Non-Academic SPG Report with Results 2020-2021

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.	FOR FY 2021, total number of donors was 2637 which was up 1.15% over FY2020. For FY 2021, total number of gifts was 7955 which was up 1.5% over FY 2020.	Target Met
				Increase the number of donor contacts and therefore donor meetings by 25% from the previous fiscal year.	Phone calls- 74 Meetings-25 Mailings-254 Email-41 Task/other-6 Email blasts-178 Total-578	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 16 chapters and we did not add a new chapter this year. We have 50 constituent/ affinity groups.	Target Met
				Increase the number of alumni followers on social media by sharing University updates and Alumni updates by fifty followers each year.	FISCAL YEAR 2021 SOCIAL MEDIA FOLLOWERS REPORT Development and Alumni Social Media Facebook page likes 7/1/2020 to 6/30/2021: 1,920 to 1,957 (+37) Twitter followers 7/1/2020 to 6/30/2021: 716 to 724 (+8) Instagram followers 7/1/2020 to 6/30/2021: 480 to 561 (+81) TOTAL FOLLOWERS 7/1/2020 to 6/30/2021: 3,116 to 3,242 (+126) Alumni Association Social Media	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.	Facebook page likes 7/1/2020 to 6/30/2021: 2,555 to 2,656 (+101) Twitter followers 7/1/2020 to 6/30/2021: 964 to 969 (+5) Instagram followers 7/1/2020 to 6/30/2021: 571 to 650 (+79) TOTAL FOLLOWERS 7/1/2020 to 6/30/2021: 4,090 to 4,275 (+185)	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.	FY 2021 Graduation Survey results: YES- 47.41% NO- 52.59%	Target Not Met
	Administrative Support - University Relations	1.1	Increase web traffic to the university's homepage and social media accounts by developing web/digital presence (via announcements, web/press releases, videos) that encourage interaction with students, faculty, staff and alumni.	10% increase in web traffic from the previous fiscal year.	Web Page Views -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 +14.4 percent, Twitter +43.7%, Instagram -11.1 percent, and LinkedIn +67 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 isn't scheduled to take place again until Spring 2022. Will report results then.	Inconclusive

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(SPG 1.d.) 1. Advancement Excellence: The University will cultivate a culture of Advancement Excellence to strengthen engagement among its constituencies by: d. Increasing awareness of university programs and strengths	Academic and Student Support - Center for Women's Research and Public Policy	1.1	Newly trained student interviewers involved in the Women's Oral Histories project will complete interviews of an MUW alumnae to be added to the University Archives. In the process, students will learn about multigenerational women's accomplishments and challenges.	Student mentors will instruct 5 new trainees to produce acceptable Women's Oral Histories interviews.	Due to COVID-19 no assessment was completed in 2020-2021.	Inconclusive
	Academic and Student Support - Library	1.1	The library will work to improve faculty awareness and satisfaction with the library's services, including Interlibrary Loan, Virtual and In-Person Reference, and Information Literacy Instruction.	The library will expect a 5% increase in overall satisfaction with the library's services on the Faculty Library Survey.	Faculty survey was not distributed during the FY-20-21 year, and no new data was collected.	Inconclusive
		1.2	The library will work to improve faculty awareness and satisfaction with the library's resources, including electronic and print collections.	The library will achieve a 5% increase in awareness of the purchase on demand program, until 100% is achieved, on the Faculty Library Survey.	Faculty survey was not distributed during the FY-20-21 year, and no new data was collected.	Inconclusive
				The library will achieve a 5% increase in satisfaction with print and electronic collections on the Faculty Library Survey.	Faculty survey was not distributed during the FY-20-21 year, and no new data was collected.	Inconclusive
				The library will achieve a 5% increase in satisfaction with the on-demand book acquisition program on the Faculty Library Survey.	Faculty survey was not distributed during the FY-20-21 year, and no new data was collected.	Inconclusive
	Administrative Support - Development and Alumni	4.1	The Office of Development and Alumni will increase the number of participants at	The number of Homecoming participants will increase by 5% from the previous year.	HC 2021 in April was postponed until August 2021. The alumni expressed no interest in participating in a virtual HC so it was decided to postpone until August 21.	Inconclusive

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	Administrative Support - Development and Alumni	4.1	Homecoming each Spring.	The number of Homecoming participants will increase by 5% from the previous year.	HC 2021 in April was postponed until August 2021. The alumni expressed no interest in participating in a virtual HC so it was decided to postpone until August 21.	Inconclusive
