Non-Academic SPG Report with Results 2017-2018

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
(SPG 1.a.) 1. Advancement Excellence: The University will cultivate a culture of Advancement Excellence to strengthen engagement among its constituencies by: a. Creating a culture of giving	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.	Increase both number of donors and number of gifts donated by 15% from the previous fiscal year.	Number of donors 2016-2017: 2705 Number of donors 2017-2018: 2749 % difference of donors = 1.5 = 2% Number of gifts 2016-2017: 6684 Number of gifts 2017-2018: 7487 % difference of donations = 10.7 = 11% Total % difference = 13% Increase	Target Not Met
				Increase the number of donor contacts and therefore donor meetings by 20% from the previous fiscal year.	Despite not filling the positions, we managed to increase our personal contacts through phone calls, meetings, mailing and email for a total of 769. FY '17 - 510 = ((769-510)/769 = 0.34 or a 34% increase. The reason for the large increase is due to a major year end giving push. We also sent 291 email blasts. Phone Calls - 354 Meetings - 89 Mailings - 147 Emails - 149 Task/Other - 30 Total - 769 For FY 2019, we plan to fill one more position and increase contacts by 25%.	Target Met
(SPG 1.b.) 1. Advancement Excellence: The University will cultivate a culture of Advancement Excellence to strengthen engagement among its constituencies by: b. Establishing and maintaining affinity groups	Administrative Support - Development and Alumni	2.1	The Office of Development and 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.	Add one new active alumni affinity group each year.	We added one new chapter bringing the total to 7. The new one was for the graduate nursing group, which was a spin-off of the nursing group. We will continue to work to add additional chapters and constituency groups.	Target Met
				Increase the number of alumni followers on social media by sharing University updates and Alumni updates by fifty followers each year.	We exceeded our goal of adding 50 followers. . Office of D& A new followers: FB 48, Twitter 44, and Instagram 67-- 159total Office of D&A posts- FB-438 Twitter, 438 and Instagram-274-- 1150 total	Target Met

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				Increase the number of alumni followers on social media by sharing University updates and Alumni updates by fifty followers each year.	MUWAA new followers - FB- 149, Twitter, 71 and Instagram, 68.- 288 total MUWAA posts- FB-438, Twitter,438 and Instagram-274- 1150 total	Target Met
(SPG 1.c.) 1. Advancement Excellence: The University will cultivate a culture of Advancement Excellence to strengthen engagement among its constituencies by: c. Fostering pride in University events and private giving	Administrative Support - Development and Alumni	3.1	The Office of Development and Alumni will increase students' interest in joining the Alumni Association.	65% of students participating in the Graduation Survey will state that they have plans of joining the Alumni Association.	The Graduation Survey was sent out for August 2017 ceremony, December 2017 ceremony and May 2018 ceremonies. 2017-2018 Graduation Survey Results Yes - (417/647) 64.45% No - (230/647) 35.55%	Target Not Met
	Administrative Support - University Relations	1.1	Increase web traffic to the university's homepage and social media accounts by developing web/digital presence (via announcements, web/press releases, videos) that encourage interaction with students, faculty, staff and alumni.	10% increase in web traffic from the previous fiscal year.	Web: Page Views +0.36 percent; Sessions: -3.66 percent; Users: +6.86 percent	Target Not Met
				15% increase in social media traffic from the previous fiscal year.	Social Media: Facebook +19 percent, Twitter +12 percent, Instagram +16 percent	Target Met
		1.2	Increase alumni donations, as well as that of friends of the University, by highlighting stories about students, faculty, staff and alumni and promoting an understanding of the University's programs and offerings in Visions magazine, which is peer recognized.	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 to give to the University.	There are no results or analysis to report	Inconclusive
(SPG 1.d.) 1. Advancement Excellence: The University will cultivate a culture of Advancement Excellence to strengthen engagement among	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	Student mentors will instruct 5 new trainees to produce acceptable Women's Oral Histories interviews.	The 2017-18 Target was met and exceeded. A sophomore women's studies minor gathered, trained, and set up interview rooms with digital recorders for eleven students. Fourteen members of the class of 1967 were interviewed and donated	Target Met

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its constituencies by: d. Increasing awareness of university programs and strengths	Academic and Student Support - Center for Women's Research and Public Policy	1.1	MUW alumnae to be added to the University Archives. In the process, students will learn about multigenerational women's accomplishments and challenges.	Student mentors will instruct 5 new trainees to produce acceptable Women's Oral Histories interviews.	by "deed of gift" their interviews to our MUW Archives.	Target Met
		1.2	The CWRPP will sponsor an Essay Contest for the Common Reading Initiative that will provide an opportunity for students to discuss topics related to MUW's mission.	3% increase in student essays for the Dorothy Clark Hobson Essay Contest from the previous academic year.	In 2017 and 2018, due to the CRI committee's planning, the essay contest is back on track. In 2017, topics generated over 30 essays, and three were chosen as winners. There was a special ceremony in Hogarth, sponsored by the Center for Teaching and Learning, where the top three (selected by an outside judge) received cash prizes from the Dorothy Clark Hobson Foundation fund. We more than met the target for the 3 percent increase. Link to Persepolis CRI contest from 2017 http://www.muw.edu/news/4393-persepolis-the-w-s-next-common-read TARGET MET AND EXCEEDED	Target Met
	Academic and Student Support - Library	1.1	The library will work to improve faculty awareness and satisfaction with the library's services, including Interlibrary Loan, Virtual and In-Person Reference, and Information Literacy Instruction.	The library will expect a 5% increase in overall satisfaction with the library's services on the Faculty Library Survey.	The survey results showed greater than a 5% increase in every category assessed. See related documents.	Target Met
		1.2	The library will work to improve faculty awareness and satisfaction with the library's resources, including electronic and print collections.	The library will achieve a 5% increase in awareness of the purchase on demand program, until 100% is achieved, on the Faculty Library Survey.	The number of "yes" responses did not go up, so we cannot assume that awareness increased. See related documents.	Target Not Met
				The library will achieve a 5% increase in satisfaction with print and electronic collections on the Faculty Library Survey.	In comparing the results from the FY17 and FY18 survey, there was a 38% increase in satisfaction with the print resources and a 25% increase in satisfaction with the online resources. See related documents.	Target Met

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				The library will achieve a 5% increase in satisfaction with the on-demand book acquisition program on the Faculty Library Survey.	We did not gather responses to assess the satisfaction of the purchase-on-demand program.	Inconclusive
	Administrative Support - Development and Alumni	4.1	The Office of Development and Alumni will increase the number of participants at Homecoming each Spring.	The number of Homecoming participants will increase by 5% from the previous year.	For 2018 HC the number of registrants was 359 which was a 7% increase over 2017 attendance of 333 registrants. We will work to increase attendance at HC 2019 by 5%.	Target Met
	Administrative Support - University Relations	2.1	Increase strategic placement of advertisements via national, regional and local media outlets, including radio spots, television spots, newspapers, magazines and billboards (budget permitting).	5% increase in advertisements among national, regional and local media outlets from the previous fiscal year (budget permitting).	There was a decrease in the amount of advertising spent on advertisements via national, regional and local media outlets, including radio spots, newspapers, magazines and billboards. $73,177 was spent in 2017-2018 compared to $76, 835 in 2016-2017.	Target Not Met
		2.2	Increase awareness of programs and offerings among faculty and staff to encourage on-campus engagement through internal newsletter, web and social media postings and media boards.	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.	2018 Faculty Satisfaction Survey Results: Strongly Agree - (37/112) 33.04% Agree - (61/112) 54.46% Total - (98/112) 87.50% Disagree - (9/112) 8.04% Strongly Disagree - (2/112) 1.79% Not Applicable - (3/112) 2.68%	Target Met
				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.	2018 Staff Satisfaction Survey Results: Strongly Agree - (23/81) 28.4% Agree - (48/81) 59.26% Total - (71/81) 87.66% Disagree - (8/81) 9.88% Strongly Disagree - (1/81) 1.23% Not Applicable - (1/81) 1.23%	Target Met
(SPG 1.d.) Advancement Excellence: The University will cultivate a culture of	Academic and Student Support - Athletics	1.1	The Department of Athletics will maintain a continuous progression	Continued achievement of sport roster numbers. Baseball – 30	Baseball – (min) 30 (actual) 36 Women's Cross Country – (min) 7 (actual) 8 Men's Soccer – (min) 24 (actual) 28	Target Met

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Advancement Excellence to strengthen engagement among its constituencies by: d. increasing awareness of university programs and strengths	Academic and Student Support - Athletics	1.1	for attaining NCAA Membership within five years.	Women's Cross Country – 7 Men's Soccer – 24 Softball – 20 Women's Volleyball – 14	Softball – (min) 20 (actual) 24 Women's Volleyball – (min) 14 (actual) 14	Target Met
				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	(min)- minimum number of sports sponsorship games required (played)- actual number of games played that counted toward sport sponsorship Baseball – (min) 25 games (played) 36 games Cross Country –(min) 5 events (played) 5 events Men's Soccer – (min) 13 games (played) Softball – (min) 24 games (played) 40 games Women's Volleyball – (min) 17 matches (played) 16 matches	Target Not Met
		1.2	The Department of Athletics will establish sports schedules for each athletics team.	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	(min)- minimum number of sports sponsorship games required (played)- actual number of games played that counted toward sport sponsorship Baseball – (min) 25 games (played) 36 games Cross Country –(min) 5 events (played) 5 events Men's Soccer – (min) 13 games (played) Softball – (min) 24 games (played) 40 games Women's Volleyball – (min) 17 matches (played) 16 matches	Target Not Met
		1.3	The Department of Athletics will increase revenue for sports and athletics' needs, including facility expansion, student athlete programming, and operating costs.	Increase donor participation by 10% each year.	Results are inconclusive because was a baseline year. Total number of Donors were 149.	Inconclusive
(SPG 2.a.) 2. Regional Stewardship: The University will promote Regional Stewardship through partnerships across campus and the region by: a. Cultivating collaborations that increase health and well-being	Academic and Student Support - Campus Recreation	1.1	The Spring Fitness Challenge, co-sponsored by Passport to Wellness, will motivate MUW students, faculty, and staff to live healthier lifestyles.	75% of Spring Fitness Challenge Survey participants will indicate that they are likely to transition to a healthier way of living as a result of participating in the Spring Fitness Challenge.	Due to a late survey submittal, only 22 responses were recorded allowing for a 59.1% (13 our of 22) result of likely and very likely to transition to a healthier way of living.	Target Not Met
		1.2	Campus Recreation will provide a welcoming	90% of Customer Satisfaction Survey participants will	96.7% of 61 responses indicated that the Campus Recreation Staff is helpful and courteous.	Target Met

