
16. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome was to score a minimum satisfaction rate of 3.5 on the CRF.
17. 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)	During the FY21 year, the SSC received an overall rate of 4.86 on the CRF.
18. Objective 2: Did your department meet this objective?	The department exceeded this objective.
19. Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	This satisfaction rating was in line with the previous score of 4.87 during FY20. Emphasis will continue to be placed on study skills within the next fiscal year during tutor training as this objective continues to be low point of the scale.

Objective 3

20. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Students will have access to tutoring in a variety of courses with a goal of 75 courses tutored per year.
21. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The department utilizes the WOnline software to record and track courses as they are selected by students during their appointment registration. Each time a student requests a tutoring session, the student must select their course and professor for the course being tutored.
22. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome for this objective is to reach a minimum of 75 courses tutored .
23. 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)	128
24. Objective 3: Did your department meet this objective?	The department exceeded this objective.
25. Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	While the SSC exceeded the overall objective of course offered, there were still courses requested by students that the SSC did not have adequate coverage for. The SSC will strive to obtain tutors with knowledge in those specific courses for offerings in the next year.

Objective 4

26. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Faculty and students will be aware of the SSC services and resources that are available to them through a minimum of 25 targeted freshman and sophomore "in-class" visits at the beginning of the semester.
27. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Class visits will be calculated by summing the total visits to each classroom on all 5 campuses.
28. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome of this objective is to reach a minimum of 25 visits per semester, totaling a minimum of 50 per academic year.
29. 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 SSC had a total of 122 class visits during the fiscal year.
30. Objective 4: Did your department meet this objective?	The department exceeded this objective.
31. Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	As FY 22 brings back traditional face-to-face instruction, the SSC will target higher totals on classroom visits, as this is an easy way to engage with students and detail the various academic resources available at MGA.

Future Plans

<p>32. 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>	<ol style="list-style-type: none"> 1. As MGA continues to build its relationships with the online community, the SSC will continue to create a stronger online presence by striving to increase the embedded tutoring presence in online course offerings. The embedded tutoring program expanded its course offerings of 10 course sections in FY 20 to an impressive 45 courses embedded. This was nearly a 400% increase from Spring 20 to Spring 21. 2. The SSC will work to increase its involvement with faculty by conducting over 100 in-class discussions about the SSC's functions and resources. 3. The SSC will continue to broaden its courses tutored and reach a minimum of 100 courses tutored. 4. Client Report Forms will continue to be used to measure the tutoring session's academic success by having 20% participation in completing the report forms. Students voluntarily respond to surveys emailed through WOnline after tutors complete Post-Client Report Forms.
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Open Box for Assessment Comments

<p>33. Based on this assessment, please share your thoughts on the current status and future direction of this department or area. Use this space to summarize overall use of assessment results for continuous improvement and open text box for assessment comments:</p>	<p>As MGA continues to grow within online learning, the SSC will increase its involvement and support by offering more online tutoring services.</p>
<p>37. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</p>	<p>As the COVID-19 pandemic continued into the Fall 20 semester, the SSC continued to be affected by mostly offering only online tutoring. Many students preferred this social distancing method of tutoring. Most students prefer tutoring services as a face-to-face option. The pandemic continued to hinder the SSC's ability to conduct customary tutoring sessions, as many students sought the center's resources online.</p>

MGA's Strategic Plan

<p>34. 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)</p>	<p>Grow Enrollment with Purpose 2. Expand and enrich online instruction into new markets</p>
<p>35. Please indicate which of the following actions you have taken as a result of the 2020/2021 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)</p>	<p>Customer Service Changes: Communication, Services, etc.</p>

Other

<p>36. 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)</p>	
<p>38. 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 AY20/21 as well as outcomes associated with your appraisal of your schools activities.</p>	