



**Middle Georgia
State University**

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

tamatha.lambert@mga.edu

Q2. Who is the person responsible for this report?

Tamatha Lambert

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)

Library

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.

It is the mission of the Middle Georgia State University Library to provide resources and services that reflect, support, and enhance the mission of the University.

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

Provide exceptional librarians, quality library services and resources for a 21st century multi-campus University.

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.

MGA Library will increase the number of individual appointments librarians have with faculty.

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)

The Library will compare the number of appointments from the previous year with this year.

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

The Library will increase these appointments by 3%.

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

In FY 2022 we held 595 appointments with faculty. In FY 2023 we held 362 appointments with faculty.

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)

This represents a 39% decrease.

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?

The Library learned last year that standard language to define a faculty appointment was not being used across our data collecting tools. This is the first year the language matches to record faculty appointments within SpringShare software LibCal for appointments; Springshare software LibInsight for online reference/research transactions; and software Libraryh3lp for online chat interactions. We speculate the large decrease is because we over recorded the number of faculty appointments last year and in the past because of non-standardized language. Also, this is the first year in five years that we retained all of our librarians. Faculty may need fewer appointments/interactions with established librarians. This objective has been assessed for five years. It will not be included next year, but we will compare next year's number to this year's number to evaluate the impact of using standardized language to define faculty appointment and we will continue to collect the information for our annual library statistics.

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

MGA Library will increase the number of outreach events by librarians to faculty, staff, students and the community.

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)

The Library will compare the number of events from the previous year to this year.

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

The Library will increase the number of events by 5%.

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

The Library hosted 49 events in FY 2022. The Library hosted 68 events in FY 2023.

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)

This represents a 39% increase.

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?

We attribute the increase in events to: actively supporting/promoting campus presence; clearly defining event parameters; providing examples of past events; creating a rotating event committee; partnering with other departments; creating a data portal for tracking events; and reminding librarians and library staff regularly to input their event statistics. This object will continue next year.

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

MGA Library will increase the number of individual student appointments with librarians.

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)

The Library will measure this objective by comparing the number of appointments from the previous year to the current year.

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

The Library will increase student appointments with librarians by 1%.

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

In FY 2022 librarians held 235 appointments with students. In FY 2023 librarians held 307 appointments with students.

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)

This represents a 31% increase.

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 increase demonstrates the positive use of our online scheduling tool, SpringShare's LibCal. Librarians are promoting their in person or online one-on-one appointments within D2L, on our website, within chat, during in person and online group instruction, and at events we are hosting and attending. Librarians also maintain a dedicated on-call reference schedule so that students and/or faculty receive prompt research assistance without a scheduled appointment. This objective has been assessed for five years. It will not be included next year, but we will continue to collect this information for our annual library statistics.

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

MGA Library will increase the number of online and face-to-face library instruction sessions.

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)

The Library will compare the number of online and face-to-face library instruction sessions from the previous year to the current year.

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

The Library will exceed by 5% the number of online and the number of face-to-face library instructions sessions.

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

In FY 22 we taught 265 – online library instruction classes. In FY 23 we taught 208 online library instruction. In FY 22 we taught 110 face-to-face library instruction classes. In FY 23 we taught 119 face to face library instruction classes.

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)

Online library instruction classes decreased by 22%. Face-to-face library instruction classes increased by 8%.

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 Library attributes most of the increase in face-to-face library instruction to the University's continued focus on increasing campus presence. Our decrease in online library instruction is more difficult to explain. We suspect two reasons. The first, it is difficult, almost impossible, for us to know if/when the various assets (widgets, quizzes, video tutorials, and/or library research guides) librarians create to support online teaching faculty are reused or shared among faculty and/or sections. Secondly, we realized that since we decentralized online instruction post-COVID, returning it primarily but not exclusively to the Graduate Studies Librarian and the Online Undergraduate Librarian, that we did not define the difference between merely embedding librarians in D2L versus providing actual online instruction. The Coordinator of Librarian instruction will work with the instruction librarians to standardize the definition of what counts as online instruction. This objective has been assessed for five years. It will not be included next year, but we will compare next year's number to this year's number to evaluate the impact of using standardized language to define online instruction and we will continue to collect this information for our annual library statistics.

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.

In FY23 the newly coined Library Data Portal was used solely to collect all data created by the library. Some streamlining changes and updated definitions are necessary to further maintain an element of repeatability and accuracy for collecting the data to create assessments that accurately inform our decision making.

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)

No-Cost Books (library resources being used in lieu of textbooks) USG High Impact Practice Initiative

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. MGA Library will increase the number of outreach events by librarians to faculty, staff, students and the community by 3% by comparing the number of events from the previous year (Build Shared Culture: Cultivate engagement with its local communities and Own Student Success: Expand student engagement). 2. MGA Library will focus on the professional development of our librarians over the next five years. In year one, FY 24, we will ask each librarian to develop a written philosophy statement that represents their responsibility within the library. For example, the library's assistant directors will be asked to create a management philosophy that guides their work. Each librarian, for a total of 12 or 100%, will draft a philosophy statement (Build Shared Culture). 3. MGA Library will begin the process of evaluating our online resources over the next five years. In year one, FY 24, we will use available data to evaluate the usage and cost per use of half (50%) of our online resources (Own Student Success).

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.

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