

# Non-Academic SPG Report with Results 2018-2019

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 2017-2018: 2749 Number of donors for FY 2019 is 2918 % difference of donors = $5.8 = 6\%$  Number of gifts 2017-2018: 7487 Number of gifts for FY 2019 is 8733 % difference of donations = $14.3 = 14\%$  Total % difference = 20% Increase	Target Met
				Increase the number of donor contacts and therefore donor meetings by 25% from the previous fiscal year.	FY 2019 Phone Calls- -201 Meetings- 81 Mailings -154 Emails -212 Task/other -58 Email blasts-243 Total - 949  FY 2018 Phone Calls - 354 Meetings - 89 Mailings - 147 Emails - 149 Task/Other - 30 Email blasts - 291 Total - 1060  Total % Difference: $-11.7 = \text{Decrease of } 12\%$	Target Not 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.	SOAC and the International affinity group were added in FY 2019. One new alumni chapter was added.	Target Met
				Increase the number of alumni followers on social media by sharing University updates and Alumni updates	Our social media report is as follows: FISCAL YEAR 2019 SOCIAL MEDIA REPORT Development and Alumni Social Media	Target Met

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				by fifty followers each year.	(6/30/19)  Facebook page likes 7/1/2018 to 6/30/2019: 1,805 to 1,874 (+69) Twitter followers 7/1/2018 to 6/30/2019: 675 to 704 (+29) Instagram followers 7/1/2018 to 6/30/2019: 335 to 401 (+66) TOTAL FOLLOWERS 7/1/2018 to 6/30/2019: 2,815 to 2,979 (+164)  Facebook posts 7/1/2018 to 6/30/2019: 426 Twitter posts 7/1/2018 to 6/30/2019: 426 Instagram posts 7/1/2018 to 6/30/2019: 238 TOTAL POSTS 7/1/2018 to 6/30/2019: 1,090  Alumni Association Social Media (6/30/19)  Facebook page likes 7/1/2018 to 6/30/2019: 2,018 to 2,093 (+75) Twitter followers 7/1/2018 to 6/30/2019: 904 to 955 (+51) Instagram followers 7/1/2018 to 6/30/2019: 409 to 480 (+71) TOTAL FOLLOWERS 7/1/2018 to 6/30/2019: 3,331 to 3,528 (+197)  Facebook posts 7/1/2018 to 6/30/2019: 426 Twitter posts 7/1/2018 to 6/30/2019: 426 Instagram posts 7/1/2018 to 6/30/2019: 238 TOTAL POSTS 7/1/2018 to 6/30/2019: 1,090	Target Met
(SPG 1.c.) 1. Advancement Excellence: The University will cultivate a culture of Advancement Excellence to strengthen engagement among	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 2018 ceremony, December 2018 ceremony and May 2019 ceremonies.  2018-2019 Graduation Survey Results	Target Not Met

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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.	Yes - (430/730) 58.90% No - (300/730) 41.10%	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 +1.93; Sessions +2.61; users +8.73	Target Not Met
				15% increase in social media traffic from the previous fiscal year.	Social Media: Facebook +10 percent, Twitter +11 percent, Instagram +18 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.	2019 MUW Alumni Survey Results (distributed every three years) Strongly Agree (69/230) 30% Agree (76/230) 33.04% Total (145/230) 63.04%  Disagree (17/230) 7.39% Strongly Disagree (9/230) 3.91% Not Applicable (59/230) 25.65%	Target Not Met
(SPG 1.d.) 1. Advancement Excellence: The University will cultivate a culture of Advancement Excellence to strengthen engagement among 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	Newly trained student interviewers involved in the Women's Oral Histories project will complete interviews of an MUW alumnae to be added to the University Archives. In the process, students will learn about multigenerational women's accomplishments and challenges.	Student mentors will instruct 5 new trainees to produce acceptable Women's Oral Histories interviews.	This year one graduate student in women's leadership, one major, three minors and five "other" students were in the student which conducted the Homecoming oral histories of the class of 1969 which graduated fifty years ago this year. A junior minor who learned the process last year was the Head intern who made sure all paperwork--deed of gift forms and biographical forms were completed. This year 13 alumnae were interviewed using best practices and their stories digitized. In a focus group of the Golden Girl interviewers, the participants talked about how much they found they had in common with these	Target Met

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(SPG 1.d.) 1. Advancement Excellence: The University will cultivate a culture of Advancement Excellence to strengthen engagement among 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	Newly trained student interviewers involved in the Women's Oral Histories project will complete interviews of an MUW alumnae to be added to the University Archives. In the process, students will learn about multigenerational women's accomplishments and challenges.	Student mentors will instruct 5 new trainees to produce acceptable Women's Oral Histories interviews.	women who graduated fifty years ago. A women's studies major said that when she mentioned to her subject that she was always financially strapped (she is an international student), the NEXT DAY she was awarded the Class of 1969 scholarship. The Director is still in the process of reviewing the documents and interviewers with the MUW Archivist.	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.	The book selected for this year's Common Reading Initiative was Harrison Scott Key's memoir, The World's Largest Man. Here is a link to the CRI page on the W site: <a href="https://www.muw.edu/read">https://www.muw.edu/read</a> , and here is the link to the Essay Contest topics and prize information: <a href="https://www.muw.edu/read/essaycontest">https://www.muw.edu/read/essaycontest</a> Because this year's book was a southern memoir dealing with the author's difficulties in dealing with his father's gender expectations, difficulties which later related to his relationships with his mother, wife, and other women, the book was a good choice, and very well received. We were very fortunate to be able to invite the author to speak at our fall orientation's Blue's Week. His presentation was wonderful--engaging and thoughtful. One of our creative writing faculty introduced him, and the audience was small, but enthusiastic. Few of the new students at orientation were in attendance. We later found that this event was an optional, not a required event during orientation. Follow up discussions have led to some changes in how the CMI and new student orientation can work together to make each program more meaningful. Beginning in 2019, orientation and the common reading initiative are now under the same director in the Center for Student Success. The number of essays entered in the Essay Contest was 52, which is below the total number from last year. The quality, however, was very good, and the top three essays which won prizes are truly excellent. The	Target Not Met

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		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.	announced and the award checks distributed was energetic and festive. I feel sure now that there is more coordination between orientation, UN 101 and the CRI, that we will have greater participation next year.	Target Not 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.	Faculty survey was not distributed during the FY-18-19 year, and no new data was collected.	Inconclusive
		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.	Faculty survey was not distributed on FY18-19, and therefore no new results were collected.	Inconclusive
				The library will achieve a 5% increase in satisfaction with print and electronic collections on the Faculty Library Survey.	Faculty survey was not distributed on FY18-19, and therefore no new results were collected.	Inconclusive
				The library will achieve a 5% increase in satisfaction with the on-demand book acquisition program on the Faculty Library Survey.	Faculty survey was not distributed on FY18-19, and therefore no new results were collected.	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.	HC attendance was 383 which was an increase of 24 people and 6.6% increase which exceeded our goal of 5%.	Target Met
	Administrative Support - University Relations	2.1	Increase strategic placement of advertisements via	5% increase in advertisements among national, regional and local	There was an increase in the amount of advertising dollars spent via national, regional and local outlets, including radio spots, newspapers,	Target Met

