Non-Academic SPG Report with Results 2019-2020

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.	Total number of donors - 2,607- Down 10.65% from prior year Total number of gifts- 7871- Down 9.87% from prior year.	Target Not Met
				Increase the number of donor contacts and therefore donor meetings by 25% from the previous fiscal year.	Phone calls- 118 Meetings-121 Mailings-182 Email-66 Task/other-17 Email blasts-192 Total-696 [less] Notes: The total number of solicitations was down 26% from the prior year. Considering the obstacles faced during FY 2020 this decrease could have been much worse. The Director of Development was out from July-February with the exception of 2 weeks. During that time and due to health issues she was not able to solicit gifts. The Development Officer position remained open. In mid-March, our telefund program and all soliticiations (except for the Student Emergency Fund)were cancelled due to COVID.	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.	There are 17 chapters and we did not add a new chapter this year. We have 50 constituent/ affinity groups which includes two new groups being added in FY 2020.	Target Not Met
				Increase the number of alumni followers on social media by sharing University updates and Alumni updates by fifty followers each year.	Development and Alumni Social Media Facebook page likes 7/1/2019 to 6/30/2020: 1,874 to 1,920 (+46) Twitter followers 7/1/2019 to 6/30/2020: 704 to 716 (+12)	Target Met

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				Increase the number of alumni followers on social media by sharing University updates and Alumni updates by fifty followers each year.	Instagram followers 7/1/2019 to 6/30/2020: 401 to 480 (+79) TOTAL FOLLOWERS 7/1/2019 to 6/30/2020: 2,979 to 3,116 (+137) Facebook posts 7/1/2019 to 6/30/2020: 341 Twitter posts 7/1/2019 to 6/30/2020: 341 Instagram posts 7/1/2019 to 6/30/2020: 220 TOTAL POSTS 7/1/2019 to 6/30/2020: 902 Alumni Association Social Media Facebook page likes 7/1/2019 to 6/30/2020: 2,093 to 2,555 (+462) Twitter followers 7/1/2019 to 6/30/2020: 955 to 964 (+9) Instagram followers 7/1/2019 to 6/30/2020: 480 to 571 (+91) TOTAL FOLLOWERS 7/1/2019 to 6/30/2020: 3,528 to 4,090 (+562) Facebook posts 7/1/2019 to 6/30/2020: 341 Twitter posts 7/1/2019 to 6/30/2020: 341 Instagram posts 7/1/2019 to 6/30/2020: 220 TOTAL POSTS 7/1/2019 to 6/30/2020: 902	Target Met
(SPG 1.c.) 1. Advancement Excellence: The University will cultivate a culture of Advancement Excellence to strengthen engagement among its constituencies by: c. Fostering pride in University events and private giving	Administrative Support - Development and Alumni	3.1	The Office of Development and Alumni will increase students' interest in joining the Alumni Association.	65% of students participating in the Graduation Survey will state that they have plans of joining the Alumni Association.	The Graduation Survey was sent out for August 2019 ceremony, December 2019 ceremony and May 2020 ceremonies. 2019-2020 Graduation Survey Results Yes - (479/786) 60.94% No - (307/786) 39.06%	Target Not Met
	Administrative Support - University	1.1	Increase web traffic to the university's	10% increase in web traffic from the previous fiscal year.	Web Page Views -8.76; Sessions -7.02; users +4.82	Target Not Met

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	Relations	1.1	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 -8.76; Sessions -7.02; users +4.82	Target Not Met
				15% increase in social media traffic from the previous fiscal year.	Social Media: Facebook -11.2 percent, Twitter +16.3 percent, Instagram +79.1 percent, and LinkedIn +165 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.	The Alumni Survey was administered in Spring 2019 and isn't scheduled to take place again until Spring 2022. Will report results then.	Inconclusive
(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.	The Director of CWRPP retired from the university and due to COVID-19 there were no results available. Therefore, the 2019-2020 assessment results are Inconclusive.	Inconclusive
		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.	This Achievement Target was Inactivated for the 19-20 fiscal year. Therefore, no results are reported.	Inconclusive

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	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.	Assessment Method 1 - Target met. Survey results show a 46% increase in library services satisfaction from FY2017-2018 to FY2019-2020. (Faculty survey was not distributed during FY2018-2019. FY2019-2020's survey is compared to the data from the FY2017-2018 survey. Additionally, FY2017-2018's data pertaining to this assessment method was split between multiple questions and was combined to show the increase.)	Target Met
		1.2	The library will work to improve faculty awareness and satisfaction with the library's resources, including electronic and print collections.	The library will achieve a 5% increase in awareness of the purchase on demand program, until 100% is achieved, on the Faculty Library Survey.	Inconclusive. Faculty survey from FY2019-2020 did not include questions about purchase-on-demand book program and so no data was gathered.	Inconclusive
				The library will achieve a 5% increase in satisfaction with print and electronic collections on the Faculty Library Survey.	Target met. Survey results show a 31% increase in library services satisfaction from FY2017-2018 to FY2019-2020. (Faculty survey was not distributed during FY2018-2019. FY2019-2020's survey is compared to the data from the FY2017-2018 survey. Additionally, FY2017-2018's data pertaining to this assessment method was split between multiple questions and was combined to show the increase.)	Target Met
				The library will achieve a 5% increase in satisfaction with the on-demand book acquisition program on the Faculty Library Survey.	Inconclusive. Faculty survey from FY2019-2020 did not include questions about the purchase-on-demand book program and so no data was gathered.	Inconclusive
	Academic and Student Support - Sponsored Projects and Grant Writing	1.1	Office of Sponsored Projects and Grant Writing (OSP) will increase awareness of university programs and strengths by creating and publicizing events and information that highlights the university's support of obtaining external funding for sponsored project activities that benefit the	OSP will present two workshops for faculty and staff each year. One will be solely focused on the internal MUW process for sponsored projects and will discuss all of the administrative offices involved in the sponsored projects and how they work to assist faculty and staff with achieving their specific goals for their departments' classrooms.	This target was met for 2019- OSP presented two sets of workshops: Budget Building, and Intro to Sponsored Projects.	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	Academic and Student Support - Sponsored Projects and Grant Writing	1.1	faculty, students, and staff.	OSP will present two workshops for faculty and staff each year. One will be solely focused on the internal MUW process for sponsored projects and will discuss all of the administrative offices involved in the sponsored projects and how they work to assist faculty and staff with achieving their specific goals for their departments' classrooms.	This target was met for 2019- OSP presented two sets of workshops: Budget Building, and Intro to Sponsored Projects.	Target Met
				The target is to have the awarded SPARC application produce or supplement an externally funded sponsored project.	This target was met for 2019 with the completion of the SPARC in the Division of Education and Outreach. Melinda Lowe was awarded $750 which she used to help support an existing award.	Target Met
		1.2	OSP will increase awareness of university programs and strengths by creating a user friendly interface that provides sponsored projects resources for all faculty and staff. The presence of robust OSP sites promotes and makes visible the university strengths in offering faculty and students' adequate support to engage in sponsored projects and research activities.	Every three months, the OSP director will review and update the OSP website and content.	The initial target was met with the creation of the new website along with its content and the continuous updates throughout the year.	Target Met
	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.	Homecoming 2020 was canceled due to COVID. The shelter in place ordered was issued a couple of weeks before HC2020 and we were not able to roll our events into a virtual platform with the short notice. However, we are prepared to deliver some events for HC 2021 virtually if we are not allowed to host the event.	Target Not Met
	Administrative Support - University	2.1	Increase strategic placement of	5% increase in advertisements among	$83,835 was spent in 2019-2020 compared to $75,731 in 2018-2019.	Target Met

