Non-Academic Units' Results 2022-2023

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Academic and Student Support - Admissions	1.1	The Office of Admissions will make an effort to increase the number of campus visits for high school and community college students through mail and email campaigns, advertisements on the MUW website and social media, and individual contacts at high schools. With implementing a new CRM (Slate) students will have easier access to our tour module.	The number of campus visits for high school students and community college students will be analyzed and compared to the previous two years' data to determine an increase or decrease in number of visits. Measurements will be made yearly looking back at the previous two years of data. Slate will provide a better record and better accuracy of the number of tours. Also, it will make it much easier to follow a tour through the admissions process.	The number of visits by students will increase by 3% over a two-year period.	2022 - 2023	Inconclusive	We we able to build out the Slate CRM in order to capture the campus tour and link them to students who were already in Slate and add those not in Slate as Inquiries. We were not able to report numbers from year to date due to inconsistency in measurements between CRMs	Since CRM is capable of capturing the desired information, we will we set in place a more consistent model for reporting, and next cycle, we will report percentage increase or decrease.
	1.2	The Office of Admissions will attempt to yield (enroll) more high school students who complete an official MUW campus visit.	The Office of Admissions will analyze the data regarding the number of enrolled students who completed campus visits prior to their first day of class.	60% of enrolled students will complete a campus visit prior to their first day of class.	2022 - 2023	Inconclusive	Slate has allowed us to make strides in many areas and our tour platform allowed us to capture what students visited campus whether through our tour platform or through an event. Although our platform was built out, our measuring proponent was not in place for a year to date comparison.	We will have data whereby to compare year to date findings in the next year, while continuing to fine tune the tour platform. We will expand our capabilities in the reporting end to find the correlation of students that tour and enroll.
	1.3	Admissions Counselors will make an effort to recruit, admit, and enroll more male students through high school and college visits, on campus	Final freshmen enrollment comparison reports will be analyzed and compared to the previous two years' data to determine growth in gender diversity. Measurements will be made yearly looking back at the previous two years	1% growth rate in male freshmen students over a two-year period.	2022 - 2023	Target Not Met	Enrollment was down overall which affected the male enrollment as well. We started the process of a name changed which we hope will allow us to see more growth in our male enrollment. Until then, there is currently no active	The plan is to remove this goal as the focus is more on overall enrollment and increasing our out-of-state numbers.

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	1.3	recruitment programming, and mail and email campaigns.	of data.	1% growth rate in male freshmen students over a two-year period.	2022 - 2023	Target Not Met	efforts to specifically enroll more males.	The plan is to remove this goal as the focus is more on overall enrollment and increasing our out-of-state numbers.
			Final transfer enrollment comparison reports will be analyzed and compared to the previous two years' data to determine growth in gender diversity. Measurements will be made yearly looking back at the previous two years of data.	1% growth rate in male transfer students over a two-year period.	2022 - 2023	Target Not Met	There was no growth in transfer enrollment overall and there was less focus on gender growth as the focus was more on overall growth. There was about an 18% decrease in male enrollment from Fall 2020 to Fall 2022.	We plan to change this goal as we are refocusing our goals to increase out of state students over increasing the male enrollment, as we have concluded that a name change will be the main determinate for and increase.
	2.1	Admissions Counselors will make an effort to recruit, admit, and enroll more out of state students (in contiguous states).	Final freshmen enrollment comparison reports will be analyzed and compared to the previous two years' data to determine growth in out-of-state (in contiguous states) market segments. Measurements will be made yearly looking back at the previous two years of data.	1% growth rate in out-of-state contiguous freshmen students over a two-year period.	2022 - 2023	Target Not Met	Admitted Freshmen MS: 331 Contiguous states: 51 Other States: 15 Int: 12 Overall enrollment from Freshmen was 120	We have begun working with an enrollment management consulting firm RNL and they are assisting us in many ways to help grow enrollment and one of those ways is identifying out-of-state markets that they feel we can recruitment well in. Markets beyond our contiguous states. The Office of Admissions will also continue its efforts to promote the no out of state tuition initiative and hopes that it is more attractive to students out of the state. Our marketing efforts through social media and also regional college fairs will be heavily promoted.
			Final transfer enrollment comparison reports will be analyzed and compared to the previous two years' data to determine growth in out-of-state (in contiguous states) markets. Measurements	.25% growth rate in out-of-state contiguous transfer students over a two-year period.	2022 - 2023	Target Not Met	Admitted Transfers MS: 1810 Contiguous states: 110 Other States: 68 Int: 35 Overall enrollment from Transfer was 515	We have begun working with an enrollment management consulting firm RNL and they are assisting us in many ways to help grow enrollment and one of those ways is identifying out-of-state

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			will be made yearly looking back at the previous two years of data.	.25% growth rate in out-of-state contiguous transfer students over a two-year period.	2022 - 2023	Target Not Met	Admitted Transfers MS: 1810 Contiguous states: 110 Other States: 68 Int: 35 Overall enrollment from Transfer was 515	markets that they feel we can recruitment well in. Markets beyond our contiguous states. The Office of Admissions will also continue its efforts to promote the no out of state tuition initiative and hopes that it is more attractive to students out of the state. Our marketing efforts through social media and also regional college fairs will be heavily promoted.
Academic and Student Support - Athletics	1.1	The Department of Athletics will maintain a continuous progression for attaining NCAA Membership within five years.	The membership process goes through 3 phases; Exploratory (1-3 years), Provisional (2-3 years), Full Membership. Each process requires the NCAA Membership Committee to approve progression to the next step. The department will report results based on the data submitted to the NCAA Membership Committee.	Continued achievement of sport roster numbers. Baseball – 30 Women's Cross Country – 7 Men's Soccer – 24 Softball – 20 Women's Volleyball – 14	2022 - 2023	Target Met	This is a multi year process and we are in the final 5th year. We will have the outcome of our NCAA Division III Status in July 2023. One of the requirements is sports sponsorship (NCAA III Bylaw 20.11.3). We are an institution with an enrollment of more than 1,000 students, so we shall sponsor six varsity intercollegiate sports, including at least three team sports, involving all-male teams or mixed teams of males and females; and six varsity intercollegiate sports, including at least three team sports, involving all-female teams. Result and analysis is to monitor recruitment and retention of our teams to assess if we are meeting the roster size requirements. Baseball –25 (min) games	Based on the results of the teams' roster sizes for 2022-2023 and roster sizes from previous years, we will continue to communicate expectations to our staff for the NCAA DIII minimum roster requirements. We will increase our Student-Athlete Satisfaction Survey completion

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Academic and Student Support - Athletics	1.1	The Department of Athletics will maintain a continuous progression for attaining NCAA Membership within five years.	The membership process goes through 3 phases; Exploratory (1-3 years), Provisional (2-3 years), Full Membership. Each process requires the NCAA Membership Committee to approve progression to the next step. The department will report results based on the data submitted to the NCAA Membership Committee.	Continued achievement of sport roster numbers. Baseball – 30 Women's Cross Country – 7 Men's Soccer – 24 Softball – 20 Women's Volleyball – 14	2022 - 2023	Target Met	(played) 32games & Roster Size: 31 Women's Cross Country –5 (min) 5 events (played) & Roster Size: 7 Men's Soccer –13 (min) games (played) 19 games & Roster Size: 17 Softball – 24 (min) games (played) 47 games (9 post-season games-maximum for regular season is 40) & Roster Size: 19 Women's Volleyball –17 (min) 22 matches (played) & Roster Size: 16 Men's Cross Country- 5 (min) events (played) 5 events & Roster Size: 7 Women's Soccer- 13 (min) games (played) 20 games & Roster Size: 27 Women's Basketball- 18 (min) games 18 (played) & Roster Size: 12 Men's Basketball- 18 (min) 27 games (played-2 post season and 1 exempt-25 maximum) & Roster Size: 11 Men's Golf- 6 (min) contests (played) 7 contests & Roster Size: 8 Women's Golf- 6 (min) contests (played) 6 contests & Roster Size: 7 Men's Tennis- 10 (min) contests (played) 18 contest & Roster Size: 9 Women's Tennis-10 (min) contests (played) 20 contest & Roster Size: 11 Men's Indoor Track- 5 (min) events (played) 0 events & Roster Size: 8 Women's Indoor Track-5	Based on the results of the teams' roster sizes for 2022-2023 and roster sizes from previous years, we will continue to communicate expectations to our staff for the NCAA DIII minimum roster requirements. We will increase our Student-Athlete Satisfaction Survey completion

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Academic and Student Support - Athletics	1.1	The Department of Athletics will maintain a continuous progression for attaining NCAA Membership within five years.	The membership process goes through 3 phases; Exploratory (1-3 years), Provisional (2-3 years), Full Membership. Each process requires the NCAA Membership Committee to approve progression to the next step. The department will report results based on the data submitted to the NCAA Membership Committee.	Continued achievement of sport roster numbers. Baseball – 30 Women's Cross Country – 7 Men's Soccer – 24 Softball – 20 Women's Volleyball – 14	2022 - 2023	Target Met	(min) events (played) 1events & Roster Size: 7 Men's Outdoor Track-6 (min) events (played) 3 event & Roster Size: 8 Women's Outdoor Track-6 (min) events (played) 3 event & Roster Size: 7 [less]	Based on the results of the teams' roster sizes for 2022-2023 and roster sizes from previous years, we will continue to communicate expectations to our staff for the NCAA DIII minimum roster requirements. We will increase our Student-Athlete Satisfaction Survey completion
			The membership process goes through 3 phases; Exploratory (1-3 years), Provisional (2-3 years), Full Membership. Each process requires the NCAA Membership Committee to approve progression to the next step. The department will report results based on the data submitted to the NCAA Membership Committee.	Continued achievement of sport sponsorship minimums for contests. Baseball – 25 games Cross Country – 5 events Men's Soccer – 13 games Softball – 24 games Women's Volleyball – 17 matches	2022 - 2023	Inconclusive	This is a multi year process and we are in the final 5th year. We will have the outcome of our NCAA Division III Status in July 2023.	We expect to receive the final outcome in late June or early July 2023. Once we receive the notification, we will move forward with full membership into NCAA Division III continuing to meet all of those requirements. Due to the anticipated NCAA Division III membership, we anticipate participation in the St. Louis Intercollegiate Athletic Conference which assists us to meet requirements.
	2.1	The Department of Athletics will establish sports schedules for each athletics team.	Submission of schedules by sport 1 year prior to dates of actual competition to AD and Director of Athletic Communications	Maintaining required minimum number of dates of competition to meet sport sponsorship requirements. Baseball – 25 games Cross Country – 5 events Men's Soccer – 13 games Softball – 24 games Women's Volleyball – 17 matches	2022 - 2023	Target Not Met	Every sports team has submitted their schedules we are in compliance with the NCAA Division III and SLIAC requirements. Baseball –25 (min) with 35 games scheduled Women's Cross Country –5 (min) 7 events scheduled Men's Soccer –13 (min) with 20 games scheduled Softball – 24 (min) games with 40 games scheduled Women's Volleyball –17 (min) with 24 dates of competition scheduled	Compliance with NCAA Division III and SLIAC is a requirement, so we will continue to incorporate strategies and processes to ensure it.

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	2.1	The Department of Athletics will establish sports schedules for each athletics team.	Submission of schedules by sport 1 year prior to dates of actual competition to AD and Director of Athletic Communications	Maintaining required minimum number of dates of competition to meet sport sponsorship requirements. Baseball – 25 games Cross Country – 5 events Men's Soccer – 13 games Softball – 24 games Women's Volleyball – 17 matches	2022 - 2023	Target Not Met	Men's Cross Country- 5 (min) events with 7 events scheduled Women's Soccer- 13 (min) games with 17 games scheduled Women's Basketball- 18 (min) games with 23 games scheduled Men's Basketball- 18 (min) with 25 games scheduled Men's Golf- 6 (min) contests with 9 contests scheduled Women's Golf- 6 (min) contests with 9 contests scheduled Men's Tennis- 10 (min) contests with16 contests scheduled Women's Tennis-10 (min) contests with 167contest scheduled Men's Indoor Track- 5 (min) events with 7 events scheduled Women's Indoor Track-5 (min) events with 7 events scheduled Men's Outdoor Track-6 (min) events with 7 events scheduled Women's Outdoor Track-6 (min) events with 7 events scheduled [less]	Compliance with NCAA Division III and SLIAC is a requirement, so we will continue to incorporate strategies and processes to ensure it.
	3.1	The Department of Athletics will increase revenue for sports and athletics' needs, including facility expansion, student athlete programming, and	The department will review and report the list of sponsorships through the Department of Athletics and Owls Fund Club donations	Increase donor participation by 7% each year.	2022 - 2023	Target Met	We are awaiting updated information; however, at this point we have increased gifts by 7%.	Provide additional opportunities to grow donor participation and connection to our institution.

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	3.1	operating costs.	The department will review and report the list of sponsorships through the Department of Athletics and Owls Fund Club donations	Increase donor participation by 7% each year.	2022 - 2023	Target Met	We are awaiting updated information; however, at this point we have increased gifts by 7%.	Provide additional opportunities to grow donor participation and connection to our institution.
	4.1	The Department of Athletics will collaborate with community constituents to offer continuous opportunities for individuals to attend sponsored camps, clinics, and seminars by sport.	The department will review and report the recorded list of sponsored camps, clinics, and seminars that were hosted on campus and/or community venues. Mandatory one (1) Camp/Clinic offerings by sport per year	Host at least one camp/clinic with a minimum participation of 15 individuals per camp/clinic per sport.	2022 - 2023	Target Not Met	This year, we increased the number of camp/clinic offerings; however, we did not offer 1 camp/clinic per sport.	We will continue to communicate camp/clinic opportunities to our department, University and community. We need to create a better process to identify, promote and conduct camps/clinics. We will take the number of camps/clinics offered this year to help us achieve our targets.
	5.1	The Department of Athletics will maintain consistent expectations for students and staff with a goal-oriented focus and provide a high quality student-athlete experience.	OASIS (Owls Academic Support and Individual Success) program monitors student-athletes who are first time freshman, have a cumulative GPA below 2.5, and/or have a semester GPA below 2.0. Participants are reported on 4 times throughout the semester by attendance, current grade, and progress comments by faculty. These reports will be reviewed and reported by the end of the academic year.	Consistently reducing the number of participants by 10% from fall to spring beyond the mandated term.	2022 - 2023	Target Met	Baseball- had 2 in the Fall 2022 and 4 in Spring 2023 Softball- had 2 in the Fall 2022 and 0 in Spring 2023 Men's Soccer- had 0 in the Fall 2022 and 0 in the Spring 2023 Volleyball- had 0 in the Fall 2022 and 0 in the Spring 2023 Women's Cross Country- had 0 in the Fall 2022 and 0 in the Spring 2023 Men's Cross Country- had 0 in the Fall 2022 and 0 in the Spring 2023 Women's Tennis- had 2 in the Fall 2022 and 2 in the Spring 2023 Men's Tennis- had 0 in the Fall 2022 and 0 in the Spring 2023 Men's Golf- had 1 in the Fall 2022 and 0 in the Spring 2023 Women's Golf- had 0 in the Fall 2022 and 0 in the	We will continue to monitor our first time freshman and provide the results of their work to the department, University and community through opportunities to discuss at meetings and by posting on various media outlets.

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	5.1	The Department of Athletics will maintain consistent expectations for students and staff with a goal-oriented focus and provide a high quality student-athlete experience.	OASIS (Owls Academic Support and Individual Success) program monitors student-athletes who are first time freshman, have a cumulative GPA below 2.5, and/or have a semester GPA below 2.0. Participants are reported on 4 times throughout the semester by attendance, current grade, and progress comments by faculty. These reports will be reviewed and reported by the end of the academic year.	Consistently reducing the number of participants by 10% from fall to spring beyond the mandated term.	2022 - 2023	Target Met	Spring 2023 Women's Soccer-had 0 in the Fall 2022 and 1 in the Spring 2022 Men's Basketball- had 1 in the Fall 2022 and 0 in the Spring 2023 Women's Basketball- had 1 in the Fall 2022 and 0 in the Spring 2023 Men's Track-had 1 in the Fall 2022 and 1 in the Spring 2023 Women's Track- had 0 in the Fall 2022 and 0 in the Spring 2023 Total in Fall 22 – 10 Total Spring 23 – 8 Reduced participants by 2	We will continue to monitor our first time freshman and provide the results of their work to the department, University and community through opportunities to discuss at meetings and by posting on various media outlets.
			OASIS (Owls Academic Support and Individual Success) program monitors student-athletes who are first time freshman, have a cumulative GPA below 2.5, and/or have a semester GPA below 2.0. Participants are reported on 4 times throughout the semester by attendance, current grade, and progress comments by faculty. These reports will be reviewed and reported by the end of the academic year.	Maintain a Student-Athlete Retention at 70% or higher	2022 - 2023	Target Met	FA22 (# of student athletes to start the semester) SP23 (# of student athletes to end the semester) Baseball - FA22 – 41, SP23 – 32 Women's Cross Country - FA22 – 0, SP23 - 0 Men's Cross Country - FA22 – 1, SP23 - 1 Men's Soccer - FA22 – 18, SP23 - 10 Softball - FA22 – 23, SP23 - 21 Volleyball - FA22 – 17, SP23 - 10 Men's Basketball - FA22 – 15, SP23 - 11 Women's Basketball - FA22 – 11, SP23 - 9 Men's Golf - FA22 – 8, SP23 - 8 Women's Golf - FA22 – 7,	We will work with the student success center to ensure that the student-athletes are aware of the support systems available to all students. We will continue to share this information with the department and University. this information will allow us to improve the student-athlete academic experience.

