

Testing Services

Division of the University: Student Affairs

Administrative Unit Assessment Year Reporting: FY22 (July 2021 – June 2022)

Department and Assessment Report Information Prepared on: 7/27/2022 5:08:18 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.

<p>6. What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.</p>	<p>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.</p>
<p>7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.</p>	<p>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.</p>

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 FY22. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY23.

Objective 1

<p>8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>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.</p>
<p>9. Objective 1: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>Completion of the spreadsheet.</p>
<p>10. Objective 1: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>100% completion of a comprehensive budget spreadsheet.</p>
<p>11. Objective 1: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)</p>	<p>This target performance level was established to measure the completion of a new succession planning tool. No historical data or accreditation was required to build this deliverable.</p>
<p>12. 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)</p>	<p>60% (based on the total number of revenue streams and the number currently documented).</p>
<p>13. Objective 1: Did your department meet this objective?</p>	<p>The department did not meet this objective.</p>
<p>14. Objective 1: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>Efforts to complete this project are underway now. Succession planning revisions are constantly shifting, but the allocation of a budget spreadsheet should be complete in the next two weeks to prepare for the staffing transitions in the immediate future for Testing. Based on how the initial draft of this effort progressed, it is assumed that this deliverable will need to be refreshed each year.</p>

Objective 2

<p>15. 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>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.</p>
<p>16. Objective 2: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>Electronic submission of a comprehensive proposal including data-driven details, current department operations/deficiencies, and the projected outcomes of a newly assigned positions should have been submitted via email to both Dr. Brannon and Dr. Stewart for 100% completion of this goal.</p>
<p>17. Objective 2: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>100 % completion.</p>
<p>18. Objective 2: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)</p>	<p>The target performance level for this goal was established after identifying areas of improvement in the Testing suite of student services. In order to remedy the majority of the identified gaps, a full-time position was necessary and developing the proposal with supporting data was essential to the process. This goal must be met in its entirety to complete the intended objective.</p>
<p>19. 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% based on the submission of the proposal. We exceeded the objective by engaging and completing the subsequent successful integration of a full-time Assistant Director of Testing.</p>
<p>20. Objective 2: Did your department meet this objective?</p>	<p>The department exceeded this objective.</p>
<p>21. Objective 2: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>The successful creation and approval of our proposal served as a prime example of critical staffing requests and the integration of an Assistant Director of Testing has influenced our staffing, budgetary, and testing allocations for the following year as we prepare for a more robust program.</p>

Objective 3

<p>22. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>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.</p>
<p>23. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>Number of events completed and number of students reached.</p>
<p>24. Objective 3: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>4 outreach/testing events (50%) with a minimum of 20 students contacted or tested (50%).</p>
<p>25. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)</p>	<p>2 events were completed the previous year. The objective was determined to exceed the previous year's efforts with a specified number of events and student outreach.</p>
<p>26. 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>95.5%; 5 events were completed (50% met); Events 1, 2 and 3 had 20+ students (37.5% met), Events 4 and 5 were combined for a total of 13 participants (8% met) = a total of 95.5%. Based on the fact that the department exceeded the first half of the objective and only lacked the final 4.5% of the second objective, we are considering the goal for the year met.</p>
<p>27. Objective 2: Did your department meet this objective?</p>	<p>The department met this objective.</p>
<p>28. Objective 2: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>Testing refined and revised off-campus testing processed and procedures to accommodate the aforementioned events. In the future, partnerships, scheduling, registration, and physical administration duties have been documented for ease of implementation. Additionally, participation in campus-wide events and student activities has been requested as partnerships have developed between Testing Services and a multitude of other student service areas.</p>

Objective 4

<p>29. 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>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.</p>
<p>30. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>This objective was measured by the completion of tasks within the responsibility of Testing Services, to include proposals, lab design, program lists, mitigation for downtime, and timeline for reopening.</p>
<p>31. Objective 4: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>Completion of all tasks above, with the exception of any prevented by the delay of funding or obstacles within other departments.</p>
<p>32. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)</p>	<p>The lab in Dublin was being demolished so the completion of all tasks was immediately necessary. The lab in Warner Robins has been targeted as a key component of the Warner Robins campus initiative to generate more traffic on that campus. Efficient collaboration with Facilities and Academic Affairs is essential to generate revenue.</p>
<p>33. 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>100%. The Dublin lab was successfully planned, implemented, and is running without error following the creation of the deliverables above. The Warner Robins lab is in progress, but Testing has promptly created and submitted each required deliverable in a timely fashion, pending approvals from facilities and budget. At this time, quotes are being generated for the remodel, and the remaining deliverables from Testing are on hold pending a construction timeline. Testing is prepared to continue meeting all mitigation and implementation thresholds as needed.</p>
<p>34. Objective 4: Did your department meet this objective?</p>	<p>The department met this objective.</p>
<p>35. Objective 4: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn</p>	<p>After successfully preparing and implementing the deployment of a new testing lab in Dublin, Testing Services is</p>

<p>from working toward this objective? What changes will you make based on this effort next year?</p>	<p>prepared to mitigate any foreseeable downtime or issues in the Warner Robins lab as well. Reintegration of software and staffing are at the top of the priority list for the department.</p>
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Future Plans

<p>36. 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. Dependent on the assignment of a FTE to Testing and the successful rehire of open position(s), complete 2 community outreach efforts at the Director level (i.e. Dual Enrollment meetings with high schools, military collaboration efforts, etc.).2. Complete the Director of Testing Manual and revise Testing Specialist manuals to prepare for succession planning.3. Plan and conduct at least 6 dual enrollment Accuplacer testing dates on MGA campuses and 3 on-site high school dual enrollment Accuplacer testing dates.4. Review the Testing Services budget by determining the required resource categories and correlated expenses for the budget. This report should list general categories of expenses, historical increases or decreases per category, projected future expenses, and conclusions regarding whether or not this justifies an increase in particular categories or the overall spend limit of Testing Services.
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Open Box for Assessment Comments

<p>37. In this field, please document the overall use of assessment results for continuous improvement of this department area (consider the past, present, and future and specifically address these in your narrative).</p>	<p>Beginning July 1, 2022, Testing Services was finally allocated a full-time Assistant Director of Testing. Moving forward, this should significantly influence our ability to meet the needs of students, staff, and faculty at the university. However, the current Director of Testing will begin maternity leave in August of 2022, forcing the new Assistant Director of Testing to serve as the Interim Director for the remainder of the semester. This leaves the department at a disadvantage as the remaining staff members have only 1 month or less of experience. In light of this development, Testing still plans to utilize the assessment results to continue fostering collaborations with Admissions, the Student Success Center, Accessibility Services, and Robins AFB to</p>
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	expand our outreach to potential and current students. Focusing our resources on dual enrollment, accommodated students, and military funding should contribute to increases in enrollment, student support for retention efforts, and increases in revenue based on federal funding programs.
38. Optional Open Text Box for Assessment Comments:	
42. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	Testing is working constantly to regenerate our numbers following the pandemic.

MGA’s Strategic Plan

39. 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
40. Please indicate which of the following actions you have taken because of the 2021/2022 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,

	<p>Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc Operational Processes, Request for Additional Financial or Human Resources, Customer Service Changes: Communication, Services, etc</p>
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Other

<p>41. 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>Our DANTEs Federal Funding contract provides an opportunity for military students to take Credit By Exam tests at our Warner Robins campus for free while subsequently paying MGA to test these students.</p>
<p>43. Mindset Update (Academic Deans ONLY)</p>	