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	Relations	2.1	advertisements via national, regional and local media outlets, including radio spots, television spots, newspapers, magazines and billboards (budget permitting).	national, regional and local media outlets from the previous fiscal year (budget permitting).	$83,835 was spent in 2019-2020 compared to $75,731 in 2018-2019.	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.	2020 Faculty Satisfaction Survey Results: Strongly Agree - (39/99) 39.39% Agree - (50/99) 50.51% Total - (89/99) 89.90% Disagree - (8/99) 8.08% Strongly Disagree - (0/99) 0% Not Applicable - (2/99) 2.02%	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.	2020 Staff Satisfaction Survey Results: Strongly Agree - (25/74) 33.78% Agree - (43/74) 58.11% Total - (68/74) 91.89% Disagree - (3/74) 4.05% Strongly Disagree - (1/74) 1.35% Not Applicable - (2/74) 2.70%	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) 37 Women's Cross Country – (min) 7 (actual) 9 Men's Soccer – (min) 24 (actual) 25 Softball – (min) 20 (actual) 24 Women's Volleyball – (min) 14 (actual) 18 Men's Cross County- (min) 7 (actual) 7 Women's Soccer- (min) 22 (actual) 26 Women's Basketball- (min) 15 (actual) 15 Men's Basketball- (min) 15 (actual) 24 Men's Golf- (min) 7 (actual) 9 Men's Tennis- (min) 7 (actual) 7 Women's Tennis- (min) 7 (actual) 10 Men's Indoor Track- (min) 10 (actual) 5 Women's Indoor Track- (min) 10 (actual) 5 Men's Outdoor Track- (min) 11 (actual) 5	Target Not Met

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(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	Women's Outdoor Track- (min) 11 (actual) 5	Target Not Met
				Continued achievement of sport sponsorship minimums for contests. Baseball – 25 games Cross Country – 5 events Men's Soccer – 13 games Softball – 24 games Women's Volleyball – 17 matches	For the 2019-20 season all fall and winter sports except men's and women's indoor track and field met the minimum requirements. All springs sports for 2019-20 were affected by COVID 19 and their seasons were cancelled per the NCAA, and the minimum requirements for these cancelled sports were also waived by the NCAA. Baseball – (min) 25 games (played) 11 games *COVID 19 Women's Cross Country –(min) 5 events (played) 5 events Men's Soccer – (min) 13 games (played) 19 games Softball – (min) 24 games (played) 16 games *COVID 19 Women's Volleyball – (min) 17 matches (played) 22 matches Men's Cross Country- (min) 5 events (played) 6 events Women's Soccer- (min) 13 games (played) 18 games Women's Basketball- (min) 18 games (played) 25 games Men's Basketball- (min) 18 games (played) 24 games Men's Golf- (min) 6 contests (played) 7 contests Men's Tennis- (min) 10 contests (played) 8 contest *COVID 19 Women's Tennis- (min) 10 contests (played) 8 contest *COVID 19 Men's Indoor Track- (min) 5 events (played) 4 events Women's Indoor Track- (min) 5 events (played) 4 events Men's Outdoor Track- (min) 6 events (played) 1 event *COVID 19 Women's Outdoor Track- (min) 6 events (played) 1	Target Not Met

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				Continued achievement of sport sponsorship minimums for contests. Baseball – 25 games Cross Country – 5 events Men's Soccer – 13 games Softball – 24 games Women's Volleyball – 17 matches	event *COVID 19	Target Not Met
		1.2	The Department of Athletics will establish sports schedules for each athletics team.	Maintaining required minimum number of dates of competition to meet sport sponsorship requirements. Baseball – 25 games Cross Country – 5 events Men's Soccer – 13 games Softball – 24 games Women's Volleyball – 17 matches	For the 2019-20 season all fall and winter sports except men's and women's indoor track and field met the minimum requirements. All springs sports for 2019-20 were affected by COVID 19 and their seasons were cancelled per the NCAA, and the minimum requirements for these cancelled sports were also waived by the NCAA. Baseball – (min) 25 games (scheduled) 39 (played) 11 games *COVID 19 Women's Cross Country –(min) 5 events (scheduled) 6 (played) 5 events Men's Soccer – (min) 13 games (scheduled) 17 (played) 19 games Softball – (min) 24 games (scheduled) 40 (played) 16 games *COVID 19 Women's Volleyball – (min) 17 matches (scheduled) 22 (played) 22 matches Men's Cross Country- (min) 5 events (scheduled) 6 (played) 6 events Women's Soccer- (min) 13 games (scheduled) 17 (played) 18 games Women's Basketball- (min) 18 games (scheduled) 25 (played) 25 games Men's Basketball- (min) 18 games (scheduled) 24 (played) 24 games Men's Golf- (min) 6 contests (scheduled) 15 (played) 7 contests Men's Tennis- (min) 10 contests (scheduled) 15 (played) 8 contest *COVID 19 Women's Tennis- (min) 10 contests (scheduled) 15 (played) 8 contest *COVID 19 Men's Indoor Track- (min) 5 events (scheduled) 4 (played) 4 events Women's Indoor Track- (min) 5 events (scheduled) 4 (played) 4 events Men's Outdoor Track- (min) 6 events (scheduled)	Target Not 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	10 (played) 1 event *COVID 19 Women's Outdoor Track- (min) 6 events (scheduled) 10 (played) 1 event *COVID 19	Target Not Met
		1.3	The Department of Athletics will increase revenue for sports and athletics' needs, including facility expansion, student athlete programming, and operating costs.	Increase donor participation by 10% each year.	2019 Jul-Dec $19,820.00 40 gifts 17 Donors 2020 Jan-Jun $13,170.00 36 gifts 15 Donors Total for year $32,990.00 76 gifts 28 Donors	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 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 continue their wellness goals after completing the fitness challenge.	Due to COVID-19 we were unable to implement a survey.	Inconclusive
		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.	Due to COVID-19 we were unable to implement a survey.	Inconclusive
	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. One of the greatest programs was "Don't Cancel That Class". Faculty were sent a list of topics on which the Counseling Center staff could present and would present to a class for the faculty if they were to be absent. Orientations – July 9, 2019 ASN Orientation (70 Students and Faculty)	Target Met