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			OASIS (Owls Academic Support and Individual Success) program monitors student-athletes who are first time freshman, have a cumulative GPA below 2.5, and/or have a semester GPA below 2.0. Participants are reported on 4 times throughout the semester by attendance, current grade, and progress comments by faculty. These reports will be reviewed and reported by the end of the academic year.	Maintain a Student-Athlete Retention at 70% or higher	2022 - 2023	Target Met	SP23 - 6 Women's Tennis - FA22 – 11, SP23 - 10 Men's Tennis - FA22 – 6, SP23 - 6 Women's Soccer - FA22 – 27, SP23 – 19 Men's Track - FA22 – 8, SP23 - 7 Women's Track - FA22 – 10, SP23 - 9 Total FA22 – 203, SP23 – 159 Retention Rate for FA22-SP23 - 78%	We will work with the student success center to ensure that the student-athletes are aware of the support systems available to all students. We will continue to share this information with the department and University. this information will allow us to improve the student-athlete academic experience.
Academic and Student Support - Campus Recreation	1.1	The Spring Fitness Challenge will motivate MUW students, faculty, staff, and Stark Recreation community members to live healthier lifestyles.	A Spring Fitness Challenge Survey will be distributed to students, faculty, and staff who successfully completed the challenge in its entirety. The results of this survey will be analyzed at the end of the Spring semester. "How likely are you to continue your wellness goals after completing the fitness challenge? {Very Unlikely, Unlikely, Neither, Likely, Very Likely}"	75% of Spring Fitness Challenge Survey participants will indicate that they are likely to continue their wellness goals after completing the fitness challenge.	2022 - 2023	Target Met	Our Emerge 80! Spring Fitness Challenge ran for 12-weeks very successfully. We had three weigh-ins, offered free five day trials for Boot Camp & Functional Fitness classes, offered passive competitions and sent educational and motivational emails along the way. We exceeded our target goal. Participants who completed our survey, 93% said they were likely to continue their wellness goals. Overall, there seemed to be increased activity in our facility and we often saw the Spring Fitness Challenge participants working out in some capacity.	In a department meeting, we discussed that we were very pleased with this year's Spring Fitness Challenge. It was discussed that we will continue to springboard off of our achievements from this year. At the time of this writing, we have an excellent fitness professional staff in terms of Trainers and Instructors. Next year's challenge will see fitness professionals utilized at each weigh-in, a more targeted effort to offer performance based challenges, either individually or group competitions and offer nutrition expertise. We will offer a "free" or "fee based" option to next year's challenge. The free option will be run as it always has, come to each weigh-in to qualify as a contestant, the

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Academic and Student Support - Campus Recreation	1.1	The Spring Fitness Challenge will motivate MUW students, faculty, staff, and Stark Recreation community members to live healthier lifestyles.	A Spring Fitness Challenge Survey will be distributed to students, faculty, and staff who successfully completed the challenge in its entirety. The results of this survey will be analyzed at the end of the Spring semester. "How likely are you to continue your wellness goals after completing the fitness challenge? {Very Unlikely, Unlikely, Neither, Likely, Very Likely}"	75% of Spring Fitness Challenge Survey participants will indicate that they are likely to continue their wellness goals after completing the fitness challenge.	2022 - 2023	Target Met	Our Emerge 80! Spring Fitness Challenge ran for 12-weeks very successfully. We had three weigh-ins, offered free five day trials for Boot Camp & Functional Fitness classes, offered passive competitions and sent educational and motivational emails along the way. We exceeded our target goal. Participants who completed our survey, 93% said they were likely to continue their wellness goals. Overall, there seemed to be increased activity in our facility and we often saw the Spring Fitness Challenge participants working out in some capacity.	fee based one will involve a registration fee. Details still need to be hammered out, but it could involve a t-shirt and/or access to a fitness professional. Because our goal is to incite a love for wellness/fitness for a lifetime, we will set an Achievement Target of 80% of Spring Fitness Challenge Survey Participants will indicate that they are likely to continue their wellness goals after completing the fitness challenge.
	2.1	Campus Recreation will provide a welcoming facility for guests through service in a thoughtful and proactive manner.	A Customer Satisfaction Survey will be available to all Stark Recreation users at the close of the Spring Academic semester. The results of this survey will be analyzed at the end of the Spring semester. "Campus Recreation staff is helpful and courteous. {Strongly Disagree, Disagree, No Opinion, Agree, Strongly Agree}"	90% of Customer Satisfaction Survey participants will indicate that Campus Recreation staff was helpful and courteous.	2022 - 2023	Target Met	The more Campus Recreation opened up post covid sanctions, the more our new student staff were exposed to a larger volume of members. This created a new excitement of returning to normal and lent itself to healthy interactions. Also, our employee training day was very helpful in educating staff on how important customer service is to Campus Recreation. Of the 60 members who participated in our Customer Service Satisfaction survey, 95% said they agree/strongly agree that our staff is helpful and courteous. We are proud of that feedback.	Campus Recreation is a student led facility. Employee training days and pouring into our students is not only beneficial to Campus Recreation, but is a great benefit to them. Our goal is to allow for leadership opportunities and real-world skills that students can take with them once they graduate. This especially includes how they interact with the public in terms of customer service and going the extra mile. We will continue to implement our employee training days, conduct our bi-annual evaluations and continue to offer our members with excellent customer service via our

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	2.1	Campus Recreation will provide a welcoming facility for guests through service in a thoughtful and proactive manner.	A Customer Satisfaction Survey will be available to all Stark Recreation users at the close of the Spring Academic semester. The results of this survey will be analyzed at the end of the Spring semester. "Campus Recreation staff is helpful and courteous. {Strongly Disagree, Disagree, No Opinion, Agree, Strongly Agree}"	90% of Customer Satisfaction Survey participants will indicate that Campus Recreation staff was helpful and courteous.	2022 - 2023	Target Met	The more Campus Recreation opened up post covid sanctions, the more our new student staff were exposed to a larger volume of members. This created a new excitement of returning to normal and lent itself to healthy interactions. Also, our employee training day was very helpful in educating staff on how important customer service is to Campus Recreation. Of the 60 members who participated in our Customer Service Satisfaction survey, 95% said they agree/strongly agree that our staff is helpful and courteous. We are proud of that feedback.	student workers. Customer Satisfaction matters in our success, so we will continue to strive for an Achievement Goal of 90% of Customer Satisfaction Survey participants will indicate that Campus Recreation staff was helpful and courteous.
	3.1	Students who are employed at Stark Recreation Center will gain or improve their leadership skills.	An Employee Evaluation Form, which students are required to complete, is administered to each employee at the end of each regular academic semester. The results of this evaluation form for both semesters will be analyzed at the end of the Spring semester. "Through my employment with Campus Recreation, I have developed or improved my leadership skills. {Strongly Disagree, Disagree, No Opinion, Agree, Strongly Agree}"	90% of student employees will report on the Employee Evaluation Form that their leadership skills improved as a result of working for Campus Recreation.	2022 - 2023	Target Met	Campus Recreation is a student led facility which allows students to not only have an income source, but allows for personal growth in many areas of their lives. Our goal is to offer leadership opportunities and real-world skills that students can take with them once they graduate. We do this through bi-annual employee trainings, bi-annual student/supervisor evaluations and have policies and procedures set in place that allows for accountability and teachable moments. This year proved to be very successful as our	We are excited to continue to strengthen our current Student Worker pool as they now have a solid year under their belt post covid sanctions. We saw much growth in our Intramurals department especially,. We were able to reinstate our Weight Room Attendant positions and continue to mold our Customer Service Reps, Student Managers, and Membership Office employees. We will continue to develop strong leadership skills amongst our student employees going into the Fall of 2023 and into Spring 2024. We will continue to offer our bi-annual employee trainings

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	3.1	Students who are employed at Stark Recreation Center will gain or improve their leadership skills.	An Employee Evaluation Form, which students are required to complete, is administered to each employee at the end of each regular academic semester. The results of this evaluation form for both semesters will be analyzed at the end of the Spring semester. "Through my employment with Campus Recreation, I have developed or improved my leadership skills. {Strongly Disagree, Disagree, No Opinion, Agree, Strongly Agree}"	90% of student employees will report on the Employee Evaluation Form that their leadership skills improved as a result of working for Campus Recreation.	2022 - 2023	Target Met	Achievement Target was met with 93% of our students indicating that their leadership skills improved as a result of working for Campus Recreation.	and evaluations and continue to provide leadership opportunities through our varied Campus Recreation programming. Our FY24 Target Achievement goal is to ensure that 90% of student employees will report on the Employee Evaluation Form that their leadership skills improved as a result of working for Campus Recreation.
	4.1	Students employed at Stark Recreation Center will strengthen their problem-solving skills.	An Employee Evaluation Form, which students are required to complete, is administered to each employee at the end of each regular academic semester. The results of this evaluation form for both semesters will be analyzed at the end of the Spring semester. "Through my employment with Campus Recreation, my problem-solving skills improved. {Strongly Disagree, Disagree, No Opinion, Agree, Strongly Agree}"	90% of student employees will report on the Employee Evaluation Form that their problem-solving skills improved as a result of working for Campus Recreation.	2022 - 2023	Target Met	Campus Recreation is a student led facility which allows students to not only have an income source, but allows for personal growth in many areas of their lives, including problem-solving skills. Our goal is to offer leadership opportunities and real-world skills that students can take with them once they graduate. We do this through bi-annual employee trainings, bi-annual student/supervisor evaluations and have policies and procedures set in place that allows for accountability and teachable moments. This year proved to be very successful as our Achievement Target was met with 93% of our students indicating that	We are excited to continue to strengthen our current Student Worker pool as they now have a solid year under their belt post covid sanctions. We saw much growth in our Intramurals department especially,. We were able to reinstate our Weight Room Attendant positions and continue to mold our Customer Service Reps, Student Managers, and Membership Office employees. We will continue to develop strong leadership skills amongst our student employees going into the Fall of 2023 and into Spring 2024. We will continue to offer our bi-annual employee trainings and evaluations and continue to provide leadership opportunities through our varied Campus

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	4.1	Students employed at Stark Recreation Center will strengthen their problem-solving skills.	An Employee Evaluation Form, which students are required to complete, is administered to each employee at the end of each regular academic semester. The results of this evaluation form for both semesters will be analyzed at the end of the Spring semester. "Through my employment with Campus Recreation, my problem-solving skills improved. {Strongly Disagree, Disagree, No Opinion, Agree, Strongly Agree}"	90% of student employees will report on the Employee Evaluation Form that their problem-solving skills improved as a result of working for Campus Recreation.	2022 - 2023	Target Met	their problem solving skills improved as a result of working for Campus Recreation,	Recreation programming. Our FY24 Target Achievement goal is to ensure that 90% of student employees will report on the Employee Evaluation Form that their problem solving skills improved as a result of working for Campus Recreation.
	5.1	Campus Recreation will maintain functional, well-equipped, clean and safe facilities.	A Customer Satisfaction Survey will be available to all Stark Recreation users at the close of the Spring Academic semester. The results of this survey will be analyzed at the end of the Spring semester. "Campus Recreation facilities are well maintained and clean. {Strongly Disagree, Disagree, No Opinion, Agree, Strongly Agree}"	90% of Customer Satisfaction Survey participants will indicate that Campus Recreation facilities are well maintained and clean.	2022 - 2023	Target Not Met	In September 2022 we were finally awarded a designated Custodian for our facility. He has done a remarkable job from the start. He had months worth of work to catch us up on, before he could get us to a maintained status. We are getting compliments from customers and we are very pleased. Unfortunately, our goal of 90% of our members was not met, we made it to 88.3%. However, we did exceed last year's percentage of only 65.8% stating they were satisfied. Also, some of the written complaints didn't regard cleanliness, but more of the nature of room temperature issues, out of order equipment, not enough racks for weights, etc.. Overall, we're very	Though we missed our Target Achievement by only 1.7%, we reviewed our survey comments and have already addressed some issues that we tangibly can do from Campus Recreation's angle. For example, a complaint about the fitness studio not appearing swept, even though the Custodian does sweep weekly. It has been addressed with him, plus we will implement Fitness Instructors to sweep prior to their class start for added assurance. We of course will continue to provide our Custodian with the utmost respect and support as he continues to do a stellar job. He is now in 'detail clean' mode. In regards to out of order equipment, we will address these where it

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	5.1	Campus Recreation will maintain functional, well-equipped, clean and safe facilities.	A Customer Satisfaction Survey will be available to all Stark Recreation users at the close of the Spring Academic semester. The results of this survey will be analyzed at the end of the Spring semester. "Campus Recreation facilities are well maintained and clean. {Strongly Disagree, Disagree, No Opinion, Agree, Strongly Agree}"	90% of Customer Satisfaction Survey participants will indicate that Campus Recreation facilities are well maintained and clean.	2022 - 2023	Target Not Met	pleased with our outcomes.	makes sense financially or we will remove them altogether. We are in a transitional period where we are getting quotes for new equipment, so we are in a holding pattern. A clean facility is number one in terms of providing excellent customer service, so we will strive for a Target Achievement stating that 90% of Customer Satisfaction Survey participants will indicate that Campus Recreation facilities are well maintained and clean.
Academic and Student Support - Center for Teaching and Learning	1.1	The Kossen Center will offer pedagogical training on a variety of topics throughout the academic year to encourage faculty development.	The Kossen Center will offer individual consultations on a variety of topics to meet the needs of our faculty and maintain a participation record to review at the end of the fiscal year.	At least 45 individual consultations on any aspect of teaching or instructional technology will be scheduled and completed annually.	2022 - 2023	Target Met	Out of a total of 529 consultations recorded, 117 were directed related to the utilization of instructional technology or for teaching/curriculum support.	The Kossen Center will offer individual consultations on a variety of topics to meet the needs of our faculty and maintain a participation record to review at the end of the fiscal year.
			The Kossen Center will offer workshops and multi-day seminars on a variety of topics to meet the needs of our faculty and maintain a participation record to review at the end of the fiscal year.	At least 25 group workshops or multi-day seminars will be offered annually with an average attendance rate of at least 3 people per session.	2022 - 2023	Target Not Met	A total of 23 sessions were offered over the course of the 22-23 year New Faculty Orientation - In Person 18 Online 0 Total 18 Fall Dev Session 0 - Post Convocation In Person 94 Online 0 Total 94 (NOTE: These sessions immediately followed Fall Convocation and included 5 sessions, the attendance total is across these 5 session) Fall Dev Session 1 - Degreeworks In Person 5	The Kossen Center will offer workshops and multi-day seminars on a variety of topics to meet the needs of our faculty and maintain a participation record to review at the end of the fiscal year.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			The Kossen Center will offer workshops and multi-day seminars on a variety of topics to meet the needs of our faculty and maintain a participation record to review at the end of the fiscal year.	At least 25 group workshops or multi-day seminars will be offered annually with an average attendance rate of at least 3 people per session.	2022 - 2023	Target Not Met	Online 23 Total 28 Fall Dev Session 2 - OUR Panel In Person 4 Online 2 Total 6 Fall Dev Session 3 - BIT Panel In Person 6 Online 2 Total 8 Fall Dev Session 4 - ADA Compliance In Person 2 Online 5 Total 7 Fall Dev Session 5a - Book Adoption 1 In Person 1 Online 0 Total 1 Fall Dev Session 5b - Book Adoption 2 In Person 2 Online 0 Total 2 Fall Dev Session 6 - What is Going on With Student Engagement? In Person 2 Online 0 Total 2 Fall Dev Session 7 - Synergetics Intro Session In Person 6 Online 0 Total 6 Fall Dev Session 8 - P&T In Person 11 Online 6 Total 17 Fall Dev Session 9 - Understanding Trauma in Students In Person 2 Online 4 Total 6 Fall Dev Session 10 - Synergetics Intro Session In Person 7 Online 0 Total 7 There were a total of 202 attendees to Fall 2022 Development sessions. Attendance (both online and in person) was tracked for all 10 of the sessions conducted by the KCTL during the Spring 23 Semester, the results were as follows: Spring Dev Session 1 - Teaching & Learning	The Kossen Center will offer workshops and multi-day seminars on a variety of topics to meet the needs of our faculty and maintain a participation record to review at the end of the fiscal year.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
		The Kossen Center will offer workshops and multi-day seminars on a variety of topics to meet the needs of our faculty and maintain a participation record to review at the end of the fiscal year.	At least 25 group workshops or multi-day seminars will be offered annually with an average attendance rate of at least 3 people per session.	2022 - 2023	Target Not Met	Grants/Learning Circles Relaunch In Person 2 Online 2 Total 4 Spring Dev Session 2 - Easy Steps to Being ADA Compliant In Person 2 Online 1 Total 3 Spring Dev Session 3 - Introduction to KCTL Recording Room In Person 0 Online 6 Total 6 Spring Dev Session 4 - Synergetics Excel Training In Person 11 Online 0 Total 11 Spring Dev Session 5 - Inclusivity in OUR Mentoring In Person 4 Online 3 Total 7 Spring Dev Session 6 - A Concrete Discussion about AI Tools and Instruction In Person 8 Online 6 Total 14 Spring Dev Session 8 - Supporting Student Success with Campus Communication Discussion In Person 4 Online 0 Total 4 Spring Dev Session 9 - An Abstract Discussion about AI Tools and Impact In Person 7 Online 6 Total 13 Spring Dev Session 10 - Advising Snacks & Chat In Person 2 Online 2 Total 4 Special Session - Faculty Research Symposium In Person 16 Online 0 Total 16 There were a total of 80 attendees to Spring 2023 Development sessions.	The Kossen Center will offer workshops and multi-day seminars on a variety of topics to meet the needs of our faculty and maintain a participation record to review at the end of the fiscal year.
	1.2	Faculty will feel that their	Faculty will be asked about their satisfaction	65% of Faculty Satisfaction Survey	2022 - 2023	Target Met	The Faculty Satisfaction Survey distributed by the	Faculty will be asked about their satisfaction with the