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	Administrative Support - University Relations	2.1	national, regional and local media outlets, including radio spots, television spots, newspapers, magazines and billboards (budget permitting).	media outlets from the previous fiscal year (budget permitting).	magazines, billboards (static and digital) and social media platforms (Facebook and Google). \$75,731 was spent in 2018-2019 compared to \$73,177 in 2017-2018.	Target 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.	2019 Faculty Satisfaction Survey Results: Strongly Agree - (44/105) 41.90% Agree - (50/105) 47.62% Total - (94/105) 89.52%  Disagree - (8/105) 7.62% Strongly Disagree - (1/105) 0.95% Not Applicable - (2/105) 1.90%	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.	2019 Staff Satisfaction Survey Results: Strongly Agree - (30/84) 35.71% Agree - (47/84) 55.95% Total - (77/84) 91.66%  Disagree - (6/84) 7.14% Strongly Disagree - (1/84) 1.19% Not Applicable - (0/84) 0%	Target Met
(SPG 1.d.) Advancement Excellence: The University will cultivate a culture of Advancement Excellence to strengthen engagement among its constituencies by: d. increasing awareness of university programs and strengths	Academic and Student Support - Athletics	1.1	The Department of Athletics will maintain a continuous progression for attaining NCAA Membership within five years.	Continued achievement of sport roster numbers. Baseball – 30 Women's Cross Country – 7 Men's Soccer – 24 Softball – 20 Women's Volleyball – 14	All sports meet their minimum number of participants per NCAA bylaws. Baseball – (min) 30 (actual) 39 Women's Cross Country – (min) 7 (actual) 7 Men's Soccer – (min) 24 (actual) 26 Softball – (min) 20 (actual) 24 Women's Volleyball – (min) 14 (actual) 16 Men's Cross Country- (min) 7 (actual) 9 Women's Soccer- (min) 22 (actual) 22 Women's Basketball- (min) 15 (actual) 16 Men's Basketball- (min) 15 (actual) 22 Men's Golf- (min) 7 (actual) 6 Men's Tennis- (min) 7 (actual) 6 Women's Tennis- (min) 7 (actual) 7	Target Met
				Continued achievement of sport sponsorship minimums for contests.	All sports played the required minimum number of contests. (min)- minimum number of sports sponsorship	Target Met

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				Baseball – 25 games Cross Country – 5 events Men’s Soccer – 13 games Softball – 24 games Women’s Volleyball – 17 matches	games required (played)- actual number of games played that counted toward sport sponsorship  Baseball – (min) 25 games (played) 36 games Women's Cross Country –(min) 5 events (played) 5 events Men’s Soccer – (min) 13 games 17 (played) Softball – (min) 24 games (played) 35 games Women’s Volleyball – (min) 17 matches (played) 20 matches Men's Cross Country- (min) 5 events (played) 5 events Women's Soccer- (min) 13 games (played) 19 games Women's Basketball- (min) 18 games (played) 24 games Men's Basketball- (min) 18 games (played) 25 games Men's Golf- (min) 6 contests (played) 8 contests Men's Tennis- (min) 10 contests (played) 11 contests Women's Tennis- (min) 10 contests (played) 11 contests	Target 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	All sports played the required minimum number of contests. (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 Women's Cross Country –(min) 5 events (played) 5 events Men’s Soccer – (min) 13 games 17 (played) Softball – (min) 24 games (played) 35 games Women’s Volleyball – (min) 17 matches (played) 20 matches Men's Cross Country- (min) 5 events (played) 5 events Women's Soccer- (min) 13 games (played) 19 games Women's Basketball- (min) 18 games (played) 24 games Men's Basketball- (min) 18 games (played) 25	Target Met

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		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	games Men's Golf- (min) 6 contests (played) 8 contests Men's Tennis- (min) 10 contests (played) 11 contests Women's Tennis- (min) 10 contests (played) 11 contests	Target 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.	Last year was a baseline year with 149 donors. This year there were 80 donors. We will look forward to a 10% increase for 2019-2020  Total Revenue \$51,765.03, this figure includes your gift in kind items, everything. Donor list includes those who received gift letters: 80 donors for 139 gifts @ \$46,239.00	Target Not Met
(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.	80% of our Spring Fitness Challenge Survey participants indicated that they are likely to continue/transition their wellness goals after completing the Spring Fitness Challenge.	Target Met
		1.2	Campus Recreation will provide a welcoming facility for guests through service in a thoughtful and proactive manner.	90% of Customer Satisfaction Survey participants will indicate that Campus Recreation staff was helpful and courteous.	94.4% of 71 participants who took the Customer Satisfaction Survey indicated that the Campus Recreation staff was 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.	Target Met. The counseling center hosted a wide variety of programs and workshops to the campus community. The document attached gives an extensive listing of all programs and number of attendees.	Target Met
		1.2	The Counseling Center will build relationships within the community to ensure that resources are readily available to counseling center staff	Counseling Center staff will build a working relationship by obtaining a partnership with at least 1 program from a community agency.	Target was met. Counseling Center staff hosted an intern from Mississippi State for Fall 2018 and Spring 2019. Counseling Center Staff attended the Community Mental Health meeting in the fall and spring semester.	Target Met



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		1.2	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.	Counseling Center Staff hosted Walk A Mile in Her Shoes in April 30, 2019 which entailed a speaker from Safe Haven, Inc. and walkers from different surrounding agencies.	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 23% decrease in attendance (see notes below) from last year. However, there was a 53% increase in attendance when compared to the 2016-2017 year. 2016-2017 = 1504 2017-2018 = 2995 2018-2019 = 2311	Target Not 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 community and on campus.	Overall community/campus health and wellness event participation will grow by at least 15% from the previous fiscal year.	There was a 23% decrease in attendance (see notes below) from last year. However, there was a 81% increase in attendance when compared to the 2016-2017 year. 2016-2017 = 749 2017-2018 = 1755 2018-2019 = 1357	Target Not 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.	No Sunday at Bluff Programs done in 2018-19. 12 different groups used the facilities at no Charge. 4 Groups had guided tours	Inconclusive
		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.	Updates to Facebook Pages have been done 7 times last year <a href="https://www.facebook.com/plymouth.bluff">https://www.facebook.com/plymouth.bluff</a>	Target Not 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.	The Trails are inspected with regularity and corrections made when found or reported at an appropriate time depending on weather conditions. The Trail system was heavily damaged due to storms and floods. The Bluff trail was restored in April 2019 the River trail still needs lots of work since it was completely flooded. Inspections have been suspended since January 2019. (06/24/2019)	Inconclusive
		1.4	Plymouth Bluff will do presentations and make the facility available to	At least 12 times each fiscal year, Plymouth Bluff will do presentations about the	10 Groups have used the Facility MUW Classes met 6 times during the 2018-19 plus the facility was used by MTSU, Starkville Middle	Inconclusive