	Administrative Support - University Relations	2.1	Increase strategic placement of advertisements via national, regional and local media outlets, including radio spots, television spots, newspapers, magazines and billboards (budget permitting).	5% increase in advertisements among national, regional and local media outlets from the previous fiscal year (budget permitting).	There was a decrease in the amount of advertising dollars spent via national, regional and local outlets, including radio spots, newspapers, magazines, billboards and social media platforms. $60,309 was spent in 2020-21 compared to $83,835 spent in 2019-2020. in 2020-19. UR was also in need of new video and camera equipment. A decision was made to reallocate some of the marketing funds for new equipment. $9,132 was spent on much needed equipment. In 2018, Ruffalo Noel Levitz suggested that more advertising dollars be be shifted toward social media marketing for a better return on our investment. That shift has continued. $8,214 was spent on advertising with Facebook and Google.	Target Not Met
		2.2	Increase awareness of programs and offerings among faculty and staff to encourage on-campus engagement through internal newsletter, web and social media postings and media boards.	75% of Faculty Satisfaction Survey participants will either "agree" or "strongly agree" that University Relations' internal newsletters, web and social media postings and media boards increase their awareness of the University's programs and offerings.	34.78% Strongly Agree 55.65% Agree Total: 90.43%	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.	24.9% Strongly Agree 59.26 Agree Total: 83.95%	Target Met
(SPG 1.d.) Advancement Excellence: The University will cultivate a culture of Advancement Excellence to strengthen engagement among	Academic and Student Support - Athletics	1.1	The Department of Athletics will maintain a continuous progression for attaining NCAA Membership within five	Continued achievement of sport sponsorship minimums for contests. Baseball – 25 games Cross Country – 5 events	For the 2020-21 season all fall, winter and spring sports were affected by COVID-19. The NCAA cancelled fall and winter championships and all of the minimum requirements were either eliminated (fall and winter) or reduced (spring). All student-	Target Met

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its constituencies by: d. increasing awareness of university programs and strengths	Academic and Student Support - Athletics	1.1	years.	Men's Soccer – 13 games Softball – 24 games Women's Volleyball – 17 matches	athletes will get this season of eligibility back. On August 27, 2020, the NCAA Administrative Committee approved a waiver to eliminate the minimum number of contests and participants required for sports sponsorship for fall championship sports and winter championship sports for the 2020-21 academic year. On March 2, 2021, the Administrative Committee approved a waiver to eliminate the minimum number of contests and participants required for sports sponsorship for spring championship sports for 2020-21 academic year. This action rendered the May 28, 2020, blanket waiver, which reduced the minimum contests requirements for sports sponsorship by 33%, moot. Baseball – (min) 13 games (played) 34 games *COVID- 19 Women's Cross Country –(min) 0 events (played) 0 events Men's Soccer – (min) 0 games (played) 4 games *COVID-19 Softball – (min) 12 games (played) 31 games *COVID -19 Women's Volleyball – (min) 0 matches (played) 17 matches- *COVID-19 Men's Cross Country- (min) 0 events (played) 0 events- *COVID-19 Women's Soccer- (min) 0 games (played) 13 games- *COVID-19 Women's Basketball- (min) 0 games (played) 3 games- * COVID-19 Men's Basketball- (min) 0 games (played) 4 games- * COVID-19 Men's Golf- (min) 3 contests (played) 6 contests- *COVID-19 Women's Golf- (min) 3 contests (played) 3 contests- *COVID-19 Men's Tennis- (min) 5 contests (played) 6 contest *COVID 19 Women's Tennis- (min) 5 contests (played) 8 contest *COVID 19 Men's Indoor Track- (min) 0 events (played) 2	Target 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 sponsorship minimums for contests. Baseball – 25 games Cross Country – 5 events Men's Soccer – 13 games Softball – 24 games Women's Volleyball – 17 matches	events- *COVID-19 Women's Indoor Track- (min) 0 events (played) 2 events- * COVID-19 Men's Outdoor Track- (min) 3 events (played) 2 event *COVID 19 Women's Outdoor Track- (min) 3 events (played) 2 event *COVID 19 [more]	Target Met
		1.2	The Department of Athletics will establish sports schedules for each athletics team.	Maintaining required minimum number of dates of competition to meet sport sponsorship requirements. Baseball – 25 games Cross Country – 5 events Men's Soccer – 13 games Softball – 24 games Women's Volleyball – 17 matches	Due to the impact of COVID-19 the NCAA lowered requirements for fall, winter and spring sports. Fall and winter sports did not have to maintain the minimum number of competitions. However, the spring sports were required to meet the minimum requirements in order to compete for championships. Baseball – 25 games (Met) Cross Country – 5 events (Not met and not required) Men's Soccer – 13 games (Not met and not required) Softball – 24 games (Met) Women's Volleyball – 17 matches (Met and not required)	Inconclusive
		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.	2020 Jul-Dec $33,175.02 137 gifts 101 Donors 2021 Jan-Jun $ 2,140.04 43 gifts 8 Donors Total for year $35,315.06 180 gifts 109 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.	90% of 10 participants surveyed for the Mini-Spring Fitness Challenge Survey said they are likely to continue their wellness goals after completing the fitness challenge.	Target Met