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	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.	July 13, 2019 RN – BSN Nursing Orientation (150 Students & Faculty July 16 & 17, 2019 New and Transfer Students (Approximately 70 Students) August 10 & 11, 2019 New and Transfer Students (Approximately 70 Students) July 10, 22019 –Meeting with Baptist Behavioral Health We met with representatives from Baptist Behavioral Health. This meeting was talk about possible continuation of the contract MUW and the Counseling Center has with Baptist. July 14 – Residence Hall Assistants Training Presented on Self-Care for the RAs (30 RAs) July 24, 2019 - OWLS Meeting Introducing the staff of the Counseling Center to faculty and staff. (8 Faculty) July 25, 2019 – Faculty Book Club Discussion of A Faculty Guide to Addressing Disruptive and Dangerous Behavior by Brian Van Brunt & W. Scott Lewis. (5 Faculty) August 14, 2019 - Behind Closed Doors Counseling Center staff assisted Housing in training Residence Hall Assistants by the use of mental health simulations. (30 Students) August 19, 2019 - Understanding Trauma Presentation to Faculty as a part of Fall Faculty Development in conjunction with Family Studies and Public Health. (10 Faculty) August 19, 2019 - Counseling Center Street Carnival for Blues Week All students were invited to this event to introduce students to the Counseling Center services. (This event was rained out but the students helped with getting everything back to the Center. (20 -25 students helped.) August 20, 2019 - What's New in Counseling This presentation for all students and faculty	Target Met

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	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.	presented what was new in the Counseling Center. (250 students and Faculty) August 21, 2019 – Resource Fair This event in conjunction with Student Success Center introduced the Counseling Center and other resources to all students that chose to participate. (Approximately 200) September 4, 2019 – Services Presentation Counseling Center Services Presentation to the Art Department (30 Students and Faculty) September 11, 2019 – Suicide Awareness At table was set up in the Cafeteria Lobby with information available for pick up suicide awareness. (100 students picked up information) September 15, 2019 - Diversity Presentation Housing Resident Assistants (30RAs) September 18, 2019 – Student Government Association President's Council Introduced to the presidents of Student Organizations in the home of University President Nora Miller (25-30 Students & Faculty) September 26, 2019 – Campus Safety Day Counseling Center along with others set up tables to distribute information to Students, Faculty, Staff and Community. (100 partakers) October 1, 2019 – Safe Zone Training The Counseling Center continues to support LGBTQIA+ members of our community by providing and educational program for faculty, staff and students that fosters a safe and civil community. (35 participants) October 9, 2019 – Stomp Out Stigma An event for Students to present the need to Stomp Out Stigma of mental illness. (100) November 8 & 10, 2019 – Mental Health and Religion Presentation to Fellowship of Christian Athletes (12	Target Met

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	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.	Students) February 10, 2020 - Health Relationships A panel presentation on leading healthy relationships in cooperation with Public Health, SGA, and Counseling Center- Fant Library Tiered Classroom 100ish participants February 24, 2020 - National Eating Disorders Week (Day) Information on eating disorders, healthy eating and healthy exercise was available to Students, Faculty, Staff and Community from a display table set up in the Cafeteria lobby. This was in collaboration with Culinary Arts –Project Chew and Stark Recreation Center. (150 + participants) Don't Cancel That Class Presentations September 06, 2019 - Stress Management, Music Therapy Classroom. September 23, 2019 -Stress and Anxiety Presentation 11:00 (30 students) Consumer Behavioral Class September 23, 2019 -Goal Setting - (28 students) Consumer Behavioral Class September 24, 2019 -Stress Management (24 students) Lee Cross Class November 13, 2019 - Self-Care and Anxiety 1st year Honors class (28 Students) Amber Handy November 15, 2019 - Stress Management (12 Students and Faculty) Music Therapy Liz Edgerding November 25, 2019 – Stress Relief (12 Students and Faculty) Music Therapy Liz Edgerding December 02, 2019 – Stress Relief (10 Students and Faculty) Performance Tech Class Susan Hurly Presentations to UN101 and LS Classes (Title III Grant) September 24, 2019 UN 101 Mary Hawkins Class Adjusting to College Life (36 students) September 30, 2019 LS 101 (8 students) Presentation about Counseling Services. October 02, 2019 LS Class Stress Management and Self Care, (20 students) Amy Stockton	Target Met

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	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.	October 15, 2019 UN 101 Stress Management (30 students) January 09, 2020 "At Risk Math Students" 9:00 am Presentation about Counseling Services January 09, 2020 "At Risk Math Students" 11:00am Presentation about Counseling Services	Target Met
		1.2	The Counseling Center will build relationships within the community to ensure that resources are readily available to counseling center staff and students as needed.	Counseling Center staff will build a working relationship by obtaining a partnership with at least 1 program from a community agency.	Target was met. 1. Counseling Center Staff served as host to Walk of Hope August 27, 2019 - Columbus community along with students, staff, and faculty walked a block on campus for Suicide Awareness. (200 participants) 2. Counseling Center Staff hosted National Collegiate Alcohol Awareness day October 22, 2019 "DUI - A Course on Alcohol and Drug Use" with Columbus Community Counseling Prevention Team along with, MUW Health Center, MUW Student Government Association, and MUW Public Health department. Participants were able to use various strengths of "alcohol googles" to tell the golf cart drive where to turn. The participants were introduced to goggles that represented what distortion one's vision would be after drinking a certain amount of alcohol. Other information was handed out. (200 participants) 3. The Counseling Center along with student programming board and honor's college invited various community businesses to present various relaxation devices, methods, and apparatus were set up in the "W" Room for students, faculty, and staff to experiences. (approximately 150-2 participants) 4. The Counseling Center will meet with Baptist Behavioral Health once a semester in order to review the contract they have in place and to discuss programming opportunities.	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 32% increase in overall participation. Year 5 (2019) Spring 2019 = 733 Summer 2019 = 508 Fall 2019 = 1806 Total participation = 3047	Target Met
		1.2	Develop and implement community based health	Overall community/campus health and wellness event	There was a 32% increase in overall participation. Year 5 (2019)	Target Met

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		1.2	and wellness initiatives with an increase in participation in health and wellness related activities both in the community and on campus.	participation will grow by at least 15% from the previous fiscal year.	Spring 2019 = 733 Summer 2019 = 508 Fall 2019 = 1806 Total participation = 3047 The Passport to Wellness grant ended December 2019.	Target Met
	Administrative Support - Plymouth Bluff	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.	Currently, we are trying to update the Facebook page. We are trying to work with FB and get them to delete the old page since we no longer have asset to that password.	Inconclusive
	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 151 incident reports, this is a decrease from 154 the previous year- 1.95% decrease.	Target Not Met
		2.2	The Police Department will make an effort to broaden the communication among outside agencies to promote safety.	The Police Department will maintain open communications through meetings year-round with all of the MOU partners by holding 10 meetings collectively across the agencies.	The MUW PD scheduled monthly meetings with the Columbus Police Department and quarterly meetings with the Lowndes County Sheriff's Department and Columbus Fire and Rescue. Upcoming events, trends and departmental updates were discussed during meetings.	Target 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.	Volleyball- Hosted Team Camp/Play Date (90 participants) and Individual Clinics (62 participants) on Campus Women's Basketball- did not host camp Softball- Hosted Individual Clinic and Youth Clinic on Campus (participant number unknown) Tennis- did not host camp Men's Soccer- did not host camp Cross Country- did not host camp Baseball- did not host camp Men's Basketball- did not host camp Women's Soccer-did not host camp Golf- did not host camp Track & Field- did not host camp	Target Not Met
(SPG 2.c.) 2. Regional Stewardship: The University will promote Regional Stewardship	Academic and Student Support - Outreach and	2.1	Enhance teacher effectiveness in participating K-12 school	The overall score for individuals participating in the Pre/Post LMT	2019-2020 = 782 PLA courses sold (7% decrease) *This number decreased due to: 1) Passport to Wellness grant ended in December	Target Not Met