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		1.4	groups such as the Boy Scouts and other educational organizations at no charge.	facility and the surrounding area to school groups and others when appropriate.	School, Victory Christian Academy , Project YES,	Inconclusive
				Plymouth Bluff will average 50 visits per week by people walking the grounds and trails.	This has occurred. Please see related documentation.	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 MUW PD filed 154 incident reports, this is a decrease from 175 filed the previous year - 12% decrease.	Target Met
		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.	Memorandum of Understandings were not created with E911 and Columbus Fire and Rescue. The MUW Chief of Police was informed by officials from each of these agencies that MOUs are not needed when assistance is requested by the MUW Police Department or university.	Target Not Met
(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.	Target not met. Majority of the sports did not host a camp. Volleyball- Hosted Team Camp/Play Date (68 participants) and Individual Clinics (22 participants) on Campus Women's Basketball- did not host camp Softball- Hosting Individual Clinics on Campus (45 participants) Tennis- did not host camp Men's Soccer- did not host camp Cross Country- did not host camp Baseball- Hosted Individual Camp on campus (41 participants) Men's Basketball- did not host camp Women's Soccer-Hosted Team Camp on and off Campus (40 participants) as well as Individual (10 participants) and Youth Camps (23 participants) on Campus Golf- 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:	Academic and Student Support - Outreach and Innovation	2.1	Enhance teacher effectiveness in participating K-12 school districts across the state by providing a	The overall score for individuals participating in the Pre/Post LMT Assessments will have a statistically significant higher	The MSP grant (CHAMPS) ended September 28, 2018. Therefore, teachers will no longer be assessed using the LMT as an indicator of increased mathematics content knowledge and instructional practices.	Target Not Met

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c. Strengthening and expanding K-12 partnerships	Academic and Student Support - Outreach and Innovation	2.1	comprehensive program of professional development (CHAMPS) to increase mathematics content knowledge and instructional practices.	score ranging from a .2-.5 to show a growth in content knowledge from the Pre-LMT Assessment to the Post-LMT Assessment.	The MSP grant (CHAMPS) ended September 28, 2018. Therefore, teachers will no longer be assessed using the LMT as an indicator of increased mathematics content knowledge and instructional practices.	Target Not 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.	The MSP grant (CHAMPS) ended September 28, 2018. Therefore, students will no longer be assessed using CCRS pre- and post- assessments to determine growth.	Target Not 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.	The MSP grant (CHAMPS) ended September 28, 2018. Therefore, at this time there is no programming planned for teachers to earn a 7th-8th grade mathematics certification endorsement.	Target Not 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.	Campus visits as of 6/13/2019 are showing that 25.42% of admitted high school students for the Fall 2019 term have completed a visit to campus. This number is exactly flat compared to Fall 2018 and down compared to the previous year. Going forward, the recommendation should be to have at least 25% of all admitted high school visit campus.	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 6/13/2019, 84 out of the 205 freshman intent to enroll filers have completed an official campus visit to MUW. This equates to 40% which up up from 37% the previous year. It is down considerably from the Fall 2017 data but up compared to Fall 2015 and 2016 numbers. Going forward the goal should be to maintain a goal of 50% of students enrolling should complete a campus visit prior to the first day of class.	Target Not Met

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(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 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.	This year's NEW Leadership Mississippi participants were excellent, diverse, and representative of public and private colleges and universities all over Mississippi. Of about 30 applications, 23 were accepted. Of the 23 offered positions, 19 came to our campus for the week of May 19th through the 24th. Here is a link to this year's informational webpage: <a href="https://www.muw.edu/leadership/new">https://www.muw.edu/leadership/new</a> Through this website, through our contact with faculty and staff on other campuses, and with the help of our student alumnae recruiters, we generally are near capacity every year. This year, with three former participants as live-in mentors, and 19 New Leaders, Grossnickle Hall was almost full. Instead of enrolling students in LDR 250 this year, we created a crosslisted course for Women's Studies and Political Science. These disciplines more clearly match the content of the course. At the beginning of the week, students chose either women's studies (four students) or political science (15 students) to be registered in. All of these students completed WS/POL Women in Leadership successfully, and all completed their team work and presentations on this year's Political Action Project. The Action Project this year was "Criminal Disenfranchisement Policy in Mississippi: Civil Death or Second Chance?" It focused on two actual bills which were before the legislature in the spring of 2019. When the group of 19 went to Jackson, they not only heard from a broad variety of women who have roles in our state government, they were also able to ask questions of the legislators involved in the writing of one of the laws, some committee members who reviewed the laws, and elected officials who either supported the law or didn't. Attached below is the Action Plan 2019. the Agenda, and the biographies of the speakers. Also attached is this year's advertising flyer.	Target Met
				100% of students in LDR 250 will practice professional networking at a reception for elected-women officials in the state capital.	All the 19 participants went to a day long event at the capital and had several question and answer sessions with women who are elected officials (such as State Treasurer Lynn Fitch, and several state representatives and senators), state appointees, hired employees who run state organizations, lobbyists, and data analysts. Senator	Target Met

