Title. Middle Georgia State University

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 Faculty Affairs Manager to secure a custom link to edit and resubmit.

Q1. Submitters Email

corey.guyton@mga.edu

Q2. Who is the person responsible for this report?

Corey Guyton

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 Life

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 Life supports the mission of Student Affairs and the University by fostering meaningful engagement outside of the classroom. Through programming, Student Life challenges and encourages students as they establish their own identity and develop competence, purpose, and integrity

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

Have at least 3 Fraternities and 3 Sororities | Have 50+ student organizations registered | Build a comprehensive FYE Co-curricular program

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 FY25. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY26.

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 Department of Student Life will add at least one new sorority or fraternity for the 2024-2025 academic year.

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)

This objective was measured by tracking the number of new Greek-letter organizations that completed the institutional process for expansion, including formal communication with national organizations, student interest surveys, presentations to the Greek Life Advisory Board, and final approval by the university. Documentation and official letters of intent were used to confirm the addition of new organizations.

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

The target outcome was the successful addition of one new sorority or fraternity during the 2024–2025 academic year.

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

The target was established based on the university's strategic plan to expand Greek Life presence and improve student engagement and belonging, particularly on the Macon and Cochran campuses. The goal was also informed by past performance data, as no new sororities or fraternities had been added in the previous academic year.

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)

200% – We surpassed our goal by adding two new sororities, Phi Mu and Sigma Sigma Rho, during the 2024–2025 academic year.

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?

Through our efforts to expand Greek Life, we learned that while student interest is essential, the timeline for adding new sororities is often dictated by the national organizations themselves. These groups hold the decision-making power and typically operate on internal schedules that don't always align with our preferred pace. As a result, patience is a necessary part of the process. We also found that persistent follow-up with national representatives is critical. Regular communication helped keep our institution on their radar and demonstrated our commitment to supporting a successful expansion. Additionally, involving senior-level leadership in conversations with national organizations proved to be a key factor in gaining their trust and institutional buy-in. Their engagement signaled a serious commitment from the university, which increased our credibility and likelihood of selection. Moving forward, we plan to: Maintain regular and proactive communication with organizations we hope to bring to campus. Continue to engage senior administrators in key meetings to strengthen institutional support. Set realistic internal timelines that account for the sorority-side decision-making process. Focus expansion efforts on organizations that align with student interest and campus culture while also being transparent with students about the timeline and variables involved.

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

At least 70% of students surveyed who attended at least one student life event will express that student life programming will have met or exceeded their expectations for the 2024-2025 academic year.

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)

This objective was measured through an end-of-year student life satisfaction survey. Students were asked how many student life events they attended and to rate their satisfaction with those events. Responses of "3 – Met Expectations" and "4 – Exceeded Expectations" were used to determine whether the programming met or exceeded expectations. Only students who indicated they had attended at least one student life event were included in the calculation.

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

Our target was for at least 70% of students who attended at least one event to report that the programming met or exceeded their expectations.

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

This benchmark was based on prior year performance data and a commitment to continuous improvement. In the previous academic year, 71% of respondents expressed satisfaction with programming. We aimed to keep a similar target of 70%, aligning with institutional goals for student engagement and satisfaction.

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)

We achieved 55%, falling short of our 70% goal. While this is below target, several contextual factors likely influenced this outcome. We experienced a significant drop in survey participation, with only 34 students completing the survey compared to 88 the previous year. This year, several other departments, including Residence Life, Career and Leadership Development, and the NSSE assessment team, administered surveys during the same timeframe. As a result, students were likely experiencing survey fatigue, contributing to the low response rate.

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?

Despite the survey results, anecdotal feedback from students, faculty, and staff overwhelmingly suggested that this was one of the strongest years for student programming. We increased the number of programs, allocated more funding, hired additional staff, and saw the largest event turnouts to date. While we will use the survey data to guide improvements, we recognize that it may not fully capture the student experience this 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.

The Department of Student life will train and register at least 50 student organizations for the 2024-2025 academic year.

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)

This objective was measured by tracking the number of student organizations that completed the required annual registration training for the 2024–2025 academic year. Attendance was documented through sign-in sheets and internal tracking systems managed by the Student Life Office.

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 train at least 50 student organizations during the 2024–2025 academic year.

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

This target was based on past registration data and the number of organizations projected to be active during the academic year. The 50-organization benchmark reflected both historical averages and our commitment to ensuring that all active organizations were equipped with the training needed to operate successfully and in alignment with university policies.

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)

We trained 66 student organizations, exceeding the target of 50.

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?

The successful training of 66 organizations can largely be attributed to the addition of Christy Faulk, who now oversees clubs and organizations. Her involvement brought greater structure, consistency, and accountability to the registration and training process. The requirement that organizations complete training in order to be registered created a clear incentive for participation. Going forward, we plan to: Maintain a designated point person to oversee club and organization processes Enhance communication efforts around training dates and requirements Develop a short post-training evaluation to gather student leader feedback and identify areas for improvement These changes will help sustain high participation levels and ensure organizations remain well-informed and well-supported.