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		1.2	facility for guests through service in a thoughtful and proactive manner.	indicate that Campus Recreation staff was helpful and courteous.	96.7% of 61 responses indicated that the Campus Recreation Staff is helpful and courteous.	Target Met
	Academic and Student Support - Counseling Services	1.1	The Counseling Center will make an effort to increase awareness of mental health coping skills and mental health services available to students.	At least 50 students will participate in one campus-wide mental health program offered by the Counseling Center.	The counseling center participated in the fall semester Relaxation event and had 60 students participate in the "How stressed are you?" quiz. Each participant received an anti-stress kit. The counseling center failed to log this event in Titanium. The counseling center did log the following events in Titanium: September 5, 2017 - Suicide Awareness - 75 Participants October 17, 2017 - Alcohol Awareness - 35 Participants	Target Met
		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 build a working relationship by obtaining a partnership with at least 1 program from a community agency.	The counseling center accomplished each target set for this year. 1. The counseling center staff partnered with Community Counseling Services to host an event in the fall semester that focused on opioid prevention. The staff met with this agency two times to organize this event. 2. The counseling center staff met with Baptist Behavioral Health once a semester in order to review the contract they have in place and to discuss programming opportunities. 3. The counseling center had an intern from Mississippi State University in Spring 2017 and Fall 2017.	Target Met
	Academic and Student Support - Outreach and Innovation	1.1	Develop and implement a campus culture of health and wellness with an increase in participation in health and wellness related activities.	Overall campus health and wellness event participation will grow by at least 15% from the previous fiscal year.	There was a 99% growth in campus health and wellness event participation. 2016-2017 = 1504 2017-2018 = 2995 The addition of wellness pop-up events (increased collaboration with Campus Recreation and Project CHEW) during this grant period helped to increase participation numbers.	Target Met
		1.2	Develop and implement community based health and wellness initiatives with an increase in participation in health and wellness related activities both in the	Overall community/campus health and wellness event participation will grow by at least 15% from the previous fiscal year.	There was a 134% growth in community health and wellness event participation. 2016-2017 = 749 2017-2018 = 1755 During this grant period there was an intentional increase hosting events at local elementary schools (i.e., health fair and kids culinary programming)	Target Met

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		1.2	community and on campus.	Overall community/campus health and wellness event participation will grow by at least 15% from the previous fiscal year.	that helped to increase participation numbers.	Target Met
	Administrative Support - Plymouth Bluff	1.1	Plymouth Bluff will offer public cultural and educational programming.	At least once per quarter, public cultural and/or educational programming will be offered at no cost for attendance.	During 2017-18 Plymouth Bluff has offered A Sunday at the Bluff program in October, 2017 and February, 2018. The Following Groups have used PBC at no charge: African American Leadership Summit 11-17, Boy Scouts for Camping in November and January, Board Meetings in September and March. 1 Eagle Project completed in April LEP held classes in March and the Audubon Society held a meeting in July. Hosted a Tourism Partners Meeting at the MUW Fant library in March. Hosted Clay County head Start in May, 2018 (06/30/2018)	Target Met
		1.2	Plymouth Bluff will make use of Social Media, such as Facebook, to promote programming and other uses at Plymouth Bluff.	Plymouth Bluff will update both of its Facebook pages with different posts, both internally and externally, at least 2 times per month throughout the fiscal year.	The Facebook page has had 28 posts in 2017-18. Please see the website link below: www.facebook.com/plymouth.bluff	Target Met
		1.3	Plymouth Bluff will maintain its 4+ miles trail system.	12 Monthly Trail System Inspections will be completed each fiscal year, including corrective actions.	No monthly record was kept of trail inspections however we know that inspections were done regularly and trails are currently being used by the general public.	Inconclusive
		1.4	Plymouth Bluff will do presentations and make the facility available to groups such as the Boy Scouts and other educational organizations at no charge.	At least 12 times each fiscal year, Plymouth Bluff will do presentations about the facility and the surrounding area to school groups and others when appropriate.	MUW Classes met 9 times during the 2017-18 plus the MSMS had 1 documented meeting and LEP met once and Clay County Headstart brought 150 students for a tour of the Museum and Grounds.	Target Met
				Plymouth Bluff will average 50 visits per week by people walking the grounds and trails.	Based on the monthly report census totals we have averaged over 50 visits per week	Target Met
	Administrative Support - Police Department	2.1	The Police Department will make an effort to provide a safe environment for faculty, staff, students, and visitors.	5% decrease in filed offense reports annually within MUW from the previous year.	The police department filed 175 incident reports taken this past year, an increase of 31 filed from the previous year.	Target Not Met

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		2.2	The Police Department will make an effort to broaden the communication among outside agencies to promote safety.	The Police Department will secure at least one new partnership agency outside of MUW each fiscal year.	Due to departmental change, the acting department head is unaware of the status of any Memorandum of Understandings with E-911 and Columbus Fire and Rescue.	Inconclusive
(SPG 2.a.) Regional Stewardship: The University will promote Regional Stewardship through partnerships across campus and the region by: a. cultivating collaborations that increase health and well-being	Academic and Student Support - Athletics	2.1	The Department of Athletics will collaborate with community constituents to offer continuous opportunities for individuals to attend sponsored camps, clinics, and seminars by sport.	Host at least one camp/clinic with a minimum participation of 15 individuals per camp/clinic per sport.	Women's Cross Country- Hosted camp at Heritage Academy June 11-15 (8 participants) Volleyball- Hosted Team Camp and Individual Clinics on campus (54 participants) Men's Soccer- Hosted camp at Heritage Academy (30 participants) Baseball- Hosted Individual Camp on campus (41 participants) Softball- did not host camp	Target Not Met
(SPG 2.c.) 2. Regional Stewardship: The University will promote Regional Stewardship through partnerships across campus and the region by: c. Strengthening and expanding K-12 partnerships	Academic and Student Support - Outreach and Innovation	2.1	Enhance teacher effectiveness in participating K-12 school districts across the state by providing a comprehensive program of professional development (CHAMPS) to increase mathematics content knowledge and instructional practices.	The overall score for individuals participating in the Pre/Post LMT Assessments will have a statistically significant higher score ranging from a .2-.5 to show a growth in content knowledge from the Pre-LMT Assessment to the Post-LMT Assessment.	LMT (Learning Mathematics for Teaching) assessment was used to measure changes in mathematics teachers' content knowledge gained over the two-week summer institute and then retained over the course of the year-long project. The participants were given a pretest on July 10, 2017, a posttest on July 21, 2017, and finally a post-posttest on April 7, 2018. Geometry. The mean for the pretest, the posttest, and the post-posttest were -.509, .076, and .088, respectively. A repeated-measures ANOVA, with Huynh-Feldt correction, was conducted to examine whether there were differences among the pretest, the posttest, and the post-posttest. Results showed a statistically significant difference among the pretest, the posttest, and the post-posttest, $F_{(1.62, 84.18)} = 30.81$, $p < .01$, $?2 = .37$. An adjusted Bonferroni post-hoc comparison was applied to examine specific differences among these means. Results revealed that the participants obtained statistically significant higher scores in the posttest ($M = .076$) and in the post-post ($M = .088$) than they did in the pretest ($M = -.509$). As these scale scores have been adjusted for the relative difficulty of tests, the changes in mean scale scores indicated that, compared with the pretest, the participants had scored .585 standard deviation higher in the posttest and .596 standard	Target Met

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(SPG 2.c.) 2. Regional Stewardship: The University will promote Regional Stewardship through partnerships across campus and the region by: c. Strengthening and expanding K-12 partnerships	Academic and Student Support - Outreach and Innovation	2.1	Enhance teacher effectiveness in participating K-12 school districts across the state by providing a comprehensive program of professional development (CHAMPS) to increase mathematics content knowledge and instructional practices.	The overall score for individuals participating in the Pre/Post LMT Assessments will have a statistically significant higher score ranging from a .2-.5 to show a growth in content knowledge from the Pre-LMT Assessment to the Post-LMT Assessment.	deviation higher in the post-posttest. Patterns functions and algebra. The mean for the pretest, the posttest, and the post-posttest were -1.006, -.365, and -.242, respectively. A repeated-measures ANOVA, with Huynh-Feldt correction, was conducted to assess whether there were differences among the pretest, the posttest, and the post-posttest. The results indicated that there was a statistically significant difference among the pretest, the posttest, and the post-posttest, $F_{(1.81, 93.84)} = 38.45$, $p < .01$, $\eta^2 = .43$. An adjusted Bonferroni post-hoc comparison was used to detect specific differences among these means. Results revealed that the participants obtained statistically significant higher scores in the posttest (M = -.365) and in the post-post (M = -.242) than they did in the pretest (M = -1.006). Given that these scale scores have been adjusted for the relative difficulty of tests, the changes in mean scale scores indicates that the participants have shown a mean change of .641 standard deviation unit from the pretest to the posttest, and a mean change of .764 standard deviation unit from the pretest to the post posttest. Number concepts and operations. The mean for the pretest, the posttest, and the post-posttest were -.806, .238, and -.057, respectively. A repeated-measures ANOVA, with Huynh-Feldt correction, was conducted to assess whether there were differences among the pretest, the posttest, and the post-posttest. The results showed a statistically significant difference among the pretest, the posttest, and the post-posttest, $F_{(1.89, 98.03)} = 31.39$, $p < .01$, $\eta^2 = .38$. An adjusted Bonferroni post-hoc comparison was used to detect specific differences among these means. Results revealed that the participants obtained statistically significant higher scores in the posttest (M = .238) and in the post-post (M = -.057) than they did in the pretest (M = -.806). As these scale scores have been adjusted for the relative difficulty of tests, the changes in mean	Target Met

