

Student Success Centers

Office or Department of Academic Affairs

Administrative Unit Assessment Report Information

Year Reporting: FY21 (July 2020 – June 2021)

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Department Mission and Goals

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, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

6. What is the mission statement for this

Objectives

Objective 2

14. Objective 2: What was this department's second objective for this fiscal year? Objectives

Objective 3

20. Objective 3: What was this department's third

Objective 4

26. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Faculty and students will be aware of the SSC services and resources that are available to them through a minimum of 25 targeted freshman and sophomore "in-class" visits at the beginning of the semester.
27. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Class visits will be calculated by summing the total visits to each classroom on all 5 campuses.
28. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome of this objective is to reach a minimum of 25 visits per semester, totaling a minimum of 50 per academic year.
29. 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)	The SSC had a total of 122 class visits during the fiscal year.
30. Objective 4: Did your department meet	

Future Plans

<p>32. 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.</p>	<ol style="list-style-type: none">1. As MGA continues to build its relationships with the online community, the SSC will continue to create a stronger online presence by striving to increase the embedded tutoring presence in online course offerings. The embedded tutoring program expanded its course offerings of 10 course sections in FY 20 to an impressive 45 courses embedded. This was nearly a 400% increase from Spring 20 to Spring 21.2. The SSC will work to increase its involvement with faculty by conducting over 100 in-class discussions about the SSC's functions and resources.3. The SSC will continue to broaden its courses tutored and reach a minimum of 100 courses tutored.4. Client Report Forms will continue to be used to measure the tutoring session's academic success by having 20% participation in completing the report forms. Students voluntarily respond to surveys emailed through WOnline after tutors complete Post-Client Report Forms.
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Open Box for Assessment Comments

MGA's Strategic Plan

34. 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 2. Expand and enrich online instruction into new markets
35. Please indicate which of the following actions you have taken as a result of the 2020/2021 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)	Customer Service Changes: Communication, Services, etc.

Other

36. 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
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