		1.2	Campus Recreation will provide a welcoming facility for guests through service in a thoughtful	90% of Customer Satisfaction Survey participants will indicate that Campus Recreation staff was helpful	94% of 33 participants surveyed find the Campus Recreation staff to be helpful and courteous.	Target Met

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		1.2	and proactive manner.	and courteous.	94% of 33 participants surveyed find the Campus Recreation staff to be helpful and courteous.	Target Met
	Academic and Student Support - Counseling Services	1.1	The Counseling Center will make an effort to increase awareness of mental health coping skills and mental health services available to students.	At least 50 students will participate in one campus-wide mental health program offered by the Counseling Center.	The COVID-19 Pandemic which started in early (March 2020), brought many challenges to the entire University which continued into the fall(2020) and winter(2021). However, the Counseling Center was fortunate to be one of the most prepared units to contend with the changes from in-person to virtual contact. All three counselors were already trained to serve clients online/virtually. The students left campus and went to hopefully safe places and were able to contact us virtually. During the summer we had clients that would talk with us virtually and some would come in person as criteria was set for protection. Also during this time the director was a part of the Well being part of the Task Force. The name of the committee says it's responsibility.

As the university opened if students came back and had COVID or been exposed to someone with COVID they were quarantined for up to 14 days either in a residence hall provided for the quarantine purpose. If possible many went home for the quarantine time. During this time the counselors were requested to contact each student both on campus and home. The counselors work closely with the Director of Housing along with Dr. McCoy Dean of Nursing to receive the names of the quarantined students. The contacts were to see how they were feeling, if they felt safe where they were, or if they may needed anything. We also offered to have virtual sessions should they desire them. August - November 2020 69 students were contacted. January - April 2021 36 students contacted.

The Counseling Center received several requests for presentations connecting the possibilities of the pandemic to possible mental health implications. These presentations along with a wide variety of programs and some workshops were available for the entire university community. The counselors were kept busy with their client load and presentation schedule. | 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.	(With the virtual presentations accurate numbers were difficult to get.) NOTE: All presentations are Virtual unless otherwise stated. Orientations July 14 & 15 2020 - Freshman and Transfer Students August 6 2020 - Freshman and Transfer Students July 22, 2020 - Safe Zone Training This training was held in response to requests from faculty and staff. Individuals who have received Safe Zone training are given placqrds they can display signifying they are understanding, supportive, and trustworthy if LGBTQIA+ individuals. (10 individuals) July 29, 2020 - Student Well Being Presentation A presentation letting faculty and staff know what they might expect or what they can do to help students. (10 individuals) August 7, 2020 - Resident Assistance Training We covered Diversity and Mental Health Awareness (25 RAs) August 12, 2020 - Faculty Convocation - Invitation from Task Force "Helping Students Get Through the Confusing Time" (approximately 100) August 16, 2020 - Virtual Organization Fair Promotion of Counseling Center services. August 26, 2020 - Resident Assistance Training "Mental Health Issues and Coping" (25 RAs) September 9, 2020 - Honors College Presentation "Anxiety and Coping" (20 students) September 8-12, 2020 - Suicide Prevention Week	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.	September 10, 2020 - Walk of Hope Collaboration with the Nursing Students the walk was to show support for Suicide Prevention. Yellow Ribbons were given to wear to represent Suicide Prevention. September 15, 2020 - Reception of educational materials Arleen from Community Counseling presented materials on Drug & Alcohol Prevention September 18, 2020 - Invitation from Faculty Staff - Well-Being Working Group to present: "Decreasing Coronavirus Anxiety and Improving Emotional Well-Being through Self-Care. September 21, 2020 - UN 101 - Ashlee Hill Presentation on "Stress and Self-Care. September 24, 2020 - Student Government Association Blue Table Talk A virtual interview to ask about the Counseling Center services and how students and handle the stress of the pandemic. October 2, 2021 - Active Minds (10 students) Restoring the Active Minds Campus Organization on campus. The organization is a national premier nonprofit supporting mental heath awareness and education for young adults. October 5-9, 2020 - Stomp Out Stigma Campaign Staff and students (10) involved in Active Minds placed "Green Footprints" on sidewalks around campus along with information about the Counseling Center. October 5,7, and 8, 2020 - Wesley Foundation Presentations All of the Dealing with the stress of COVID presentations to Wesley were in person. The one on October 5, was the very first program that they had with people in person. All precautions were taken, masks, and social distancing.	