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(SPG 2.c.) 2. Regional Stewardship: The University will promote Regional Stewardship through partnerships across campus and the region by: c. Strengthening and expanding K-12 partnerships	Academic and Student Support - Outreach and Innovation	2.1	Enhance teacher effectiveness in participating K-12 school districts across the state by providing a comprehensive program of professional development (CHAMPS) to increase mathematics content knowledge and instructional practices.	The overall score for individuals participating in the Pre/Post LMT Assessments will have a statistically significant higher score ranging from a .2-.5 to show a growth in content knowledge from the Pre-LMT Assessment to the Post-LMT Assessment.	scale scores indicated that, compared with the pretest, the participants had scored 1.044 standard deviation higher in the posttest and .749 standard deviation higher in the post-posttest.	Target Met
		2.2	Improve student achievement in participating K-12 school districts across the state by providing a comprehensive program of professional development (CHAMPS) for K-8 teachers.	The overall score for CHAMPS classrooms' students participating in the Pre/Post CCRS Assessments will have a statistically significant higher score ranging from a .2-.5 compared to the control classrooms' students' scores.	CCSS Assessment CCSS student assessment was used to assess the impact of the CHAMPS on student achievement (i.e., between students whose teachers participated the CHAMPS and students whose teacher did not). CCSS pretest was given to students at the beginning of the school year (August 14, 2017), whereas CCSS posttest was given to students about seven months later (March 26, 2018). We have organized our CCSS findings by grade level (i.e., students in grades 1-5, and students in grades 6-8). Students in grades 1-5. A mixed ANOVA was used to assess whether there were differences in CCSS scores by the testing status (i.e., the pretest vs. the posttest) and the treatment (i.e., students whose teachers participated the CHAMPS versus students whose teachers did not). Results revealed a significant main effect of testing status, $F(1, 694) = 696.447$, $p < .001$, $?2 = .501$. On the other hand, results did not revealed a significant interaction between the test status and the treatment, $F(1, 694) = 1.980$, $p > .05$, $?2 = .003$. As shown in Table 3, students whose teachers participated the CHAMPS project increased 19.44 from the pretest to the posttest, whereas those students whose teacher did not participate the program increased 17.53 from the pretest to the posttest. Students in grades 6-8. Similarly, a mixed ANOVA was conducted to assess whether there were differences in CCSS scores by testing status (i.e.,	Target Met

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		2.2	Improve student achievement in participating K-12 school districts across the state by providing a comprehensive program of professional development (CHAMPS) for K-8 teachers.	The overall score for CHAMPS classrooms' students participating in the Pre/Post CCRS Assessments will have a statistically significant higher score ranging from a .2-.5 compared to the control classrooms' students' scores.	e., students whose teachers participated the CHAMPS vs. students whose teachers did not). Results revealed a significant main effect of testing status, $F (1, 355) = 199.439$, $p < .001$, $?2 = .360$. On the other hand, results did not revealed a significant interaction between the test status and the treatment, $F (1, 355) = .013$, $p > .05$, $?2 = .000$ (see Table 4).	Target Met
		2.3	Increase the number of teachers who are highly qualified to teach middle school mathematics in Mississippi.	At least 25% of individuals participating in a comprehensive program of professional development (CHAMPS) will earn highly qualified status by successfully adding a 7th-8th mathematics certified endorsement to their license.	72% of the individuals who participated in a comprehensive program of professional development (CHAMPS) earned highly qualified status by successfully adding a 7th-8th mathematics certified endorsement to their license.	Target Met
	Administrative Support - Admissions	1.1	The Office of Admissions will make an effort to increase the number of campus visits for high school students through mail and email campaigns, advertisements on the MUW website and social media, and individual contacts at high schools.	The number of visits by high school students will increase by 3% over a two-year period.	As of 6/25/2018, 25% of freshman admitted students have made an official campus visit to MUW. This marks a decrease in visits compared to Fall 2017 data but an overall increase when looking at data from Fall 2016. The goal of 3% increase over a two-year period is still valid and something that the Office of Admissions would like to achieve going forward. (06/25/2018)	Target Not Met
		1.2	The Office of Admissions will attempt to yield (enroll) more high school students who complete an official MUW campus visit.	60% of enrolled students will complete a campus visit prior to their first day of class.	As of 6/25/2018, 79 out of the 210 freshman intent to enroll filers have completed an official campus visit to MUW. This equates to 37%. It is down considerably from the Fall 2017 data but up compared to Fall 2015 and 2016 numbers. Going forward the goal should be revised to indicate a goal of 40% of students enrolling should complete a campus visit prior to the first day of class. (06/25/2018)	Target Not Met
(SPG 2.e.) 2. Regional Stewardship: The University will promote Regional Stewardship through partnerships across campus and the region by: e. Forging meaningful and engaged partnerships that	Academic and Student Support - Center for Women's Research and Public Policy	2.1	The CWRPP will train undergraduate college women to enter elected or appointed public service.	100% of students in LDR 250 will complete a public policy group project, including a mock presentation before a senate subcommittee.	http://www.muw.edu/leadership/new above is the link to the very successful NEW Leadership Mississippi 2017 program description. Of the 37 applications, 18 young women were accepted. Their public policy project on DACA was completed by Dr. Rainey and Dr. Kempker. This year's project required much more research and	Target Met

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provide real-life experiences for students	Academic and Student Support - Center for Women's Research and Public Policy	2.1	The CWRPP will train undergraduate college women to enter elected or appointed public service.	100% of students in LDR 250 will complete a public policy group project, including a mock presentation before a senate subcommittee.	detailed work in the final presentations. All four action groups presented high quality (according to the feedback from the Faculty in Resident and the NEW Leadership Team) presentations from different points of view, including role playing of citizens, legislators, and affected immigrants.	Target Met
				100% of students in LDR 250 will practice professional networking at a reception for elected-women officials in the state capital.	All of the 18 students (although 24 were accepted, some of the young women had to drop out due to financial problems or family illnesses). who participated had a full day at the capital and met a variety of women who work in public service. They had time for one on one conversation with each of the women, and exchanged business cards.	Target Met
		2.2	Enhance the New Leadership Program to give graduate students the opportunity to practice hands-on development of other women leaders.	At least one graduate student in Women's Leadership will complete a practicum connected to the Mississippi New Leadership Program earning 1-3 hours of graduate credit.	Ms. Sheila Westbrook, who completed her master's degree in December, 2017, began the skeleton of the action project on DACA, but in the middle of the spring semester, she accepted a full time Director of Development position at the Mississippi School for Mathematics and Sciences. Two other graduate students were well into thesis writing in the spring (they graduated in May, 2018). Drs. Kempker and Rainey completed the project so that it was ready for the 2018 students. There are already two graduate students enrolled this fall (of 2018) who want to work on planning and supervision of NEWL Mississippi 2019.	Target Not Met
	Administrative Support - Plymouth Bluff	2.1	Plymouth Bluff will invite the MSU Project YES (Youth Environmental Science) to continue to use the facility each fiscal year.	At least 10 Project YES meetings at Plymouth Bluff Center each fiscal year.	Verbal contact was made in August 2017 but not documented and Project YES did not use PBC in last year	Inconclusive
		2.2	Plymouth Bluff will invite the LEP (Life Enrichment Program) to use the facility.	At least 2 LEP class meetings at Plymouth Bluff Center each fiscal year.	1Birding Class met in March 2018. This was the only documented visit; however, they did come back again.	Target Not Met
				At least 2 LEP meetings will be attended by the Director of Plymouth Bluff each fiscal year.	The Director attended the only Advisory Board Meeting done in the last Fiscal Year on August 24, 2017.	Target Met
		2.3	Plymouth Bluff will invite the MUW Science and Math Department to use the facility for class/lab	Plymouth Bluff will host at least 8 MUW class/lab meetings each academic year.	Science and Math has used PBC at least 9 times over the past year	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		2.3	meetings.	Plymouth Bluff will host at least 8 MUW class/lab meetings each academic year.	Science and Math has used PBC at least 9 times over the past year	Target Met
(SPG 3.a.) 3. 21st Century: The University will foster a 21st Century learning environment by: a. Enhancing and effectively utilizing advanced instructional technologies	Academic and Student Support - Center for Teaching and Learning	2.1	New instructional technology will be placed in classrooms across campus annually.	Conduct a needs consultation and installation of new classroom technology, either hardware or software, in at least 8 classrooms on campus per year.	We assisted with the planning, purchase, and installation of hardware in 15 classrooms this year, ranging from small upgrades to audio and rearranging existing materials to work more effectively to the complete development of a room from a blank slate. This well exceeds the target of 8 rooms, but owes much to the better financial situation of many departments on campus compared to last year. Details of the cost of each and rooms affected are in the attached spreadsheet. Further itemized details for each purchase can be provided upon request.	Target Met
		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.	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.	In an effort to be more effective with our survey tools, we moved to using the same feedback survey for our face-to-face faculty development sessions in August and January, the two largest university-wide training series of the year. The question of perceived skill level did not make it into the new shared survey mechanism. At the time we forgot that it was part of our annual assessment protocol, so we removed it as it did not make sense for the more common sessions offered at these workshop series dealing with pedagogical issues and other faculty professional development needs. That means that the data set that we do have is quite small, as it is pulled only from the post-academy survey from our Online Teaching Academy offered in May, 2018 to a contingent of 20 faculty (space was purposely limited for the best learning experience). Only half of them completed the survey, so the result pool is small at N=10. The self-identified ranking terms differed slightly from the old Instructional Technology survey question above (we now use "beginner, intermediate, advanced, and expert" rather than "novice, intermediate, competent, and advanced"), but the change in ability and number of categories remains the same. The results of that post-academy survey are included here below:	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		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.	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.	Number of responses to post-workshop survey: 10 How would you rate your online teaching abilities before participating in this academy? Beginner: 4 (40%) Intermediate: 4 (40%) Advanced: 2 (20%) Expert: 0 How would you rate your online teaching abilities after participating in this academy? Beginner: 2 (20%) Intermediate: 4 (40%) Advanced: 4 (40%) Expert: 0 Our pre-survey, collected on the first day of the workshop, indicated that out of N=16 surveys collected 6 considered themselves beginners, 7 considered themselves intermediate, and 3 considered themselves advanced. In this group of 10 faculty, only 4 reported advancing by at least one skill level for an average of 40%. That means that our outcome did not meet our goal. The Online Teaching Academy is intensive and it is likely that some of the participants reevaluated their scale of beginner, intermediate, advanced, and expert over the course of the week-long workshop. The sample size was small and may not accurately portray the experience of all who took part. Finally, it was the first time this week-long workshop was offered and we learned a lot from the process. We will hope for a better result with this question after making changes before next year's offering.	Target Not Met
				The average score of those participating in the Instructional Technology Survey, which reflects faculty satisfaction with training, will be a 3.8 on a 5.0 scale.	Here again, the change in our survey tool affected the outcome of this goal. By combining our Instructional Technology Survey and Pedagogical/Development Survey into a single general workshop survey for ease of use, we lost the language used in this goal. The closest existing answer to the spirit of this question is the following: "This session experience will be useful in	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
				The average score of those participating in the Instructional Technology Survey, which reflects faculty satisfaction with training, will be a 3.8 on a 5.0 scale.	applying these skills to my work at the university." The scale is still a five-point scale, but the range is now "strongly agree" to "strongly disagree." Using that question for all surveys from the August Fall Development Conference and January Back-to-Class series that were technology-focused sessions gave the following results: N= 22 completed surveys from sessions designated as being focused on Instructional Technology Strongly agree: 16 Agree: 6 Neutral: 0 Disagree: 0 Strongly Disagree: 0 Average score on 5.0 scale: 4.7 Target was met.	Target Met
	Academic and Student Support - Library	2.1	The library will acquire and launch asynchronous virtual reference solutions to provide parity for online and distance programs, as well as supporting commuting students and those preferring online assistance.	The library will add 15 new FAQ entries annually, based on failed searches and new resources or services.	35 FAQs were created in FY 17 and 50 FAQs were created in FY 18, thus meeting our target of creating 15 new FAQs each year. See related documents.	Target Met
				The library will produce five guides per year.	17 new guides were created in FY 18, thus achieving the target of creating 5 new guides per year. See related documents.	Target Met
		2.2	The library will acquire and launch synchronous virtual reference solutions to provide parity for online and distance programs, as well as supporting commuting students and those preferring online assistance.	75% of participants in the faculty survey will rate their experience using the library website as good or very good.	We did not gather survey results about the website in FY 17, so we do not have a second data point to which we can compare FY 18 survey results.	Inconclusive