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	professional development needs for technology use are being met by the Kossen Center's offerings.	with the developmental opportunities for online teaching offered by the Kossen Center in the annual Faculty Satisfaction Survey. Results will be compiled by the Office of Institutional Research and reviewed by the Kossen Center staff. "The University supports online course delivery through faculty training and allocation of resources."	participants will "strongly agree" or "agree" that "The University supports online course delivery through faculty training and allocation of resources."	2022 - 2023	Target Met	OIR shows 25% (15/53) of respondents "strongly agree" that their needs are being met and 55% (33/53) of respondents "agree" that there needs are being met (for a total of 75% of respondents).	developmental opportunities for online teaching offered by the Kossen Center in the annual Faculty Satisfaction Survey. Results will be compiled by the Office of Institutional Research and reviewed by the Kossen Center staff. "The University supports online course delivery through faculty training and allocation of resources." This construct will also be assessed in the KCTL Survey phrased as "The KCTL supports my efforts to teach effectively online."
			Faculty will be asked about their satisfaction with the developmental opportunities for software use offered by the Kossen Center in the annual Faculty Satisfaction Survey. Results will be compiled by the Office of Institutional Research and reviewed by the Kossen Center staff. "I have access to the software I need to be an effective instructor."	65% of Faculty Satisfaction Survey participants will "strongly agree" or "agree" that "I have access to the software I need to be an effective instructor."	2022 - 2023	Target Met	The Faculty Satisfaction Survey distributed by the OIR shows 25% (15/53) of respondents "strongly agree" that they have access to the software I need to be an effective instructor and 61% (36/53) of respondents "agree" that they have access to the software I need to be an effective instructor (for a total of 86% of respondents).	Faculty will be asked about their satisfaction with the developmental opportunities for software use offered by the Kossen Center in the annual Faculty Satisfaction Survey. Results will be compiled by the Office of Institutional Research and reviewed by the Kossen Center staff. "I have access to the software I need to be an effective instructor." This construct will also be assessed in the KCTL Survey phrased as "The KCTL supports my efforts to use software in my teaching practice."
	1.3	Faculty will actually implement the	Faculty will be asked about their self-assessed level of competency in	60% of Faculty Satisfaction Survey participants will	2022 - 2023	Inconclusive	The APIL Teaching program was discontinued in Fall 2022.	This item no longer applies and will removed from out plan in the next assessment

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.3	skills and theories that they learn about at the Kossen Center in their classes.	using APIL Teaching strategies to lead to intellectual curiosity in the annual Faculty Satisfaction Survey. Results will be compiled by the Office of Institutional Research and reviewed by the Kossen Center staff.	answer "Acceptable" or "Mastery" to the question "APIL Strategies involve Active learning, Problem-based learning, and Inquiry-based learning to cultivate Intellectual Curiosity. My self-assessed level of competency in these strategies is:"	2022 - 2023	Inconclusive	The APIL Teaching program was discontinued in Fall 2022.	cycle.
			One third of faculty who have attended at least one Kossen Center workshop, training, or individual consultation over the past year will be randomly selected to complete a Follow-up Survey which includes a question about whether or not they have implemented any of the skills or theories they have learned in the past year. The question will offer a 5-point scale ranging from 1, "not at all," to 5, "to a great extent". The survey will be evaluated by Kossen Center staff.	The average faculty score on the implementation question on the randomly selected annual Follow-up Survey will be 3.5 out of 5.	2022 - 2023	Inconclusive	This item was not included in the KCTL end of year survey.	At the conclusion of each semester all faculty and staff will be surveyed about whether they have implemented any of the training they received during the prior semester. The question will offer a 5-point scale ranging from 1, "not at all," to 5, "to a great extent". The survey will be evaluated by Kossen Center staff.
	2.1	New instructional technology will be placed in classrooms across campus annually.	The Kossen Center will assist departments with the selection and installation of new classroom technology and will keep a record of all completed processes to review at the end of the fiscal year.	Conduct a needs consultation and installation of new classroom technology, either hardware or software, in at least 8 classrooms on campus per year.	2022 - 2023	Target Met	10 study rooms in Fant Memorial Library were equipped with displays using Title III Funds. 4 Mobile Interactive Displays (with peripherals) were purchased and installed in EDHS under the coordination of the KCTL.	The Kossen Center will assist departments with the selection and installation of new classroom technology and will keep a record of all completed processes to review at the end of the fiscal year.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action

	2.1	New instructional technology will be placed in classrooms across campus annually.	The Kossen Center will assist departments with the selection and installation of new classroom technology and will keep a record of all completed processes to review at the end of the fiscal year.	Conduct a needs consultation and installation of new classroom technology, either hardware or software, in at least 8 classrooms on campus per year.	2022 - 2023	Target Met	The Math Lab is currently in the contract review process to determine which vendor will provide technology solutions for that classroom. Quotes for 18 more rooms across Painter, Cromwell, EDHS, and Parkinson were received and the KCTL is currently working with Resources Management to get equivalent quotes for Phase 1 of the project (installs in Painter, EDHS, and Cromwell)
							
							The needs consultation procedure was outlined during the 22-23 school year and is as follows: Create folder ROOM_TYPE_TIME eg EDHS 310 ConfRM_Spr23
							1. Get Request
							Save email or written request in established folder
							2. Generate Follow-up / Spec Doc + Map
							    a. Room Dimensions / Current Tech
							    b. Possible (based current drops/electrical/space/etc.) Preferred (based on request)
							    c. Confirm w/ ITS re: drops or electrical/ can facilities do install or vendor install required
							    d. Confirm funding source for coordination of quotes and quote requests
							3. Follow up 1 w/ Requestor
								The Kossen Center will assist departments with the selection and installation of new classroom technology and will keep a record of all completed processes to review at the end of the fiscal year.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	New instructional technology will be placed in classrooms across campus annually.	The Kossen Center will assist departments with the selection and installation of new classroom technology and will keep a record of all completed processes to review at the end of the fiscal year.	Conduct a needs consultation and installation of new classroom technology, either hardware or software, in at least 8 classrooms on campus per year.	2022 - 2023	Target Met	a. Confirm PREFERRED request (if possible) or present POSSIBLE (based on affordances of room) b. Ask for corrections/clarifications for confirmed specification document c. Adjust specification document based on needs + wants + what is possible 4. Follow-up 2 w/ Requestor a. Confirm changes (if needed) 5. Utilize Specification document to request initial quote from vendor 6. After receiving initial quote, confirm with requestor 7. FOR ITEMS totaling 5,000 or more - Send initial quote to Resources Management for equivalent quote request	The Kossen Center will assist departments with the selection and installation of new classroom technology and will keep a record of all completed processes to review at the end of the fiscal year.
	2.2	Faculty will be satisfied with their ability to effectively use new instructional technology, both software and hardware, for face-to-face, online, and hybrid instruction.	Faculty who attend individual or group training sessions on using technology for instruction will complete the Instructional Technology Survey to assess their perceived skill level (novice, intermediate, competent, advanced). The survey data will be assessed by Kossen Center staff.	75% of faculty member's self-reported outgoing perceived skill level will be at least one level higher than their self-reported incoming perceived skill level on the Instructional Technology Survey.	2022 - 2023	Inconclusive	The Instructional Technology survey was not distributed to faculty.	When the KCTL semester survey is distributed an item will be included to assess faculty and staff perceived skill level (novice, intermediate, competent, advanced) in using instructional technology. The survey data will be assessed by Kossen Center staff.
			Faculty who attend individual or group training sessions on using technology for instruction will complete the	The average score of those participating in the Instructional Technology Survey,	2022 - 2023	Target Not Met	Of the two sessions related directly to instructional technology (A Concrete Discussion about AI Tools, An Abstract Discussion	The KCTL will distribute a survey following each workshop, training, or seminar to assess their satisfaction with the

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			Instructional Technology Survey to assess their satisfaction with the training. Among other questions, the survey includes a question asking them to rate their satisfaction with the training where 1 is "very unsatisfied" and 5 is "very satisfied." The survey data will be assessed by Kossen Center staff.	which reflects faculty satisfaction with training, will be a 3.8 on a 5.0 scale.	2022 - 2023	Target Not Met	about AI Tools) 1 faculty member rated the sessions as Slightly Useful, 4 faculty members rated the sessions as Moderately Useful, and 1 faculty member rated the sessions as Very Useful.	training. The survey data will be assessed by Kossen Center staff.
Academic and Student Support - Center for Women's Research and Public Policy	1.1	Newly trained student interviewers involved in the Women's Oral Histories project will complete interviews of an MUW alumnae to be added to the University Archives. In the process, students will learn about multigenerational women's accomplishments and challenges.	The MUW archivist will review the new trainee list supplied by the CWRPP Intern to determine if at least five trainees completed interviews, and the completed Women's Oral Histories interviews are also approved acceptable by the MUW archivist based on best practices of professional oral historians.	Student mentors will instruct 5 new trainees to produce acceptable Women's Oral Histories interviews.	2022 - 2023	Target Not Met	Five students were recruited to conduct oral history interviews during Homecoming (March) 2023. Of these, four students ultimately completed the training sessions. Though only four students received training, they completed oral history interviews with eight alumnae from the Class of 1973. One student failed to properly record two of her three interviews on the high-quality Zoom recorder, but usable recordings were captured on her smartphone recorder application in both instances. The CWRPP intern gathered the materials (Consent/Deed of Gift forms, Biographical Survey forms, photographs, and audio files) and transmitted them to the Archivist. The students also began transcribing their interviews for later submission to the Archivist.	The CWRPP Director, Dr. Erin Kempker, and the University Archivist will meet in the Fall 2023 semester to discuss a revised assessment plan that focuses less on the number of students trained and more on the quality of their training and interview experience. In addition, the director will continue working with Dr. Kempker and the Office of Development and Alumni to launch recruitment efforts (for student interviewers and Golden Girl alumnae) in the fall. The director will also work with the University Archivist to recruit student interviewers in the fall. In the spring, faculty will add an additional training workshop devoted solely to technical instruction in the use of the recorder and will include an active learning element to provide students with supervised practice and feedback.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	The CWRPP will train undergraduate college women to enter elected or appointed public service.	The CWRPP Director will review all of the LDR 250 presentations to determine if all the students completed the project in its entirety.	100% of students in LDR 250 will complete a public policy group project, including a mock presentation before a senate subcommittee.	2022 - 2023	Target Met	LDR 250 was replaced with POL 365 and WS 365 in the 2020-2021 MUW Bulletin to make the course title "Mississippi Women in Politics" and subject-area symbol options (WS for women's studies or POL for political science) better reflect the course objectives and content. Eleven students enrolled in these courses (8 in POL; 3 in WS) in Summer 2022 and 100% completed the 2022 Action Project, including a mock legislative committee hearing. Students researched proposals to expand Medicaid's postpartum coverage to twelve months in Mississippi and prepared testimony from the perspective of a fictional interest group coalition, with each group representing a different set of policy preferences. Their presentations included a Q&A session from a mock legislative committee whose members included the CWRPP's current and former directors, MUW's University Counsel, the TVA's Government Relations Manager for MS, the District 11 Circuit Court Judge, and a former staff attorney for the MS Senate who is currently working as a civil rights attorney for the MS Department of Child Protective Services.	The CWRPP Director will discuss the assessment results with the NEW Leadership MS program faculty in the spring of 2023 ahead of Action Project design for the summer term POL/WS 365 classes. Students will continue to receive training in public policy research and public speaking as part of the Action Project and will continue to give presentations before a mock legislative committee hearing as part of the assignment.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			The CWRPP Director will review the students who participated in the professional networking in the state capital to determine if all the students in LDR 250 participated at the reception.	100% of students in LDR 250 will practice professional networking at a reception for elected-women officials in the state capital.	2022 - 2023	Target Met	Fourteen students enrolled in WS 365 and POL 365 during the Summer 2023 semester and two students completed the institute but opted not to enroll in the associated courses. Again, students took a two-day trip to Jackson, MS, where they heard from panelists at the Capitol Building on the first day and participated in a large networking luncheon with women in elected and appointed office on the second day. In addition, a networking reception with the International Women's Forum of Mississippi was held at the Mississippi headquarters of Butler-Snow (the state's most successful law firm) on the evening of the first day. Students were again given business cards and discussed networking basics with program staff during the drive to Jackson; this time, they also had a networking guide included in their binders to help structure the session. At the networking luncheon, the keynote address was replaced with networking questions placed on each table, and guests were encouraged to sit with those they did not already know and use the questions to facilitate discussion. With even more attention than the previous years, Faculty in Residence	The CWRPP Director will continue to pursue grant funds and private donations to support the extended trip to Jackson and will continue the partnership with the International Women's Forum of Mississippi so that programming from 2023 can continue. In addition, the Director will work with program faculty and staff to further develop the networking worksheet provided to students and will consider adding an active learning workshop on networking to the program so that students will have more preparation ahead of the trip to Jackson. Program staff will continue to receive instruction on helping students take advantage of networking opportunities, and this will include encouragement to match students to speakers based on shared interests whenever possible.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			The CWRPP Director will review the students who participated in the professional networking in the state capital to determine if all the students in LDR 250 participated at the reception.	100% of students in LDR 250 will practice professional networking at a reception for elected-women officials in the state capital.	2022 - 2023	Target Met	worked to introduce students to professionals and leaders, and one faculty member was particularly intentional about matching students to those whose careers matched the students' interests. After panels and during both networking events, the CWRPP Director observed students introducing themselves, exchanging business cards, and attempting to make meaningful connections with elected officials, civil servants, nonprofit advocates, and government relations professionals. On the final day of the program, students were surveyed about their experiences. Of the sixteen students completing the institute, eleven (68.8%) gave the two networking events a 10/10 rating, and another three (18.8%) gave the events a 9/10. No student scored the events below a 7/10. While students expressed a desire for even more match-making and a wider variety of invitees and noted how hard it is to connect with professionals at first, this is strong evidence that students recognize the value of the networking opportunities provided and feel supported in participating.	The CWRPP Director will continue to pursue grant funds and private donations to support the extended trip to Jackson and will continue the partnership with the International Women's Forum of Mississippi so that programming from 2023 can continue. In addition, the Director will work with program faculty and staff to further develop the networking worksheet provided to students and will consider adding an active learning workshop on networking to the program so that students will have more preparation ahead of the trip to Jackson. Program staff will continue to receive instruction on helping students take advantage of networking opportunities, and this will include encouragement to match students to speakers based on shared interests whenever possible.
	2.2	Enhance the New	The CWRPP Director will	At least one	2022 - 2023	Target Met	One graduate student	The CWRPP director will

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	Leadership Program to give graduate students the opportunity to practice hands-on development of other women leaders.	review the number of graduate students in Women's Leadership participating in the practicum connected to the Mississippi New Leadership Program.	graduate student in Women's Leadership will complete a practicum connected to the Mississippi New Leadership Program earning 1-3 hours of graduate credit.	2022 - 2023	Target Met	completed WS 510 Practicum by helping plan and administer the 2022 NEW Leadership MS (NEW MS) summer institute. The student gained experience in event planning and curriculum development during the spring. In June, during the institute, she led election training workshops for the undergraduate students attending NEW MS, mentored the students, and received mentorship from faculty in residence.	discuss assessment results with the new Women's Leadership program coordinator to continue identifying Women's Leadership graduate students who would benefit by working with NEW Leadership MS for their WS 510 Practicum.
	2.3	In partnership with the MUW Development Office, the director will seek new business partnerships as financial sponsors of Faculty In Residence (FIRS) in NEW Leadership	The director will maintain and review financial sponsorship records from new business partnerships throughout the fiscal year to determine if the achievement target is met.	One new business partnership will be established as financial sponsors each fiscal year.	2022 - 2023	Target Not Met	No new business partnerships were established in 2022-2023. Instead, the director worked to raise the profile of NEW Leadership MS, the Golden Girls Oral History Project, the Martha Swain Speaker Series, and other initiatives overseen by the CWRPP as part of a new, comprehensive fundraising campaign developed in consultation with the MUW Foundation Director. In April 2022, the CWRPP's Ascend Fund grant was renewed. While the Ascend Fund still hopes to renew the full $50,000 grant, only $37,500 is currently guaranteed.	The CWRPP director will continue taking a broad approach to fundraising and attempt to identify potential corporate sponsors. The director will also discuss assessment results with the new Associate Vice President for Academic Affairs, Kim Whitehead, who will now oversee the Center. They will review the current assessment plan together, and the Director will make revisions.
Academic and Student Support - Counseling Services	1.1	The Counseling Center will make an effort to increase awareness of mental health	Participation rates of campus-wide programming will be analyzed after each psycho-educational/mental health	At least 50 students will participate in one campus-wide mental health program offered by	2022 - 2023	Target Met	We were able to present and participated in over 57 unique events and various programs across campus reaching over 200 students which increased the	Based on our success for the last years we plan to increase our target to over 75 students. Our department discussed what determined our success and