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				100% of students in LDR 250 will practice professional networking at a reception for elected-women officials in the state capital.	Sally Doty gave them a tour of the State Senate Chamber, and explained how a bill is addressed by the Senate. Representative Alyce Clarke gave the group a tour of the House Chamber, and answered questions from the participants for half an hour. All the group, including participants, mentors, Faculty in Residence, and NEWLeadership MS staff were surprised and grateful that the governor dropped by to give a greeting and welcome to all. All of the networking took place outside of the planned reception, which was very nice, but poorly attended by capital women. The participants received a tour of the governor's mansion instead, which was very well-received. Networking happened all day, instead of at the reception.	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.	This year three graduate students worked with Senator Sally Doty on a booklet including the biographies of every woman elected to state government in Mississippi. This project was connected to the mission of NEWLeadership, but not directly involved with it. None received graduate credit for WS 510 as a practicum in NEWLeadershp.	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.	Project Yes used the facility in July 2018.	Target Not Met
		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.	LEP was discontinued by MUW	Inconclusive
				At least 2 LEP meetings will be attended by the Director of Plymouth Bluff each fiscal year.	LEP was discontinued	Inconclusive
		2.3	Plymouth Bluff will invite the MUW Science and Math Department to use the facility for class/lab meetings.	Plymouth Bluff will host at least 8 MUW class/lab meetings each academic year.	Only 4 meetings documented but believe there was more	Target Not Met
(SPG 3.a.) 3. 21st Century: The University will foster a 21st	Academic and Student Support -	2.1	New instructional technology will be placed	Conduct a needs consultation and installation of new	We assisted with installation of hardware in 6 classroom spaces this year, and thus missed the	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
Century learning environment by: a. Enhancing and effectively utilizing advanced instructional technologies	Center for Teaching and Learning	2.1	in classrooms across campus annually.	classroom technology, either hardware or software, in at least 8 classrooms on campus per year.	<p>target. This is due to two factors: 1) staffing turnover and absences in the center which made this aspect of our work a lower priority in the past year, and 2) departmental struggles to meet rising equipment and installation costs. The spaces affected were in Parkinson Hall, Martin Hall, Painter Hall, Summer Hall, and Fant Library (the two most expensive spaces were in the library, the archives classroom and active learning classroom).</p> <p>The hiring of a new instructional technologist in August made great improvements for faculty assistance with software and instructional design, but the design and development of physical classroom technology is not as great a specialty of our new hire as it was of her predecessor. The design of physical classroom hardware is a very unusual duty for an instructional technologist position so our previous employee's skill at this was an unexpected bonus. Our new technologist is willing to do the work but understandably needs some time to build up to the level of her predecessor. The absence of the director for maternity leave during the first three months of the academic year also affected this, since this work was dropped entirely in her absence since the new hire could not be expected to take on everything with so little orientation time.</p> <p>Tightening budgets across campus mean that even departments interested in upgrading their classrooms are often unable to do so, or at least unable to do so to the level they would like to achieve. For example, one unit requested a quote to update an entire classroom with equipment that is at least 10 years old and used frequently. After downgrading their purchase plan to just replacing an the failing projector, even that order was cancelled and they purchased only a \$40 wireless lapel microphone system to help with lecture capture for online courses. The decision not to purchase their upgrades was not a lack of interest or need, but rather budgetary. They will continue to hope that their existing equipment lasts another year. Along with general budgetary tightening, departments were further hampered this year by</p>	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
(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.	the unexpected need to contract with external vendors to have hardware installed in their classrooms. Our facilities department used to perform this service for free (on their timeline) or for a reasonable \$300 flat fee (on an expedited timeline), but this year they discontinued that service. External vendors are of course happy to fill that need, but their costs are significantly higher than our previous in-house service and departments had not anticipated or budgeted for this change. We anticipate that purchasing will continue to be slowed by these increased costs.	Target Not 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.	Here, again, we have only the Online Teaching Academy workshops to report on as we did not offer enough technology-heavy workshops during the year to garner completed surveys on those topics. Most of the technology (primarily software) training has taken place in a one-on-one environment in the past year, which is a result of both the stylistic preferences of our new instructional technologist and the needs of our faculty, who tend to come in for one-on-one help when we are not introducing any major new pieces of software as was the case this past year.  In last year's Action statement we changed our target as follows: "In light of the fact that we are now only collecting data on this question from a single workshop (and given our staffing issues, staying with the single post-workshop survey is our best option for workshops besides the intensive Online Teaching Academy), we will need to adjust our expectations for this goal and continue to evaluate it based solely upon the Online Teaching Academy rather than all technology-based workshops. We will continue to evaluate this goal but we will set a target of 60% of participants in the Online Teaching Academy self-reporting at one skill-level higher at the end of the workshop than upon entry. This seems like a reasonable goal, given the newness of the workshop and the issue with perceived skill-levels before entering the academy in the first place." (07/01/2018)	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.	<p>The 2-week Online Teaching Academy consisted of 15 participants, two of whom were past-participants who repeated the course for new information. Of N=15 who completed the post-academy course survey:</p> <p>How would you rate your online teaching abilities before participating in this academy:            Beginner: 10            Intermediate: 4            Advanced: 1            Expert: 0</p> <p>How would you rate your online teaching abilities after participating in this academy?            Beginner: 4            Intermediate: 7            Advanced: 4            Expert: 0</p> <p>9 of 15 participants moved up at least one rating level in their self-perceived abilities in online teaching, for a result of 60%. While that is still short of our 75% target, it did meet our new target of 60% for the Online Teaching Academy as set last year and is a marked improvement on last year's 40% movement. In further good news, all of the participants reported feeling more comfortable teaching in an online environment on that same survey (8 strongly agree, 7 agree).</p> <p>The larger target of 75% will be a stretch if we continue to see faculty using 1-1 technology help rather than workshops, since our survey tool was really designed to be used in workshop settings. If this trend continues we will need to revise our tool options and consider implementing a new survey tool.</p>	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.	Due to the combining of the survey tools as described last year we no longer have a distinct Instructional Technology Survey. Further, due to filing issues surrounding the maternity leave of the director this past fall, the fall development conference surveys were shuffled enough that we cannot be absolutely certain which forms were	Inconclusive



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.	from the technology-related workshops rather than the pedagogical ones. No surveys were returned from the few technology workshops offered in the January workshop series, which has always struggled with low attendance. Therefore we have no trustworthy data to report for this goal.	Inconclusive
	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.	27 new FAQs were created (25 published, 2 unpublished) in FY 18-19. See related documents.	Target Met
				The library will produce five guides per year.	30 new guides (13 published, 11 private, and 6 unpublished/still in progress) were created in FY 19. These range from subject-level to course-level to internal-use-only guides. 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.	Faculty survey was not distributed on FY18-19, and therefore no new results were collected.	Inconclusive
				Usage of this synchronous virtual reference system will grow by 5% per year.	In FY 2018-2019, the library had 280 (22% increase) virtual reference transactions and 181 (6% increase) chat transactions. See relevant documents.	Target Met
	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	Each fiscal year, 10 externally funded solicitations will be forwarded to faculty, staff, and administration.	During the past fiscal year, this one-person office was vacant. The position was not filled until the end of this fiscal year; therefore, there was no assessment of this office's outcomes.	Inconclusive