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
				Usage of this synchronous virtual reference system will grow by 5% per year.	This was the first year that Virtual Reference Services were used by the library, so we cannot benchmark for this goal. For FY 18, the library had 229 email reference questions and 171 chat transactions.	Inconclusive
	Academic and Student Support - Sponsored Programs	1.1	The Office of Sponsored Programs will assist in enhancing and effectively utilizing advanced instructional technologies by locating and sharing external funding opportunities, which meet the scholarly activity interests of faculty, staff, and administration of MUW.	Each fiscal year, 10 externally funded solicitations will be forwarded to faculty, staff, and administration.	The Office of Sponsored Programs forwarded over 100 externally funded solicitation to the faculty, staff, and administration of the university. These solicitations were distributed from the AASCU Grants Resource Center's list serve. I am providing the latest email that was received from AASCU GRC which was divided and sent to deans and department chairs based on academic interest.	Target Met
				Each fiscal year, 10 scholarly activity interest meetings will be held with faculty, staff, and administration.	There were 10 scholarly activity interest meetings held during the fiscal year. These were impromptu meetings, and there is no official log of these meetings; however, the one coordinated meeting with Dr. Handy is in the related documents. Three meetings were held with upper level administration and five were held with faculty and one was held with the staff of the CPDC. Also, I spoke with Dr. Amber Handy at the spring faculty convocation to gauge interest and in grant writing and proposal development. Dr. Handy has the sign in roster.	Target Met
(SPG 3.b.) 3. 21st Century: The University will foster a 21st Century learning environment by: b. Broadening educational opportunities and programs for the diverse student body	Academic and Student Support - Housing and Residence Life	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.	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.	Using the ACUHO-I/Benchworks Resident Assessment survey, the Office of Housing and Residence Life achieved a mean of 4.94 when it comes to satisfaction of programs/activities with regards to social/educational/cultural programs.	Target Not Met
		2.2	The Office of Housing and Residence Life will increase the average satisfaction rating of	Increase the satisfaction mean to 5.6 on a scale of 1-7 (with 7 being "very satisfied") will be achieved on the	Using the ACUHO-I/Benchworks Resident Assessment survey, the Office of Housing and Residence Life achieved a mean of 5.03 when it comes to satisfaction of programs/activities with	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		2.2	programs/activities sponsored by our staff regarding quality of programs.	ACUHO-I/Benchmarks Resident Assessment survey regarding quality of programs offered by the department of Housing and Residence Life.	regards to quality of programs.	Target Not Met
	Academic and Student Support - Student Life	2.1	Student Life will increase educational opportunities through community service projects.	Student Life will show a 3% increase in the community service hours logged by the campus community throughout the fiscal year.	Up to this date of collection, 364,666.6 community service hours have been logged. This is a 3.5% increase from the hours logged in the previous year.	Target Met
		2.2	Student Life will increase awareness of diverse and underrepresented populations through educational events.	Student Life will show an 8% increase in attendance at diversity programming (MLK Observance Event & The Festival of Colors - International Students Event) throughout the academic year.	1,232 individuals participated in 19 diversity related events hosted, co-sponsored or related to Student Life. This figure does not capture diversity related events hosted by other areas of the university. Due to a professional staff vacancy, only limited diversity related programming was offered in the fall semester by Student Life.	Target Not Met
	Academic and Student Support - Study Abroad	1.1	The Study Abroad program will encourage faculty in lesser represented study abroad areas to submit proposals to offer study abroad programs.	Study Abroad will receive a minimum of 1 proposal for study abroad programs from faculty.	The Study Abroad Office received 3 study abroad proposals from faculty in the 2017/18 academic year to the following locations: Italy through the Culinary Arts Department, Peru through the Honors College and India through Biological Sciences . The proposal to India was a two year plan submitted in 2016 to give faculty time to recruit students and students time to plan financially. The Study Abroad Office hosted, in conjunction with the Honors Program, a forum to highlight study abroad opportunities for faculty and students in August 2017. The office sent out emails to faculty encouraging them to host programs. The Study Abroad Office met with faculty members, in the Music and Nursing Departments, to discuss study abroad opportunities that will be proposed for the 2019 summer term.	Target Met
		1.2	The Study Abroad program will increase the number of first generation students who participate in summer/semester/year-long study abroad programs.	15% of the students studying abroad who participated in the Post Study Abroad Survey will be first generation study abroad students.	The study abroad survey was created during the 2017-18 academic year and will administered in the fall semester of 2018 to the students who participated in study abroad programs during the summer of 2018. This survey will be administered online through the Survey Monkey.	Inconclusive

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
(SPG 3.c.) 3. 21st Century: The University will foster a 21st Century learning environment by: c. Maintaining, enhancing and expanding international partnerships	Academic and Student Support - Study Abroad	2.1	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.	The coordinator will secure at least one new international partner school in the next three academic years.	The 3 year cycle has not ended for this target. However, students who studied in Peru with the Honors College during the summer of 2018 participated in a service learning project to enhance the Ronald McDonald house garden in Surco, Lima, Peru.	Inconclusive
		2.2	The Study Abroad program will provide a safe environment for study abroad students.	There will be no reported incidents.	In maintaining this goal, study abroad has not received any safety reports as of this date.	Target Met
(SPG 3.d.) 3. 21st Century: The University will foster a 21st Century learning environment by: d. Increasing emphasis on diversity of faculty and staff	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.	75% of diverse hires will select a diverse advertising method on how they heard about the position.	The method used for this measurement is not accurate. Responses to the question "How did you hear about this position?" were not consistently available. The Office of Human Resources transitioned to new leadership in June 2018 and is evaluating processes.	Inconclusive
(SPG 3.e.) 3. 21st Century: The University will foster a 21st Century learning environment by: e. Cultivating communities to create opportunities for academic engagement	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.	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.	We more than met our goal this year, offering 43 (or 49, if you count each session at New Faculty Orientation separately) workshops over the course of FY18. Our total attendees was 304 (or 382, counting NFO separately), giving us of just over 7 participants per workshop, which is less than last year's 9 and reflects an overall trend in dropping attendance at some of our previously more successful events.	Target Met
				At least 45 individual consultations on any aspect of teaching or instructional technology will be scheduled and completed annually.	We have no records to upload for this year due to some staffing changes a resultant record loss. Our Instructional Technologist left unexpectedly in January and despite carefully transferring all of the files we thought relevant to his position to my possession, we lost access to the software he used to track consultations due to loss of his accounts. That data cannot be retrieved. On a related note, when I took over his job on top of my own it became impossible to keep up fully with both workloads while also teaching. Something had to give, and rather than provide poor support to our faculty I decided to do my best to offer full support but had to give up on some of our record keeping. Therefore my own records of consultations for the year are spotty to non-existent. I estimate that we assisted somewhere in the neighborhood of 350	Inconclusive

