Title.

Middle Georgia State University Administrative Assessment

Instructions. This form is used to collect administrative assessments for each budgeted unit at Middle Georgia State University (academic and nonacademic units). Departments should include a brief mission statement (describing what they do and who they serve), goals the department or unit is working to accomplish (in a 5 year time frame. Your goals and objectives should be reported out individuals, linked to the plan imperatives and strategies, align with the measurable objectives from the previous year , and defined and measurable objectives for the upcoming year. This form should be completed by each budgeted unit no later than the end of July. NOTE: All fields are required, please place NA or O in response field ONLY if the numbered objective is not being utilized, otherwise full responses are required. Provide ALL necessary information requested to the fullest extent possible, such that a peer reviewer is not required to assume any information not provided. Utilize the provided assessment scoring rubric drafting guideline to evaluate your report prior to submission. https://www.mga.edu/institutional-research/docs/IEB_Administrative_Score_Card.pdf

 Please SUBMIT the form within 30 minutes of opening this page. If you wait too long to submit you may lose your work In the event that you need to edit your submission, you may contact the Director of Institutional Effectiveness to secure a custom link to edit and resubmit.

Q1. Submitters Email

dorothy.howell@mga.edu

Q2. Who is the person responsible for this report?

Dorothy Howell

Q3. For which year are you completing this report?

- ◉ FY 23 (July 2022-June 2023)
- ○ FY 24 (July 2023-June 2024)
- ○ FY 25 (July 2024-June 2025)

Q4. To which division of the University is your unit assigned?

- ○ Office of the President

○ Advancement

● Academic Affairs

○ Fiscal Affairs

○ Enrollment Management

○ Student Affairs

Q5. For which department or area are you reporting? (Ex. Financial Aid, Library, OTR, Athletics, etc)

Health Services Administration

Q6. 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, report the mission statement for your department.

The mission of the Department of Health Services Administration is to prepare students to become leaders and managers in health care organizations through an understanding of the professional, social, technical, regulative, economic, and political forces that influence the health care industry.

Q7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.

1. The Health Services Administration Department will increase Health Service Administration Program student enrollment by 5% as measured by the number of currently enrolled students. 2. The Health Services Administration Department will improve student retention in the major by 50% as measured by enrollment comparisons between semesters. 3.The Health Services Administration Department will improve graduation rates in the major by 5% as measured by graduation comparisons by semesters. 4. Monitor faculty performance in scholarly activity as measured by 75% of HSA full time faculty will be engaged in one or more activities of scholarship on an annual basis.

0. 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 FY23. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY24.

8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

The Health Services Administration Department will increase Health Service Administration Program student enrollment by 5% as measured by the number of currently enrolled students.

9. Objective 1: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

Increasing enrollment was measured by obtaining the number of students enrolled in the Health Services Administration Program each semester. This information was retrieved from the Power BI Deans and Chairs Dashboard.

10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)

5% enrollment growth

11. Objective 1: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc)

The target performance level for this objective was established based on past performance data.

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)

-11%

13. Objective 1: Did your department meet this objective?

- ⦿ The department did not meet this objective.
- ◯ The department met this objective.
- ◯ The department exceeded this objective.

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?

Enrollment dropped from 308 in the Fall of 22 to 274 in Spring 23. This may be due to the number of students who were dropped for nonpayment and could not re-enroll due to inability to pay. Moving forward, the department will review the list of students who have yet to pay for classes and contact the student through email and phone calls to serve as a reminder that payment is due. For those students who ate unable to meet the deadline and are dropped, the department will reach out to these students to reenroll them. Additionally, the department will have full-time faculty review the class list of students enrolled in their courses and advise and enroll these students for the upcoming semester.

15. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

The Health Services Administration Department will improve student retention in the major by 50% as measured by enrollment comparisons between semesters.

16. Objective 2: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

Student retention was obtained from Power BI Deans and Chairs Dashboard by reviewing the number of students who re-enroll from one semester to the next or Fall-Spring semesters.

17. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)

50% retention

18. Objective 2: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc)

The target performance level for this objective was established based on past performance data.

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)

78.77 retention

20. Objective 2: Did your department meet this objective?

◯ The department did not meet this objective.

◯ The department met this objective.

🔘 The department exceeded this objective.

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?

This is an improvement from the previous year's data (-17.7%). Therefore, we are glad to see the change. We will continue to perform aggressive advising and enroll students for courses in consecutive semesters.

22. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

The Health Services Administration Department will improve graduation rates in the major by 5% as measured by graduation comparisons by semesters.

23. Objective 3: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

Measurement data reflecting the number of distinct graduates was retrieved from Power BI Deans and Chairs dashboard.

24. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)

5% increase in graduation rates

25. Objective 3: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc)

The target performance level will be based on past performance data. The previous year's data showed a 20% increase.

26. 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)

-11%

27. Objective 3: Did your department meet this objective?

- ⦿ The department did not meet this objective.
- ◯ The department met this objective.
- ◯ The department exceeded this objective.

28. Objective 3: 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?

This data directly correlates to the decrease in enrollment. We will aggressively attend to the established measures to increase enrollment, such as contacting students on the verge of being dropped for nonpayment, re-enrolling students, reviewing course class roles, and registering those students for the upcoming semester. Additionally, faculty will review their courses to ascertain at-risk students and work with these students to assist them in achieving better grades.

29. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

75% of HSA full-time faculty will be engaged in one or more activities of scholarship on an annual basis.

30. Objective 4: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

This objective is measured by the number of publications submitted by HSA faculty.

31. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)

75%

32. Objective 4: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc)

The target performance level for this objective was established based on past performance data. HSA faculty performed well on this objective in the previous year at 100%.

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)

100%

34. Objective 4: Did your department meet this objective?

◯ The department did not meet this objective.

◯ The department met this objective.

○ The department exceeded this objective.

35. Objective 4: 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?

> The HSA department will continue to encourage its Faculty to participate in activities to maintain their competence in their respective fields of study.

36. 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
- ☐ Grow Enrollment with Purpose 2. Expand and enrich online instruction into new markets
- ☐ Own Student Success 3. Develop academic pipelines and expand degrees
- ☑ 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

37. Please indicate which of the following actions you have taken as a result 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
- ☐ Disseminating/Discussing Assessment Results/Feedback to Appropriate External Stakeholders
- ☑ Faculty or Staff Support: Professional Development Activities, Trainings, Workshops, Technical Assistanceion 3
- ☑ Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc Operational Processes
- ☐ Request for Additional Financial or Human Resources
- ☑ Customer Service Changes: Communication, Services, etc
- ☑ Making Improvements to Teaching Approach, Course Design, Curriculum, Scheduling, other
- ☐ Evaluating and/or Revising the Reporting Lines Internal Assessment Processes
- ☐ Other [   ]

38. Please provide a comprehensive narrative outlining how assessment results are utilized for continuous improvement in this field. Your narrative should address the past, present, and future aspects of assessment, with specific emphasis on how these results inform decision-making and drive improvement efforts.

The goal of data is invoke continuous improvement. Data retrieved to complete the Administrative Assessment for the HSA Department reveals how we are doing with metrics set in place regarding the program. From past data we can review departmental performance trends such as whether or not our enrollment increased or decreased and if this data affected our graduation rates. The same trends are useful in evaluating retention rates. Data revealing a decrease in enrolment, retention or graduation helps us to determine and implement measures to increase them respectively. Data revealing an increase can be used in a positive manner to see if the upward trends can be maintained or improved. Healthcare will continue to grow in Georgia and the US. As such, healthcare organizations will continue to need properly prepared administrators to sustain a strategic presence. To assist with the need, the HSA Department will continue to work on enrolling, retaining, and graduating students by measures outlined in this assessment. We have instituted the student survey of our program to help us gain information on how to improve the program and sustain it for future generations. We will continue to use this moving forward and revamp our classes based on the student's assessments. Additionally, we will use data from this assessment process to improve program and student outcomes.

39. 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)

Metrics from Complete College Georgia, Low-Cost-No-Cost Books, and USG Momentum Year have been instituted within specific courses.

40. 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. The Health Services Administration Department will increase Health Service Administration Program student enrollment by 5% as measured by the number of currently enrolled students. 2. The Health Services Administration Department will improve student retention in the major by 50% as measured by enrollment comparisons between semesters. 3. The Health Services Administration Department will establish a new measure to improve faculty and student engagement by including students in scholarly research and publications. We will increase the five-year average of scholarly activity as measured by peer-reviewed publications by 5%. 4. The Health Services Administration Department will increase student satisfaction with the academic program by 5% as measured by the HSA program student satisfaction survey.

41. Optional 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 FY23 as well as outcomes associated with your appraisal of your schools activities.

N/A

42. Optional: The following upload portal is available to supplement your report with supportive documentation should you wish to provide any (instruments, data, etc).