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through partnerships across campus and the region by: c. Strengthening and expanding K-12 partnerships	Innovation	2.1	districts across the state by providing a comprehensive program of professional development (Professional Learning Academy online courses) to increase content knowledge and instructional practices.	Assessments will have a statistically significant higher score ranging from a .2-.5 to show a growth in content knowledge from the Pre-LMT Assessment to the Post-LMT Assessment.	2019. The grant always paid for a large number of teachers to take health and wellness courses throughout the academic year, and 2) COVID-19 kept teachers busy with remote learning instruction and therefore they did not have the time to commit to taking PLA courses.	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.	2019-2020 = 782 PLA courses sold (7% decrease) *This number decreased due to: 1) Passport to Wellness grant ended in December 2019. The grant always paid for a large number of teachers to take health and wellness courses throughout the academic year, and 2) COVID-19 kept teachers busy with remote learning instruction and therefore they did not have the time to commit to taking PLA courses.	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.	2019-2020 = 782 PLA courses sold (7% decrease) *This number decreased due to: 1) Passport to Wellness grant ended in December 2019. The grant always paid for a large number of teachers to take health and wellness courses throughout the academic year, and 2) COVID-19 kept teachers busy with remote learning instruction and therefore they did not have the time to commit to taking PLA courses.	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.	Fall visits ran from August-December with Spring visits picking up in late January, but after February all campus tours ceased due to Covid-19.	Inconclusive
		1.2	The Office of Admissions will attempt to yield (enroll) more high school students who complete an official MUW campus	60% of enrolled students will complete a campus visit prior to their first day of class.	As of July 14, 2020 out of 500 Freshmen admitted or confirmed only 10% visited campus, this result is was a affected greatly by Covid-19.	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		1.2	visit.	60% of enrolled students will complete a campus visit prior to their first day of class.	As of July 14, 2020 out of 500 Freshmen admitted or confirmed only 10% visited campus, this result is was a affected greatly by Covid-19.	Target Not Met
(SPG 2.e.) 2. Regional Stewardship: The University will promote Regional Stewardship through partnerships across campus and the region by: e. Forging meaningful and engaged partnerships that 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.	The Director of CWRPP retired from the university and due to COVID-19 there were no results available. Therefore, the 2019-2020 assessment results are Inconclusive.	Inconclusive
				100% of students in LDR 250 will practice professional networking at a reception for elected-women officials in the state capital.	The Director of CWRPP retired from the university and due to COVID-19 there were no results available. Therefore, the 2019-2020 assessment results are Inconclusive.	Inconclusive
		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.	The Director of CWRPP retired from the university and due to COVID-19 there were no results available. Therefore, the 2019-2020 assessment results are Inconclusive.	Inconclusive
	Administrative Support - Plymouth Bluff	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 discontinued. No data collected	Inconclusive
				At least 2 LEP meetings will be attended by the Director of Plymouth Bluff each fiscal year.	LEP discontinued. No data collected	Inconclusive
(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 director of CTL left the university and due to COVID-19, the position has not been filled and there were no results available to report. Therefore, this year's 2019-2020 assessment will be marked Inconclusive.	Inconclusive
		2.2	Faculty will be satisfied with their ability to effectively use new instructional technology, both software and	75% of faculty member's self-reported outgoing perceived skill level will be at least one level higher than their self-reported incoming perceived	The director of CTL left the university and due to COVID-19, the position has not been filled and there were no results available to report. Therefore, this year's 2019-2020 assessment will be marked Inconclusive.	Inconclusive

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		2.2	hardware, for face-to-face, online, and hybrid instruction.	skill level on the Instructional Technology Survey.	The director of CTL left the university and due to COVID-19, the position has not been filled and there were no results available to report. Therefore, this year's 2019-2020 assessment will be marked Inconclusive.	Inconclusive
				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.	The director of CTL left the university and due to COVID-19, the position has not been filled and there were no results available to report. Therefore, this year's 2019-2020 assessment will be marked Inconclusive.	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.	Target met. 40 new FAQs (32 published, 8 unpublished) were created in FY2019-2020. See related documents.	Target Met
				The library will produce five guides per year.	Target met. 33 new guides (18 published, 10 private, and 5 unpublished) were created in FY2019-2020. These include course-level, subject-level, and internal use 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.	Inconclusive. Faculty survey from FY2019-2020 did not include questions about website satisfaction and so no data was gathered.	Inconclusive
				Usage of this synchronous virtual reference system will grow by 5% per year.	Target met. The library had 367 (31% increase) virtual reference transactions and 259 (43% increase) chat transactions in FY2019-2020. See related documents.	Target Met
(SPG 3.b.) 3. 21st Century: The University will foster a 21st Century learning environment by:	Academic and Student Support - Housing and Residence Life	2.1	The Office of Housing and Residence Life will increase the average satisfaction rating of	Increase the satisfaction mean to 5.6 on a scale of 1-7 (with 7 being "very satisfied") will be achieved on the	Due to COVID-19, this survey was not administered to our residents because residents were strongly encouraged to move out before the end of the semester, which is when the survey is	Inconclusive

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
b. Broadening educational opportunities and programs for the diverse student body	Academic and Student Support - Housing and Residence Life	2.1	programs/activities sponsored by our staff regarding social/educational/cultural programs conducted in the residence halls.	ACUHO-I/Benchmarks Resident Assessment survey regarding the social/educational/cultural programs conducted in the residence halls.	administered. However, before residents moved out, our resident advisors offered the several programs. Here is a sample list:	Inconclusive
		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.	Due to COVID-19, this survey was not administered to our residents because residents were strongly encouraged to move out before the end of the semester, which is when the survey is administered.	Inconclusive
	Academic and Student Support - Student Life	2.1	Student Life will increase educational opportunities through community service projects.	Four community service events/initiatives will be provided through Student Life each Fiscal Year.	Student Life provided at least eleven community service events/initiatives for students to gain community service hours. However, due to staff changes and transitions, the number of service hours was not analyzed.	Inconclusive
		2.2	Student Life will increase awareness of diverse and underrepresented populations through educational events.	85% of students participating in the Diversity Programming Survey will either agree or strongly agree that they have an increase cultural knowledge of diversity as a result of the diversity/educational programs.	25 participants attended the MLK Diversity event. 22 participants completed a survey. Of the 22 participants surveyed, 100% agreed that they have an increased knowledge by participating in the event.	Target Met
	Academic and Student Support - Study Abroad	1.1	The Study Abroad program will encourage faculty in lesser represented study abroad areas to submit proposals to offer study abroad programs.	Study Abroad will receive a minimum of 1 proposal for study abroad programs from faculty.	We received a proposal from the Departments of English and Science to offer a study away program in Arizona. These are both lesser represented areas with regards to study abroad.	Target Met
		1.2	The Study Abroad program will increase the number of first generation students who participate in summer/semester/year-long study abroad programs.	15% of the students studying abroad who participated in the Post Study Abroad Survey will be first generation study abroad students.	Unfortunately, all programs for study abroad were cancelled during the 2020 semester due to Covid 19. A study away program traveled to Arizona but the study away programs are not included for purposes of this data collection. Due to Covid 19 all study abroad programs were cancelled for the spring and summer. Study Away	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		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.	programs are not included in this data since it is a week long program and does not meet the specifications listed above.	Target Not 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.	The coordinator was working on securing a partnership with the Culinary Arts programs at MUW and the University of Alicante. In the summer of 2019, the coordinator met with the head of the International Student Office at the University of Alicante to begin negotiations to create such a partnership. During the fall 2019 semester, the coordinator met with the interim dean of the College of Professional studies and the head of the Culinary Arts program to give them information and possibilities of creating such a program. I shared the information I received during the meeting and gave them the program director's contact information for further discussion.