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
				At least 45 individual consultations on any aspect of teaching or instructional technology will be scheduled and completed annually.	faculty in individual or small group (2-3) consultations this year based on past performance and examination of workload. This number far exceeds our stated target of 45 consultations. However, the report must be inconclusive due to my lack of evidence. This is entirely my fault, and I apologize for the lack of data.	Inconclusive
		1.2	Faculty will feel that their professional development needs for technology use are being met by the Kossen Center's offerings.	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."	2018 Faculty Satisfaction Survey Results: Strongly Agree - (34/110) 30.91% Agree - (56/110) 50.91% Total - (90/110) 81.82% Disagree - (15/110) 13.64% Strongly Disagree - (3/110) 2.73% Not Applicable - (2/110) 1.82% This is a new question for us, as the Faculty Satisfaction Survey language was changed as noted in the Change Documentation in the notes above. We used to measure whether faculty felt they received adequate training on software, while this new question asks if they have access to the software they need to be an effective instructor. Both are worthy questions but obviously measure different things. Therefore it is difficult to compare this year's data with last year's. We did exceed the 65% satisfaction goal, however, which is positive.	Target Met
				65% of Faculty Satisfaction Survey participants will "strongly agree" or "agree" that "The University supports online course delivery through faculty training and allocation of resources."	2018 Faculty Satisfaction Survey Results: Strongly Agree - (30/112) 26.79% Agree - (56/112) 50% Total - (86/112) 76.79% Disagree - (10/112) 8.93% Strongly Disagree - (7/112) 6.25% Not Applicable - (9/112) 8.04% While we easily exceeded our 65% goal, our overall agree/strongly agree numbers dropped a bit from FY17. This may be in part due to the timing of the survey which did not include the first annual Online Teaching Academy offered in May 2018, which I hope will boost our ratings in this category again next year. The loss of our Instructional Technologist to another job in January also affected our ability to respond quickly to faculty	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
				65% of Faculty Satisfaction Survey participants will "strongly agree" or "agree" that "The University supports online course delivery through faculty training and allocation of resources."	needs. I did my best to cover that role along with my own as director and am immensely grateful to ITS for stepping in to provide additional technical support to faculty in the past six months, but clearly the loss of the instructional technologist affected our ability to both meet faculty needs for current software/hardware support and to seek out new technological solutions to roll out on campus.	Target Met
		1.3	Faculty will actually implement the skills and theories that they learn about at the Kossen Center in their classes.	60% of Faculty Satisfaction Survey participants will 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:"	2018 Faculty Satisfaction Survey Results Mastery - (12/110) 16.36% Acceptable - (57/110) 51.82% Total - (69/110) 68.18% Emerging - (32/110) 29.09% Below What I Would Like It To Be - (3/110) 2.73% The goal of 60% was exceeded, and while it is a percentage point lower than last year we have a higher percentage in the mastery and emerging levels compared to acceptable and below what I would like than last year which shows progress within the categories themselves.	Target Met
				The average faculty score on the implementation question on the randomly selected annual Follow-up Survey will be 3.5 out of 5.	Unfortunately, we have no results to declare for this year. We had intended to shift our distribution of this survey from May to January this year in light of last year's poor survey return in May. However, the unexpected departure of our Instructional Technologist in January meant that we forgot about that change and once again had no surveys returned in late May when they were sent out. This was my failure on follow through and I take full responsibility for it.	Inconclusive
(SPG 3.e.) 3. 21st Century: The University will foster a 21st Century learning environment by: e. Cultivating communities to create opportunities for academic engagement	Academic and Student Support - Student Success Center	2.1	The Student Success Center will promote academic engagement and success among students placed in two or more intermediate courses.	60% of students enrolled in the Academic Support Lab (LS 101) and Intermediate Algebra (MA 100) courses will receive a grade of "C" or higher in Intermediate Algebra.	51% (18 of 35) of students enrolled in the Academic Support Lab (LS 101) and Intermediate Algebra (MA 100) courses received a grade of "C" or better in Intermediate Algebra. Students in this population who retook Intermediate Algebra (MA100) the following semester increased the overall pass rate to 63% (22 of 35). Specific grades for this student population are as follows: A (2), B (6), C (10), D (5), F (9), W/WP/WF (3)	Target Not Met
(SPG 3.f.) 3. 21st Century: The University will foster a 21st Century learning environment	Academic and Student Support - Campus Recreation	2.1	Students who are employed at Stark Recreation Center will	90% of student employees will report on the Employee Evaluation Form that their	89% of employees who completed the Employee Evaluation Form say that the have developed or improved my leadership skills. One reason for us	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
by: f. Fostering leadership development and a commitment to a safe ethical environment	Academic and Student Support - Campus Recreation	2.1	gain or improve their leadership skills.	leadership skills improved as a result of working for Campus Recreation.	missing this by 1% is due to having several new employees who had only worked about a month before taking the survey.	Target Not Met
		2.2	Students employed at Stark Recreation Center will strengthen their problem-solving skills.	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.	This question was not on the employee evaluation form, however we would like to implement this question next year.	Inconclusive
	Academic and Student Support - Counseling Services	2.1	The Counseling Center will increase awareness among students regarding the Counseling Center and the services provided.	80% of Graduation Survey participants will state that they were aware of the Counseling Center and the services provided.	2017-2018 Graduation Survey Results: Counseling Center - (379/545) - 69.54%	Target Not Met
		2.2	The Counseling Center will provide satisfactory services to students that utilize the services provided by the center.	75% of the Graduation Survey participants will select "excellent" or "good" indicating effectiveness of the counseling services.	2017-2018 Graduation Survey Results: Excellent - (291/645) - 45.12% Good - (207/645) - 32.09% Total - (498/645) - 77.21% Fair - (36/645) - 5.58% Poor - (12/645) - 1.86% Not Applicable - (99/645) - 15.35%	Target Met
	Academic and Student Support - Sponsored Programs	2.1	The Office of Sponsored Programs will foster leadership development and a commitment to a safe ethical environment by offering training opportunities to faculty, staff, and administration of MUW.	90% of Training Survey participants will "agree" or "strongly agree" that the quality of the grant proposal training session was useful.	This goal has not been met as the MUW Grant Handbook has not been approved by administration. (06/27/2018)	Inconclusive
	Academic and Student Support - Student Life	1.1	Student Life will increase awareness of the university hazing prevention statement among students that are new members of social organizations.	90% of students participating in the Social Organization New Member Workshop Survey will either agree or strongly agree that they have an understanding of the hazing prevention statement.	40 students participated in the fall workshop, and 39 completed the survey. Of the total respondents, 95% either agreed or strongly agreed to the statement measuring their perceived understanding of the hazing prevention statement. 84% strongly agreed, and 11% stated they agreed.	Target Met
		1.2	Student Life will increase the Leadership Program	85% of Leadership Program students participating in the	100% of respondents rated that they strongly agreed (25%) or agreed (75%) to being comfortable	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		1.2	students' understanding of self and others through leadership programming opportunities.	Program Exit Survey will rate that they agree or strongly agree to being comfortable articulating their personal values as an aspect of demonstrating an understanding of self.	articulating their personal values as an aspect of demonstrating an understanding of self. We had an 80% response rate, (4/5) seniors for the electronic survey.	Target Met
				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.	100% of respondents rated that they strongly agreed (50%) or agreed (50%) to being comfortable articulating strengths/weaknesses in their leadership style. We had an 80% response rate, (4/5) seniors for the electronic survey.	Target Met
				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.	100% of respondents rated that they strongly agreed (25%) or agreed (75%) to being comfortable describing their leadership style as an aspect of demonstrating an understanding of self. We had an 80% response rate, (4/5) seniors for the electronic survey.	Target Met
				85% of students participating in the Leadership Programming Surveys will either agree or strongly agree to have an increased understanding of others.	94% of respondents rated that they strongly agreed (27%) or agreed (67%) to having an increased understanding of others. We had an 80% response rate, (4/5) seniors for the electronic survey.	Target Met