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 13, 2020 - Virtual presentation on Domestic Violence by Nikki Gillespie of Safe Haven. During the week for October 12-16 the university community donated to Safe Haven supplies i.e. paper goods, cleaning supplies, and children's snacks. The generosity of the community provided two full vans of products. October 18-24, 2020 - National Collegiate Alcohol Awareness Week One of our counselors developed a A Video blog (available online) which included students sharing their personal stories of dealing with alcohol addiction. Red ribbons were handed out in the Cafeteria representing Alcohol Awareness. October 30, 2020 - Presentation on Stress and the College Student to Dr. Holly Krogh Human Growth and Development Online Class (10) November 3, 2020 - UN 101 Amy Pardo All three counselors participated in presenting the services of the Counseling Center. We also were able to present a power point dealing with Stress.(10?) January 6, 2021 Presentation to RAs on Stress and Mental Health (25) January 19,2021 Safety Suicide Protocol. Inside meeting with organizations on campus to discuss protocols. January 29,2021 Spoke to 60 nursing students and faculty about "Signs of Depression and Suicidal ideations". Suicide Protocols mentioned. February 9,2021 Collaborated with Public Health, Health Center, SGA, Queer Space, and Active Mind in promoting Healthy and Safe Relationships. Passed out condoms,safe sex information and other safety tips . Plus candy, March 22,2021 - Presentation on Stress and the College Student to Dr. Holly Krogh Human Growth and Development Online Class (10)	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.	May 19, 2021 - A virtual meeting sponsored by University of Southern Mississippi Counseling Center. Counseling Centers at University of Mississippi, Mississippi State University, and Mississippi University for Women were included. How each university dealt, were dealing with students and COVID.	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 September 10, 2020 - 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 20, 2020 with Columbus Community Counseling Prevention Team along with, MUW Health Center, MUW Student Government Association, and MUW Public Health department. Other information was handed out. (200 participants) 3. The Counseling Center in collaboration with Safe Haven presented on Domestic Violence. The Center promoted collecting paper goods, cleaning supplies, and child snacks to donate to Safe Haven.. 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
	Administrative Support - Plymouth Bluff	1.1	Plymouth Bluff will offer public cultural and educational programming.	At least once per quarter, public cultural and/or educational programming will be offered at no cost for attendance.	Due to Covid19, we were not able to offer any public cultural or educational programming	Target Not Met
		1.2	Plymouth Bluff will make use of Social Media, such as Facebook, to promote programming and other uses at Plymouth Bluff.	Plymouth Bluff will update both of its Facebook pages with different posts, both internally and externally, at least 2 times per month throughout the fiscal year.	Results not entered by coordinator	Inconclusive
		1.3	Plymouth Bluff will	12 Monthly Trail System	We continue to monitor the trails and repair them	Target Met

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		1.3	maintain its 4+ miles trail system.	Inspections will be completed each fiscal year, including corrective actions.	as we have the resources to do so.	Target Met
		1.4	Plymouth Bluff will do presentations and make the facility available to groups such as the Boy Scouts and other educational organizations at no charge.	Plymouth Bluff will average 50 visits per week by people walking the grounds and trails.	We will continue to market the Bluff to different groups	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 police department filed 77 incident reports, this is a decrease from 151 the previous year-49% decrease.	Target Met
		2.2	The Police Department will make an effort to broaden the communication among outside agencies to promote safety.	The Police Department will maintain open communications through meetings year-round with all of the MOU partners by holding 10 meetings collectively across the agencies.	The police department scheduled monthly meetings both in person and online 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.	Due to COVID-19 impact, not every sport was able to meet the mandatory one camp/clinic offering per sport with at least a minimum participation of 15 individuals per camp/clinic per sport. However, men's and women's basketball and women's volleyball did meet this target goal.	Target Not Met