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Academic and Student Support - Counseling Services	1.1	coping skills and mental health services available to students.	program via a log book. The log book will be maintained by the counselors to track participation rates of students.	the Counseling Center.	2022 - 2023	Target Met	awareness of mental health coping skills and mental health services available. (See Attached Documents)	agreed to adjust the target.
	1.2	The Counseling Center will build relationships within the community to ensure that resources are readily available to counseling center staff and students as needed.	Counseling Center staff will analyze working relationships within the community by meeting quarterly with 1 community agency.	Counseling Center staff will build a working relationship by obtaining a partnership with at least 1 program from a community agency.	2022 - 2023	Target Met	Through our joining and particpating in the Community Action Coalition we met this target. We also held our second annual Mental Health and Wellness Fair which included 12 community and 12 on campus agencies. (See Attached Documents)	With the results of our past participation we are planning with discussions with the campus and community we will adjust the target number of agencies and programs the center will interact with. The increased target will be 20.
	2.1	Continue to offer accessible programming and service that promote creative, intellectual, and social opportunities using our liberal arts focus for a diverse variety of campus and community members.	Ask various audiences for verbal or written evaluation.	Interact with at least 50 individuals from programming for verbal or written evaluation.	2022 - 2023	Target Met	We communicated with over 50 participants through debriefing, emails, and other moods of service and evaluation. (See Attached for Examples)	Based on our results our department has decided to maintain this target with closer detailed tracking of incoming evaluations.
	2.2	Using various methods of technology, the counseling center will be able to utilize tele-mental health to meet with clients as needed or desired.	We will document through Titanium whether clients are in-person or via tele-mental health.	Goal of 20 clients via tele-mental health per semester.	2022 - 2023	Target Met	We met with 33 students over telemental health. This was less than it was last year due COVID is no longer responsible for online sessions. This is documented in titanium.	We will continue to provide telemental health as a target due to the fluctuation over the past tow years. As our department reviewed the results we will continue to assess this going forward.
Academic and Student Support - Financial Aid	1.1	Financial Aid office employees will participate in training and	Financial Aid Office staff will keep a sign-in sheet of all trainings and/or webinars that are	At least 3 federal regulations trainings and/or webinars will be	2022 - 2023	Target Not Met	Employee: A 3 B 3 C 4	In an effort to increase the number of training's completed, the Director will create a log for staff to

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Academic and Student Support - Financial Aid	1.1	webinars to increase understanding in federal regulations.	participated in.	completed by each Financial Aid Office staff member.	2022 - 2023	Target Not Met	D 2	complete once trainings are attended.
	2.1	The Financial Aid Office will provide information regarding Satisfactory Academic Progress (SAP) to students to assist in improving retention.	The Financial Aid Office will check SAP standings after each payment period by comparing student SAP standings from the previous semester.	10% of students on the SAP warning list will return in good SAP standing within one semester.	2022 - 2023	Target Met	33% of students on warning returned to good SAP standing within one semester. The total number on probation was 111, with 42 returning spring 2022. Of those, 14 were passing at the end of spring 2023.	The Financial Aid office will continue to collect data this next fall and spring semesters. We would like to see 20% of students on warning to return to good SAP standing within one semester.
	2.2	The Financial Aid Office will provide information to students of policies, student deadlines, and disbursement dates.	The Financial Aid Office will analyze the results of the Graduation Survey at the end of every academic year. "Were you aware of the financial aid policies, student deadlines, and disbursement dates? {Yes, No}"	80% of students participating in the Graduation Survey will state that they were aware of the financial aid policies, student deadlines, and disbursement dates.	2022 - 2023	Target Met	Yes: 89.80% No: 10.20% total responded: 716	We will continue to use the Graduation Survey to analyze if students were aware of financial aid policies, student deadlines, and disbursement dates.
	2.3	The Financial Aid Office will utilize the CampusLogic software to automate and simplify the verification process, which will lead to awards being made in a timely manner.	The Financial Aid office will analyze the verification spreadsheet on the first day of the fall semester.	5% or more verifications will be processed by the first day of the fall semester.	2022 - 2023	Inconclusive	Due to COVID, Department of education waived the requirements for verification. Only students with conflicting data are required to submit paperwork.	We will continue to use the CampusLogic software to make awards in a timely manner, when verification is required again.
Academic and Student Support - Housing and Residence Life	1.1	The Office of Housing and Residence Life will increase the number of New Freshmen living on campus each	The Office of Housing and Residence Life will analyze the data produced by the Housing software (eRezLife) that will calculate our number of New Freshmen students	50% of New Freshmen living on campus will return to live on campus Fall semester of their Sophomore year.	2022 - 2023	Target Not Met	Only 38.7% of new freshman students from 2021 returned to live on campus for their sophomore year in Fall 2022.	Housing will continue to recruit new freshman students to live back on campus for their Sophomore year. The Office of Housing and Residence Life will use the numbers to

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Academic and Student Support - Housing and Residence Life	1.1	academic year.	living on campus to determine the retention each academic year.	50% of New Freshmen living on campus will return to live on campus Fall semester of their Sophomore year.	2022 - 2023	Target Not Met	Only 38.7% of new freshman students from 2021 returned to live on campus for their sophomore year in Fall 2022.	discuss in departmental meetings on different ways to recruit new students.
	1.2	The Office of Housing and Residence Life will increase the number of Returning Students living on campus each academic year.	The Office of Housing and Residence Life will analyze the data produced by the Housing software (Simple Campus Housing) that will calculate our number of Returning Students living on campus to determine the retention each academic year.	35% of Sophomores living on campus will return to live on campus Fall semester of their Junior year.	2022 - 2023	Target Met	Housing and Residence Life had 56.25% of Sophomores in Fall '21 return to live on campus for Fall '22 (45 out of 80).	Housing and Residence Life will continue to recruit students each year to return to the residence halls. The Office of Housing and Residence Life will use the numbers to discuss in departmental meetings on different ways to recruit returning students.
	2.1	The Office of Housing and Residence Life will increase the average satisfaction rating of programs/activities sponsored by our staff regarding social/educational/cultural programs conducted in the residence halls.	Results from the (Association of College and University Housing Officers – International) ACUHO-I/Benchworks Resident Assessment survey will be analyzed at the end of the Spring semester. "How satisfied are you with programs/activities sponsored by your hall/apt. building regarding: Social/educational/cultural programs? {1. Very dissatisfied, 2. Moderately dissatisfied, 3. Slightly dissatisfied, 4. Neutral, 5. Slightly satisfied, 6. Moderately satisfied, 7. Very satisfied}"	Increase the satisfaction mean to 5.6 on a scale of 1-7 (with 7 being "very satisfied") will be achieved on the ACUHO-I/Benchmarks Resident Assessment survey regarding the social/educational/cultural programs conducted in the residence halls.	2022 - 2023	Target Not Met	Housing and Residence Life did not meet the goal of 5.6 satisfaction rate for the EBI survey when it comes to social/educational/cultural programs conducted in the residence halls. Only a mean of 5.16 was obtained.	Housing and Residence Life will use the results from the EBI survey to evaluate the programming model for the RAs and to discuss in departmental meetings on different ways improve our programming.
	2.2	The Office of Housing and Residence Life will increase the	Results from the (Association of College and University Housing Officers – International)	Increase the satisfaction mean to 5.6 on a scale of 1-7 (with 7 being	2022 - 2023	Target Not Met	The Office of Housing and Residence Life only achieved a mean of 5.35 when it comes to Quality of	Housing and Residence Life will use the results from the Spring '23 EBI surveys to review the quality of

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	average satisfaction rating of programs/activities sponsored by our staff regarding quality of programs.	ACUHO-I/Benchworks Resident Assessment survey will be analyzed at the end of the Spring semester. "How satisfied are you with programs/activities sponsored by your hall/apt. building regarding: Quality of programs? {1. Very dissatisfied, 2. Moderately dissatisfied, 3. Slightly dissatisfied, 4. Neutral, 5. Slightly satisfied, 6. Moderately satisfied, 7. Very satisfied}"	"very satisfied") will be achieved on the ACUHO-I/Benchmarks Resident Assessment survey regarding quality of programs offered by the department of Housing and Residence Life.	2022 - 2023	Target Not Met	programs as reported from the EBI survey.	programs in the residence halls and to discuss in departmental meetings on different ways improve our programming.
Academic and Student Support - Library	1.1	The library will continue to investigate and adopt resources, services, and spaces to create a fertile environment for research, teaching, and learning.	The library will conduct a Faculty Library Survey annually to determine satisfaction with the library's resources and services. The library faculty will review and analyze the survey results to determine if the achievement target was met.	The library will expect a 5% increase in overall satisfaction with the library's services on the Faculty Library Survey	2022 - 2023	Inconclusive	The Faculty Library Survey was sent out on 11/16/22 and 14 faculty members responded. Overall satisfaction with the library resources and services was 80%.	Faculty survey will be sent out in fiscal 2023-2024.
			The library will increase faculty participation in selecting library resources by prioritizing faculty requested monograph, serial, and electronic resource purchases.	The library will increase faculty requests by 2% overall.	2022 - 2023	Target Not Met	37 of the 430 titles purchased were by faculty request. Compared to last year's 105 of 522, this is a decrease of 11% from last year. The results are in part due to the Collection Development Librarian taking a leave of absent and later leaving the library.	We will continue to purchase at faculty request and promote this service through emails to faculty that include a link to the updated purchase request forms.
	2.1	The library will continue to offer enriching co-curricular	The library will continue to grow its dynamic online reference help through continued creation of	The library will add 15 new FAQ entries annually, based on failed searches and	2022 - 2023	Target Met	The library added 12 new FAQ entries and substantially revised 196. The library also revised and	The library will continue to monitor FAQs and LibGuide usage to determine the need for new or edited

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	programs that address the needs of a diverse and growing university community.	LibGuides, FAQ entries, and increased chat reference. Public Services faculty and staff will review the records each year to determine if the achievement target was met.	new resources or services, review and update 10 LibGuides annually based on faculty requests or patron needs and will increase usage of the synchronous virtual reference system by 5% each year.	2022 - 2023	Target Met	updated 63 LibGuides. Synchronous virtual reference (chat) increased from 202 in 2021-2022 to 216 in 2022-23. That is an increase of 6.9%.	FAQs and LibGuides. The library will continue to promote the use of the library chat service during library instruction workshops and through reference interactions.
			The library will continue to partner with faculty and staff across campus to foster course integrated instruction.	The library will conduct a minimum of 40 in person sessions per year, 5 co-curricular workshops per year, and review and update the instruction libguide with materials on a semester basis.	2022 - 2023	Target Met	In 2022-23 the library conducted 47 in-person workshops and three virtual workshops. All of the 50 workshops were co-curricular workshops.	The library continued to offer course integrated instruction and co-curricular workshops throughout the year. Library faculty discuss these workshops at library instruction and library monthly meetings.
	3.1	The library will continue to prioritize inclusion, diversity, equity, and accessibility for services, resources, and programming.	The library will continue to offer accessible programming through the library's Inclusion, Diversity, Equity, and Accessibility (IDEA) Committee that engages the campus with common reading, discussions, and educational opportunities centered around gender, race, sexuality, and accessibility.	The library will host a minimum of two IDEA events, including book talks, speaker sessions, and workshops, per semester each year.	2022 - 2023	Target Met	The library held 7 book clubs and helped sponsor the Social Just Speaker series in February 2023. The library also held a retreat on microaggressions in the library for library staff on 1/6/2023.	The library will continue book talks during the fiscal year and will actively promote the book talks and other scheduled IDEA events through the MUW events calendar, flyers, and the library Instagram and Facebook accounts.
	4.1	The library will continue to work towards creating a center for research into Mississippi women's history and leadership.	The library will continue to preserve and share the rich history of the university and work to make accessible collections within its archives which highlight Mississippi women's	The library will make available five new collections annually.	2022 - 2023	Target Met	6 collections were made available through the archives this year.	The assessment plan will be changed to better reflect our goals. Starting in 2023-2024 the archives target will be to process and make available 80 linear feet of records. This will be a more accurate measure of the

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	4.1	The library will continue to work towards creating a center for research into Mississippi women's history and leadership.	history and leadership.	The library will make available five new collections annually.	2022 - 2023	Target Met	6 collections were made available through the archives this year.	scope of archival work.
Academic and Student Support - Registrar	1.1	The Office of the Registrar will move more manual processes to online processes to promote timeliness and convenience for students.	At the end of the fiscal year, the Office of the Registrar will analyze the Graduation Survey's results regarding the overall Registrar process. "Overall, how would you rate the registrar processes (including updating personal/academic information, adding/dropping classes, degree audit processing, applying for graduation, transcript processing, etc.)? {Excellent, Good, Fair, Poor}"	85% of students participating in the Graduation Survey will find Registrar processes "good" or "excellent."	2022 - 2023	Target Met	Excellent (34/716) - 48.04% Good (290/716) - 40.50% Total (634/716) - 88.54% Fair (66/716) - 9.22% Poor (16/716) - 2.23%	The Registrar's Office will continue to improve processes to increase student satisfaction. Survey results will continue to be shared with staff and further areas of improvement will be discussed. The current online forms system, Perfect Forms, will be replaced with a more reliable system during this next academic year. Forms currently completed by paper will be updated to the new forms system.
	1.2	The Office of the Registrar will save money by moving processes online.	At the end of the fiscal year, the unit budget manager will run a cost comparison report to determine if the achievement target was met.	There will be a 10% reduction in the cost of paper purchased by the Office of the Registrar.	2022 - 2023	Target Met	$354.09 was spent on paper in the FY22 budget. $273.40 was spent on paper in the FY23 budget. 23% decrease in the cost of paper.	The Registrar's Office will continue to decrease the cost of paper. Moving the remaining paper forms online will reduce the cost of paper more in the FY24 budget. This outcome will be revisited after the FY24 budget and possibly replaced with a different outcome. The Registrar staff will discuss and decide a new outcome if necessary.
	2.1	The Office of the Registrar will have a sample of student straight line audits checked by the Student	The Student Records Specialist will analyze the rate of error during sample checks and report findings to the Registrar at the end of each academic	100% of the samples will be audited correctly.	2022 - 2023	Target Not Met	489 random audits were sampled. 83% were error free.	The elimination of paper audits reduced the amount of errors significantly. Most errors found were data entry errors in relation to posting transfer work. The

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	Records Specialist each semester to ensure accuracy.	semester.	100% of the samples will be audited correctly.	2022 - 2023	Target Not Met	489 random audits were sampled. 83% were error free.	Registrar's Office staff will continue to meet and discuss errors found on the degree audits.
	2.2	The Office of the Registrar staff will attend conferences and/or webinars throughout the year to improve customer interaction.	At the end of the fiscal year, the Office of the Registrar will analyze the Registrar Student Satisfaction Survey's results regarding customer interaction. "Interaction with Registrar staff was prompt and courteous. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	80% of students participating in the Registrar Student Satisfaction Survey will agree or strongly agree that their interaction with the Office of the Registrar staff was prompt and courteous.	2022 - 2023	Target Not Met	2022-2023 Registrar Customer Satisfaction Survey Results 68% (52/77) students were either satisfied or very satisfied.	The Registrar's Office will continue to monitor the Registrar Student Satisfaction Survey and attend training to raise the customer satisfaction percentage. Results of the survey will be shared with staff employees and areas of improvement will be discussed during routine meetings throughout the academic year.
	2.3	The Office of the Registrar will provide support services to faculty.	At the end of the fiscal year, the Office of the Registrar will analyze the Faculty Satisfaction Survey's results regarding the Registrar's faculty support services. "Overall, the Registrar office supports faculty needs (including student degree audits, online change of major forms, etc.). {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	80% of faculty participating in the Faculty Satisfaction Survey will agree or strongly agree that the Office of the Registrar supports their needs.	2022 - 2023	Target Met	2022-2023 Faculty Satisfaction Survey Results Strongly Agree (19/58) - 33% Agree (35/58) - 60% Total 54/58) - 93% Disagree (3/58) - 5% Strongly Disagree (1/58) - 2% Not Applicable (0/0) - 0%	The Registrar's Office will continue to support faculty needs. Training will be provided during the Development Series through the Kossen Center for Teaching and Learning and provided upon request from faculty and staff. Survey results will be shared with Registrar staff and areas of improvement will be discussed during routine meetings throughout the academic year.
Academic and Student Support - Sexual Misconduct & Title IX	1.1	The University will make an effort to increase awareness among staff regarding the University's sexual misconduct (Title IX) policy.	Results of the Staff Satisfaction Survey will be analyzed every Spring. "I am aware that I am responsible for reporting sexual misconduct of which I have been informed or have witnessed to the University's Title IX	85% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware they are responsible for reporting sexual misconduct of which they have been informed or	2022 - 2023	Target Met	2022 Staff Satisfaction Survey Results: Strongly Agree - 42% Agree - 58% Total - 100% Disagree - 0 Strongly Disagree - 0 Not Applicable - 0	Continue to offer trainings to new faculty and during the Fall and/or Spring Convocation re Title IX and faculty's responsibility to report; Continue to require faculty to publish information re Title IX and reporting in their course syllabi and offer model language through the