The coordinator was to attend a conference (CCSI-College Consortium for International Studies) in New Orleans where she would have been able to discuss possible international partnerships but this conference was cancelled due to Covid 19. | Target Not 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 since the study abroad programs for the summer of 2020 were canceled due to Covid 19.	Target Not 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.	With our current talent management system, there isn't a good method for evaluating data from diverse hires' applications to calculate the percentage. However, based on the method we used, it was about 25%.	Target Not Met
(SPG 3.e.) 3. 21st Century: The University will foster a 21st Century learning environment by: e. Cultivating communities to	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	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.	The director of CTL left the university and due to COVID-19, the position has not been filled and there were no results available to report. Therefore, this year's 2019-2020 assessment will be marked Inconclusive.	Inconclusive

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
create opportunities for academic engagement	Academic and Student Support - Center for Teaching and Learning	1.1	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.	The director of CTL left the university and due to COVID-19, the position has not been filled and there were no results available to report. Therefore, this year's 2019-2020 assessment will be marked Inconclusive.	Inconclusive
				At least 45 individual consultations on any aspect of teaching or instructional technology will be scheduled and completed annually.	The director of CTL left the university and due to COVID-19, the position has not been filled and there were no results available to report. Therefore, this year's 2019-2020 assessment will be marked Inconclusive.	Inconclusive
		1.2	Faculty will feel that their professional development needs for technology use are being met by the Kossen Center's offerings.	65% of Faculty Satisfaction Survey participants will "strongly agree" or "agree" that "I have access to the software I need to be an effective instructor."	2020 Faculty Satisfaction Survey Results: Strongly Agree - (27/101) 26.73% Agree - (51/101) 50.50% Total - (78/101) 77.23% Disagree - (16/101) 15.84% Strongly Disagree - (4/101) 3.96% Not Applicable - (3/101) 2.97%	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."	2020 Faculty Satisfaction Survey Results: Strongly Agree - (28/101) 27.72% Agree - (58/101) 57.43% Total - (86/101) 85.15% Disagree - (8/101) 7.92% Strongly Disagree - (1/101) 0.99% Not Applicable - (6/101) 5.94%	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:"	2020 Faculty Satisfaction Survey Results Mastery - (14/101) 13.86% Acceptable - (71/101) 70.30% Total - (85/101) 84.16% Emerging - (14/101) 13.86% Below What I Would Like It To Be - (2/101) 1.98%	Target Met
				The average faculty score on the implementation question on the randomly selected annual Follow-up Survey will be 3.5 out of 5.	The director of CTL left the university and due to COVID-19, the position has not been filled and there were no results available to report. Therefore, this year's 2019-2020 assessment will be marked Inconclusive.	Inconclusive
(SPG 3.e.) 3. 21st Century: The University will foster a 21st	Academic and Student Support -	2.1	The Student Success Center will promote	60% of students enrolled in the Academic Support Lab (LS	A total of 31 students were concurrently enrolled in the Academic Support Lab (LS 101) course and	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
Century learning environment by: e. Cultivating communities to create opportunities for academic engagement	Student Success Center	2.1	academic engagement and success among students placed in two or more intermediate courses.	101) and Intermediate Algebra (MA 100) courses will receive a grade of "C" or higher in Intermediate Algebra.	the Intermediate Math (MA 100) course in the fall 2019 semester. Of these 31 students, 17 (54.8%) passed MA 100 with a "C" or better. The MA 100 grades for the cohort were as follows: A (5), B (6), C (6), D (4), F (7), WP (3).	Target Not 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.	Due to COVID-19 we were unable to implement the Employee Evaluation survey.	Inconclusive
		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.	Due to COVID-19 we were unable to implement the Spring Employee Evaluation survey.	Inconclusive
	Academic and Student Support - Counseling Services	2.1	The Counseling Center will increase awareness among students regarding the Counseling Center and the services provided.	80% of Graduation Survey participants will state that they were aware of the Counseling Center and the services provided.	No data collected, because new outcome was not created.	Inconclusive
		2.2	The Counseling Center will provide satisfactory services to students that utilize the services provided by the center.	75% of the Graduation Survey participants will select "excellent" or "good" indicating effectiveness of the counseling services.	2019-2020 Graduation Survey Results: Excellent - (363/773) 46.96% - Last Year 43.78% Good - (187/773) 24.19% - Last Year 27.21% Total - (550/773) 71.15% - Last Year 70.99% Fair - (40/773) - 5.17% Poor - (5/773) - 0.65 Not Applicable - (178/773) - 23.03%	Target Not Met
	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 2019-2020 assessment, 62 students participated in the fall workshop and 47 completed the survey. Of the total respondents, 97% either agreed or strongly agreed to the statement measuring their perceived understanding of the hazing prevention statement. 85% strongly agreed and 12.7% agreed	Target Met
		1.2	Student Life will increase the Leadership Program students' understanding	85% of Leadership Program students participating in the Program Exit Survey will rate	Due to the interruption caused by Covid-19, the survey was not administered.	Inconclusive

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		1.2	of self and others through leadership programming opportunities.	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.	Due to the interruption caused by Covid-19, the survey was not administered.	Inconclusive
				85% of students participating in the Leadership Programming Surveys will either agree or strongly agree to have an increased understanding of others.	Due to the interruption caused by Covid-19, collective results were not gathered to analyze.	Target Not 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.	Employee A: 3 Employee B: 3 Employee C: 7 Employee D: 3 Employee E: 5	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: 0 Employee B: 1 Employee C: 0 Employee D: 0 Employee E: 2	Target Met
	Administrative Support - Human Resources	2.1	Human Resources will ensure that all regular, benefits-eligible, temporary and adjunct employees are provided with access to Code of Conduct training.	100% of current employees will be provided with access to Code of Conduct training.	HR is now in the process of reviewing vendors and demonstrations for Code of Conduct training. There was no Code of Conduct training for employees in FY 20.	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.	HR is currently reviewing new learning management systems that offer various types of training for employees, including Title IX. The LMS will track the completion of training for current employees.	Inconclusive
				100% of new employees will be provided with access to Title IX training upon hire.	HR is now in the process of reviewing vendors and demonstrations for Title IX training. There was no Title IX training for employees in FY 20.	Inconclusive
	Administrative	1.1	The Police Department	5% increase in	In 2019-2020, The MUW PD was able to provided	Target Not