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	Academic and Student Support - Sponsored Programs	1.1	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.	During the past fiscal year, this one-person office was vacant. The position was not filled until the end of this fiscal year; therefore, there was no assessment of this office's outcomes.	Inconclusive
				Each fiscal year, 10 scholarly activity interest meetings will be held with faculty, staff, and administration.	During the past fiscal year, this one-person office was vacant. The position was not filled until the end of this fiscal year; therefore, there was no assessment of this office's outcomes.	Inconclusive
(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.	Increased satisfaction from previous year from 4.98 to 5.35 but still did not reach goal of 5.6.	Target Not Met
		2.2	The Office of Housing and Residence Life will increase the average satisfaction rating of programs/activities sponsored by our staff regarding quality of programs.	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 quality of programs offered by the department of Housing and Residence Life.	The Office of Housing and Residence Life did increase satisfaction for Quality of Programs from 5.03 to 5.35 from the previous year but did not reach the 5.6 goal.	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.	To date, 336,436 hours have been reported by campus (students, faculty, and staff), which is a 7.7% decrease from last year. Not all areas have reported hours at this time.	Target Not 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.	836 individuals participated in 14 diversity related events hosted, co-sponsored or related to Student Life initiatives.	Target Not Met
	Academic and Student Support - Study Abroad	1.1	The Study Abroad program will encourage faculty in lesser represented study abroad	Study Abroad will receive a minimum of 1 proposal for study abroad programs from faculty.	We did receive one proposal for study abroad but it was not from a lesser represented area.	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	Academic and Student Support - Study Abroad	1.1	areas to submit proposals to offer study abroad programs.	Study Abroad will receive a minimum of 1 proposal for study abroad programs from faculty.	We did receive one proposal for study abroad but it was not from a lesser represented area.	Target Not 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.	16.67% of those who participated said they were a first generation college student. I think this could have had a possible different result since seven of the participants skipped it. This result does not include the June 2019 study abroad participants but they will be included in next year's results.	Target Met
(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.	We did create the partnership in Spain but due to administrative changes we did not create a new program but are hoping to do so in the coming years.	Target Met
		2.2	The Study Abroad program will provide a safe environment for study abroad students.	There will be no reported incidents.	There were no incident reports.	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.	Not measurable with the current system.	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 met our goal this year, offering 33 workshops (39 if you include each session during the first two-day new faculty orientation period), and hosting a total of 397 (including multiple counts for new faculty orientation all-year sessions) people. This is fewer workshop than last year, but that is due to the director's maternity leave for most of the fall semester, just as the new instructional technologist was hired and therefore without onboarding assistance or help in planning a larger January workshop series.	Target Met
				At least 45 individual consultations on any aspect	We recorded 515 consultations this year, a number based on our Google form tracker and an estimate	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
				of teaching or instructional technology will be scheduled and completed annually.	from the director who did not make as good of use of the tracking platform as she should have done. Our number for this year far exceeds our goal, but I believe that is because we need to have a conversation about what we consider to be a "consultation." The hire of our new instructional technologist just days before the director went out on maternity leave, followed by the rush to catch up upon her return, meant that we never held a conversation about what constitutes a consultation versus a simple support call. We did utilize a Google form to track these contacts this year, but it was used a bit inconsistently since it did not serve our needs for clarity/record keeping so it will need to be further modified.	Target Met
		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."	2019 Faculty Satisfaction Survey Results: Strongly Agree - (40/106) 37.74% - Last Year 30.91% Agree - (54/106) 50.94% - Last Year 50.91% Total - (94/106) 88.68% - Last Year 81.82%  Disagree - (8/106) 7.55% Strongly Disagree - (2/106) 1.89% Not Applicable - (2/106) 1.89%	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."	2019 Faculty Satisfaction Survey Results: Strongly Agree - (36/106) 33.96% - Last Year 26.79% Agree - (55/106) 51.89% - Last Year 50% Total - (91/106) 85.85% - Last Year 76.79%  Disagree - (8/106) 7.55% Strongly Disagree - (0/106) 0% Not Applicable - (7/106) 6.60%	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:"	2019 Faculty Satisfaction Survey Results Mastery - (14/105) 13.33% - Last Year 16.36% Acceptable - (69/105) 65.71% - Last Year 51.82% Total - (83/105) 79.04% - Last Year 68.18%  Emerging - (20/105) 19.05% - Last Year 29.09% Below What I Would Like It To Be - (2/105) 1.90% - Last Year 2.73%	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
				The average faculty score on the implementation question on the randomly selected annual Follow-up Survey will be 3.5 out of 5.	Target met, though sample size is small. Despite sending the invitation for the survey to 23 randomly selected faculty only 3 responded. The results to the pertinent question were as follows: 1 (not at all): 0 2 (little): 0 3 (somewhat): 0 4 (notable amount): 2 5 (extensively): 1  Average response: 4.33	Target Met
(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.	54.5% (18 of 33) 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 66.7% (22 of 33). Specific grades for this student population are as follows: A (4), B (7), C (7), D (3), F (8), W/WP/WF (4)	Target Met
(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 - Campus Recreation	2.1	Students who are employed at Stark Recreation Center will gain or improve their leadership skills.	90% of student employees will report on the Employee Evaluation Form that their leadership skills improved as a result of working for Campus Recreation.	87.5% of 35 student employees who reported on the Employee Evaluation Form that their leadership skills improved as a result of working for Campus Recreation.	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.	88.2% of 35 of student employees reported on the Employee Evaluation Form that their problem-solving skills improved as a result of working for Campus Recreation.	Target Not Met
	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.	Due to updated edits for the Graduation Survey, this question is no longer included in the survey; therefore, there are no results to report for this achievement target. We will, however, edit this outcome, assessment method, and achievement target to better reflect the Counseling Services goal of a safe environment.	Inconclusive
		2.2	The Counseling Center will provide satisfactory	75% of the Graduation Survey participants will select	2018-2019 Graduation Survey Results: Excellent - (317/724) 43.78% - Last Year 45.12%	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		2.2	services to students that utilize the services provided by the center.	"excellent" or "good" indicating effectiveness of the counseling services.	Good - (197/724) 27.21% - Last Year 32.09% Total - (514/724) 70.99% - Last Year 77.21%  Fair - (41/724) - 5.66% Poor - (6/724) - 0.83% Not Applicable - (163/724) - 22.51%	Target Not 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.	During the past fiscal year, this one-person office was vacant. The position was not filled until the end of this fiscal year; therefore, there was no assessment of this office's outcomes.	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.	For the 2018-2019 assessment, 24 students participated in the fall workshop and 24 completed the survey. Of the total respondents, 91.6% either agreed or strongly agreed to the statement measuring their perceived understanding of the hazing prevention statement. 75% strongly agreed and 16.5% agreed.	Target Met
		1.2	Student Life will increase the Leadership Program students' understanding of self and others through leadership programming opportunities.	85% of Leadership Program students participating in the 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.	Only 1 of the 4 graduating seniors completed the exit survey, but the student strongly agreed to being comfortable articulating their personal values as an aspect of demonstrating an understanding of self.	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.	Only 1 of the 4 graduating seniors completed the exit survey, but the student strongly agreed that he/she was comfortable articulating strengths and weaknesses in leadership.	Target Met
				85% of Leadership Program students participating in the Program Exit Survey will rate	Only 1 of the 4 graduating seniors completed the exit survey, but the student strongly agreed to being comfortable describing their leadership style	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
				that they agree or strongly agree to being comfortable describing their leadership style as an aspect of demonstrating an understanding of self.	as an aspect of demonstrating an understanding of self.	Target Met
				85% of students participating in the Leadership Programming Surveys will either agree or strongly agree to have an increased understanding of others.	21/22 students evaluated at the event focused on this objective reported that they agreed or strongly agreed that they increased their understanding of others though the event.	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.	Each staff member attended three or more trainings and/or webinars, for a total of 14: Employee A: 3 Employee B: 8 Employee C: 3  Two employees left the Financial Aid office during the 2018-2019 year.	Target Met
		1.2	Financial Aid Office employees will participate in leadership trainings and webinars to promote personal growth.	At least 2 leadership trainings and/or webinars will be completed by each Financial Aid Office staff member.	Employee A: 3 Employee B: 0 Employee C: 0  Due to staff turnover, employees were unable to find time to complete any personal growth webinars and/or trainings.	Inconclusive
	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.	The Code of Conduct contract expired October 2018 and types of new training are being evaluated due to turnover in the Director's position. (06/12/2019)	Inconclusive
		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.	The Workplace Answers contract expired October 2018 and types of new training are being evaluated due to turnover in the Director's position	Inconclusive
				100% of new employees will be provided with access to	The Title IX contract expired October 2018 and types of new training are being evaluated due to	Inconclusive