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Academic and Student Support - Sexual Misconduct & Title IX	1.1	The University will make an effort to increase awareness among staff regarding the University's sexual misconduct (Title IX) policy.	Coordinator. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	have witnessed to the University's Title IX Coordinator.	2022 - 2023	Target Met	2022 Staff Satisfaction Survey Results: Strongly Agree - 42% Agree - 58% Total - 100% Disagree - 0 Strongly Disagree - 0 Not Applicable - 0	Center for Teaching and Learning resource page and monitor this information in the staff satisfaction survey. (09/01/2022)
			Results of the Staff Satisfaction Survey will be analyzed every Spring. "I am aware that the University has a designated person to coordinate the University's efforts to eliminate sexual misconduct on campus. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	85% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a designated person to coordinate the University's efforts to eliminate sexual misconduct on campus.	2022 - 2023	Target Met	2021 Staff Satisfaction Survey Results: Strongly Agree - 36% Agree - 59 % Total - 95% Disagree - 5% Strongly Disagree - 0% Not Applicable - 0%	Continue to offer trainings to new faculty and during the Fall and/or Spring Convocation re Title IX and faculty's responsibility to report; Continue to require faculty to publish information re Title IX and reporting in their course syllabi and offer model language through the Center for Teaching and Learning resource page and monitor this information in the staff satisfaction survey.
			Results of the Staff Satisfaction Survey will be analyzed every Spring. "I am aware that the University has a policy that prohibits sexual misconduct. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	85% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a policy that prohibits sexual misconduct.	2022 - 2023	Target Met	41% Strongly Agree 58% Agree 1% Not Applicable 99% show they are aware of the university's sexual misconduct policy.	We are going to continue to educate campus regarding the Title IX policy.
			Results of the Staff Satisfaction Survey will be analyzed every Spring. "I am aware that the University's policy on sexual misconduct covers sexual harassment, sexual	85% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University's policy on sexual	2022 - 2023	Target Met	2022 Staff Satisfaction Survey Results: Strongly Agree - 44% Agree - 56% Total - 100 % Disagree - 0 Strongly Disagree - 0	Continue to offer trainings to new faculty and during the Fall and/or Spring Convocation re Title IX and faculty's responsibility to report; Continue to require faculty to publish information re Title IX and

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			assault, domestic violence, dating violence, and stalking. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	misconduct covers sexual harassment, sexual assault, domestic violence, dating violence, and stalking.	2022 - 2023	Target Met	Not Applicable - 0	reporting in their course syllabi and offer model language through the Center for Teaching and Learning resource page and monitor this information in the staff satisfaction survey. (09/01/2022)
	1.2	The University will make an effort to increase awareness among faculty regarding the University's sexual misconduct (Title IX) policy.	Results of the Faculty Satisfaction Survey will be analyzed every Spring. "I am aware that I am responsible for reporting sexual misconduct of which I have been informed or have witnessed to the University's Title IX Coordinator. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	85% of Faculty Satisfaction survey participants will "strongly agree" or "agree" that they are aware they are responsible for reporting sexual misconduct of which they have been informed or have witnessed to the University's Title IX Coordinator.	2022 - 2023	Target Met	2023 Faculty Satisfaction Survey Results: Strongly Agree - 52% Agree - 47% Total - 98% Disagree - 2% Strongly Disagree - 0 Not Applicable - 0	Continue to offer trainings to new faculty when hired and during Fall and/or Spring Convocation for all staff and faculty re Title IX and continue to monitor this information in the faculty satisfaction survey.
			Results of the Faculty Satisfaction Survey will be analyzed every Spring. "I am aware that the University has a designated person to coordinate the University's efforts to eliminate sexual misconduct on campus. {Strongly Agree, Agree, Disagree, Strongly	85% of Faculty Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a designated person to coordinate the University's efforts to eliminate sexual misconduct on campus.	2022 - 2023	Target Met	2023 Faculty Satisfaction Survey Results: Strongly Agree - 50% Agree - 47% Total - 98% Disagree - 2% Strongly Disagree - 0 Not Applicable - 0	Continue to offer trainings to new faculty when hired and during Fall and/or Spring Convocation for all staff and faculty re Title IX and continue to monitor this information in the faculty satisfaction survey.
			Results of the Faculty Satisfaction Survey will be analyzed every Spring. "I am aware that the University has a policy that prohibits sexual misconduct. {Strongly	85% of Faculty Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a policy that	2022 - 2023	Target Met	2023 Faculty Satisfaction Survey Results: Strongly Agree - 53% Agree - 45% Total - 98% Disagree - 2% Strongly Disagree - 0	Continue to offer trainings to faculty when hired and during Fall and/or Spring Convocation for all staff and faculty re Title IX and continue to monitor this information in the faculty satisfaction survey.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	prohibits sexual misconduct.	2022 - 2023	Target Met	Not Applicable - 0	Continue to offer trainings to faculty when hired and during Fall and/or Spring Convocation for all staff and faculty re Title IX and continue to monitor this information in the faculty satisfaction survey.
			Results of the Faculty Satisfaction Survey will be analyzed every Spring. "I am aware that the University's policy on sexual misconduct covers sexual harassment, sexual assault, domestic violence, dating violence, and stalking. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	85% of Faculty Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University's policy on sexual misconduct covers sexual harassment, sexual assault, domestic violence, dating violence, and stalking.	2022 - 2023	Target Met	2023 Faculty Satisfaction Survey Results: Strongly Agree - 53% Agree - 47% Total - 100% Disagree - 0 Strongly Disagree - 0 Not Applicable - 0	Continue to offer trainings to new staff when hired and during Fall and/or Spring Convocation for all staff and faculty re Title IX and continue to monitor this information in the faculty satisfaction survey.
	2.1	The University will make an effort to increase awareness among students regarding the University's sexual misconduct (Title IX) policy.	Results of the Graduation Survey will be analyzed at the end of every academic year. "Are you aware of how to file a sexual misconduct report? {Yes, No}"	75% of Graduation Survey participants will state that they were aware of how to file a sexual misconduct report.	2022 - 2023	Target Met	2023 Graduation Survey Results: Yes - 79.07% No - 20.93%	We will continue to offer trainings and speakers related to Title IX for targeted student populations, i.e. residence life, UN 101, athletes, to promote awareness. We will also continue to require faculty publish Title IX information in course syllabi.
			Results of the Graduation Survey will be analyzed at the end of every academic year. "Are you aware that MUW has a sexual misconduct policy? {Yes, No}"	75% of Graduation Survey participants will state that they were aware that MUW has a sexual misconduct policy.	2022 - 2023	Target Met	2023 Graduation Survey Results: Yes - 95.1% No - 4.9%	We will continue to offer trainings and speakers related to Title IX for targeted student populations, i.e. residence life, UN 101, athletes, to promote awareness. We will also continue to require faculty publish Title IX information in course syllabi.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			Results of the Graduation Survey will be analyzed at the end of every academic year. "Do you know what Title IX means? {Yes, No}"	75% of Graduation Survey participants will state that they were aware of what Title IX means.	2022 - 2023	Target Met	2023 Graduation Survey Results: Yes - 85.71% No - 14.29%	We will continue to offer trainings and speakers related to Title IX for targeted student populations, i.e. residence life, UN 101, athletes, to promote awareness. We will also continue to require faculty publish Title IX information in course syllabi.
	2.2	The Behavioral Intervention Team (BIT) will increase awareness among the staff regarding the team and reporting measures in order to strengthen reporting of student behaviors in which the team can intervene and work to retain the student.	Results of the Staff Satisfaction Survey will be analyzed every Spring. "I am aware that the University has a Behavioral Intervention Team (BIT). {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	90% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a Behavioral Intervention Team (BIT).	2022 - 2023	Target Not Met	2023 Staff Satisfaction Survey Results: Strongly Agree - 29% Agree - 58% Total - 83% Disagree - 5% Strongly Disagree - 4% Not Applicable - 4%	Our office will continue to add more layers to the publicity plan, with Digital boards, face-to-face meetings/trainings, and listserv messaging will be added to the plan.
	2.3	The Behavioral Intervention Team (BIT) will increase awareness among the faculty regarding the team and reporting measures in order to strengthen reporting of student behaviors in which the team can intervene and work to retain the student.	Results of the Faculty Satisfaction Survey will be analyzed every Spring. "I am aware that the University has a Behavioral Intervention Team (BIT). {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	85% of Faculty Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a Behavioral Intervention Team (BIT).	2022 - 2023	Target Met	2023 Faculty Satisfaction Survey Results Strongly Agree: 45% Agree: 53% Total: 98% Disagree: 2% Strongly Disagree: 0 Not Applicable: 0	Our office will continue to add layers to the publicity plan. Digital boards, face-to-face meetings/trainings, and listserv messaging will be added to the plan. We will also offer trainings at faculty development workshops/convocation/etc.
Academic and Student Support - Student Life	1.1	Student Life will increase awareness of the	Student Life will analyze the results regarding the hazing prevention	90% of students participating in the Social Organization	2022 - 2023	Target Met	96% of students agree or strongly agree that they have an understanding of	These results were discussed one on one with the Assistant Director who

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Academic and Student Support - Student Life	1.1	university hazing prevention statement among students that are new members of social organizations.	statement of the Social Organization New Member Workshop Survey at the end of the fall semester.	New Member Workshop Survey will either agree or strongly agree that they have an understanding of the hazing prevention statement.	2022 - 2023	Target Met	the current Hazing Prevention Statement.	conducted the program. We will continue to assess students' understanding of the current Hazing Prevention Statement. We will conduct a Hazing Prevention workshop in Fall 2023.
	2.1	Student Life will increase the Leadership Program students' understanding of self and others through leadership programming opportunities.	Student Life will analyze results of the Program Exit Survey for graduating seniors at the end of each academic semester.	85% of Leadership Program students participating in the Program Exit Survey will rate that they agree or strongly agree to being comfortable articulating their strengths and weaknesses in their leadership styles as an aspect of demonstrating an understanding of self.	2022 - 2023	Inconclusive	The program is under construction and did not conduct the survey.	The Director is brainstorming with the VPSA on a new direction to move the program into. The program will restructure and create new achievement targets.
			Student Life will analyze results of the Program Exit Survey for graduating seniors at the end of each academic semester.	85% of Leadership Program students participating in the Program Exit Survey will rate that they agree or strongly agree to being comfortable describing their leadership style as an aspect of demonstrating an understanding of self.	2022 - 2023	Inconclusive	The survey was not administered due to the restructuring of the Leadership Program.	The Director is brainstorming with the VPSA on a new direction to move the program into. The Leadership Program will be restructured and create new achievement targets.
			Student Life will analyze the collective results of the Leadership Programming (events, retreats, etc.) Surveys at the end of the spring	85% of students participating in the Leadership Programming Surveys will either agree or strongly	2022 - 2023	Inconclusive	The surveys were not administered due to the restructuring of the Leadership Program.	The Director is brainstorming with the VPSA on a new direction to move the program into. The Leadership Program will be restructured and create

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			semester.	agree to have an increased understanding of others.	2022 - 2023	Inconclusive	The surveys were not administered due to the restructuring of the Leadership Program.	new achievement targets once the transition is complete.
	3.1	Student Life will increase educational opportunities through community service projects.	Student will review and analyze the cloud-based system Engage and other departmental logs to determine the number of community service events/initiatives.	Four community service events/initiatives will be provided through Student Life each Fiscal Year.	2022 - 2023	Target Not Met	There were two events in the fall and none in the spring.	The goals for community service were discussed during the staff retreat on June 21, 2023. The department will recommit to the goal of four events per year.
	4.1	Student Life will increase awareness of diverse and underrepresented populations through educational events.	Student Life will analyze evaluation results from the Diversity Programming Survey to assess student learning from diversity/educational programs.	85% of students participating in the Diversity Programming Survey will either agree or strongly agree that they have an increase cultural knowledge of diversity as a result of the diversity/educational programs.	2022 - 2023	Inconclusive	The department hosted the events but failed to complete the surveys.	Assessments were created during staff retreat on June 21, 2023. The department will assess students who participate in one of the staple diversity events like LGTBQ History Month, 1st Gen Celebration, or Black History Month.
Academic and Student Support - Student Success Center	1.1	The Student Success Center will enhance the student onboarding process by providing a high-quality orientation experience for incoming freshmen and transfer students.	Students participating in New Student Orientation (online and in-person) will be asked to complete the Orientation Survey to measure the effectiveness of the program. The Student Success Center will analyze the survey's results at the end of each orientation cycle. "This (Online/On-Campus Orientation gave me a good understanding of all the services offered at The W." {strongly agree, agree, somewhat agree, disagree, strongly disagree}	90% of those participating will indicate that Orientation provides a good understanding of services by rating "strongly agree" or "agree".	2022 - 2023	Target Met	Students completing an online orientation session between April 2022 and January 2023 were presented with the following statement in their evaluation survey: "This Online Orientation gave me a good understanding of all the services offered at The W." Possible responses included Strongly Agree, Agree, Somewhat Agree, Disagree, and Strongly Disagree. Of 393 students respondents, 382 (97.2%) selected Strongly Agree (264, 67.2%) or Agree (118, 30%). This means the achievement target of 90%	The Student Success Center staff team led by the new Director and new First-Year Experience Navigator will review the results for 2023-2024 and continue to strategize and plan to improve the Orientation experience and maintain this strong record of preparing incoming students for their university experience. The SSC team will also revise the two surveys--for face-to-face Orientation and online Orientation--so that the questions relevant to this Outcome and the possible responses are identical. This will provide a direct

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Academic and Student Support - Student Success Center	1.1	The Student Success Center will enhance the student onboarding process by providing a high-quality orientation experience for incoming freshmen and transfer students.	Students participating in New Student Orientation (online and in-person) will be asked to complete the Orientation Survey to measure the effectiveness of the program. The Student Success Center will analyze the survey's results at the end of each orientation cycle. "This (Online/On-Campus Orientation gave me a good understanding of all the services offered at The W." {strongly agree, agree, somewhat agree, disagree, strongly disagree}	90% of those participating will indicate that Orientation provides a good understanding of services by rating "strongly agree" or "agree".	2022 - 2023	Target Met	was met. Students responding to an evaluation survey after attending a face-to-face orientation session between April 2022 and January 2023 were presented with a different but related question: "Overall, I feel prepared for my time at The W." Answer options included Strongly Agree, Agree, Somewhat Agree, Disagree, and Strongly Disagree. Of the 160 respondents, 157 (98.1%) selected Strongly Agree (115, 71.9%) or Agree (42, 26.2%). (Students completing an online session during this time period were also presented with this question, but with a Yes or No response. Of the 393 respondents, 384 (97.7%) selected Yes.) Though the question was different, the measure approximates the one stated in the achievement target and the total who strongly agree or agree exceeds the target percentage of 90%.	comparison for measuring face-to-face and online effectiveness on the actual annual Orientation cycle (April to January) beginning in 2023-2024.
	2.1	The Student Success Center will support the undergraduate academic advising process.	Undergraduate students participating in the academic advising process will be given the MUW Academic Advising Survey to measure the effectiveness of academic advising on campus. The	80% of those participating in the Academic Advising Survey will rate the quality of their academic advising received as "good" or "very good."	2022 - 2023	Target Met	Due to late publication of the Academic Advising survey during a time of leadership transition in the SSC, only 38 students participated in the Academic Advising survey at the conclusion of the	The results demonstrate that the quality of advising has remained strong over an extended period of seven years of assessment using the same or a similar survey tool. Given this record, the results over time can be

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	The Student Success Center will support the undergraduate academic advising process.	Student Success Center will analyze the survey's results at the end of each academic year. "Overall, I rate the quality of the academic advising I received as: {very poor, poor, acceptable, good, very good}"	80% of those participating in the Academic Advising Survey will rate the quality of their academic advising received as "good" or "very good."	2022 - 2023	Target Met	2023 Spring semester. However, in spite of the small sample size, the results were consistent with the six previous years the survey has been administered. Of those surveyed, 29 students rated the quality of their advising as Very Good (76.3%), three rated it as Good (7.9%), four rated it as Acceptable (10.5%), none rated it as Poor, and two rated it as Very Poor (5.3%). A total of 32 of 38 students surveyed rated the quality of their advising as Very Good or Good (84.2%) , exceeding the target of 80% as in five of the six previous years the survey has been administered. (The outlier was 2020-2021, when many students reported barriers created by the transition to online classes during the pandemic.)	reviewed by the Student Success Center staff and the Navigators and additional ways to gauge the success of advising can be considered. For example, further analysis of this year's survey data indicates that targeting particular populations for survey completion, even if using the same survey tool, may provide some additional complexity to the results. In this year's survey, 25 of 38 respondents were seniors (66%) and 24 were transfer students (63%), while last year these numbers were 138 (56%) and 160 (65%) respectively. This year, only three of 38 students (7.9%) were freshmen and three were sophomores (7.9%), while last year these numbers were 16 (6.5%) and 29 (11.9%) respectively. This raises the question of how to reach more first- and second-year students with the assessment tool and thus more fully gauge students' perspectives on the initial advising they receive during Orientation and on working with Navigators as they complete General Education coursework and enter their first major courses. Now that all students are using Degree Works, it may also be useful to ask about how students are using it and how it has aided in the advising process. Finally, the