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	Support - Police Department	1.1	will promote awareness of its employees and responsibilities throughout the university.	interactions/meetings with student organizations (including Student Government Association) from the previous year.	departmental updates and a variety of safety information to the campus community. The PD met with or presented to 15 different groups on campus. The total number of meetings and presentations is a 31.8% decrease from the previous year. The decrease is a result of a shortened in person Spring 2020 semester	Met
		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 3 formal complaints in 2019-2020. The PD received no formal complaints the previous year.	Target Not 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 - 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.	Due to transitioning of duties from the dissolution of the Dean of Students Office, no data was collected this fiscal year.	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.	2019-2020 Graduation Survey Results: Yes - (684/767) 89.18% No - (83/767) 10.82%	Target Met
				75% of Graduation Survey participants will state that they were aware of what Title IX means.	2019-2020 Graduation Survey Results: Yes - (688/771) 89.23% No - (83/771) 10.77%	Target Met
				75% of Graduation Survey participants will state that they were aware that MUW has a sexual misconduct policy.	2019-2020 Graduation Survey Results: Yes - (759/769) 98.70% No - (10/769) 1.30%	Target Met
		1.3	The Office of Dean of Students will make an effort to increase awareness among staff	85% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the	2020 Staff Satisfaction Survey Results: Strongly Agree - (34/73) 46.58% Agree - (37/73) 50.68% Total - (71/73) 97.26%	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		1.3	regarding the University's sexual misconduct (Title IX) policy.	University has a designated person to coordinate the University's efforts to eliminate sexual misconduct on campus.	Disagree - (1/73) 1.37% Strongly Disagree - (0/73) 0% Not Applicable - (1/73) 1.37%	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.	2020 Staff Satisfaction Survey Results: Strongly Agree - (36/72) 50.00% Agree - (35/72) 48.61% Total - (71/72) 98.61% Disagree - (0/72) 0% Strongly Disagree - (0/72) 0% Not Applicable - (1/72) 1.39%	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.	2020 Staff Satisfaction Survey Results: Strongly Agree - (35/73) 47.95% Agree - (36/73) 49.32% Total - (71/73) 97.27% Disagree - (1/73) 1.37% Strongly Disagree - (0/73) 0% Not Applicable - (1/73) 1.37%	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.	2020 Staff Satisfaction Survey Results: Strongly Agree - (36/73) 49.32% Agree - (36/73) 49.32% Total - (72/73) 98.64% Disagree - (0/73) 0% Strongly Disagree - (0/73) 0% Not Applicable - (1/73) 1.37%	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.	2020 Faculty Satisfaction Survey Results: Strongly Agree - (60/101) 59.41% Agree - (37/101) 36.63% Total - (97/101) 96.04% Disagree - (1/101) 0.99% Strongly Disagree - (1/101) 0.99% Not Applicable - (2/101) 1.98%	Target Met
				85% of Faculty Satisfaction survey participants will "strongly agree" or "agree"	2020 Faculty Satisfaction Survey Results: Strongly Agree - (66/100) 66.00% Agree - (33/100) 33.00%	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
				that they are aware that the University has a policy that prohibits sexual misconduct.	Total - (99/100) 99.00% Disagree - (0/100) 0% Strongly Disagree - (0/100) 0% Not Applicable - (1/100) 1.00%	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.	2020 Faculty Satisfaction Survey Results: Strongly Agree - (66/101) 65.35% Agree - (32/101) 31.68% Total - (98/101) 97.03% Disagree - (1/101) 0.99% Strongly Disagree - (/101) 0% Not Applicable - (2/101) 1.98%	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.	2020 Faculty Satisfaction Survey Results: Strongly Agree - (68/100) 68.00% Agree - (31/100) 31.00% Total - (99/100) 99.00% Disagree - (0/100) 0% Strongly Disagree - (0/100) 0% Not Applicable - (1/100) 1.00%	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.	Due to COVID-19 we were unable to implement the survey.	Inconclusive
	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.	50% of New Freshmen living on campus will return to live on campus Fall semester of their Sophomore year.	There were 145 new freshmen in Fall 2018, 62 of them returned for their sophomore year to live on campus. 42.76% of Fall '18 students were retained for Fall '19.	Target Not Met
		1.2	The Office of Housing and Residence Life will increase the number of Returning Students living on campus each academic year.	35% of Sophomores living on campus will return to live on campus Fall semester of their Junior year.	There were 100 Sophomores living on campus in Fall 2018, 33 of those students returned to live on campus for their Junior year in Fall 2019, giving us a 33% retention rate for Sophomores of FY18.	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	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."	2019-2020 Graduation Survey Results: Excellent - (392/766) - 51.17% Good - (291/766) - 37.99% Total - (683/766) - 89.16% Fair - (71/766) - 9.27% Poor - (12/766) - 1.57%	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 Registrar's Office did not add any new forms this year. However, we have begun the implementation of Degree Works with other offices on campus.	Target Met
	Academic and Student Support - Sponsored Projects and Grant Writing	2.1	OSP will enhance business processes by utilizing a program that allows faculty and staff to create interest profiles which in turn provides funding continuous lists of funding opportunities based on their areas of interest.	The target for continued subscription will be eight new faculty or staff profiles per year.	Currently OSP is aware of 6 accounts that were created based on notification. However, we are aware that several faculty have accessed the account but we need their input to know if they created an account. OSP is only notified in that way, if the member lists the OSP director's email as the contact for opportunity notifications.	Target Not Met
		2.2	OSP will enhance business processes by creating a system to properly track and report submitted applications and awards received. By tracking trends in awarded proposals, OSP can assist the university in a plan to solicit those agencies and opportunities that are most likely to result in funding for the institution.	Any proposal submission and award activity above the previous year is desired, but we will aim specifically for a 20 proposal submissions to external funding agencies each year.	20 proposal submissions were completed to external funding agencies this past year.	Target Met
	Administrative Support - Human Resources	3.1	Human Resources will continue to seek ways to provide the most efficient use of resources and time for biweekly payroll processes.	Biweekly payroll processing time will be no more than 2.5 days on average throughout the fiscal year.	It takes 2.5 days to process biweekly payroll. There was a 10% increase in benefits eligible employees on the biweekly payroll. This is due in part to (1) FLSA changes which increased the salary threshold for exempt employees and (2) when non-exempt monthly-paid employees depart, those positions are moved from monthly to biweekly payroll. During COVID-19 when student workers were not	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	Administrative Support - Human Resources	3.1	Human Resources will continue to seek ways to provide the most efficient use of resources and time for biweekly payroll processes.	Biweekly payroll processing time will be no more than 2.5 days on average throughout the fiscal year.	on campus, we realized the most time consuming part of payroll is processing and verifying student time logs due to the amount of errors. The processing time without student workers has been 1.5 days. In an effort to be more efficient, the Payroll Accounting Assistant is creating a time entry time sheet for student workers that should reduce the number of errors. Departments will be testing the student time log when student workers return and it will be phased in to all departments during the fiscal year.	Target Met
	Administrative Support - Information Systems	1.1	Deliver information technology products and services that meet the needs of the university to achieve a high level of customer satisfaction.	80% of staff participating in the Faculty/Staff Technology Survey will give an overall satisfied rating for the Information Systems department.	The Faculty/Staff Technology Survey ran from March 4 through March 18, 2020. Of the 347 enrollments, 221 responded to the survey - 63.69% participation rate (Last Year: 56.12%) Faculty - (127/220) 57.73% - Last Year: 56.17% Staff - (93/220) 42.27% - Last Year: 43.83% "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 - (114/217) 52.53% Satisfied - (72/217) 33.18% Total - (186/217) 85.71% - Last Year: 91.41% Neutral - (25/217) 11.52% Dissatisfied - (5/217) 2.30% Very Dissatisfied - (1/217) 0.46%	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 provided a collaborative Banner 9 training session along with the Registrar's office as a part of the university's convocation.	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 - 10, 2019.	Target Met
	Administrative Support - Institutional	2.1	Institutional Research and Assessment will	30% overall response rate for the annual Staff Satisfaction	January-February 2020: There were 74 respondents from the 205 staff who received the	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	Research and Assessment	2.1	provide information to enhance university business processes among staff.	Survey.	on-line survey. This resulted in a 36.1% response rate. This exceeded our target rate of 30%. This 36% participation rate is down 10% from last year's results.	Target Met
		2.2	Institutional Research and Assessment will provide information to enhance university business processes among faculty.	50% overall response rate for the annual Faculty Satisfaction Survey.	January-February 2020: There were 101 respondents from the 152 faculty who received the on-line survey. This resulted in a 66.45% response rate. This exceeded our target rate of 25%. This 66% participation rate is up from last year's 65%.	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%.	Met per completion ratio of work orders	Target Met
		1.2	Food Service will increase catering and door sales.	Catering and Door Sales will increase by 8% from the fiscal year.	Due to COVID - 19, all sales were down significantly and not comparable to prior years.	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.	Due to COVID-19, In store sales down significantly and not comparable to prior fiscal years	Inconclusive
	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 increased training by 20 employees.	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%.	No data collected.	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 49 out of 49 (100%) accounts deactivated.	Target Met
		1.2	Systems & Network will	Consistent bandwidth values	Based on In/Out Traffic Utilization analysis of	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		1.2	evaluate and optimize Internet bandwidth to support advancing business processes and the campus infrastructure.	less than 50% of total available Internet circuit bandwidth throughout the fiscal year.	bandwidth transmitted between 01/01/2020-06/30/2020, 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.	No group budget training sessions were held this year, however, 2 individual training sessions were conducted. No group budget training sessions were held due to the fact that we had very few new budget managers and administrative assistants, most had been through budget training before Those who had not been through training in the past requested individual training.	Target Not Met
		1.2	Provide training on the University's Travel Policy and Procedures to ensure that State Travel Policies are being followed and reimbursement requests are not delayed due to improper submission.	90% of the survey participants will have a clear understanding of the University's Travel Policy and Procedures.	Target was not met because data collection did not occur.	Target Not Met
		1.3	Reduce the number of outstanding purchase orders that roll over at the end of each fiscal year.	The dollar values of purchase orders will be 3% less than the dollar values from the previous fiscal year.	Comparing FY19 to FY18, the target has not been met. Information for FY20 is already available, however, the results will not be reported until next year. FY 18 $376,478.21 FY19 $174,074.76 [less]	Target 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 - 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 Registrar's Office chose a random sample of 212 audits, 80% were error free.	Target Not Met
		2.2	The Office of the Registrar staff will attend	80% of students participating in the Registrar Student	There were no surveys completed for this time period.	Inconclusive