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
				Title IX training upon hire.	turnover in the Director's position	Inconclusive
	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.	This was our baseline year for documenting the MUW PD's interactions/meetings with student organizations. The PD documented all meetings and presentations with campus organizations. PD did meet with approximately 22 different campus organizations. the PD was able to provide departmental updates and information in reference to personal and campus safety.	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.	The MUW PD received no formal complaints on any of the department's staff members. The PD will continue to maintain a logbook, documenting all formal complaints brought against department staff members.	Target Met
(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 each semester.	New student completing the course will increase by 5% from the previous year.	The contract with Work Place Answers that provided the online training expired in October 2018 and the company was bought by another company. When asked for data the company stated it was not available because the contract had been with the previous company.	Inconclusive
		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.	2018-2019 Graduation Survey Results: Yes - (589/722) 81.58% No - (133/722) 18.42%	Target Met
				75% of Graduation Survey participants will state that they were aware of what Title IX means.	2018-2019 Graduation Survey Results: Yes - (609/724) 84.12% No - (115/724) 15.88%	Target Met
				75% of Graduation Survey participants will state that they were aware that MUW has a sexual misconduct policy.	2018-2019 Graduation Survey Results: Yes - (699/724) 96.55% No - (25/724) 3.45%	Target Met
		1.3	The Office of Dean of Students will make an	85% of Staff Satisfaction survey participants will	2019 Staff Satisfaction Survey Results: Strongly Agree - (40/85) 47.06%	Target Met



Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		1.3	effort to increase awareness among staff regarding the University's sexual misconduct (Title IX) policy.	"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.	Agree - (44/85) 51.76% Total - (84/85) 98.82%  Disagree - (1/85) 1.18% Strongly Disagree - (0/80) 0% 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.	2019 Staff Satisfaction Survey Results: Strongly Agree - (43/85) 50.59% Agree - (42/85) 49.41% Total - (85/85) 100%  Disagree - (0/81) 0% Strongly Disagree - (0/81) 0% Not Applicable - (0/81) 0%	Target Met
				85% of Staff 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.	2019 Staff Satisfaction Survey Results: Strongly Agree - (41/84) 48.81% Agree - (43/84) 51.19% Total - (84/84) 100%  Disagree - (0/84) 0% Strongly Disagree - (0/84) 0% Not Applicable - (0/84) 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.	2019 Staff Satisfaction Survey Results: Strongly Agree - (41/85) 48.24% Agree - (44/85) 51.76% Total - (85/85) 100%  Disagree - (0/85) 0% Strongly Disagree - (0/85) 0% Not Applicable - (0/85) 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.	2019 Staff Satisfaction Survey Results: Strongly Agree - (54/105) 51.43% Agree - (45/105) 42.86% Total - (99/105) 94.29%  Disagree - (3/105) 2.86% Strongly Disagree - (0/105) 0% Not Applicable - (3/105) 2.86%	Target Met
				85% of Faculty Satisfaction	2019 Staff 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 that the University has a policy that prohibits sexual misconduct.	Strongly Agree - (57/105) 54.29% Agree - (46/105) 43.81% Total - (103/105) 98.75%  Disagree - (0/105) 0% Strongly Disagree - (0/105) 0% Not Applicable - (2/105) 1.90%	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.	2019 Staff Satisfaction Survey Results: Strongly Agree - (61/106) 57.55% Agree - (42/106) 39.62% Total - (103/106) 97.17%  Disagree - (1/106) 0.94% Strongly Disagree - (0/106) 0% Not Applicable - (2/106) 1.89%	Target Met
				85% of Faculty Satisfaction survey participants will “strongly agree” or “agree” that they are aware they are responsible for reporting sexual misconduct of which they have been informed or have witnessed to the University’s Title IX Coordinator.	2019 Staff Satisfaction Survey Results: Strongly Agree - (60/104) 57.69% Agree - (42/104) 40.38% Total - (102/104) 98.07%  Disagree - (0/104) 0% Strongly Disagree - (0/104) 0% Not Applicable - (2/104) 1.92%	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.	78.8% of Customer Satisfaction Survey participants indicated that Campus Recreation facilities are well maintained and clean.	Target Not 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 3, 2018, Housing and Residence Life had 167 New Freshmen students signed up to live on campus for FY19.	Target Met
		1.2	The Office of Housing and Residence Life will increase the number of Returning Students living	Returning Students living on campus for the Fall semester will increase by 5% from the previous year.	As of August 31, 2018, Housing and Residence Life had 272 Returning Students living on campus.	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		1.2	on campus each academic year.	Returning Students living on campus for the Fall semester will increase by 5% from the previous year.	As of August 31, 2018, Housing and Residence Life had 272 Returning Students living on campus.	Target Not 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."	2018-2019 Graduation Survey Results: Excellent - (371/721) - 51.46% Good - (271/721) - 37.59% Total - (642/721) - 89.05%  Fair - (68/721) - 9.43% Poor - (11/721) - 1.53%	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.	The Office of the Registrar continues to save money by utilizing online forms. The Office of the Registrar did not purchase forms for the 2018-2019 year.	Target Met
	Academic and Student Support - Sponsored Programs	3.1	The Office of Sponsored Programs will enhance business processes and the campus infrastructure, ensuring continuing financial sustainability by streamlining the external funding processes through an annual review of the MUW Grant Handbook.	90% of Grant Handbook Survey participants who submitted proposals and received grants will state that they found the MUW Grant Handbook useful.	During the past fiscal year, this one-person office was vacant. The position was not filled until the end of this fiscal year; therefore, there was no assessment of this office's outcomes.	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.	During the past fiscal year, this one-person office was vacant. The position was not filled until the end of this fiscal year; therefore, there was no assessment of this office's outcomes.	Inconclusive