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/strategic-plan/docs/Strategic_Plan_2023-2028.pdf) by checking all associated and relevant Strategies from the list below. (Check all the apply)

- [ ] Champion Student Success 1. Demonstrate standards of excellence in all academic programs
- [x] Champion Student Success 2. Grow student engagement at all degree levels
- [ ] Champion Student Success 3. Expand enrollment and graduation
- [ ] Lead Innovation and Economic Opportunity 4. Ensure high-demand programs for workforce and career alignment
- [ ] Lead Innovation and Economic Opportunity 5. Use Center for Middle Georgia Studies to drive University outreach
- [ ] Lead Innovation and Economic Opportunity 6. Coordinate faculty scholarship and grant awards to build University reputation
- [x] Build Culture and Identity 7. Plan, resource, and promote campus roles and identities
- [ ] Build Culture and Identity 8. Pursue great-place/college -to-work designation
- [x] Build Culture and Identity 9. Promote culture of wellness throughout the MGA community
- [ ] Build Culture and Identity 10. Compete and win at the NCAA Division II level
- [ ] Sustain Fiscal Resilience and Brand Value 11. Apply data-driven accountability to all operations
- [ ] Sustain Fiscal Resilience and Brand Value 12. Maintain access, affordability and value for all students
- [ ] Sustain Fiscal Resilience and Brand Value 13. Grow and diversity streams of revenue

37. Please indicate which of the following actions you took as a result of the 2023/2024 Assessment Cycle **(prior cycle)** (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area)(Check all the apply)

- [x] 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 Assistance
- [x] Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc Operational Processes
- [x] Request for Additional Financial or Human Resources
- [x] 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 indicate which of the following actions you will take as a result of the 2024/2025 Assessment Cycle **(current cycle)** (Note: These actions must be documented in reports, memos, emails, meeting minutes, or other directives within the reporting area)(Check all the apply)

- [x] 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 Assistance
- [x] Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc Operational Processes
- [x] Request for Additional Financial or Human Resources
- [x] 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

39. Please provide a **comprehensive narrative** outlining how assessment results are utilized for continuous improvement in this field. Your narrative **<u>should be of sufficient length and detail</u>** to address the past, present, and future aspects of assessment, with specific emphasis on how these results inform decision-making and drive improvement efforts.

The Office of Student Life continues to be in a strong and evolving place. During the 2024–2025 academic year, we built on previous momentum and saw significant growth in both programming and infrastructure. While our satisfaction survey results showed that only 55% of students who attended events felt they met or exceeded expectations, falling short of our 70% goal, we recognize several factors that may have influenced this outcome. Chief among them was survey fatigue, as multiple departments across campus distributed surveys during the same window, resulting in a significantly lower response rate (34 responses compared to 88 the previous year). Despite this, we are still encouraged that a majority of respondents had a positive experience with our programming. This year marked several milestones. We hosted a record number of programs, increased student participation, and received a notable increase in our programming budget. The additional fiscal support allowed us to diversify our offerings, increase the quality of events, and provide more consistent experiences across campuses. We also achieved an internal objective of training 66 student organizations, surpassing our target of 50. This was made possible through the leadership of Christy Faulk, who now oversees student organizations and has streamlined the registration and training process. Greek Life also experienced growth. We successfully added two new sororities, Phi Mu and Sigma Sigma Rho, surpassing our expansion goal for the year. These additions were the result of persistent outreach, regular follow-ups with national organizations, and collaboration with senior leadership to ensure institutional support. We learned that patience is key in this process, as national sororities operate on their own timelines. However, involving senior-level administrators proved to be a major factor in demonstrating our university's commitment and increasing our credibility in the eyes of national organizations. As we move into the next academic year, we are leveraging these assessment results to continue refining our strategies. The feedback collected from surveys, along with anecdotal evidence from students, faculty, and staff, will help inform adjustments to program types, marketing, and delivery formats. We plan to introduce a streamlined calendar for assessment distribution to avoid overlap with other departments and boost participation. In terms of structural growth, we now have dedicated staff focusing solely on Student Organizations and Greek Life, which will allow us to be more intentional and strategic in both areas. We will also begin implementing short, event-specific feedback tools to capture real-time data and improve responsiveness throughout the year. In summary, while not all metrics were met, we are confident in the direction of the Office of Student Life. The groundwork laid this year has positioned us for even greater success in 2025–2026, and we remain committed to using assessment as a central tool for improvement, innovation, and student engagement.

40. 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 Momentum Year, University Strategic Plan, Unit Goals

41. 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.

The Department of Student Life will successfully add at least one NPHC sorority during the 2025–2026 academic year. At least 70% of students who attend one or more student life events will report that the programming met or exceeded their expectations on the end-of-year satisfaction survey. The Office of Student Life will train and register at least 60 student organizations by the end of the 2025–2026 academic year.

42. 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 FY24 as well as outcomes associated with your appraisal of your schools activities.

43. Did you use any of the following resources to support your data collection, analysis, and planning efforts? Please check all that apply and/or list any others you utilized:

- [ ] MGA Dashboards
- [ ] USG Dashboards
- [x] MGA Institutional Reports
- [ ] USG System-Level Reports
- [x] MGA Internal Surveys
- [ ] USG-Administered Surveys
- [ ] Academic Program Reviews
- [x] Strategic Planning Documents (MGA and/or USG)
- [ ] Enrollment Reports (term-over-term, year-over-year)
- [ ] Retention/Graduation/Success Rate Reprots
- [ ] Budget or Financial Reports
- [ ] Assessment Reports of Institutional Effectiveness Documents
- [ ] Faculty/Staff Workload Data
- [ ] Peer Institution Comparisons or Benchmarking Reports
- [ ] External Accreditor Data or Standards
- [ ] National or State Data Sets (IPEDS, NCES, Georgia Data System, etc.)
- [ ] Custom Data Requests (OIRDS or other offices)
- [ ] Other (please specify):

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