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		2.2	conferences and/or webinars throughout the year to improve customer interaction.	Satisfaction Survey will agree or strongly agree that their interaction with the Office of the Registrar staff was prompt and courteous.	There were no surveys completed for this time period.	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.	2020 Faculty Satisfaction Survey Results: Strongly Agree - (39/101) 38.61% Agree - (53/101) 52.48% Total - (92/101) 91.09% Disagree - (7/101) 6.93% Strongly Disagree - (0/101) 0% Not Applicable - (2/101) 1.98%	Target Met
	Academic and Student Support - Sexual Misconduct & Title IX	2.1	The Behavioral Intervention Team (BIT) will increase awareness among the staff regarding the team and reporting measures in order to strengthen reporting of student behaviors in which the team can intervene and work to retain the student.	90% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a Behavioral Intervention Team (BIT).	2020 Staff Satisfaction Survey Results: Strongly Agree - (28/74) 37.84% Agree - (35/74) 47.30% Total - (78/85) 85.14% Disagree - (8/74) 10.81% Strongly Disagree - (1/74) 1.35% Not Applicable - (2/74) 2.70%	Target Not 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).	2020 Faculty Satisfaction Survey Results: Strongly Agree - (55/100) 55.00% Agree - (41/100) 41.00% Total - (96/100) 96.00% Disagree - (1/100) 1.00% Strongly Disagree - (0/100) 0% Not Applicable - (3/100) 3.00%	Target Met
	Academic and Student Support - Student Success Center	3.1	The Student Success Center will provide access to course-based academic support services.	40% of students enrolled in the Academic Recovery course (UN098) will return to good academic standing after completion of the program.	77 students enrolled in Academic Recovery courses (UN 098) during the 2019-20 academic year. Of those students, 31 (40.2%) returned to good academic standing after completion of the program. Of the remaining students, 18 (23.4%) were placed on continuing probation, 24 (31.2%) were placed on suspension and 4 (5.2%) withdrew from the university.	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
				70% of students participating in 5 or more tutoring services will receive a grade of "C" or higher in the designated course.	84% of students participating in 5 or more tutoring sessions received a grade of "C" or higher for the 2019-20 academic year. 25 students participated in 5 or more sessions, with 21 receiving a a grade of "C" or higher. The grades for students in the cohort are as follows: A (7), B (6), C (8), D (2), WP (2)	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.	Data for this measure is unavailable due to a staffing vacancy.	Inconclusive
		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."	The survey this year was posted as a link on the Canvas LMS Dashboard for students to click on voluntarily to complete the survey. There were 146 participants. Very Good - (96/146) 63.70% Good - (28/146) 19.18% Total - (124/146) 82.88% - Last Year 84.96% Acceptable - (14/146) 9.59% Poor - (5/146) 3.42% Very Poor - (6/146) 4.11%	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 2020. Of the 2695 enrollments, 1328 responded to the survey - 49.28% participation rate (last year's participation rate: 68.75%). 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 - (340/831) = 40.91% Satisfied - (269/831) = 32.37% Total - (609/831) = 73.28% - Last Year: 70.72 Canvas Very Satisfied - (582/1294) = 44.98% Satisfied - (530/1294) = 40.96%	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.	Total - (1112/1294) = 85.94% - Last Year: 85.44 Portal W Connect Very Satisfied - (504/1261) = 39.97% Satisfied - (495/1261) = 39.25% Total - (999/1261) = 79.22% - Last Year: 78.76 Banner Web Very Satisfied - (518/1269) = 40.82% Satisfied - (499/1269) = 39.32% Total - (1017/1269) = 80.14% - Last Year: 78.37 Support Provided Very Satisfied - (453/1232) 36.77% Satisfied - (482/1232) 39.12% Total - (935/1232) 75.89% - Last Year: 76.48 Total Overall Satisfaction Average - (73.28+85.94+79.22+80.14+75.89)/5 = 78.89% Last Year: 77.95%	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.	70% overall response rate for the annual Graduation Survey.	7/2020 - The survey was administered to students who graduated in the Summer 2019, Fall 2019, and Spring 2020 semesters. There were 805 respondents from the 970 students who received the on-line survey. This resulted in a 82.99% response rate. This exceeded our target rate of 65%. The 83% participation rate this year is up from last year's 78%.	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.	Assessment Plans and Results 3-Year PIE Review Process - Employee B to PIE Council in August 2019 Graduation Survey 2018-2019 Results - Employee B to PIE Council in November 2019 Census Date Update - Employee A to PIE Council in November 2019 Enrollment Report - Employee A to PIE Council in April 2020 Faculty & Staff Satisfaction Survey Report - Didn't occur due to SACS 5th Year Reporting Process and Covid-19 disruptions Staff Satisfaction Survey Report - Didn't occur since the report wasn't presented to PIE due to Covid-19 disruptions	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	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.	Student surveys did show some dissatisfaction with the food service. More brand stores (chick-fi-la, etc.) More variety 70.83% Fair or Better per survey	Target Not Met
		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.	Survey was not provided this year	Target Not Met
		2.3	Food Service and Facilities Management will enhance their safety practices.	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.	Passed food safety audit score	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.	2019-2020 Graduation Survey Results: Excellent - (275/775) - 35.48% Good - (185/775) - 23.87% Total - (460/775) - 59.35% Fair - (89/775) - 11.48% Poor - (42/775) - 5.42% Not Applicable - (184/775) - 23.74%	Target Met