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	The Student Success Center will support the undergraduate academic advising process.	Undergraduate students participating in the academic advising process will be given the MUW Academic Advising Survey to measure the effectiveness of academic advising on campus. The Student Success Center will analyze the survey's results at the end of each academic year. "Overall, I rate the quality of the academic advising I received as: {very poor, poor, acceptable, good, very good}"	80% of those participating in the Academic Advising Survey will rate the quality of their academic advising received as "good" or "very good."	2022 - 2023	Target Met	Due to late publication of the Academic Advising survey during a time of leadership transition in the SSC, only 38 students participated in the Academic Advising survey at the conclusion of the 2023 Spring semester. However, in spite of the small sample size, the results were consistent with the six previous years the survey has been administered. Of those surveyed, 29 students rated the quality of their advising as Very Good (76.3%), three rated it as Good (7.9%), four rated it as Acceptable (10.5%), none rated it as Poor, and two rated it as Very Poor (5.3%). A total of 32 of 38 students surveyed rated the quality of their advising as Very Good or Good (84.2%) , exceeding the target of 80% as in five of the six previous years the survey has been administered. (The outlier was 2020-2021, when many students reported barriers created by the transition to online classes during the pandemic.)	SSC will continue to consult with Navigators and with the Faculty Advising Fellows on best practices for assessment with the potential to revise or change the assessment tool.
	2.2	The Student Success Center (SSC) will provide enhanced support for students on academic probation.	SSC staff will gather data on success rates of students enrolled in the Academic Recovery Courses (UN 098) at the end of each academic semester to determing if the achievement target	65% of students enrolled in the Academic Recovery course (UN 098) will return to good academic standing or be placed on continuing	2022 - 2023	Target Not Met	Of the 49 students enrolled in the Academic Recovery course (UN 098), 20 returned to good standing (40.8%), 10 were placed on continuing probation (20.4%), and 19 were placed on academic	Given that the outcomes for students enrolled in the face-to-face sections of UN 098 are significantly stronger, the Director will review the results with the Student Success Center staff and strategize with them

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	The Student Success Center (SSC) will provide enhanced support for students on academic probation.	was met.	probation after completion of the program.	2022 - 2023	Target Not Met	suspension (38.8%). The combined total of students who returned to good standing or were placed on continuing probation equaled 61.2% of the total enrollment of the course, which is an improvement over 2021-2022 but did not meet the stated achievement target of 65%. The face-to-face sections of the courses enrolled 20 students, of whom 10 returned to good standing (50%) and four were placed on continuing probation (20%), for a combined total of 14 (70%). In the online sections with 29 students total, 10 returned to good standing (34.5%) and six were placed on continuing probation (20.7%), for a combined total of 16 (55.2%).	about ways to strengthen instruction and support for students enrolled in the online sections. Students in these courses may already face challenges the students in face-to-face sections may not have, such as full-time jobs, additional family demands, and greater financial obstacles, so investigating different approaches they may need as a result will be important and can be crucial to their success. This could involve, for example, a modified course format incorporating more synchronous class sessions and/or more videoconferencing between faculty and individual students and between students themselves for peer-to-peer support. Finally, the new SSC Director will explore further training for UN 098 faculty in developing instructional approaches and methods specifically geared to underachieving students.
	2.3	The Student Success Center will provide access to course-connected academic support to students	SSC Staff will gather data on success rates of students participating in Per Mentoring provided for selected courses at the end of the fall semester to determine if the achievement target was met.	75% of students participating in 3 or more Peer Mentor meetings will receive a grade of "C" or higher in the designated course.	2022 - 2023	Target Met	Of the 28 students who participated in three or more Peer Mentoring sessions, 21 (75%) received a grade of C or higher in the associated course, so the target of 75% was met. The grades of student participants were as follows: A (10), B (5), C (6), D (3), F (3), W (1). More students in this year's cohort completed the	This year's results will be shared with the Student Success Center team. In addition to new ways of promoting Peer Mentoring put into place this year, SSC staff can strategize other ways to partner with faculty to promote students' use of the SSC's Peer Mentoring services. This may include an open session for faculty at the beginning of the fall

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	2.3	The Student Success Center will provide access to course-connected academic support to students	SSC Staff will gather data on success rates of students participating in Per Mentoring provided for selected courses at the end of the fall semester to determine if the achievement target was met.	75% of students participating in 3 or more Peer Mentor meetings will receive a grade of "C" or higher in the designated course.	2022 - 2023	Target Met	associated course with higher grades. Fifteen (15) of the 28 students received a B or higher in the associated course (53.5%), compared to 28% for 2021-2022, while 10 students received an A in the associated course (35.7%), compared to 26% for 2021-2022. Overall three students did receive an F in the associated course (10.7%), while in 2021-2022 no students participating in Peer Mentoring at this level received an F. However, only one student (3.6%) withdrew from the course, compared to 15% in 2021-2022. Two important additional observations about this year's results: 1) The use of group sessions led by the Peer Mentor for Statistics affected these results as 60% of students attending three or more sessions for that course received an A. 2) Overall use of Peer Mentoring at the rate of three or more sessions was down by 39.1% (from 46 students to 28). Relative to enrollment, this equals 1.2% of students using Peer Mentoring in 2022-2023 (total enrollment of 2339) compared to 1.85% of students using Peer Mentoring in 2021-2022 (total enrollment of 2477).	semester to hear about Peer Mentoring services from SSC staff. Faculty may also be interested in hearing from colleagues who have fully integrated Peer Mentoring into their pedagogy, including by coordinating with a Peer Mentor to conduct group sessions with students in a particular course or by requiring/awarding credit to students for meeting with a Peer Mentor either for a basic introduction early in the semester or after a low exam or assignment grade. SSC staff will focus on the overall goal of partnering with faculty more fully to promote Peer Mentoring and will also explore the possibility of bringing more Peer Mentors online in other areas of our curriculum or who can tutor in multiple areas. Finally, the SSC team will track data for individual peer mentoring sessions vs. group sessions to better gauge any difference in the outcomes for these two models.
Academic and	1.1	The Study Abroad	At the end of the fiscal	Study Abroad will	2022 - 2023	Target Not	We received one proposal	I met with faculty who were

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Student Support - Study Abroad	1.1	program will encourage faculty in lesser represented study abroad areas to submit proposals to offer study abroad programs.	year, the Study Abroad Coordinator will count the number of proposals received from faculty working in these areas.	receive a minimum of 1 proposal for study abroad programs from faculty.	2022 - 2023	Met	to study abroad but it was a language based program to Spain but we did not receive any from lesser represented areas.	interested in offering a program but still reluctant because of Covid and its restrictions. I will continue to visit faculty, classes and send emails regarding study abroad opportunities and their ability to offer these programs.
	2.1	The Study Abroad program will increase the number of first generation students who participate in summer/semester/year-long study abroad programs.	At the end of the fiscal year, the Study Abroad Coordinator will review the Post Study Abroad Survey results.	15% of the students studying abroad who participated in the Post Study Abroad Survey will be first generation study abroad students.	2022 - 2023	Target Not Met	This target was not met because I did not receive the surveys from the students that travelled to Ireland during the summer of 2023. However, we did have two first generation students who traveled to Spain and Ireland during the 2022-23 academic year but this alone did not help us reach our 15% mark.	We will continue to encourage these students to study abroad by informing them of available funding for study abroad. We will continue to encourage them to apply for the Gilman scholarship, the various scholarships housed in Funds for Education Abroad, Girl Scouts, Phi Kappa Phi and the Peyton study abroad scholarship offered here at MUW.
	3.1	The Study Abroad program will create new and enhance the current international partnerships to include service learning projects and volunteer opportunities for MUW's students abroad.	At the end of the three-year cycle (2019), the Study Abroad Coordinator will evaluate the number of emails, phone calls, contacts at conferences, etc. made to international institutions to determine if a new international partner school was acquired.	The coordinator will secure at least one new international partner school in the next three academic years.	2022 - 2023	Target Not Met	We did not secure a new international partner this year but we are still pursuing this effort with a university in Galway, Ireland. We did, however, secure the continuation of our bilateral exchange agreement with the University of Aichi Shukutoku in Japan. We continue to work with University Counsel to update this agreement and ensure it stays in affect.	We will continue to pursue the partnerships with Galway in Ireland and continue to work with University Counsel to ensure our bilateral exchange agreement with Aichi Shukutoku is updated and current.
	3.2	The Study Abroad program will provide a safe environment for study abroad students.	At the end of the fiscal year, the Study Abroad Coordinator will look at each study abroad program's report to determine if any incidents	There will be no reported incidents.	2022 - 2023	Target Met	There were no incidents reported by our students who studied abroad in Ireland and Spain.	We will continue to provide our students with safety information, have them enroll in the STEP program and provide pre-departure orientations.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	3.2	The Study Abroad program will provide a safe environment for study abroad students.	were reported and by reviewing and following the finalized safety document created by the Coordinator of Study Abroad and the University Counsel.	There will be no reported incidents.	2022 - 2023	Target Met	There were no incidents reported by our students who studied abroad in Ireland and Spain.	We will continue to provide our students with safety information, have them enroll in the STEP program and provide pre-departure orientations.
Academic and Student Support - Systems and Network	1.1	Systems & Network will perform annual audit of user account access against HR e-mail non-employment notices.	Systems & Network will verify Active Directory (AD) services account status is disabled for unemployed users.	100% of AD services account access is disabled for non-employed user accounts without emeritus status.	2022 - 2023	Target Met	Per HR e-mail non-employment notice validations, audit of user account deactivation (without emeritus status) resulted in 58 out of 58 (100%) accounts deactivated.	Systems & Networks will continue to verify and audit AD account access against HR e-mail non-employment notices.
	1.2	Systems & Network will evaluate and optimize Internet bandwidth to support advancing business processes and the campus infrastructure.	Throughout the fiscal year, IT staff will monitor Internet gateway router bandwidth speeds to determine circuit bandwidth usage.	Consistent bandwidth values less than 50% of total available Internet circuit bandwidth throughout the fiscal year.	2022 - 2023	Target Met	Based on In/Out Traffic Utilization analysis of bandwidth transmitted between 09/15/2022-03/15/2023, average bandwidth utilization reported around 300Mbps (30%) of available 1Gbps Internet circuit. In/Out Bits/Traffic Utilization graphs are included to show reported results.	Systems & Networks will continue to monitor Internet bandwidth utilization to ensure safe thresholds.
	1.3	Systems & Network will assess and monitor campus needs and provide training videos as needed.	Throughout the fiscal year, Systems & Network will work with user departments to develop task-specific online training videos. At the end of the fiscal year, Systems & Network will review the number of new online training videos provided for users.	Provide 2 new online training videos for users.	2022 - 2023	Target Met	Systems & Networks did not have applicable need to provide new online training videos and documentation for respective users, however, the MUW ITS department website was redesigned and most instructional content was transitioned to web applicable formats.	Systems & Networks will continue to provide training videos and/or documentation to respective users as needed.
	2.1	Systems & Network will look for possible ways to provide high levels of student satisfaction.	Systems & Network will analyze the results of the Student Technology survey at the end of the fiscal year to determine their level of satisfaction.	75% of students participating in the Student Technology Survey will give an overall satisfied rating	2022 - 2023	Inconclusive	The Student Technology Survey was released in April 2023. Participation increases/decreases are likely subject to limited survey participation and	Systems & Networks will continue to look for possible ways to provide high levels of student satisfaction and will continue distributing the technology satisfaction

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	Systems & Network will look for possible ways to provide high levels of student satisfaction.	Systems & Network will analyze the results of the Student Technology survey at the end of the fiscal year to determine their level of satisfaction.	with the services offered through the Systems & Network department.	2022 - 2023	Inconclusive	late semester Qualtrics survey posting. The Student Technology Survey reported out the following satisfaction ratings for services provided by the Systems and Network department. *For the Office 365, GoogleDocs, Portal, and Internet/WiFi, those students' responses that were "Not Applicable" were taken out of the total number of responses amount. Systems & Networks analyzed a Student Technology survey to determine satisfaction levels in respective areas of IT. Individual category and overall satisfaction ratings are below: Office 365: Very Satisfied (8/32) 25.00% Satisfied (13/32) 40.63% Satisfaction Rating (21/32) 65.63% - Last Year78.19% GoogleDocs: Very Satisfied (15/33) 45.45% Satisfied (14/33) 42.42% Satisfaction Rating (29/33) 87.88% - Last Year: 79.12% Portal: Very Satisfied (11/37) 29.73% Satisfied (18/37) 48.65% Satisfaction Rating (29/37)	survey.

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	2.1	Systems & Network will look for possible ways to provide high levels of student satisfaction.	Systems & Network will analyze the results of the Student Technology survey at the end of the fiscal year to determine their level of satisfaction.	75% of students participating in the Student Technology Survey will give an overall satisfied rating with the services offered through the Systems & Network department.	2022 - 2023	Inconclusive	78.38% - Last Year: 81.73% Internet/WiFi: Very Satisfied (9/37) 24.32% Satisfied (9/37) 24.32% Satisfaction Rating (18/37) 48.65% - Last Year: 55.97% Tech Support: Very Satisfied (7/26) 26.92% Satisfied (9/26) 34.62% Satisfaction Rating (16/26) 61.54% - Last Year: 60.48% Overall Satisfaction Rating (65.63+87.88+78.38+48.65+61.54)/5 = 68.41% Last Year: 71.06%	Systems & Networks will continue to look for possible ways to provide high levels of student satisfaction and will continue distributing the technology satisfaction survey.
Administrative Support - Development and Alumni	1.1	The Office of Development and Alumni will expand its outreach efforts by meeting with more donors and prospective donors to increase dollars raised in the next fiscal year.	Each fund-raising representative will record and report the number of contacts made and the number of donor meetings resulting from these contacts. The report generated using the Action option in Raiser's Edge, the database used by the Office of Development and Alumni, will be used to analyze the data.	Increase the number of donor contacts and therefore donor meetings by 25% from the previous fiscal year.	2022 - 2023	Target Met	Phone calls - 808 Meetings- 48 Mailings- 123 Emails - 8560 Tasks/other -13 Texts- 7178	For FY 22 we have new telefund software that allows us to send texts and emails to those solicited through the telefund ambassador program. We will have the software for FY 2023 and continue sending texts and emails. We will continue to increase all methods of contact with our alumni, donors and friends.
			Giving information for each gift and donor is recorded in Raiser's Edge. Results will be measured by running a Comparison Giving Report in Raiser's Edge comparing the giving from last fiscal year to the current fiscal year.	Increase both number of donors and number of gifts donated by 15% from the previous fiscal year.	2022 - 2023	Target Met	The number of donors through June 21, 2023 is 2535. We will continue to count additional donors through June 30, 2023. We should exceed the prior year number of donors.	In the upcoming fiscal year, we will continue to solicit donors and alumni. We will review various methods in an attempt to gain new donors and retain current donors.
	2.1	The Office of Development and	Our office uses social media (Facebook, Twitter,	Increase the number of alumni	2022 - 2023	Target Met	FISCAL YEAR 2023 SOCIAL MEDIA FOLLOWERS	We will continue to promote through our social

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	Alumni will work with the Mississippi University for Women Alumni Association ("MUWAA") Board to create new alumni affinity groups and use social media to advertise good news.	and Instagram) to highlight alumni accolades, alumni events, MUWAA Board achievements, fundraising opportunities, and University programs and strengths. By planning and creating a monthly social media calendar, we will share information with our alumni effectively and efficiently to generate more alumni interest. A report generated through each social media platform will be used to analyze the data.	followers on social media by sharing University updates and Alumni updates by fifty followers each year.	2022 - 2023	Target Met	REPORT as of June 21, 2023 Development and Alumni Social Media Facebook page followers 7/1/2022 to 6/21/2023: 2,008 to 2,088 (+80) Twitter followers 7/1/2022 to 6/21/2023: 748 to 741 (-7)* Instagram followers 7/1/2022 to 6/21/2023: 624 to 688 (+64) TOTAL FOLLOWERS 7/1/2022 to 6/21/2023: 3,380 to 3,517 (+137 Overall increase in followers as compared to prior year.	media outlets
			The Office of Development and Alumni will work directly with the MUWAA Board through its Chapter and Constituency Groups Committee to develop new, active alumni affinity groups. Once a group is created and active, our office will add the group's contact information and any other relevant information on our website under the Chapters & Constituencies page and the Alumni Association page under Board Minutes. Count the total number of active alumni affinity groups, as listed on the office website. Count the	Add one new active alumni affinity group each year.	2022 - 2023	Target Not Met	There are 16 chapters and we did not add a new chapter this year. We have 50 constituent/affinity groups.	For the upcoming fiscal year we will work to recruit additional chapters and/or constituency groups.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			number of new alumni affinity groups listed on the office website that have been added or disbanded in the current assessment period. Report all numbers: total, disbanded and new this year (with the focus being on the newly added groups).	Add one new active alumni affinity group each year.	2022 - 2023	Target Not Met	There are 16 chapters and we did not add a new chapter this year. We have 50 constituent/affinity groups.	For the upcoming fiscal year we will work to recruit additional chapters and/or constituency groups.
	3.1	The Office of Development and Alumni will increase students' interest in joining the Alumni Association.	At the end of the fiscal year, the Office of Development and Alumni will analyze the results from the Graduation Survey regarding students' interest in joining the Alumni Association. "Do you plan to join the MUW Alumni Association? {Yes, No}"	65% of students participating in the Graduation Survey will state that they have plans of joining the Alumni Association.	2022 - 2023	Target Not Met	Yes - 44.55% No- 55.45%	We lost a few percentage points for yes despite our increased efforts to promote joining the MUWAA. The MUWAA offers the first year of membership following graduation free of charge. We will continue to promote the importance of joining the MUWAA after graduation.
	4.1	The Office of Development and Alumni will increase the number of participants at Homecoming each Spring.	At the end of each fiscal year, the Office of Development and Alumni will review and analyze the Registration Records for Homecoming Events to determine if there is an increase/decrease in participation from the previous year.	The number of Homecoming participants will increase by 5% from the previous year.	2022 - 2023	Target Met	Homecoming registration was 360. This is 7 less than the prior year BUT the prior year was for 3 years which included 2 make-up HC celebrations due to covid.	The goal for HC 2024 is to increase attendance by 10%.
Administrative Support - Human Resources	1.1	Human Resources will assist units in advertising positions through the most cost-effective, efficient means possible focusing on diverse hires.	Human Resources will provide annual training through Search Committee Training, which includes best practices for conducting searches for hiring a diverse faculty and staff.	100% of all employees will be provided with access to Search Committee Training and an annual email notice will be sent to employees with instructions for accessing the training.	2022 - 2023	Target Met	Human Resources provided printed Search Committee Training materials to all supervisors on 11/4/2022 and hosted a live Search Committee Training Zoom session on 03/22/2023. The training was pre-recorded and was made available to all employees on 04/10/2023. Because the training contains applicant	Send an email once per semester to official employee announcements reminding employees of the availability of the Search Committee Training with instructions on how to request the pre-recorded video. Employees will also be reminded of the mandatory requirement of all search committee