(SPG 2.a.) The University will promote Regional Stewardship through partnerships across the state by cultivating collaborations that increase participation and satisfaction in the Mississippi Governor's School.	Academic and Student Support - Outreach and Innovation	1.1a	Enhance Mississippi Governor's School effectiveness by providing a comprehensive program of academic, creative, and leadership experiences to increase a community of scholars who inspire in each other a discovery of self, a love of learning, and a desire	Overall MGS applicants will grow by at least 5% from the previous fiscal year.	There was a 40% decrease in the number of 2021 MGS applications (71) to the 2020 MGS applications (120). We attribute this decline to the following reasons: 1) potential scholars and their families were hesitant to participate in a residential program due to COVID 2) potential scholars were no longer interested in participating once it was decided that the program would need to be fully virtual (unable to secure a sufficient number of faculty and staff willing to	Target Not Met

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(SPG 2.a.) The University will promote Regional Stewardship through partnerships across the state by cultivating collaborations that increase participation and satisfaction in the Mississippi Governor's School.	Academic and Student Support - Outreach and Innovation	1.1a	to use their gifts and talents to improve society.	Overall MGS applicants will grow by at least 5% from the previous fiscal year.	participate in a residential program due to COVID).	Target Not Met
		1.2a	Increase the rate of satisfaction in Mississippi Governor's School scholars.	At least 75% of scholars participating in MGS interest area course evaluation survey will report a high satisfaction rate upon completion.	90% of scholars participating in the 2021 MGS reported a high satisfaction rate upon completion of their special interest area course.	Target Met
				At least 75% of scholars participating in MGS major course evaluation survey will report a high satisfaction rate upon completion.	90% of scholars participating in the 2021 MGS reported a high satisfaction rate upon completion of their academic course. *Unable to compare date since there was no 2020 MGS due to COVID.	Target Met
				At least 75% of scholars participating in MGS overall evaluation survey will report a high satisfaction rate upon completion.	90% of scholars participating in the 2021 MGS reported a high satisfaction rate upon completion of the overall MGS program.	Target Met
(SPG 2.c.) 2. Regional Stewardship: The University will promote Regional Stewardship through partnerships across campus and the region by: c. Strengthening and expanding K-12 partnerships	Academic and Student Support - Outreach and Innovation	2.1	Enhance teacher effectiveness in participating K-12 school districts across the state by providing a comprehensive program of professional development (Professional Learning Academy online courses) to increase content knowledge and instructional practices.	Overall PLA courses sold will grow by at least 5% from the previous fiscal year.	There was a 4.3% increase in the number of PLA courses sold to the previous fiscal year. July 1, 2019-June 30, 2020 = 770 PLA courses sold July 1, 2020-June 30, 2021 = 803 PLA courses sold We feel as if the following reasons were why the number of PLA courses sold did not increase by 5%: 1) Because of COVID, educators were inundated with implementing remote instruction and did not have the extra time or energy necessary to complete an online 6-week course 2) Because of COVID, educators were provided an overabundance of free trainings to support their virtual teaching needs	Target Not Met
				Overall PLA participation will grow by at least 5% from the previous fiscal year.	There was a 14% decrease in the number of PLA participants to the previous fiscal year's participants. July 1, 2019-June 30, 2020 = 479 PLA participants July 1, 2020-June 30, 2021 = 413 PLA participants We feel as if the following reasons were why the	Target Not Met

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				Overall PLA participation will grow by at least 5% from the previous fiscal year.	number of PLA participants decreased: 1) Because of COVID, educators were inundated with implementing remote instruction 2) Because of COVID, educators were provided an overabundance of free trainings to support their virtual teaching needs	Target Not Met
		2.2a	Increase the rate of teacher satisfaction in Professional Learning Academy online course participants.	At least 75% of individuals participating in a Professional Learning Academy online course will report a high satisfaction rate upon completion	98% of PLA participants reported a high satisfaction rate upon completion of their PLA course during the 2020-2021 fiscal year. *We did not begin tracking this specific data until July 1, 2020 and therefore do not have older data to determine growth.	Target Met
	Administrative Support - Admissions	1.1	The Office of Admissions will make an effort to increase the number of campus visits for high school students through mail and email campaigns, advertisements on the MUW website and social media, and individual contacts at high schools.	The number of visits by high school students will increase by 3% over a two-year period.	Tours did not increase due to the pandemic but we will continue our face to face and virtual tour efforts.	Target Not Met
		1.2	The Office of Admissions will attempt to yield (enroll) more high school students who complete an official MUW campus visit.	60% of enrolled students will complete a campus visit prior to their first day of class.	Again because tours were limited to virtual a good part of the Spring semester we were unable to meet this goal.	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.	Due to COVID-19 no assessment was completed in 2020-2021.	Inconclusive