	Administrative Support - Human Resources	3.1	Human Resources will continue to seek ways to provide the most efficient use of resources and time	Biweekly payroll processing time will be cut from two and a half days to one and a half days on average throughout	It is taking 2.5 days to process biweekly payroll. HR created a time entry time sheet for biweekly non-exempt benefits eligible employees that created more efficiency; however, the number of this type	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	Administrative Support - Human Resources	3.1	for biweekly payroll processes.	the fiscal year.	of employee has increased on the biweekly payroll by 44%. We continue to provide training to individuals and departments. The process is more efficient but has not reduced the number of days to complete payroll due to the increase in employees.	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.	<p>The Faculty/Staff Technology Survey ran from February 25 through March 8, 2019. Of the 294 enrollments, 165 responded to the survey - 56.12% participation rate (Last Year: 40.11%)  Faculty - (91/162) 56.17% - Last Year: 69.08%  Staff - (71/162) 43.83% - Last Year: 30.92%</p> <p>"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 - (81/163) 49.69%  Satisfied - (68/163) 41.72%  Total - (149/163) 91.41% - Last Year: 88.43%  *** Up three percent!</p> <p>Neutral - (14/163) 8.59% - Last Year: 10.20%  ***Decrease!  Dissatisfied - (0/163) 0% - Last Year: 1.36%  ***Decrease!  Very Dissatisfied - (0/163) 0% - Last Year: Same</p>	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.	Information Systems collaborated with multiple departments to offer face to face Banner 9 training to cross-functional staff during the month of October 2018 in preparation of the impending Banner 9 rollout.	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 conference was held on September 8 - 11, 2018. A staff member was present 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	30% overall response rate for the annual Staff Satisfaction Survey.	January-February 2019: There were 86 respondents from the 188 staff who received the on-line survey. This resulted in a 45.74% response rate. This exceeded our target rate of 30%.	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	Administrative Support - Institutional Research and Assessment	2.1	business processes among staff.	30% overall response rate for the annual Staff Satisfaction Survey.	This 46% participation rate is up 2% from last year's results.	Target Met
		2.2	Institutional Research and Assessment will provide information to enhance university business processes among faculty.	25% overall response rate for the annual Faculty Satisfaction Survey.	January-February 2019: There were 109 respondents from the 168 faculty who received the on-line survey. This resulted in a 64.88% response rate. This exceeded our target rate of 25%.  This 65% participation rate is down from last year's 73%.	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 has met this target by achieving a 99 percent completion ratio	Target Met
		1.2	Food Service will increase catering and door sales.	Catering and Door Sales will increase by 8% from the fiscal year.	Catering Sales for months to compare were up 10.5%. Door Sales were down 8.5%	Inconclusive
		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.	General Merchandise sales were down for year	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 kept an ongoing list of employees who came to our office to receive training. We believe there was an increase in the amount of employees who received training on purchasing.	Target Met
		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%.	We believe that the training provided from our office has been effective in increasing smaller transactions on P-cards and larger transactions on Purchase Orders but we do not have data stored to support this.	Inconclusive
	Administrative Support - Systems and Network	1.1	Systems & Network will perform annual audit of user account access against HR e-mail non-employment notices.	100% of AD services account access is disabled for non-employed user accounts without emeritus status.	Per HR e-mail non-employment notice validations, audit of user account deactivation (without emeritus status) resulted in 48 out of 48 (100%) accounts deactivated.	Target Met
		1.2	Systems & Network will evaluate and optimize	Consistent bandwidth values less than 50% of total	Based on In/Out Traffic Utilization analysis of bandwidth transmitted between 01/01/2019-	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		1.2	Internet bandwidth to support advancing business processes and the campus infrastructure.	available Internet circuit bandwidth throughout the fiscal year.	06/30/2019, 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 one budget training session per year for budget managers and administrative assistants, one in the Fall semester. Also, the department will provide individualized training as needed.	Two group budget training sessions we held. The sessions were on November 30, 2018 and December 3, 2018.	Target 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.	At least 90% of the survey participants have a clear understanding of the University's Travel Policy and Procedures. See supporting documentation.	Target 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.	Comparing FY18 to FY17, the target has not been met. Information for FY19 is already available, however, the results will not be reported until next year. Significant improvement is expected for FY19. FY 17 \$358,825.39 FY18 \$376,478.21	Target Not Met
(SPG 4.a.) 4. Completion: The University will cultivate a comprehensive approach that enhances retention, Completion and student success by: a. Enhancing student advising, mentoring, and support services	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	90% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a Behavioral Intervention Team (BIT).	2019 Staff Satisfaction Survey Results: Strongly Agree - (39/85) 45.88% - Last Year 35% Agree - (39/85) 45.88% - Last Year 55% Total - (78/85) 91.76%  Disagree - (5/85) 5.88% Strongly Disagree - (0/85) 0% Not Applicable - (2/85) 2.35%	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
(SPG 4.a.) 4. Completion: The University will cultivate a comprehensive approach that enhances retention, Completion and student success by: a. Enhancing student advising, mentoring, and support services	Academic and Student Support - Dean of Students (Sexual Misconduct & Title IX)	2.1	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).	2019 Staff Satisfaction Survey Results: Strongly Agree - (39/85) 45.88% - Last Year 35% Agree - (39/85) 45.88% - Last Year 55% Total - (78/85) 91.76%  Disagree - (5/85) 5.88% Strongly Disagree - (0/85) 0% Not Applicable - (2/85) 2.35%	Target Met
		2.2	The Behavioral Intervention Team (BIT) will increase awareness among the faculty regarding the team and reporting measures in order to strengthen reporting of student behaviors in which the team can intervene and work to retain the student.	85% of Faculty Satisfaction survey participants will “strongly agree” or “agree” that they are aware that the University has a Behavioral Intervention Team (BIT).	2019 Faculty Satisfaction Survey Results: Strongly Agree - (54/106) 50.94% Agree - (44/106) 41.51% Total - (98/106) 92.45%  Disagree - (4/106) 3.77% Strongly Disagree - (0/106) 0% Not Applicable - (4/106) 3.77%	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 105 records. 89.75% of records pulled 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.	Only one student completed the online survey.	Inconclusive
		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.	2019 Faculty Satisfaction Survey Results: Strongly Agree - (49/104) 47.12% Agree - (47/104) 45.19% Total - (96/104) 92.31%  Disagree - (5/104) 4.81% Strongly Disagree - (1/104) 0.96% Not Applicable - (2/104) 1.9%	Target Met
	Academic and	3.1	The Student Success	40% of students enrolled in	39.4% (28 of 71) of students enrolled in the	Target Not