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Administrative Support - Human Resources	1.1	Human Resources will assist units in advertising positions through the most cost-effective, efficient means possible focusing on diverse hires.	Human Resources will provide annual training through Search Committee Training, which includes best practices for conducting searches for hiring a diverse faculty and staff.	100% of all employees will be provided with access to Search Committee Training and an annual email notice will be sent to employees with instructions for accessing the training.	2022 - 2023	Target Met	review information, it is not publicly available on-line but is available upon request through a shared OneDrive folder to all current employees.	members to complete the training.
	2.1	Human Resources will ensure that all regular, benefits-eligible, temporary and adjunct employees are provided with access to Code of Conduct training.	At the end of the fiscal year, Human Resources will compare the Current Employee List with the Traliant Users Report to ensure that all required employees have been provided with access to Code of Conduct training.	100% of current employees will be provided with access to Code of Conduct training.	2022 - 2023	Target Met	All benefits eligible and temporary new hires are assigned The Code of Conduct Essentials mandatory training as part of the HR onboarding process. HR runs reports from Traliant at the end of the fiscal year and periodically throughout the fiscal year to determine who has not completed the training. Employees are emailed a reminder to complete any outstanding mandatory training.	Add new hires in the Traliant system and assign Code of Conduct training to all new hires as part of the onboarding process. Completion of the course will be monitored through reporting option available in Traliant.
	3.1	Human Resources will ensure that all regular, benefits-eligible, temporary, and adjunct employees are provided with access to Title IX training as new hires and every 4 years.	At the end of the fiscal year, Human Resources will compare the Current Employee List with the Traliant Users Report for continuing employees to ensure that every four years all required employees have been provided with access to Discrimination/Harassment Compliance Training.	100% of current employees will be provided with access to Discrimination/Harassment Compliance Training every four years upon hiring and appropriate/recommended compliance intervals thereafter..	2022 - 2023	Target Met	Human Resources and Traliant audit the employee list based on invoicing to ensure all eligible employees are in Traliant. We contracted with Traliant in August 2020 and will start the process of re-assignment of Discrimination/Harassment Training in 2024.	HR will run reports at the end of the fiscal year to compare the employee list to users in Traliant and check that all current employees have been assigned to applicable training courses.
			At the end of the fiscal year, Human Resources	100% of new employees will be	2022 - 2023	Target Met	All benefits eligible and temporary new hires are	Add new hires in the Traliant system and assign

| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | | will compare the Current Employee List with the Traliant Users Report for new hires to ensure that all required employees have been provided with access to Discrimination/Harassment Compliance Training. | provided with access to Discrimination/Harassment Compliance Training upon hiring and appropriate/recommended compliance intervals thereafter. | 2022 - 2023 | Target Met | assigned Preventing Discrimination and Harassment mandatory training as part of the HR onboarding process. HR runs reports from Traliant at the end of the fiscal year and periodically throughout the fiscal year to determine who has not completed the training. Employees are emailed a reminder to complete any outstanding mandatory training. | Discrimination/Harassment Compliance training to all new hires as part of the onboarding process. Completion of the course will be monitored through reporting option available in Traliant. |
| | 4.1 | Human Resources will continue to seek ways to provide the most efficient use of resources and time for biweekly payroll processes. | At the end of the fiscal year, Human Resources will analyze the processing time for biweekly payroll utilizing the dates on the Direct Deposit Payroll Transaction Forms provided to University Accounting. | Biweekly payroll processing time will be no more than 2.5 days on average throughout the fiscal year. | 2022 - 2023 | Target Not Met | It currently takes between 2.5 and 3 days to process the biweekly payroll. The processing time depends on the number of student workers and the timeliness of departments meeting the deadline to turn in time sheets. The biweekly payroll continues to grow based on (1) an increased number of student workers (2) when non-exempt monthly paid employees depart, those positions are moved from monthly to biweekly payroll and (3) the addition of Facilities Management in February 2022, which added 30+ benefits eligible positions to the biweekly payroll. Additionally, maintenance employees who serve on-call submit two time sheets and it requires more time by the Payroll Accounting Assistant (PAA) to check for accuracy and to enter time. The Employment Services | Human Resources will continue to look for ways to increase efficiency in the biweekly payroll process within the constraints of our payroll system. With the increase in employees, it may be time to explore time entry systems with Banner where departments or employees have some type of responsibility for entry of payroll hours. |

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	4.1	Human Resources will continue to seek ways to provide the most efficient use of resources and time for biweekly payroll processes.	At the end of the fiscal year, Human Resources will analyze the processing time for biweekly payroll utilizing the dates on the Direct Deposit Payroll Transaction Forms provided to University Accounting.	Biweekly payroll processing time will be no more than 2.5 days on average throughout the fiscal year.	2022 - 2023	Target Not Met	Specialist (ESS) continues to assist the PAA in certain biweekly payroll functions in an effort to expedite the processing time; however, these positions do not have the same level of responsibility, limiting the duties that can be transferred to the ESS. The PAA has implemented a time entry time sheet in all departments and while it does help to reduce errors, it does not eliminate errors.	Human Resources will continue to look for ways to increase efficiency in the biweekly payroll process within the constraints of our payroll system. With the increase in employees, it may be time to explore time entry systems with Banner where departments or employees have some type of responsibility for entry of payroll hours.
Administrative Support - Information Systems	1.1	Enable communication and collaboration among information systems professionals and users of information technology at the university.	At the end of the fiscal year, Information Systems will review the Training Sessions Records to determine that at least one Banner training session was offered to staff and/or faculty during the year.	Information Systems will offer at least one Banner training session throughout the year to staff and/or faculty as refresher sessions or new updates.	2022 - 2023	Target Met	With the installation, implementation, and integration of the Hayland Onbase Document Manage system, IS developed training and set-up sessions for pertinent end-users, as it pertained to scanning, storing, and associating documents to Banner SIS records.	IS will seek new ways to formalize and schedule training for both Banner and integrated systems. IS will continue to post documentation on the ITS website.
	1.2	Enable communication and collaboration among information systems professionals and users of information technology at the state level.	Information Systems will review the Participation Log of the Mississippi Banner Users Group meetings at the end of the fiscal year to determine the percentage of meetings attended by the staff member.	One Information Systems staff will attend 80% of the Mississippi Banner Users Group meetings.	2022 - 2023	Target Met	An Information Systems staff did attend 90% of the Mississippi Banner Users Group meetings, including two IS attendees at the 2022 MBUG conference held in Tupelo, MS.	IS will continue to engage with the Mississippi Banner Users Group for the purposes of networking with fellow cohorts across the state and professional development opportunities to stay abreast with emerging technologies in the higher education industry.
	2.1	Deliver information technology products and services that meet the needs of the students to	Information Systems will analyze the results of the Student Technology Survey at the end of the fiscal year to determine their level of satisfaction.	80% of students participating in the Student Technology Survey will give an overall satisfied rating with the services	2022 - 2023	Inconclusive	Unfortunately, for the 22-23 year, the ITS technology survey for enrolled students was not appropriately distributed upon switching to a new assessment tool.	ITS will work to update and appropriately distribute the Student Technology survey in the upcoming fiscal year.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	achieve a high level of customer satisfaction.	Information Systems will analyze the results of the Student Technology Survey at the end of the fiscal year to determine their level of satisfaction.	offered through the Information Systems department.	2022 - 2023	Inconclusive	Unfortunately, for the 22-23 year, the ITS technology survey for enrolled students was not appropriately distributed upon switching to a new assessment tool.	ITS will work to update and appropriately distribute the Student Technology survey in the upcoming fiscal year.
	2.2	Deliver information technology products and services that meet the needs of the university to achieve a high level of customer satisfaction.	Information Systems will analyze the results of the Faculty/Staff Technology Survey at the end of the fiscal year to determine their level of satisfaction.	80% of staff participating in the Faculty/Staff Technology Survey will give an overall satisfied rating for the Information Systems department.	2022 - 2023	Inconclusive	Unfortunately, for the 22-23 year, the ITS survey for Faculty and Staff was not appropriately distributed upon switching to a new assessment tool.	IS will work to update and appropriately distribute the faculty/staff technology survey in the upcoming fiscal year.
Administrative Support - Institutional Research and Assessment	1.1	Institutional Research and Assessment will assist with promoting strong academic advising, mentorship, and other student-centered support services to promote student retention.	Institutional Research and Assessment will administer the annual Graduation Survey to assess student satisfaction with support services that promote student retention.	70% overall response rate for the annual Graduation Survey.	2022 - 2023	Target Met	The 2022-23 Graduation Survey response rate is 81% with 735 of 910 recipients responding. This is slightly higher than our response rate of 80% last year and exceeds our target of 70%.	Based on the result of this year's 2022-23 Graduation Survey and those from prior years, we will keep our AT at 70%. We will continue to communicate results to our department staff and the university to assist in their decision making processes.
	2.1	Institutional Research and Assessment will provide information to enhance university business processes among staff.	Institutional Research and Assessment will administer the annual Staff Satisfaction Survey to assess staff satisfaction with specific university processes, such as planning/budgeting.	30% overall response rate for the annual Staff Satisfaction Survey.	2022 - 2023	Target Met	This year, there was a response rate of 36% (79 of 222 responding) for the 2022-23 Staff Satisfaction Survey. The response rate was 39% last year.	We will keep our achievement target at 30% based on current and prior year results. We will also continue to communicate the results of the survey to our department staff and the university. The results of the survey are published on the office website so that employees can easily view the results.
	2.2	Institutional Research and Assessment will	Institutional Research and Assessment will administer the annual	50% overall response rate for the annual Faculty	2022 - 2023	Target Not Met	This year, we had a response rate of 41% (60 of 147 responding) to the	Based on the result of this year's 2022-23 Faculty Satisfaction Survey and

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	provide information to enhance university business processes among faculty.	Faculty Satisfaction Survey to assess faculty satisfaction with specific university processes, such as planning/budgeting.	Satisfaction Survey.	2022 - 2023	Target Not Met	2022-23 Faculty Satisfaction Survey. This compares to 29% last year.	those from prior years, we will change our AT from 50% to 30% beginning in 20223-24. This will match the Staff Satisfaction AT as well. We will continue to communicate the results of the survey to our department staff and the university. This year's response rate was higher than last year's rate, but the survey response rate has not bounced back to pre-COVID-19 numbers. The results of the survey are published on the office website so that department and university employees can easily view the results.
	3.1	Institutional Research & Assessment will promote professional development within the office.	Institutional Research & Assessment will track the professional development activities that office employees participate in each year.	As appropriate and funding allows, each employee will participate in at least one online, external, or internal professional development experience each year.	2022 - 2023	Target Met	All office employees participated in professional development opportunities this year. The office staff consists of the director and two data and assessment analysts. The director, Jennifer Moore, has participated in professional development opportunities through the Southern Association for Institutional Research (SAIR) organization. She attended the fall conference in New Orleans, LA. She was also served on the Southern Association for Institutional Research (SAIR) Board as the Secretary attending monthly Board meetings until she rolled off the board in October. Charlotte McBride also attended the SAIR fall	Our office will continue to encourage professional development. With consistent staffing and stable funding, we would like for each staff member to participate in at least one professional development activity each academic year. These activities encourage lifelong learning. This can also be important for employee morale by helping employees to connect with others in their field outside of the organization or others in different on-campus offices.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	3.1	Institutional Research & Assessment will promote professional development within the office.	Institutional Research & Assessment will track the professional development activities that office employees participate in each year.	As appropriate and funding allows, each employee will participate in at least one online, external, or internal professional development experience each year.	2022 - 2023	Target Met	conference. At the conference, she attended two workshops: 1. IPEDS Data and Benchmarking: Supporting Decision Making and Institutional Effectiveness and 2. Building a Modern Data Governance Structure. Naomi Palagi attended the AIR online workshop, IPEDS Human Resource Survey Workshop on April 5. She was offered the opportunity to attend the SACSCOC conference in December, but she was unable to attend. The director attended in her place.	Our office will continue to encourage professional development. With consistent staffing and stable funding, we would like for each staff member to participate in at least one professional development activity each academic year. These activities encourage lifelong learning. This can also be important for employee morale by helping employees to connect with others in their field outside of the organization or others in different on-campus offices.
Administrative Support - Outreach and Innovation	1.1	Enhance Mississippi Governor's School effectiveness by providing a comprehensive program of academic, creative, and leadership experiences to increase a community of scholars who inspire in each other a discovery of self, a love of learning, and a desire to use their gifts and talents to improve society.	At the end of the fiscal year, Outreach and Innovation will review the recorded MGS application data and compare the number of applicants to the previous fiscal year's applicants.	Overall MGS applicants will grow by at least 5% from the previous fiscal year.	2022 - 2023	Target Met	There was an 11% increase in the number of 2022 MGS applications (79) to the 2021 MGS applications (71).	We will update our marketing and recruiting plan to target areas across the state that typically do not have representation.
	1.2	Increase the rate of satisfaction in Mississippi Governor's School	At the end of the fiscal year, Outreach and Innovation will review the interest area course	At least 75% of scholars participating in MGS interest area	2022 - 2023	Target Met	99% of scholars participating in the 2022 MGS reported a high satisfaction rate upon	We will continue to recruit highly qualified faculty members, which will result in excellent academic

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	scholars.	evaluation surveys submitted by MGS scholars and compare the rate of satisfaction to the previous fiscal year.	course evaluation survey will report a high satisfaction rate upon completion.	2022 - 2023	Target Met	completion of their afternoon academic course.	courses that scholars will enjoy participating in.
			At the end of the fiscal year, Outreach and Innovation will review the major course evaluation surveys submitted by MGS scholars and compare the rate of satisfaction to the previous fiscal year.	At least 75% of scholars participating in MGS major course evaluation survey will report a high satisfaction rate upon completion.	2022 - 2023	Target Met	91.75% of scholars participating in the 2022 MGS reported a high satisfaction rate upon completion of their morning academic course.	The recruitment of highly qualified faculty members will result in excellent academic courses that scholars will enjoy participating in.
			At the end of the fiscal year, Outreach and Innovation will review the overall evaluation surveys submitted by MGS scholars and compare the rate of satisfaction to the previous fiscal year.	At least 75% of scholars participating in MGS overall evaluation survey will report a high satisfaction rate upon completion.	2022 - 2023	Target Met	95.5% of scholars participating in the 2022 MGS reported a high satisfaction rate upon completion of the overall MGS program.	The MGS experience will be enhanced based on the evaluation data collected at the end of the session.
	2.1	Enhance teacher effectiveness in participating K-12 school districts across the state by providing a comprehensive program of professional development (Professional Learning Academy online courses) to increase content knowledge and instructional practices.	At the end of the fiscal year, Outreach and Innovation will review the recorded PLA courses data and compare the number of PLA courses sold to the previous fiscal year's number of PLA courses sold.	Overall PLA courses sold will grow by at least 5% from the previous fiscal year.	2022 - 2023	Target Not Met	There was a 28% decrease in the number of courses sold. July 1, 2021-June 30, 2022 = 1085 courses sold July 1, 2022-June 30, 2023 = 779 courses sold The Mississippi Dept. of Education provided numerous FREE professional development offerings throughout the year that we feel contributed to the decrease in the number of courses sold.	We will continue to evaluate the needs of our educators and find ways to support them through new courses, increased marketing, etc.
			At the end of the fiscal year, Outreach and Innovation will review the recorded PLA participation data and compare the number of participants to	Overall PLA participation will grow by at least 5% from the previous fiscal year.	2022 - 2023	Target Not Met	The new courses added have increased the course catalog while supporting the needs of teachers and administrators across the state. Everyone seems to	While there was a slight decrease in overall participation, there was an increase in the number of new participants. We will continue to

