Testing Services

Office or Department of Student Affairs

Administrative Unit Assessment Report Information

Year Reporting: FY21 (July 2020 – June 2021)

Prepared on: 7/20/2021 4:48:12 PM

Prepared by: diane.goodman@mga.edu

Email address of person responsible for this report: Diane Goodman, diane.goodman@mga.edu

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.	Testing Services is dedicated to enhancing student learning by providing comprehensive, accessible testing services to meet the increasing needs of students, faculty, administrators, and community members while maintaining test integrity.

7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	Testing Services will continue to work with our colleagues in Admissions, Academic Affairs, and Accessibility Services to provide timely, student-centered testing opportunities. We will look to increase revenue and increase opportunities for full-time/part-time staff. We will support the attainment of these goals through an expansion of our availability using data driven decision-making and utilizing an increase in community outreach to bolster participation on campus and drive retention.

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.	Testing Services will increase revenue to match the 18/19 fiscal year after the COVID-19 campus shutdowns.
9. Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Reported directly from information provided by MGA Budget with line items from the 6TST Budget Code.
10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	$26,948.65 in revenue
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)	171% ($45,082.85)
12. Objective 1: Did your department meet this objective?	The department exceeded 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?	At the time of the previous assessment, we anticipated a heavy downward trend due to COVID. We set realistic goals throughout a diverse array of unknowns and were able to substantially exceed our goal. Our department learned that efficient and flexible staffing can help bridge the gap to assist students when understaffed. We will continue to implement a robust testing schedule to accommodate as many students as possible. We will apply to create a second FTE in the department to assist with the longevity of these efforts.

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.	2. Testing Services will complete all checklist requirements necessary to submit an NCTA application.
15. Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	NCTA provides a list for preparation online. All items would need to be completed.
16. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% completion of the checklist.
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)	0 percent
18. Objective 2: Did your department meet this objective?	The department did not meet 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?	Deficiencies in staffing and decreased maximum lab capacities resulted in staff members conducting twice as many testing sessions to accommodate the same number of students. The attainment of this goal is not realistic with the current level of staffing. Efforts to achieve this goal will be paused until a second full-time employee has been added to the department. Plans to increase staffing and readdress this goal in the future have been built into the new goals for the upcoming 21/22 period (see FY 21/22 Objective 2).

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.	Testing Services will complete 4 community outreach activities to increase utilization and retention. Each event must reach a minimum of 20 potential testers or students to count as an outreach event.
21. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Number of student outreach programs and number of individual student participants/contacts through each program.
22. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% (4 programs, 20+ students/program)
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)	100 percent
24. Objective 3: Did your department meet this objective?	The department met 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?	Our key takeaways have proven that students want more engagement with Testing. In the past, we've challenged assumptions that testing is a very hands-off department due to the role we play in student success. We're consistently finding that, with the right content and outreach, students feel more confident for testing when they're knowledgeable, prepared, and recognize staff upon entry.

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.	Identify 2 areas of staffing deficiency and draft at least one full plan for reallocation or addition of staff.
27. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Deficiencies identified must occur in writing and be shared with Assistant VP (direct supervisor). Plan for reallocation must be in writing and should be shared by Assistant VP with the VP of Student Affairs.
28. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	2 deficiencies identified in writing, 1 plan submitted to the VP of Student Affairs
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)	66% (two deficiencies identified, one plan for reallocation partially developed)
30. Objective 4: Did your department meet this objective?	The department did not meet 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?	Staffing deficiencies were defined in Warner Robins and Macon. A plan is in progress for the reallocation of a PTE to FTE in Macon, but a delay in submission of FTE plan occurred due to the unexpected departure of a PTE on the Cochran campus. This additional deficiency resulted in the need to hire in the department prior to submission of the FTE plan. Additionally, we found that the plan requesting a FTE required additional data beyond what could be provided and considered sound. FY 20/21 post-COVID data has clarified the necessary information to appeal for a FTE and this goal is a top tier priority moving forward.

Future Plans

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.	1. Draft an inclusive, standardized budget review spreadsheet for Testing Services. This should include all incoming streams of revenue for Testing Services (Register Blast, GACE, etc.), and should be utilized as a succession planning tool for the department Director. 2. Draft and submit an appeal to Dr. Michael Stewart and Dr. Jennifer Brannon for the Macon Testing Services PTE Testing Specialist position to become a FTE position. Supporting data, department deficiencies, and projected outcomes should be included. 3. Testing Services will complete 4 community outreach activities to increase utilization and retention. Each event must reach a minimum of 20 potential testers or students to count as an outreach event. 4. Testing Services will collaborate with Facilities to successfully design, implement, and open new Testing labs in Warner Robins and Dublin. Deliverables should include hard copies of the new lab design, a list of interrupted programs, a mitigation plan for lab downtime, and a high-level timeline for projected reopening.

Open Box for Assessment Comments

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:	Overall, Testing Services is seeing an increase in revenue and utilization due to smart staffing and an increase in student outreach. Unfortunately, at this time, we've lost the equivalent of three part-time positions in our department within two years. Two of three openings will not be filled, while the third is open for interviews at this time. This leaves myself as the only FTE in Testing Services, and a single PTE on our Macon campus. The lack of a second FTE in Testing Services leaves our department vulnerable to a significant knowledge gap upon the departure of any employee and places an expansive and unjustifiable level of responsibility on our part-time employee. Our department has the capacity to continue our growth patterns and be immensely successful (and sustainable) if the necessary staff is allocated.
37. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	COVID-19 forced 1.5 months of closure in this assessment cycle during which only virtual testing could occur. This closure resulted in revenue and outreach programs achieving lower numbers than targeted throughout the year. At this time, we are working with each of our technical programs to return to full capacity in our labs. We are addressing student concerns with compassion while utilizing our labs and staff members in the most efficient way possible to serve our students.

MGA's Strategic Plan

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)	Grow Enrollment with Purpose 1. Expand and enrich the face to face student experience, 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
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)	Disseminating/Discussing Assessment Results/Feedback to Appropriate Members of the Campus Community, Faculty or Staff Support: Professional Development Activities, Trainings, Workshops, Technical Assistance, Request for Additional Financial or Human Resources, Customer Service Changes: Communication, Services, etc.

Other

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)	
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.	