



**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](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

michael.stewart@mga.edu

Q2. Who is the person responsible for this report?

Michael Stewart

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)

Student Conduct

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 Student Conduct assists students in approaching all academic endeavors, relationships, and responsibilities with a commitment to personal integrity and interpersonal civility.

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

1. Utilize student conduct and Assessment and Care Team data, collected via Maxient student conduct software, to identify trends in Code of Conduct violations, to identify opportunities to educational programs to minimize repeat offenses and to identify additional needs/challenges that may negatively impact a student's ability to remain enrolled. 2. Establish clearly defined processes and protocols related to the range of issues presented to the Assessment and Care Team. 3. Strengthen existing campus partnerships related to student conduct and care to build networks of support for student retention, progression, and graduation

Q8. 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.

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

Beginning Spring 2023, create a webpage for parents with information, resources, and links to aid them in supporting their students, to include a regular newsletter/email to parents (initially planned as two newsletters per semester).

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

Measurement would be based on the creation of the webpage and delivery of two newsletters each semester

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

6 newsletters and website creation

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

Six (6) newsletters, basically two per semester, sent to parents at designated times of the semester to increase awareness of resources and deadlines.

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)

0

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?

This was an overly ambitious goal, given the minimal Student Conduct and Care staff for the majority of the year. While this is still a potentially beneficial goal for both students and parents, it will involve more planning and collaboration with other offices to be accomplished.

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

Create a table on the Student Conduct webpage to report/reflect the number of conduct cases each month, type of case and method of adjudication.

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)

Creation and addition of table to webpage

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

12 month table with corresponding data related to student conduct

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

12 month table with corresponding data related to student conduct, utilizing data taken from Maxient, our student conduct software program to inform and educate the campus community on the types and number of cases.

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)

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?

While this goal was not accomplished on a monthly basis, a spreadsheet and table was added to the Student Conduct website in June 2023 to show cases by type and month. This spreadsheet will be continue to be used and updated in FY 23-24 to anticipate increases in caseloads, to prepare for said increases, and to more effectively communicate case volume to the larger campus community.

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

Participate in at least four (4) workshops/trainings with MGA faculty to discuss student conduct processes, problems, and solutions (in conjunction with the Asst Provost for Faculty Development)

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)

Participation in at least four (4) faculty workshops/trainings

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

Four (4) faculty workshops

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

Four (4) faculty workshops, or approximately two (2) per fall and spring semesters to allow for additional discussion and collaboration

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)

5

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?

Through partnership with the Assistant Provost for Faculty Development/Center for Excellence in Teaching & Learning (CETL), Academic Advisors, and Faculty Senate, we were able to faculty and advisors to address general student conduct issues, conflict resolution skills, housing and food insecurity, and increased concerns related to the use of artificial intelligence (AI) in academic assignments. We hope to continue these partnerships and possibly increase these opportunities for discussion and collaboration.

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

Cases reported through the Maxient student conduct software will be reviewed and assigned for appropriate follow-up/resolution within two (2) business days of receipt

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)

Using analytic programs within Maxient, we can determine the number of days from an alleged incident or violation to the creation of a case (and therefore, assignment to an appropriate staff member within Student Conduct, ACT, and Residence Life.

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

All cases would be created/assigned within two (2) business days.

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

Using Case Turnaround Analysis in Maxient, we were able to determine the average number of days from the report of the incident to case creation.

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)

3.65 days

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?

There is room for improvement in the time between the time of the incident report to case creation and assignment to an appropriate staff member. An additional benefit of this particular report is that we were also able to see the average number of days from the incident report being submitted to the adjudication of the case, offering an even greater area for improvement and more timely resolution/adjudication of cases.

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](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.



With the addition of a Student Care Case Manager and Student Conduct Coordinator during FY 22-23, we will be able to better review and analyze data related to caseloads and hopefully improve the time it takes to create and adjudicate cases, allowing for more effective processes related to student conduct and student care issues and concerns. The analysis of this data may also be beneficial to specific schools, departments, and programs by identifying particular problems that may be more prevalent in certain areas. This could afford us the opportunity to work more closely with those schools, departments, and programs to determine ways to prevent or reduce the prevalence of those particular problems.

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)

Embark Georgia (program for students who are homeless or at risk of being homeless)

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 average length of time from an alleged incident or infraction to case creation in Maxient will be five (5) days. 2. Create a post-resolution survey for all Maxient cases to determine student experience and knowledge gained. 3. Based on FY 22-23 usage, increase use of the Knights' Table (food pantry) by 20%, based on number of visits in FY 23-24. 4. The Assessment and Care Team will provide awareness of services and resources to campus community through ten (10) events during FY 23-24

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).

[FY 22-23 Student Conduct data.xlsx](#)

16.9KB

application/vnd.openxmlformats-officedocument.spreadsheetml.sheet