	Administrative Support - Resources Management	2.1	Ensure that all student packages are delivered in a timely manner.	Deliver 95% of the packages on time.	We completed a university wide audit and was able to account for all assets.	Target Met
		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 is now in charge of all training related to student organizations.	Inconclusive
	Administrative Support - Systems and Network	2.1	Systems & Network will look for possible ways to provide high levels of student satisfaction.	75% of students participating in the Student Technology Survey will give an overall satisfied rating with the services offered through the Systems & Network department.	The Student Technology Survey was released in March 2020. Of the 2695 enrollments, 1328 responded to the survey - 49.28% participation rate (last year's participation rate: 68.75%). This drop in participation is likely due to the disruption of classes and the extension of Spring Break in response to Covid-19. 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	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.	Internet/WiFi, those students' responses that were "Not Applicable" were taken out of the total number of responses amount. Systems & Networks analyzed a Student Technology survey to determine satisfaction levels in respective areas of IT. Individual category and overall satisfaction ratings are below: Office 365: Very Satisfied (533/1140) 46.75% Satisfied (388/1140) 34.04% Satisfaction Rating (921/1140) 80.79% - Last Year: 80.64 GoogleDocs: Very Satisfied (513/1147) 44.73% Satisfied (396/1147) 34.53% Satisfaction Rating (909/1147) 79.26% - Last Year: 79.06 Portal: Very Satisfied (504/1261) 39.97% Satisfied (495/1261) 39.25% Satisfaction Rating (999/1261) 79.22% - Last Year: 78.76 Internet/WiFi: Very Satisfied (307/976) 31.45% Satisfied (292/976) 29.92% Satisfaction Rating (599/976) 61.37% - Last Year: 62.38 Tech Support: Very Satisfied (299/725) 41.24% Satisfied (199/725) 27.45% Satisfaction Rating (498/725) 68.69% - Last Year: 65.89 Overall Satisfaction Rating (80.79+79.26+79.22+61.37+68.69)/5 = 73.87% Last Year: 73.35%	Target Not Met
	Administrative Support - University Accounting	2.1	Reduce the time it takes to process a Request for Reversal of Fees with a	At least 85% of the Reversal for Fees Request will be processed in 5 business days	Target was not met because data collection did not occur.	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	Administrative Support - University Accounting	2.1	Request for Reversal of Fees Form to streamline the process.	or less.	Target was not met because data collection did not 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.	Baseball- had 9 in the Fall 2019 and 2 in Spring 2020 Softball- had 4 in the Fall 2019 and 2 in Spring 2020 Men's Soccer- had 5 in the Fall 2019 and 4 in the Spring 2020 Volleyball- had 7 in the Fall 2019 and 1 in the Spring 2020 Women's Cross Country- had 4 in the Fall 2019 and 0 in the Spring 2020 Men's Cross Country- had 2 in the Fall 2019 and 0 in the Spring 2020 Women's Tennis- had 0 in the Fall 2019 and 0 in the Spring 2020 Men's Tennis- had 2 in the Fall 2019 and 0 in the Spring 2020 Men's Golf- had 3 in the Fall 2019 and 1 in the Spring 2020 Women's Soccer- had 4 in the Fall 2019 and 3 in the Spring 2020 Men's Basketball- had 18 in the Fall 2019 and 8 in the Spring 2020 Women's Basketball- had 1 in the Fall 2019 and 4 in the Spring 2020 Men's Track- had 1 in the Fall 2019 and 1 in the Spring 2020 Women's Track- had 1 in the Fall 2019 and 0 in the Spring 2020 Total in Fall 2019- 61 Total in Spring 2019- 26 Reduced participants by 57.38%	Target Met
				Maintain a Student-Athlete Retention at 70% or higher	FA19 (# of student-athletes to start the semester) SP20 (# of student-athletes to end the semester) Baseball – FA19 - 42, SP20 - 37 Women's Cross Country – FA19 - 10, SP20 - 9 Men's Cross Country- FA19 - 7, SP20 - 5 Men's Soccer – FA19 - 23, SP20 - 18 Softball – FA19 - 27, SP20 - 24 Volleyball – FA19 - 18, SP20 - 16 Men's Basketball - FA 19 - 23, SP20 - 21 Women's Basketball - FA19 - 15, SP20 - 10	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
				Maintain a Student-Athlete Retention at 70% or higher	Men's Golf - FA19 - 9, SP20 - 6 Women's Tennis- FA19 - 9, SP20 - 8 Men's Tennis- FA19 - 8, SP20 - 8 Women's Soccer- FA19 - 29, SP20 - 25 (1 graduated FA19) Men's Track- FA19 - 8 , SP20 - 5 Women's Track- FA19 - 8, SP20 - 5 Total FA19 - 236, SP 20 - 197 (1 graduated FA19) 83% Retention	Target 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 2019 freshman numbers are: 174/498--34% of admitted freshman students; 38/152--25% 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. (07/14/2020)	Target Met
				1% growth rate in male transfer students over a two-year period.	Fall 2019 final numbers were: 221/1750 12% of admitted transfer students; 115/759--15% of enrolled transfer students We saw a slight decrease from previous year. (07/14/2020	Target Not 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 2019 Final Numbers: Mississippi Students: 695 (92%) Contiguous States: 48 (1%) Other States: 10 (1%) International: 1 (0.02%) Total: 753	Target Not Met
				1% growth rate in out-of-state contiguous freshmen students over a two-year period.	Fall 2019 Final Numbers: Mississippi Students: 137 (78%) Contiguous States: 34 (19%) Other States: 3 (2%) International: 1(1%) Total: 175	Target Not Met
(SPG 4.c.) 4. Completion: The University will cultivate a comprehensive approach that enhances retention, Completion and student success by: c. Providing resources to assist	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.	19.2% of students on warning returned to good SAP standing within one semester.	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
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.	19.2% of students on warning returned to 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.	2019-2020 Graduation Survey Yes - (682/767) 88.92% No - (85/767) 11.08%	Target Met