	Administrative Support - Financial Aid	1.1	Financial Aid office employees will participate in training and webinars to increase understanding in federal regulations.	At least 3 federal regulations trainings and/or webinars will be completed by each Financial Aid Office staff member.	A sign-in sheet was not kept by the staff. Staff trainings completed are as follows: Employee A: 7 Employee B: 3 Employee C: 0 Employee D: 3 Employee E: 2	Target Not Met
		1.2	Financial Aid Office employees will participate in leadership trainings and webinars to promote personal	At least 2 leadership trainings and/or webinars will be completed by each Financial Aid Office staff member.	One employee completed leadership trainings and webinars to promote personal growth. Employee A: 4 Employee B: 0 Employee C: 0	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		1.2	growth.	At least 2 leadership trainings and/or webinars will be completed by each Financial Aid Office staff member.	Employee D: 0 Employee E: 0	Target Not Met
	Administrative Support - Human Resources	2.1	Human Resources will ensure that all regular, benefits-eligible, temporary and adjunct employees are provided with access to Code of Conduct training.	100% of current employees will be provided with access to Code of Conduct training.	Of the 410 current employees (paid in May), all employees were provided with access to Code of Conduct training. 100% complete.	Target Met
		2.2	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.	100% of current employees will be provided with access to Title IX training every four years upon hiring.	All employees were given access to training in the spring of 2015. The next time we will have to ensure that continuing employees are given access to training will be spring of 2019.	Inconclusive
				100% of new employees will be provided with access to Title IX training upon hire.	100% of new employees who were required to receive training and were current employees as of the end of May were provided access to the training.	Target Met
	Administrative Support - Police Department	1.1	The Police Department will promote awareness of its employees and responsibilities throughout the university.	5% increase in interactions/meetings with student organizations (including Student Government Association) from the previous year.	Due to departmental change, the department head did not share this information with department staff. The department was unable to keep an accurate log of student organization meetings.	Inconclusive
		1.2	The Police Department will promote reciprocal trust between the university community and the Police Department.	5% decrease in complaints submitted against the police department from the previous year.	Due to departmental change, the acting department head was unable to retrieve an accurate log of departmental complaints.	Inconclusive
(SPG 3.f.) 3. 21st Century: The University will foster a 21st Century learning environment by: f. Fostering leadership development and a commitment to a safe ethical environment	Academic and Student Support - Dean of Students (Sexual Misconduct & Title IX)	1.1	The Office of Dean of Students will make an effort to increase the number of new students (freshman and transfer) that complete the WorkPlace Answers online student sexual misconduct training course that is offered	New student completing the course will increase by 5% from the previous year.	The online training through Work Place Answers was sent out to 982 new freshman and new transfer students during Spring 2017 and Fall 2017 semesters. The course was one hundred percent completed by 278 students. There 119 students who began the training but did not complete the course. Last calendar year, there were 319 participants who completed the course. 319 to 278 ((278-319)/278) = -0.147 = Decrease of 15% ****Work Place Answers only reports by calendar	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
(SPG 3.f.) 3. 21st Century: The University will foster a 21st Century learning environment by: f. Fostering leadership development and a commitment to a safe ethical environment	Academic and Student Support - Dean of Students (Sexual Misconduct & Title IX)	1.1	each semester.	New student completing the course will increase by 5% from the previous year.	year and data is reported in groups.	Target Not Met
		1.2	The Office of Dean of Students will make an effort to increase awareness among students regarding the University's sexual misconduct (Title IX) policy.	75% of Graduation Survey participants will state that they were aware of how to file a sexual misconduct report.	2017-2018 Graduation Survey Results: Yes - (543/659) 82.40% No - (116/659) 17.60%	Target Met
				75% of Graduation Survey participants will state that they were aware of what Title IX means.	2017-2018 Graduation Survey Results: Yes - (513/660) 77.73% No - (147/660) 22.27%	Target Met
				75% of Graduation Survey participants will state that they were aware that MUW has a sexual misconduct policy.	2017-2018 Graduation Survey Results: Yes - (642/658) 97.57% No - (16/658) 2.43%	Target Met
		1.3	The Office of Dean of Students will make an effort to increase awareness among staff regarding the University's sexual misconduct (Title IX) policy.	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.	2018 Staff Satisfaction Survey Results: Strongly Agree - (40/80) 50% Agree - (39/80) 48.75% Total - (79/80) 98.75% Disagree - (0/80) 0% Strongly Disagree - (1/80) 1.25% Not Applicable - (0/80) 0%	Target Met
				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.	2018 Staff Satisfaction Survey Results: Strongly Agree - (40/81) 49.38% Agree - (40/81) 49.38% Total - (80/81) 98.76% Disagree - (0/81) 0% Strongly Disagree - (1/81) 1.23% Not Applicable - (0/81) 0%	Target Met
				85% of Staff Satisfaction survey participants will	2018 Staff Satisfaction Survey Results: Strongly Agree - (40/81) 49.38%	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
				"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.	Agree - (40/81) 49.38% Total - (80/81) 98.76% Disagree - (0/81) 0% Strongly Disagree - (1/81) 1.23% Not Applicable - (0/81) 0%	Target Met
				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 have witnessed to the University's Title IX Coordinator.	2018 Staff Satisfaction Survey Results: Strongly Agree - (39/81) 48.15% Agree - (41/81) 50.62% Total - (80/81) 98.77% Disagree - (0/81) 0% Strongly Disagree - (1/81) 1.23% Not Applicable - (0/81) 0%	Target Met
		1.4	The Office of Dean of Students will make an effort to increase awareness among faculty regarding the University's sexual misconduct (Title IX) policy.	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.	2018 Faculty Satisfaction Survey Results: Strongly Agree - (67/110) 60.91% Agree - (39/110) 35.45% Total - (106/110) 96.36% Disagree - (2/110) 1.82% Strongly Disagree - (0/110) 0% Not Applicable - (2/110) 1.82%	Target Met
				85% of Faculty Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a policy that prohibits sexual misconduct.	2018 Faculty Satisfaction Survey Results: Strongly Agree - (70/111) 63.06% Agree - (38/111) 34.23% Total - (108/111) 97.29% Disagree - (1/111) 0.9% Strongly Disagree - (0/111) 0% Not Applicable - (2/111) 1.8%	Target Met
				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.	2018 Faculty Satisfaction Survey Results: Strongly Agree - (68/112) 60.71% Agree - (41/112) 36.61% Total - (109/112) 97.32% Disagree - (0/112) 0% Strongly Disagree - (1/112) 0.89% Not Applicable - (2/112) 1.79%	Target Met
				85% of Faculty Satisfaction	2018 Faculty Satisfaction Survey Results:	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
				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.	Strongly Agree - (70/110) 63.64% Agree - (38/110) 34.55% Total - (108/110) 98.19% Disagree - (0/110) 0% Strongly Disagree - (0/110) 0% Not Applicable - (2/110) 1.82%	Target Met
(SPG 3.g.) 3. 21st Century: The University will foster a 21st Century learning environment by: g. Enhancing business processes and the campus infrastructure, ensuring continuing financial sustainability	Academic and Student Support - Campus Recreation	3.1	Campus Recreation will maintain functional, well-equipped, clean and safe facilities.	90% of Customer Satisfaction Survey participants will indicate that Campus Recreation facilities are well maintained and clean.	96.7% our tof 61 responses stated that the Campus Recreation facilities are well maintained and clean.	Target Met
	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 academic year.	New Freshmen living on campus for the Fall semester will increase by 5% from the previous year.	As of August 1, 2017 we had 138 new Freshman students living on campus.	Target Not Met
		1.2	The Office of Housing and Residence Life will increase the number of Returning Students living on campus each academic year.	Returning Students living on campus for the Fall semester will increase by 5% from the previous year.	As of September 1, 2017 we had 349 (84 Returning Freshmen and 265 Upperclass) returning students living on campus.	Target Met
	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.	85% of students participating in the Graduation Survey will find Registrar processes "good" or "excellent."	2017-2018 Graduation Survey Results: Excellent - (331/651) - 50.84% Good - (270/651) - 41.47% Total - (601/651) - 92.31% Fair - (40/651) - 6.14% Poor - (10/651) - 1.54%	Target Met
		1.2	The Office of the Registrar will save money by moving processes online.	There will be a 10% reduction in the cost of forms purchased by the Office of the Registrar.	Due to adding the Change of Grade form this year and Change of Major form last year to an online process in Banner, $0 dollars were spent on forms in 2017-2018, because we are still using the forms from last year's purchase of $280.	Target Met
	Academic and Student Support - Sponsored Programs	3.1	The Office of Sponsored Programs will enhance business processes and	90% of Grant Handbook Survey participants who submitted proposals and	The MUW Grant Handbook has been updated but is still awaiting approval from administration. The Office of Sponsored Programs will continue the	Inconclusive