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	Student Support - Student Success Center	3.1	Center will provide access to course-based academic support services.	the Academic Recovery course (UN098) will return to good academic standing after completion of the program.	Academic Recovery course (UN 098) returned to good academic standing following completion of the program.	Met
				70% of students participating in 5 or more tutoring services will receive a grade of "C" or higher in the designated course.	75.8% (22 of 29) of students that participated in 5 or more tutoring sessions received a grade of "C" or higher in the designated course. Specific grades for this student population are as follows: A (5), B (13), C (4), D (5), F (1), W/WP/WF (1).	Target Met
				80% of students participating in 5 or more Supplemental Instruction sessions will receive a grade of "C" or higher in the designated course.	80% of the students attending 5 or more Supplemental Instruction sessions (56 of 70) received a grade of "C" or higher in the designated course at the end of the Fall and Spring semester. Specific grades for this student population are as follows: A (25), B (16), C (15), D (8), F (4), W/WP/WF (2).	Target 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."	2429 surveys were distributed to students during the Spring 2019 semester, with 1437 responses (59.16% return rate). *Last Year 51.9% return rate  Very Good - (916/1437) 63.74% - Last Year 63.88% Good - (305/1437) 21.22% - Last Year 20.88% Total - (1221/1437) 84.96% - Last Year 84.76%  Acceptable - (157/1437) 10.93% - Last Year 12.42% Poor - (39/1437) 2.71 - Last Year 1.76% Very Poor - (20/1437) 1.39% - Last Year 1.06%	Target Met
	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 March 2019. Of the 2602 enrollments, 1789 responded to the survey - 68.75% participation rate (last year's participation rate: 50.65%).  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 - (548/1240) = 44.19%	Target Not 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.	<p>Satisfied - (329/1240) = 26.53% Total - (877/1240) = 70.72% - Last Year: 72.54</p> <p>Canvas Very Satisfied - (848/1731) = 48.99% Satisfied - (631/1731) = 36.45% Total - (1479/1731) = 85.44% - Last Year: 88.86</p> <p>Portal Very Satisfied - (742/1681) = 44.14% Satisfied - (582/1681) = 34.62% Total - (1324/1681) = 78.76% - Last Year: 80.86</p> <p>Banner Web Very Satisfied - (723/1702) = 42.48% Satisfied - (611/1702) = 35.89% Total - (1334/1702) = 78.37% - Last Year: 82.92</p> <p>Support Provided Very Satisfied - (605/1654) 36.58% Satisfied - (660/1654) 39.90% Total - (1265/1654) 76.48% - Last Year: 78.32</p> <p>Total Overall Satisfaction Average - (70.72+85.44+78.76+78.37+76.48)/5 = 77.95% Last Year: 80.7%</p>	Target Not 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.	65% overall response rate for the annual Graduation Survey.	<p>6/2019 - The survey was administered to students who graduated in the Summer 2018, Fall 2018, and Spring 2019 semesters. There were 752 respondents from the 962 students who received the on-line survey. This resulted in a 78.17% response rate. This exceeded our target rate of 65%.</p> <p>The 78% participation rate this year is up from last year's 70%.</p>	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.	<p>Graduation Survey 2017-2018 Results - Employee B to PIE Council in September 2018</p> <p>Enrollment Report - Employee A to PIE Council in September 2018</p> <p>Faculty &amp; Staff Satisfaction Survey Report - Employee B to PIE Council in February 2019</p> <p>Staff Satisfaction Survey Report - Employee B to Staff Council in March 2019</p> <p>Census Date Movement Discussion - Employee A to</p>	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		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.	Enrollment Management Council in February 2019 Assessment Information Session at Fall Convocation - August 2018	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 not done this year.	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 Survey.	No Results were given	Target Not 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.	12 Safety Trainings Dones	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.	Both Audits were passed	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.	Both Audits were passed	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.	2018-2019 Graduation Survey Results: Excellent - (262/725) - 36.14% Good - (165/725) - 22.76% Total - (427/725) - 59.39%  Fair - (75/725) - 10.34% Poor - (44/725) - 6.07% Not Applicable - (179/725) - 24.69%	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	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 Management has worked diligently to ensure that all assets are properly maintained. By use of Asset Works, we have been able to consistently make necessary changes to property information which has helped us stay ahead.	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 are still engaging in their own procedures to process student event reservations.	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.	<p>The Student Technology Survey was released in March 2019. Of the 2602 enrollments, 1789 responded to the survey - 68.75% participation rate (last year's participation rate: 50.65%).</p> <p>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, those students' responses that were "Not Applicable" were taken out of the total number of responses amount.</p> <p>Systems &amp; Networks analyzed a Student Technology survey to determine satisfaction levels in respective areas of IT. Individual category and overall satisfaction ratings are below:</p> <p>Office 365: Very Satisfied (765/1529) 50.03% Satisfied (468/1529) 30.61% Satisfaction Rating (1233/1529) 80.64% - Last Year: 81.69</p> <p>GoogleDocs: Very Satisfied (710/1500) 47.33% Satisfied (476/1500) 31.73% Satisfaction Rating (1186/1500) 79.06% - Last Year: 81.16</p> <p>Portal: Very Satisfied (742/1681) 44.14% Satisfied (582/1681) 34.62% Satisfaction Rating (1324/1681) 78.76% - Last Year: 80.85</p>	Target Not 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.	WiFi: Very Satisfied (483/1369) 35.28% Satisfied (371/1369) 27.10% Satisfaction Rating (854/1369) 62.38% - Last Year: 63.26  Tech Support: Very Satisfied (398/988) 40.28% Satisfied (253/988) 25.61% Satisfaction Rating (651/988) 65.89% - Last Year: 68.83  Overall Satisfaction Rating (80.64+79.06+78.76+62.38+65.89)/5 = 73.35% Last Year: 75.16%	Target Not 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.	Target was not met because data collection did occur.	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.	Reduced OASIS participants by 53.5%  Baseball- had 19 in the Fall 2018 and 5 in Spring 2019 Softball- had 6 in the Fall 2018 and 0 in Spring 2019 Men's Soccer- had 8 in the Fall 2018 and 3 in the Spring 2019 Volleyball- had 7 in the Fall 2018 and 0 in the Spring 2019 Women's Cross Country- had 3 in the Fall 2018 and 0 in the Spring 2019 Men's Cross Country- had 3 in the Fall 2018 and 5 in the Spring 2019 Women's Tennis- had 2 in the Fall 2018 and 1 in the Spring 2019 Men's Tennis- had 1 in the Fall 2018 and 0 in the Spring 2019 Men's Golf- had 2 in the Fall 2018 and 3 in the Spring 2019 Women's Soccer- had 4 in the Fall 2018 and 5 in the Spring 2019 Men's Basketball- had 13 in the Fall 2018 and 4 in the Spring 2019 Women's Basketball- had 3 in the Fall 2018 and 7	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
(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.	in the Spring 2019  Total in Fall 2018- 71 Total in Spring 2019- 33 Reduced participants by 53.5%	Target Met
				Maintain a Student-Athlete Retention at 70% or higher	Did not meet target goal of 70% retention (not including graduates) FA18 (# of student-athletes to start the semester) SP19 (# of student-athletes to end the semester)  Baseball – FA18 - 39, SP19 - 26 Women’s Cross Country – FA18 - 7, SP19 - 3 (2 graduated) Men's Cross Country- FA18 - 9, SP - 5 (1 graduated) Men’s Soccer – FA18 - 26, SP19 - 19 Softball – FA18 - 25, SP19 - 11 (10 graduated) Volleyball – FA18 - 16, SP19 - 3 (1 graduated) Men's Basketball - FA 18 - 22, SP19 - 14 (1 graduated) Women's Basketball - FA18 - 16, SP19 - 9 (2 graduated) Men's Golf - FA18 - 7, SP19 - 6 Women's Tennis- FA18 - 6, SP19 - 5 Men's Tennis- FA18 - 6, SP - 5 (1 graduated) Women's Soccer- FA18 - 22, SP - 19 (1 graduated)  69% of athletes were retained (does not include graduates)	Target Not Met
(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 2018 freshman numbers are: 117/557--21% of admitted freshman students; 45/192--23% 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.	Inconclusive
				1% growth rate in male transfer students over a two-year period.	Fall 2018 final numbers were: 186/1087--17% of admitted transfer students; 133/688--19% of enrolled transfer students	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.	This shows a slight increase over recent years of male enrollment. This is the result of some growth from athletics.	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.	Fall 2018 Final Numbers: Mississippi Students: 624 (91%) Contiguous States: 41(6%) Other States: 14 (2%) International: 2 (0.02%) Total: 682	Target Met
				1% growth rate in out-of-state contiguous freshmen students over a two-year period.	Fall 2018 Final Numbers: Mississippi Students: 142 (75%) Contiguous States: 44 (22%) Other States: 4 (2%) International: 2 (1%) Total: 192	Target Not Met
					Fall 2017 showed tremendous out of state contiguous growth and Fall 2018 had some growth but not as much. This year the out of state market took a sharp turn downward. The goal should not be revised going forward until at least another year of data is gathered to see if the trend continues.	
(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.	11.4% of students on the SAP warning list will return in good SAP standing within one 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 Graduation Survey will state that they were aware of the financial aid policies, student deadlines, and disbursement dates.	2018-2019 Graduation Survey Yes - (639/719) 88.87% No - (80/719) 11.13%	Target Met