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			the previous fiscal year's participants.	Overall PLA participation will grow by at least 5% from the previous fiscal year.	2022 - 2023	Target Not Met	be liking the new management system, Talent LMS. Especially since they no longer have to wait for their certificate to be mailed to them. However, there was a 13% decrease in the number of participants. July 1, 2021-June 30, 2022 = 556 PLA Participants July 1, 2022-June 30, 2023 = 486 PLA Participants	evaluate the needs of our educators and find ways to support them through new courses.
	2.2	Increase the rate of teacher satisfaction in Professional Learning Academy online course participants.	At the end of the fiscal year, Outreach and Innovation will review the evaluation surveys submitted by PLA participants at the end of each PLA course and compare the rate of satisfaction to the previous fiscal year.	At least 75% of individuals participating in a Professional Learning Academy online course will report a high satisfaction rate upon completion	2022 - 2023	Target Met	97% of PLA participants reported a high satisfaction rate upon completion of their PLA course(s) during the 2022-2023 fiscal year.	We will continue to evaluate the needs of our educators and find ways to support them throughout their PLA experience. We will review the data provided and make changes accordingly.
Administrative Support - Outsourced Enterprises (bookstore, food service)	1.1	Food Service and Facilities Management will enhance their safety practices.	At the end of each fiscal year, Outsourced Enterprises will review the annual Food Safety Audit score from the audit conducted on Food Service.	Each fiscal year, Food Service will earn a 90% or higher score on Sodexo's annual Food Safety Audit on safety practices in their accounts.	2022 - 2023	Target Met	The Third Party Food Safety Audit 23 scored 97%. This is will above the target.	The audit will be discussed with the Director and ideas for improvement will be determined.
			At the end of each fiscal year, Outsourced Enterprises will review the annual Physical Safety Audit score from the audit conducted on Food Service.	Each fiscal year, Food Service will earn a 90% or higher score on Sodexo's annual Physical Safety Audit score on safety practices in their accounts.	2022 - 2023	Target Met	The Third Party Health and Safety Audit 23 score was 90.5%,	Continue to review the Inspection results for food safety items and discussions with Sodexo management
	2.1	Food Service will improve its overall function to increase customer	At the end of the fiscal year, Outsourced Enterprises will review the Graduation Survey results	55% of Graduation Survey participants will answer "good" or "excellent"	2022 - 2023	Target Met	79% of students answered good or excellent on the survey excluding the NA responses	Work with the Director to improve customer satisfaction and get student feedback on specifics of

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	satisfaction.	regarding the effectiveness of food service on campus. "Rate MUW's effectiveness in providing: Food service on campus {Excellent, Good, Fair, Poor, N/A}"	regarding the effectiveness of food service on campus.	2022 - 2023	Target Met	Excellent 249 - 35.02% Good 180 - 25.32% Fair 85 - 11.95% Poor 31 - 4.36% N/A 166 - 23.35%	dissatisfaction
			At the end of the fiscal year, Outsourced Enterprises will review the overall satisfaction score documented by Sodexo's annual Customer Survey.	Food Service will score at least a 4.1 in overall satisfaction	2022 - 2023	Target Not Met	Fall 3.7 Spring 3.9 Average was 3.8	Work with Sodexo to improve services to increase customer satisfaction.
	2.2	Bookstore will improve its overall function to increase customer satisfaction.	At the end of the fiscal year, Outsourced Enterprises will review the bookstore's overall satisfaction score documented by the annual Barnes & Noble survey.	Each fiscal year, the Bookstore will earn at least a 95% overall satisfaction score on the Barnes & Noble Survey.	2022 - 2023	Target Not Met	Sample Size 108 % OF STUDENTS RATED THE BOOKSTORE "GOOD", "VERY GOOD", OR "EXCELLENT." 83% Customer Service 73% Selection of Traditional School Supplies (e.g., notebooks, pens, staplers) 76% Selection of branded apparel and merchandise 63% Inspiring school spirit and culture 66% Availability of merchandise 65% The sample size was extremely low in relation to the students served.	Meet with Barnes and Noble regularly to build a strong relationship and to discuss ways to improve student engagement and satisfaction.
	2.3	Food Service will increase catering and door sales.	At the end of the fiscal year, Outsourced Enterprises will review the Catering and Door Sales as submitted by monthly statements from Food Service.	Catering and Door Sales will increase by 8% from the fiscal year.	2022 - 2023	Inconclusive	$230,361.80 Catering sales from 6/1/2022 to 6/1/2023 excluding tax Door Sales June 2022-May 2023 $131,574.77 Cafeteria $269,260.23 Subway $132,881.00 Common Grounds	Review end of year data in 2024 and compare sales amounts.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.3	Food Service will increase catering and door sales.	At the end of the fiscal year, Outsourced Enterprises will review the Catering and Door Sales as submitted by monthly statements from Food Service.	Catering and Door Sales will increase by 8% from the fiscal year.	2022 - 2023	Inconclusive	Total $764,007.80	Review end of year data in 2024 and compare sales amounts.
	2.4	The Bookstore will increase the sales of non-text/sundry items.	At the end of the fiscal year, Outsourced Enterprises will review the sales on non-text/sundry items as submitted by monthly statements from the Bookstore.	As text book sales continue to fall due to less expensive choices, sales of non-text/sundry items will increase by 10% from the previous fiscal year.	2022 - 2023	Inconclusive	Barnes and Noble did not provide monthly results for 22-23.	Meet with Barnes and Noble regularly to create a strong relationship and discuss the need to be provided store sales data
Administrative Support - Police Department	1.1	The Police Department will promote awareness of its employees and responsibilities throughout the university.	The Police Department will track interactions/meetings with student organizations (including Student Government Association) throughout the fiscal year via a logbook.	5% increase in interactions/meetings with student organizations (including Student Government Association) from the previous year.	2022 - 2023	Target Met	The university police department met with 13 campus and non-campus organizations. This is an increase from the previous year.	The university police department will continue to seek out opportunities to meet with campus and non-campus organizations. We will utilize virtual platforms. We will offer more in person campus personal safety education. Meetings and presentations will be posted to the department's social media platforms.
	1.2	The Police Department will promote reciprocal trust between the university community and the Police Department.	The Police Department will track complaints filed against the department at the end of the fiscal year via a logbook.	5% decrease in complaints submitted against the police department from the previous year.	2022 - 2023	Target Met	The university police department received no formal complaints.	We will start reviewing results from the Faculty, Staff and Graduation surveys to measure our assessment in this area. We will publish our campus' Annual Security Fire and Safety Report. We will also publish Community Safety Bulletins to inform campus of safety information and updates.
	2.1	The Police Department will make an effort to provide a safe	The Police Department will analyze the number of filed offense reports from the crime log annually.	5% decrease in filed offense reports annually within MUW from	2022 - 2023	Target Not Met	The university police department filed 136 incident reports.	University Police Department will continue to actively patrol on campus, focusing on areas that have

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	environment for faculty, staff, students, and visitors.	The Police Department will analyze the number of filed offense reports from the crime log annually.	the previous year.	2022 - 2023	Target Not Met	The university police department filed 136 incident reports.	higher potential for crime to occur. We will log patrol officers activity through a daily crime log. The university police department will hold departmental meetings at the beginning of each semester to discuss areas of campus that may require closer patrol. Crime stats will be published and made available to the campus annually through the department's Annual Campus Security & Fire Safety Report.
	2.2	The Police Department will make an effort to broaden the communication among outside agencies to promote safety.	The Police Department will maintain and review meeting records with Memorandum of Understandings (MOU) partners throughout the fiscal year to determine if the achievement target was met.	The Police Department will maintain open communications through meetings year-round with all of the MOU partners by holding 10 meetings collectively across the agencies.	2022 - 2023	Target Met	The university police department met quarterly with local first responder agencies. Meetings were used to maintain working relationships and provide current safety information.	The university will continue to meet with local first responder agencies as well as coordinate joint trainings. Meetings and trainings will be posted to our department's social media platforms. We will also evaluate our existing MOUs and update as needed.
Administrative Support - Resources Management	1.1	Provide ongoing purchasing, p-card, property & Virtual EMS training as needed to all departments.	At the end of the fiscal year, Resources Management will review the Training Sessions Log to determine if there was an increase by 5% of employees who received purchasing training.	Train/assist employees in the area of purchasing by an increase of 5%.	2022 - 2023	Target Not Met	Resources Management trained 15 employees in the areas that RM is responsible for	We will continue to train employees in purchasing, property, and P'cards by creating better onboarding procedures and providing training sessions once a month. We will also create better procedures for documentation.
	1.2	Reduce purchasing transaction volume. Eliminate the need for small dollar purchase orders.	At the end of the fiscal year, Resources Management will review the Purchase Orders Report to determine an increase/decrease in the number of purchase orders.	Reduce the number of purchase orders printed each year by 5%.	2022 - 2023	Inconclusive	Still working with ITS on this report. No purchase orders report ran, so no data to collect. May look into changing this outcome.	We will continue to work with IT to create a report on small dollar purchases of less than $1000 in an effort to determine an increase/decrease in the number of purchase orders assigned yearly. We may

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	Reduce purchasing transaction volume. Eliminate the need for small dollar purchase orders.	At the end of the fiscal year, Resources Management will review the Purchase Orders Report to determine an increase/decrease in the number of purchase orders.	Reduce the number of purchase orders printed each year by 5%.	2022 - 2023	Inconclusive	Still working with ITS on this report. No purchase orders report ran, so no data to collect. May look into changing this outcome.	change this outcome next assessment cycle.
	2.1	Account for at least 90% of inventory.	The number of items successfully accounted for during self-audit.	90%	2022 - 2023	Target Met	Staff in the area of Property conducted a 100 percent self-audit. All items on the inventory were accounted for.	We will conduct self-audits twice a year to ensure all MUW property is accounted for.
	2.2	Improve efficiency by automating contracts in contract management process.	At the end of the fiscal year, Resources Management will review contracts in contract management system.	100% of all contracts automated in contract management system.	2022 - 2023	Inconclusive	Will collect results next assessment cycle after software is implemented.	We will implement contract management software to manage the creation and execution of all campus contracts
Administrative Support - University Accounting	1.1	Provide ongoing budget training to all Budget Managers and Administrative Assistants to ensure that they are well-equipped to have a clear understanding of the budget(s) under their authority.	University Accounting will keep an attendance record of all budget training sessions and review the record to determine if achievement target was met.	University Accounting will provide one budget training session per year for budget managers and administrative assistants, one in the Fall semester. Also, the department will provide individualized training as needed.	2022 - 2023	Target Not Met	No group budget training sessions were held this year, however, 2 individual training sessions were conducted. No group training sessions were held due to the fact that we had very few new budget managers and administrative assistants. Most had been through budget training before. Those who had not been through budget training in the past requested individual training.	We'll continue with the same assessment next year.
	1.2	Provide training on the University's Travel Policy and Procedures to ensure that State Travel Policies are being followed and reimbursement requests are not	Conduct a survey of faculty and staff to determine whether they have a clear understanding of the University's Travel Policies and Procedures.	90% of the survey participants will have a clear understanding of the University's Travel Policy and Procedures.	2022 - 2023	Target Not Met	Target was not met because data collection did not occur.	We'll continue with the same assessment next year and try to meet target.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	delayed due to improper submission.	Conduct a survey of faculty and staff to determine whether they have a clear understanding of the University's Travel Policies and Procedures.	90% of the survey participants will have a clear understanding of the University's Travel Policy and Procedures.	2022 - 2023	Target Not Met	Target was not met because data collection did not occur.	We'll continue with the same assessment next year and try to meet target.
	1.3	Reduce the number of outstanding General Fund (fund 10) purchase orders (in total dollars) that roll over at the end of each fiscal year.	At the end of the fiscal year the Open Encumbrance Report will be ran for the General Fund (fund 10) to determine the total amount of open encumbrances rolling over.	The total amount of purchase orders rolling over each fiscal year will be 3% less than the total amount rolling over from the previous fiscal year.	2022 - 2023	Target Not Met	Comparing FY23 to FY22, the target has not been met. FY22 $240,942.41 FY23 $580,922.63	We'll continue with the same assessment next year and try to meet target.
	2.1	Electronically send out invoices to students with an Accounts Receivable Balance once a month to keep them informed of their student account balance.	Provide documentation from Transact to show that electronic invoices are sent each month.	Electronically mail out student invoices to all students once a month.	2022 - 2023	Target Not Met	Based on the activity report produced by Transact, invoices were sent out 6 out of 12 months.	We'll continue with the same assessment next year and try to meet target.
Administrative Support - University Relations	1.1	Increase awareness of programs and offerings among faculty to encourage on-campus engagement through internal newsletter, web and social media postings and media boards.	At the end of the fiscal year, University Relations will review and analyze the Faculty Satisfaction Survey's results to determine if achievement target was met. "Please rate the following statement according to its accuracy: University Relations' internal newsletters, web and social media postings and media boards increase my awareness of MUW's programs and offerings. {Strongly Agree, Agree, Disagree, Strongly	75% of Faculty Satisfaction Survey participants will either "agree" or "strongly agree" that University Relations' internal newsletters, web and social media postings and media boards increase their awareness of the University's programs and offerings.	2022 - 2023	Target Met	88% of Faculty Satisfaction Survey participants either "agree" or "strongly agree" that University Relations' internal newsletters, web and social media postings and media boards increase their awareness of the University's programs and offers.	Based on the data gathered this fiscal year, UR will continue to assess these results to get trending data for future use.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Administrative Support - University Relations	1.1	Increase awareness of programs and offerings among faculty to encourage on-campus engagement through internal newsletter, web and social media postings and media boards.	Disagree, Not Applicable}"	75% of Faculty Satisfaction Survey participants will either "agree" or "strongly agree" that University Relations' internal newsletters, web and social media postings and media boards increase their awareness of the University's programs and offerings.	2022 - 2023	Target Met	88% of Faculty Satisfaction Survey participants either "agree" or "strongly agree" that University Relations' internal newsletters, web and social media postings and media boards increase their awareness of the University's programs and offers.	Based on the data gathered this fiscal year, UR will continue to assess these results to get trending data for future use.
			At the end of the fiscal year, University Relations will review and analyze the Staff Satisfaction Survey's results to determine if achievement target was met. "Please rate the following statement according to its accuracy: University Relations' internal newsletters, web and social media postings and media boards increase my awareness of MUW's programs and offerings. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	75% of Staff Satisfaction Survey participants will either "agree" or "strongly agree" that University Relations' internal newsletters, web and social media postings and media boards increase their awareness of the University's programs and offerings.	2022 - 2023	Target Met	88% of Staff Satisfaction Survey participants either "agree" or "strongly agree" that University Relations' internal newsletters, web and social media postings and media boards increase their awareness of the University's programs and offers.	Based on the data gathered, UR will continue to assess these results to get trending data for future use.
	1.2	Foster giving and raising awareness of the University by highlighting stories about students, faculty, staff and alumni and promoting an understanding of the University's	At the end of the fiscal year in which the survey is offered, University Relations will review and analyze the Alumni Survey results to determine if the achievement target was met.	65% of Alumni Survey participants will either agree or strongly agree that Visions increases their awareness of the University's programs and offerings and encourages them	2022 - 2023	Target Not Met	While the 65% target was not met, over half of alumni (52%) who participated in the Alumni Survey agreed or strongly agree that Visions increases their awareness of the University's programs and offerings and encourages them to give to the	University Relations will continue to work with alumni to highlight stories about alumni. UR will report out the results from the Alumni Survey in 2025.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	program and offerings in Visions magazine, which is peer recognized.	At the end of the fiscal year in which the survey is offered, University Relations will review and analyze the Alumni Survey results to determine if the achievement target was met.	to give to the University.	2022 - 2023	Target Not Met	university. 23% were neutral.	University Relations will continue to work with alumni to highlight stories about alumni. UR will report out the results from the Alumni Survey in 2025.
			University Relations will publish Visions	Publish at least two issues per fiscal year -- budget/resources permitting.	2022 - 2023	Target Met	There were two issues of Visions published in 2022. The spring 2022 issue included nine briefs about faculty/staff accomplishments. There were seven student features, one faculty feature and two alumni features. Additionally, there were numerous alumni announcements included in Class Notes. The fall 2022 issue included four briefs about faculty/staff accomplishments. There was one student feature and 14 alumni features. Additionally, there were numerous alumni announcements include in Class Notes.	Based on the data gathered, UR will continue to assess these results to get trending data for future use
	2.1	Increase social media traffic/engagement.	Social media analytics will be used to track traffic and engagement to digital media presence.	15% increase from previous year.	2022 - 2023	Target Met	Overall social media engagement rate was up 56.8% Facebook +67.4 percent, Twitter -+2.1 percent, Instagram -40.6 percent, LinkedIn 4.5%	Based on the data, UR will keep this achievement target of 15%
	2.2	Increase the average contact points and length	Utilize Ping/Slate analytics to track contact points and length of contact with	This is the baseline year.	2022 - 2023	Inconclusive	Baseline year information: Average total duration (all):	Identify a critical pathway of webpages leading to student inquiry and student

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	of contact with prospective students through improved website content and engagement.	prospective students through improved website content and engagement.	This is the baseline year.	2022 - 2023	Inconclusive	2,823.28 Average total page counts (all): 66.97 Average unique page counts (all): 25.37	application through the tracking of student views across the university's website.