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	Academic and Student Support - Sponsored Programs	3.1	the campus infrastructure, ensuring continuing financial sustainability by streamlining the external funding processes through an annual review of the MUW Grant Handbook.	received grants will state that they found the MUW Grant Handbook useful.	process of approving the Grant Handbook and developing surveys.	Inconclusive
		3.2	The Office of Sponsored Programs will enhance business processes and the campus infrastructure, ensuring continuing financial sustainability by locating and sharing external funding opportunities which support campus infrastructure with faculty, staff, and administration of MUW.	The Office of Sponsored Programs will find funding opportunities that support 75% of areas in need across campus.	This goal continues to be meet by the distribution of externally funded solicitations. The number of solicitations sent out this fiscal year was over 100. See attached distribution list.	Target Met
	Administrative Support - Human Resources	3.1	Human Resources will continue to seek ways to provide the most efficient use of resources and time for biweekly payroll processes.	Biweekly payroll processing time will be cut from two and a half days to one and a half days on average throughout the fiscal year.	HR is not utilizing a data log, but determined based on the dates on the Direct Deposit Payroll Transaction Forms provided to University Accounting that we reduced the 2 day period to 1.92 days. We continue to provide training to individual departments and individual employees. The process has become more efficient, but it has not reduced the overall number of days to our goal.	Target Not Met
	Administrative Support - Information Systems	1.1	Deliver information technology products and services that meet the needs of the university to achieve a high level of customer satisfaction.	80% of staff participating in the Faculty/Staff Technology Survey will give an overall satisfied rating for the Information Systems department.	The Faculty/Staff Technology Survey was released in April 2018. Of the 379 enrollments, 152 responded to the survey - 40.11% participation rate. Faculty - (105/152) 69.08% Staff - (47/152) 30.92% "Rate your satisfaction level with the services provided by the Department of Information Systems (supports administrative systems such as Ellucian's Banner, Canvas, and other smaller information systems)." Very Satisfied - (86/147) 58.50% Satisfied - (44/147) 29.93%	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	Administrative Support - Information Systems	1.1	Deliver information technology products and services that meet the needs of the university to achieve a high level of customer satisfaction.	80% of staff participating in the Faculty/Staff Technology Survey will give an overall satisfied rating for the Information Systems department.	Total - (130/147) 88.43% Neutral - (15/147) 10.20% Dissatisfied - (2/147) 1.36% Very Dissatisfied - (0/147) 0%	Target Met
		1.2	Enable communication and collaboration among information systems professionals and users of information technology at the university.	Information Systems will offer at least one Banner training session throughout the year to staff and/or faculty as refresher sessions or new updates.	A Banner training video titled Getting Started with Banner 9 was emailed to 30 staff members in June, 2018. A training survey was conducted, and eleven employees have completed and returned the survey. Banner 9 Training Video Survey Results Rate your overall level of satisfaction with the Banner 9 Training Video. 91% of respondents were either "Very Satisfied" or "Satisfied" 9% were "Neutral" This video helped me to understand Banner 9 navigation. 100% of respondents selected "Strongly Agree" or "Agree" Do you prefer online or face to face training? 5 - "Online" 1- "Face to Face" 5 - "Combination of online and face to face"	Target Met
		1.3	Enable communication and collaboration among information systems professionals and users of information technology at the state level.	One Information Systems staff will attend 80% of the Mississippi Banner Users Group meetings.	Mississippi Banner Users Group meetings were held on July 12, 2017, September 9, 2017, September 12, 2017, November 16, 2017, February 20, 2018, and June 14, 2018. A staff member was present at five of the six meetings and was absent at the July 12, 2017 meeting which results in a 83.3% attendance.	Target Met
	Administrative Support - Institutional Research and Assessment	2.1	Institutional Research and Assessment will provide information to enhance university business processes among staff.	30% overall response rate for the annual Staff Satisfaction Survey.	February-March/2018 - There were 81 respondents from the 186 staff who received the on-line survey. This resulted in a 44% response rate. This exceeded our target rate of 30%.	Target Met
		2.2	Institutional Research and Assessment will provide information to	25% overall response rate for the annual Faculty Satisfaction Survey.	February-March/2018 - There were 113 respondents from the 154 faculty who received the on-line survey. This resulted in a 73% response	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		2.2	enhance university business processes among faculty.	25% overall response rate for the annual Faculty Satisfaction Survey.	rate. This exceeded our target rate of 25%.	Target Met
	Administrative Support - Outsourced Enterprises (bookstore, food service, facilities management)	1.1	Facilities Management Work Orders will be addressed in a timely manner and completed to the requestor's satisfaction.	Facilities Management Work Orders will have a completion ratio of 95%.	Facilities had a 94.7 Work Order Completion Rate. See Related Documents.	Target Met
		1.2	Food Service will increase catering and door sales.	Catering and Door Sales will increase by 8% from the fiscal year.	After reviewing sales it is some of the results are Somewhat inconclusive. During the past year the Administrative Assistant was out for several months and it is believed that some sales were recorded in the wrong line. Added together sales increased by 9.5% when added together for the 11 months reported, November was missing FY 17 - $366,371 FY 18 - $401,253 Increase of $34,882 - 9.5%	Target Met
		1.3	The Bookstore will increase the sales of non-text/sundry items.	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.	Sales of General Merchandise fell by 3% in FY18. See Related Documents.	Target Not Met
	Administrative Support - Resources Management	1.1	Provide ongoing purchasing, p-card, property & Virtual EMS training as needed to all departments.	Train/assist employees in the area of purchasing by an increase of 5%.	We are not able to evaluate the results due to not being able to track the number of employees trained. This is due to not being able to locate the log due to one employee leaving and two moves during the year. This will be corrected by having a shared file that may be accessed by all Resources Management employees.	Inconclusive
		1.2	Reduce purchasing transaction volume. Eliminate the need for small dollar purchase orders.	Reduce the number of purchase orders printed each year by 5%.	Due to budget cuts, we were asked to lower most P-card limits. As a result, we were not able to increase our UMB rebate check amount. We will continue to develop sound and useful procurement procedures in order to measure and improve procurement and vendor performance in support of university planning, conducted through a fair and transparent process.	Inconclusive
	Administrative Support - Systems and Network	1.1	Systems & Network will perform annual audit of user account access	100% of AD services account access is disabled for non-employed user accounts	Per HR e-mail non-employment notice validations, audit of user account deactivation (without emeritus status) resulted in 55 out of 55 (100%)	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	Administrative Support - Systems and Network	1.1	against HR e-mail non-employment notices.	without emeritus status.	accounts deactivated.	Target Met
		1.2	Systems & Network will evaluate and optimize Internet bandwidth to support advancing business processes and the campus infrastructure.	Consistent bandwidth values less than 50% of total available Internet circuit bandwidth throughout the fiscal year.	Based on In/Out Traffic Utilization analysis of bandwidth transmitted between 02/09/2018-06/08/2018, average bandwidth utilization reported below 300Mbps (30%) of available 1Gbps Internet circuit. In/Out Bits/Traffic Utilization graphs are included to show reported results.	Target Met
		1.3	Systems & Network will assess and monitor campus needs and provide training videos as needed.	Provide 2 new online training videos for users.	Systems & Networks provided multiple online training videos and documentation for respective users.	Target Met
(SPG 3.g.) 3. 21st Century: The University will foster a 21st Century learning environment by: g. Enhancing business processes and the campus infrastructure, ensuring continuing financial sustainability	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 provide two budget training sessions per year for budget managers and administrative assistants, one in the Fall semester and one in the Spring semester.	No group budget training sessions were held this year,however, nine (9) individual training sessions were conducted. No group budget 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 training in the past requested individual training.	Target Not Met
		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 delayed due to improper submission.	90% of the survey participants will have a clear understanding of the University's Travel Policy and Procedures.	No group Travel training sessions were held this year, nine (9)) individual training sessions were conducted. No group Travel 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 training in the past requested individual training. Those who received individual training were not given a survey to determine their understanding of the material presented.	Target Not Met
		1.3	Reduce the number of outstanding purchase orders that roll over at the end of each fiscal year.	The dollar values of purchase orders will be 3% less than the dollar values from the previous fiscal year.	Inconclusive - results are not available at the time this report is due. To coincide with the assessment reporting cycle, the Open Encumbrance Report will be one fiscal year behind. Therefore, next year's results will be based on the 17-18 report.	Inconclusive
(SPG 4.a.) 4. Completion: The University will cultivate a comprehensive approach that enhances retention, Completion	Academic and Student Support - Center for Teaching and Learning	3.1	Faculty will demonstrate knowledge of developmental advising techniques and the value	The average score of faculty who attend training academic advising on the Academic Advising Exit	The Academic Advising Exit Survey was not administered during this reporting period because no academic advising workshops were offered in FY18. Therefore we have no results to tally.	Inconclusive