				100% of students in LDR 250 will practice professional networking at a reception for elected-women officials in the state capital.	Due to COVID-19 no assessment was completed in 2020-2021.	Inconclusive
		2.2	Enhance the New	At least one graduate student	Due to COVID-19 no assessment was completed in	Inconclusive

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		2.2	Leadership Program to give graduate students the opportunity to practice hands-on development of other women leaders.	in Women's Leadership will complete a practicum connected to the Mississippi New Leadership Program earning 1-3 hours of graduate credit.	2020-2021.	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 2020-2021 assessment will be marked Inconclusive.	Inconclusive
		2.2	Faculty will be satisfied with their ability to effectively use new instructional technology, both software and hardware, for face-to-face, online, and hybrid instruction.	75% of faculty member's self-reported outgoing perceived skill level will be at least one level higher than their self-reported incoming perceived skill level on the Instructional Technology Survey.	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 2020-2021 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 2020-2021 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.	The library produced 16 new FAQ entries. All were published. (See related documents)	Target Met
				The library will produce five guides per year.	Library produced three new guides this year. (See related documents)	Target Not Met
		2.2	The library will acquire and launch synchronous virtual reference solutions to provide parity for online and	75% of participants in the faculty survey will rate their experience using the library website as good or very good.	Faculty survey was not distributed during the FY-20-21 year, and no new data was collected.	Inconclusive

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		2.2	distance programs, as well as supporting commuting students and those preferring online assistance.	75% of participants in the faculty survey will rate their experience using the library website as good or very good.	Faculty survey was not distributed during the FY-20-21 year, and no new data was collected.	Inconclusive
				Usage of this synchronous virtual reference system will grow by 5% per year.	The library had a total of 410 (10% increase) chat interactions this year and a 409 (36% increase) virtual reference interactions this year.	Target Met
(SPG 3.b.) 3. 21st Century: The University will foster a 21st Century learning environment by: b. Broadening educational opportunities and programs for the diverse student body	Academic and Student Support - Housing and Residence Life	2.1	The Office of Housing and Residence Life will increase the average satisfaction rating of programs/activities sponsored by our staff regarding social/educational/cultural programs conducted in the residence halls.	Increase the satisfaction mean to 5.6 on a scale of 1-7 (with 7 being "very satisfied") will be achieved on the ACUHO-I/Benchmarks Resident Assessment survey regarding the social/educational/cultural programs conducted in the residence halls.	We were able to increase the satisfaction mean to 5.61 on a scale of 1-7 (with 7 being "very satisfied").	Target Met
		2.2	The Office of Housing and Residence Life will increase the average satisfaction rating of programs/activities sponsored by our staff regarding quality of programs.	Increase the satisfaction mean to 5.6 on a scale of 1-7 (with 7 being "very satisfied") will be achieved on the ACUHO-I/Benchmarks Resident Assessment survey regarding quality of programs offered by the department of Housing and Residence Life.	Able to increase the mean to 5.66 on a scale of 1-7 (with 7 being "very satisfied").	Target Met
	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.	The number of hours from Engage and other departmental logs was submitted to the department of Institutional Research. Due to the interruptions of COVID, we did not implement four community service events/initiatives.	Target Not Met
		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.	100% of students agreed or strongly agreed that they had increased cultural knowledge of diversity as a result of the Black Lives Matter Brave Space Self-Care Session.	Target Met
	Academic and Student Support - Study Abroad	1.1	The Study Abroad program will encourage faculty in lesser	Study Abroad will receive a minimum of 1 proposal for study abroad programs from	Due to Covid-19 we were not able to conduct study abroad so we did not solicit or receive any proposals.	Inconclusive

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	Academic and Student Support - Study Abroad	1.1	represented study abroad areas to submit proposals to offer study abroad programs.	faculty.	Due to Covid-19 we were not able to conduct study abroad so we did not solicit or receive any proposals.	Inconclusive
		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.	Due to Covid-19 all study abroad programs were suspended for the 2020-2021 school year. There is no data to report.	Inconclusive
