



**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

angela.oneal2@mga.edu

Q2. Who is the person responsible for this report?

Angie O'Neal

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)

Office of the Registrar

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 Office of the Registrar is a service function within the Directorate of Enrollment Management that is dedicated to continuously serving students, faculty, staff administrators, other institutions, and the community by managing and ensuring the accuracy and integrity of all students' academic records and their rights to privacy. It is our mission to subscribe to the highest ethical principles in our profession and strive to serve with accuracy, honesty, and integrity while upholding policies and procedures in compliance with the University and the Family Educational Rights and Privacy Act (FERPA).

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

1. To provide administrative and logistical support for the University, reinforcing its academic policies, maintaining the integrity of its institutional and educational records. 2. To demonstrate a philosophy of proactive leadership, collaboration, and continual assessment that improves outcomes within the office and throughout the 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.

20% reduction in immunization holds placed through implementation of immunization loading process

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)

Data provided is simply the number of student holds placed compared year over year. This data does not indicate how many holds eventually got released. Fall 2021: 587 Fall 2022: 956 Spring 2022: 178 Spring 2023: 450 Summer 2022: 175 Summer 2023: 365 Total Holds: 940 Total Holds: 1,771

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

Reduction of immunization holds means more students can continue registration in the next semester. Reduction of holds placed indicates timely compliance with immunization policies.

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

Due to vacancy of the University Registrar position, the loading process was not implemented.

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)

Due to vacancy of the University Registrar position, the loading process was not implemented.

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?

A further review is necessary with Technology Resources and Health Services to collaborate on how this process can be reviewed for improvement in the immediate future.

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

15% reduction in average certification time through implementation of certification ticketing system

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)

Due to vacancy of the University Registrar position, a ticketing system was not implemented.

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

The target outcome was to track the amount of time it takes to certify Veteran benefit funding.

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

Due to vacancy of the University Registrar position, a ticketing system was not implemented.

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)

Due to vacancy of the University Registrar position, a ticketing system was not implemented.

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?

Development of an external ticketing system outside of the existing student information system is no longer a future goal for the department as it was determined to be an additional step in the process instead of one that would increase staff processing efficiency.

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

10% reduction in average articulation time through implementation of TES equivalency notification system

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 department did not track equivalency notification system responses.

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

The target outcome was to reduce the response time from department chairs to determine transfer course equivalencies.

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

Due to vacancy of the University Registrar position, this system was not tracked.

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)

Due to vacancy of the University Registrar position, this system was not tracked.

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 objective will be incorporated into the future department objectives as it relates to the transfer credit policy.

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

N/A

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)

N/A

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

N/A

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

N/A

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)

N/A

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?

N/A

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.

Due to vacancy of the University Registrar position, no annual assessment data was collected within the departmental unit. The future objectives will have a positive impact on operations and allow the Office of the Registrar to better serve students, faculty, and staff.

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)

USG Transfer Improvement 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. The Office of the Registrar will update and publish the FERPA policy with an annual notice to students. Faculty and Staff will receive newly developed FERPA training as part of the onboarding process. A review of internal procedures containing student data will be conducted to assess opportunities for improvement. Baseline data will be collected from the onboarding process. 2. The Office of the Registrar will update and publish the Transfer Credit Policy to incorporate transfer-friendly language. Internal procedures will be reviewed to ensure transfer credit is applied in applicable degree requirement sections in degree works by proactively reaching out to department chairs and deans through utilization of a newly developed process/workflow for course substitutions/exceptions. Baseline data will be collected on this process for year over year improvement and transfer student satisfaction. 3. The Veterans and Military Resource Center will develop a communications plan for new, incoming students and continuing students in regards to receiving veteran benefit funding. An internal process will be developed for Chapter 33, 31, and TOE benefits that will allow students to see pending benefit award amounts. Baseline data will be collected on this process for year over year improvement and veteran/military student satisfaction. 4. The International Student Services department will develop a monthly newsletter to drive student success, engagement, and participation in student events. This will be the first year to track international student attendance at events as a separate distinction to determine baseline data. Work with Technology Resources and Institutional Research offices to determine baseline data for international student retention and success as a separate distinction through reporting.

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).