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
and student success by: a. Enhancing student advising, mentoring, and support services	Academic and Student Support - Center for Teaching and Learning	3.1	of the approach to student success, retention, and completion.	Survey will be at least a 3.8 on a 5.0 scale.	Due to hopes that the university would be awarded a Title III grant which would provide funds for Degree Works software which would completely overhaul our advising program on campus, no concerted effort for advising training was undertaking in the past year. Intermittent assistance was offered on an individual or small group basis (especially to new faculty), but no formal workshops resulted in no formal surveys. The Title III grant application earned a perfect review score but was not awarded funds in FY18. However, we remain hopeful that it will be funded in the "off-year" second round of grant evaluations in FY19. Because of that hope, the CTL will continue to hold off on formal advising training sessions until we are certain about the outcome of the grant. If we do not win the grant, advising training will likely recommence at some point in 2019 depending on how the university chooses to proceed. If we do win the grant, we will need to wait for the Degree Works installation and back data entry process to be completed before we can begin training faculty on the use of the software and a general advising approach, which we understand could take several years. As a result it may be in our best interests to discontinue this question and focus on another assessment question for the next several years until the time is right to focus again on academic advising. That will be our recommended action statement for this year.	Inconclusive
	Academic and Student Support - Dean of Students (Sexual Misconduct & Title IX)	2.1	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.	90% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a Behavioral Intervention Team (BIT).	2018 Staff Satisfaction Survey Results: Strongly Agree - (28/80) 35% Agree - (44/80) 55% Total - (72/80) 90% Disagree - (5/80) 6.25% Strongly Disagree - (2/80) 2.5% Not Applicable - (1/80) 1.25%	Target Met
		2.2	The Behavioral	85% of Faculty Satisfaction	2018 Faculty Satisfaction Survey Results:	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		2.2	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.	survey participants will "strongly agree" or "agree" that they are aware that the University has a Behavioral Intervention Team (BIT).	Strongly Agree - (55/111) 49.55% Agree - (50/111) 45.05% Total - (105/111) 94.60% Disagree - (3/111) 2.7% Strongly Disagree - (1/111) 0.9% Not Applicable - (2/111) 1.8%	Target Met
	Academic and Student Support - Registrar	2.1	The Office of the Registrar will have a sample of student straight line audits checked by the Student Records Specialist each semester to ensure accuracy.	100% of the samples will be audited correctly.	The Student Records Specialist pulled a sample of 39 records, 74% were error free.	Target Not Met
		2.2	The Office of the Registrar staff will attend conferences and/or webinars throughout the year to improve customer interaction.	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.	66.66% of students participating in the Registrar Student Satisfaction Survey were Satisfied or Very Satisfied with the professionalism and courtesy of the staff. This was an increase of 41.66% but still fell short of the goal.	Target Not Met
		2.3	The Office of the Registrar will provide support services to faculty.	80% of faculty participating in the Faculty Satisfaction Survey will agree or strongly agree that the Office of the Registrar supports their needs.	2018 Faculty Satisfaction Survey Results: Strongly Agree - (44/112) 39.29% Agree - (58/112) 51.79% Total - (102/112) 91.08% Disagree - (6/112) 5.36% Strongly Disagree - (1/112) 0.89% Not Applicable - (3/112) 2.68%	Target Met
	Academic and Student Support - Student Success Center	3.1	The Student Success Center will provide access to course-based academic support services.	40% of students enrolled in the Academic Recovery course (UN098) will return to good academic standing after completion of the program.	36.3% (36 of 99) of students enrolled in the Academic Recovery course (UN098) returned to good academic standing following completion of the program.	Target Not Met
				70% of students participating in 5 or more tutoring services will receive a grade of "C" or higher in the designated course.	81% (75 of 92) of students that participated in 5 or more tutoring sessions received a grad of "C" or higher in the designated course. Specific grades for this student population are as follows: A (36), B (17), C (22), D (7), F (5), W/WP/WF (5)	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
				80% of students participating in 5 or more Supplemental Instruction sessions will receive a grade of "C" or higher in the designated course.	77.5% of the students attending 5 or more Supplemental Instruction sessions (31 of 40) received a grade of "C" or higher in the designated course at the end of the Fall semester. Specific grades for this student population are as follows: A (9), B (12), C (10), D (6), F (1), W/WP/WF (2)	Target Not Met
		3.2	The Student Success Center will enhance the advising process by providing students with access to professional academic and career advisors.	80% of those participating in the Academic Advising Survey will rate the quality of their academic advising received as "good" or "very good."	2187 surveys were distributed to students during the Spring 2018 semester, with 1135 responses (51.9% return rate). Very Good - (725/1135) 63.88% Good - (237/1135) 20.88% Total - (962/1135) 84.76% Acceptable - (141/1135) 12.42% Poor - (20/1135) 1.76% Very Poor - (12/1135) 1.06%	Target Met
				80% of those participating in the Career Services Survey will rate their experience with career services as "satisfied" or "highly satisfied".	Students attending the Nursing Fair were not surveyed this year.	Inconclusive
	Administrative Support - Information Systems	2.1	Deliver information technology products and services that meet the needs of the students to achieve a high level of customer satisfaction.	80% of students participating in the Student Technology Survey will give an overall satisfied rating with the services offered through the Information Systems department.	The Student Technology Survey was released in April 2018. Of the 2387 enrollments, 1209 responded to the survey - 50.65% participation rate. The Student Technology Survey reported out the following satisfaction ratings for services provided by the Information Systems department. *For the computer lab hours, Canvas, Portal, and Banner Web, those students' responses that were "Not Applicable" were taken out of the total number of responses amount. McDevitt Computer Lab Hours Very Satisfied - (330/812) 0.406403941 = 40.64% Satisfied - (259/812) 0.318965517 = 31.90% Total - (589/812) 0.725369458 = 72.54% Canvas Very Satisfied - (599/1194) 0.501675042 = 50.17% Satisfied - (462/1194) 0.386934673 = 38.69% Total - (1051/1194) 0.888609715 = 88.86%	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	Administrative Support - Information Systems	2.1	Deliver information technology products and services that meet the needs of the students to achieve a high level of customer satisfaction.	80% of students participating in the Student Technology Survey will give an overall satisfied rating with the services offered through the Information Systems department.	Portal Very Satisfied - (492/1144) 0.43006993 = 43.01% Satisfied - (433/1144) 0.378496503 = 37.85% Total - (925/1144) 0.808566434 = 80.86% Banner Web Very Satisfied - (498/1171) 0.425277541 = 42.53% Satisfied - (473/1171) 0.403928266 = 40.39% Total - (971/1171) 0.829205807 = 82.92% Support Provided Very Satisfied - (438/1144) 38.29% Satisfied - (458/1144) 40.03% Total - (896/1144) 78.32% Total Overall Satisfaction Average - (72.54+88.86+80.86+82.92+78.32)/5 = 0.80699 = 80.7%	Target Met
	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.	35% overall response rate for the annual Graduation Survey.	6/2018 - The survey was administered to students who graduated in the Summer 2017, Fall 2017, and Spring 2018 semesters. There were 665 respondents from the 952 students who received the on-line survey. This resulted in a 70% response rate. This exceeded our target rate of 35%.	Target Met
		1.2	Institutional Research and Assessment will encourage staff to present pertinent data/information to appropriate campus groups.	The Office of Institutional Research and Assessment will conduct four data presentations to campus groups each fiscal year.	Graduation Survey 2016-2017 Results - Employee B to PIE Council in September 2017 Enrollment Report - Employee A to PIE Council in October 2017 Faculty & Staff Satisfaction Survey Report - Employee B to PIE Council in April 2018 Assessment Information Session at Fall Convocation - August 2017	Target Met
	Administrative Support - Outsourced Enterprises (bookstore, food service, facilities management)	2.1	Food Service will improve its overall function to increase customer satisfaction.	Food Service will score at least a 75% overall satisfaction score on Sodexo's annual Consumer Satisfaction Survey completed by the MUW community.	Survey was conducted but results were less than a valid sample, and Sodexo did not share their findings.	Inconclusive
		2.2	Bookstore will improve its overall function to increase customer satisfaction.	Each fiscal year, the Bookstore will earn at least a 95% overall satisfaction score on the Barnes & Noble	B&N measured Customer Satisfaction with 4 different metrics. Customer Service, Checkout Process, Store Appearance and Store Organization. On all 4 metrics were 95% or higher satisfaction.	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		2.2	Bookstore will improve its overall function to increase customer satisfaction.	Survey.	B&N measured Customer Satisfaction with 4 different metrics. Customer Service, Checkout Process, Store Appearance and Store Organization. On all 4 metrics were 95% or higher satisfaction.	Target Met
		2.3	Food Service and Facilities Management will enhance their safety practices.	At least 12 safety training sessions will be conducted over the fiscal year to facilities management employees.	GCA has done 34 Safety Trainings.	Target Met
				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.	Food Service passed the Food Audit with a score of 91.5.	Target Met
				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.	Food Services earned a score of 90.8 on their Physical Safety Audit	Target Met
		2.4	Food Services will increase the effectiveness of its services to students.	55% of Graduation Survey participants will answer "good" or "excellent" regarding the effectiveness of food service on campus.	2017-2018 Graduation Survey Results: Excellent - (220/650) - 33.85% Good - (166/650) - 25.54% Total - (386/650) - 59.39% Fair - (75/650) - 11.54% Poor - (47/650) - 7.23% Not Applicable - (142/650) - 21.85%	Target Met
	Administrative Support - Resources Management	2.1	Ensure that all student packages are delivered in a timely manner.	Deliver 95% of the packages on time.	Resources Managment is no longer responsible for receiving. No data collected.	Inconclusive
		2.2	Offer virtual EMS training to all student organizations.	Participation of all student organizations' members that reserve facilities will increase by 5%.	Student Services has new procedures in place to process student group reservations for facilities. Therefore, there was no training needed from our department.	Inconclusive
	Administrative Support - Systems and Network	2.1	Systems & Network will look for possible ways to provide high levels of student 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.	The Student Technology Survey was released in April 2018. Of the 2387 enrollments, 1209 responded to the survey - 50.65% participation rate. 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 WiFi,	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	Administrative Support - Systems and Network	2.1	Systems & Network will look for possible ways to provide high levels of student 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.	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 (495/1005) 49.25% Satisfied (326/1005) 32.44% Satisfaction Rating (821/1005) 81.69%% GoogleDocs: Very Satisfied (475/1024) 46.39% Satisfied (356/1024) 34.77% Satisfaction Rating (831/1024) 81.16% Portal: Very Satisfied (492/1144) 43.00% Satisfied (433/1144) 37.85% Satisfaction Rating (925/1144) 80.85% WiFi: Very Satisfied (316/931) 33.94% Satisfied (273/931) 29.32% Satisfaction Rating (589/931) 63.26% Tech Support: Very Satisfied (297/680) 43.68% Satisfied (171/680) 25.15% Satisfaction Rating (468/680) 68.83% Overall Satisfaction Rating (81.69+81.16+80.85+63.26+68.83)/5 = 75.16%	Target Met
	Administrative Support - University Accounting	2.1	Reduce the time it takes to process a Request for Reversal of Fees with a Request for Reversal of Fees Form to streamline the process.	At least 85% of the Reversal for Fees Request will be processed in 5 business days or less.	33% of the Request for Reversal of Fees were processed in 5 days or less. In each instance the facts had to be researched with different departments and instructors. There were delays in getting responses from those individuals that were contacted regarding the request for reversal of fees.	Target Not Met
				Only 5% of requests for reversal of fees will be due to	Only 1 out of 6 of the Requests for Reversal of Fees was due to an administrative error, which	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
				administrative errors.	computes to 33%. Target % was small and unrealistic, therefore, target was not obtained. The process was a new one for FY18 and needs some revision.	Target Not Met
(SPG 4.a.) Completion: The University will cultivate a comprehensive approach that enhances retention, degree Completion and student success by: a. enhancing student advising, mentoring, and support services	Academic and Student Support - Athletics	3.1	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.	Consistently reducing the number of participants by 10% from fall to spring beyond the mandated term.	Baseball- had 35 in the Fall 2017 and 16 in Spring 2018 Softball- had 22 in the Fall 2017 and 3 in Spring 2018 Men's Soccer- had 28 in the Fall 2017 and 11 in the Spring 2018 Volleyball- had 13 in the Fall 2017 and 3 in the Spring 2018 Women's Cross Country- had 0 in the Fall 2017 and 0 in the Spring 2018 Total in Fall 2017-98 Total in Spring 2018-33 Reduced participants by 66.3%	Target Met
				Maintain a Student-Athlete Retention at 70% or higher	Below are initial roster numbers for each sport as of Fall 2017: Baseball –36 Women's Cross Country – 8 Men's Soccer – 28 Softball – 24 Women's Volleyball –14 Results are inconclusive until day 10 of Fall 2018 semester. Results will not include graduates	Inconclusive
(SPG 4.b.) 4. Completion: The University will cultivate a comprehensive approach that enhances retention, Completion and student success by: b. Recruiting a diverse student body to ensure a vital university community	Administrative Support - Admissions	2.1	Admissions Counselors will make an effort to recruit, admit, and enroll more male students through high school and college visits, on campus recruitment programming, and mail and email campaigns.	1% growth rate in male freshmen students over a two-year period.	Final Fall 2017 freshman numbers are: 182/695--26% of admitted freshman students; 62/217--28% of enrolled students A three year analysis reveals a consistent enrollment mark for freshman male students of 25%-28% of the freshman class. Going forward, the Office of Admissions will maintain a focus on male recruitment and hope to stay consistent with this target. (06/25/2018)	Target Met
				1% growth rate in male transfer students over a two-year period.	Fall 2017 final numbers were: 184/1079--17% of admitted transfer students; 128/729--17% of enrolled transfer students Both percentages are improvements over final Fall 2016 numbers. With the start of male athletics on	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
				1% growth rate in male transfer students over a two-year period.	campus, these numbers might become a normal pattern in future years.	Target Met
		2.2	Admissions Counselors will make an effort to recruit, admit, and enroll more out of state students (in contiguous states).	.25% growth rate in out-of-state contiguous transfer students over a two-year period.	Comparing data from Fall 2015 and 2016 data, 5% enrollment is toward the higher end percentage wise for out of state contiguous enrollment. It is 3% higher than 2016 and 1% lower than 2015 data. As of 6/26, 848 transfers are actively admitted and 49 are from contiguous states (5.77%). Fall 2017 Final Numbers: Mississippi Students: 678 (93%) Contiguous States: 38 (5.21%) Other States: 13 (1.78%) International: 0 (0.0%) Total: 729	Target Met
				1% growth rate in out-of-state contiguous freshmen students over a two-year period.	Fall 2017 Final Numbers: Mississippi Students: 132 (61%) Contiguous States: 76 (35%) Other States: 8 (3.6%) International: 1 (0.4%) Total: 217 Fall 2017 showed tremendous out of state contiguous growth. The goal should not be revised going forward until at least another year of data is gathered to see if the trend continues. As of 6/26/2018, 65 of the 351 active admits--18% are from contiguous states.	Target Met
(SPG 4.c.) 4. Completion: The University will cultivate a comprehensive approach that enhances retention, Completion and student success by: c. Providing resources to assist students with achieving and maintaining financial stability	Administrative Support - Financial Aid	2.1	The Financial Aid Office will provide information regarding Satisfactory Academic Progress (SAP) to students to assist in improving retention.	10% of students on the SAP warning list will return in good SAP standing within one semester.	SAP warning list was reviewed. 16.4% of students that were on a warning semester for fall 2017 returned to good SAP standing within one semester. 182 students were on probation at the end of the fall 2017 semester. Of those that returned spring 2018, 30 were passing at the end of the semester.	Target Met
		2.2	The Financial Aid Office will provide information to students of policies, student deadlines, and disbursement dates.	80% of students participating in the Commencement survey will state that they were aware of the financial aid policies, student deadlines, and disbursement dates.	2017-2018 Graduation Survey Yes - (571/642) 88.94% No - (71/642) 11.06%	Target Met