(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.	Due to Covid-19, many institutions suspended their study abroad program offerings per their national and local governments' mandates. As of this date, some countries are beginning to allow their institutions to open their programs to international students for the 2021-2022 school year.	Inconclusive
		2.2	The Study Abroad program will provide a safe environment for study abroad students.	There will be no reported incidents.	There are no incidences to report since none of our study abroad programs were offered during the 2020-2021 school year.	Inconclusive
(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.	We still have our current talent management system which does not provide a good method for evaluating data from diverse hires' applications to calculate the percentage. Based on the calculation method we used, it was about 44%. Note: due to COVID, we had 40% decrease in new hires in FY 21.	Target Not Met
(SPG 3.e.) 3. 21st Century: The University will foster a 21st Century learning environment by: e. Cultivating communities to create opportunities for academic engagement	Academic and Student Support - Center for Teaching and Learning	1.1	The Kossen Center will offer pedagogical training on a variety of topics throughout the academic year to encourage faculty development.	At least 25 group workshops or multi-day seminars will be offered annually with an average attendance rate of at least 3 people per session.	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 2020-2021 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 2020-2021 assessment will be marked Inconclusive.	Inconclusive
		1.2	Faculty will feel that their	65% of Faculty Satisfaction	2021 Faculty Satisfaction Survey Results:	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		1.2	professional development needs for technology use are being met by the Kossen Center's offerings.	Survey participants will "strongly agree" or "agree" that "I have access to the software I need to be an effective instructor."	Strongly Agree - (31/116) 26.72% Agree - (66/116) 56.90% Total - (97/116) 83.62% Disagree - (12/116) 10.34% Strongly Disagree - (6/116) 5.17% Not Applicable - (18/116) 15.52%	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."	2021 Faculty Satisfaction Survey Results: Strongly Agree - (36/116) 31.03% Agree - (54/116) 46.55% Total - (90/116) 77.59% Disagree - (17/116) 14.66% Strongly Disagree - (7/116) 6.03% Not Applicable - (24/116) 20.69%	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 - (24/117) 20.51% Acceptable - (67/117) 57.26% Total - (91/117) 77.78% Emerging - (21/117) 17.95% Below What I Would Like It To Be - (5/117) 4.27% Total (26/117) 22.22%	Target Not 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 2020-2021 assessment will be marked Inconclusive.	Inconclusive
(SPG 3.e.) 3. 21st Century: The University will foster a 21st Century learning environment by: e. Cultivating communities to create opportunities for academic engagement	Academic and Student Support - Student Success Center	2.1	The Student Success Center will promote academic engagement and success among students placed in two or more intermediate courses.	60% of students enrolled in the Academic Support Lab (LS 101) and Intermediate Algebra (MA 100) courses will receive a grade of "C" or higher in Intermediate Algebra.	A total of 40 students were concurrently enrolled in sections of Academic Support Lab (LS 101) and Intermediate Math (MA 100) courses. 45% of students concurrently enrolled in the Academic Support Lab (LS 101) and Intermediate Math (MA 100) courses received a grade of "C" or higher in Intermediate Algebra. Grades: A (3), B (9), C (6), D (2), F (13), WP (7).	Target Not Met
(SPG 3.f.) 3. 21st Century: The University will foster a 21st Century learning environment by: f. Fostering leadership	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	92% of 6 student employees reported that their leadership skills improved as a a result of working for Campus Recreation. Due to COVID-19 we had fewer student workers.	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
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.	Campus Recreation.	92% of 6 student employees reported that their leadership skills improved as a a result of working for Campus Recreation. Due to COVID-19 we had fewer student workers.	Target Met
		2.2	Students employed at Stark Recreation Center will strengthen their problem-solving skills.	90% of student employees will report on the Employee Evaluation Form that their problem-solving skills improved as a result of working for Campus Recreation.	100% of 6 student employees reported that their problem-solving skills improved as a result of working for Campus Recreation. Due to COVID-19 we had fewer student workers.	Target Met
	Academic and Student Support - Counseling Services	2.1	The Counseling Center will increase awareness among students regarding the Counseling Center and the services provided.	80% of Graduation Survey participants will state that they were aware of the Counseling Center and the services provided.	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.	2020-2021Graduation Survey Results: Excellent - (339/768) 44.14% - Last Year 46.96% Good - (200/768) 26.04% - Last Year 24.19% Total - (539/768) 70.18% - Last Year 71.15% Fair - (52/768) - 6.77% Poor - (6/768) - 0.78% Not Applicable - (178/773) - 23.03%	Target 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.	Student Life did not administer the survey.	Inconclusive
		1.2	Student Life will increase the Leadership Program students' understanding of self and others through leadership programming opportunities.	85% of Leadership Program students participating in the Program Exit Survey will rate that they agree or strongly agree to being comfortable articulating their strengths and weaknesses in their leadership styles as an aspect of demonstrating an understanding of self.	We did not conduct the Program Exit Survey due to COVID interruptions.	Inconclusive
				85% of students participating	Due to COVID interruptions, we did not conduct	Inconclusive

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
				in the Leadership Programming Surveys will either agree or strongly agree to have an increased understanding of others.	surveys.	Inconclusive
	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: 5 Employee B: 1 Employee C: 5 Employee D: 5 Employee E: 6	Target Not 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: 0 Employee C: 0 Employee D: 0 Employee E: 0	Target Not Met
	Administrative Support - Human Resources	2.1	Human Resources will ensure that all regular, benefits-eligible, temporary and adjunct employees are provided with access to Code of Conduct training.	100% of current employees will be provided with access to Code of Conduct training.	HR contracted with Traliant in August of 2020 to offer employee training. The Code of Conduct training is in the process of being implemented and will be offered to employees in August of 2021. It will be mandatory for all current employees and assigned to new hires as part of the onboarding process.	Target Met
		2.2	Human Resources will ensure that all regular, benefits-eligible, temporary, and adjunct employees are provided with access to Title IX training as new hires and every 4 years.	100% of current employees will be provided with access to Title IX training every four years upon hiring.	HR contracted with Traliant in August of 2020 to offer employee training. Title IX, Preventing Discrimination & Sexual Harassment training was assigned to all current employee in October 2020. All new hires are assigned the training as part of the onboarding process.	Target Met
				100% of new employees will be provided with access to Title IX training upon hire.	HR contracted with Traliant in August of 2020 to offer employee training. Title IX, Preventing Discrimination & Sexual Harassment training was assigned to all current employee in October 2020. All new hires are assigned the training as part of the onboarding process.	Target Met
	Administrative Support - Police Department	1.1	The Police Department will promote awareness of its employees and responsibilities throughout the university.	5% increase in interactions/meetings with student organizations (including Student Government Association) from the previous year.	In 2020-2021, The MUW PD was able to provide departmental updates and a variety of safety information to the campus community. The PD met with or presented to 4 different groups on campus. This is a decrease from the previous year. The decrease is due to a lack of in person activities	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	Administrative Support - Police Department	1.1	The Police Department will promote awareness of its employees and responsibilities throughout the university.	5% increase in interactions/meetings with student organizations (including Student Government Association) from the previous year.	on campus. (07/01/2021)	Target Not 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 police department did not receive any complaints through July 2020-June 2021.	Target Met
(SPG 3.f.) 3. 21st Century: The University will foster a 21st Century learning environment by: f. Fostering leadership development and a commitment to a safe ethical environment	Academic and Student Support - Sexual Misconduct & Title IX	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.	2020-2021 Graduation Survey Results: Yes - (621/774) 79.51% No - (160/774) 20.49%	Target Met
				75% of Graduation Survey participants will state that they were aware of what Title IX means.	2020-2021 Graduation Survey Results: Yes - (640/772) 82.90% No - (132/772) 17.10%	Target Met
				75% of Graduation Survey participants will state that they were aware that MUW has a sexual misconduct policy.	2020-2021 Graduation Survey Results: Yes - (730/774) 94.32% No - (44/774) 5.68%	Target Met
		1.3	The Office of Dean of Students will make an effort to increase awareness among staff regarding the University's sexual misconduct (Title IX) policy.	85% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a designated person to coordinate the University's efforts to eliminate sexual misconduct on campus.	2021 Staff Satisfaction Survey Results: Strongly Agree - (30/83) 36.14% Agree - (42/83) 50.60% Total - (72/83) 86.74% Disagree - (8/83) 9.64% Strongly Disagree - (2/83) 2.41% Not Applicable - (1/83) 1.20%	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.	2021 Staff Satisfaction Survey Results: Strongly Agree - (37/83) 44.58% Agree - (44/83) 53.01% Total - (71/72) 97.59% Disagree - (1/83) 1.20% Strongly Disagree - (0/72) 0%	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
				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.	Not Applicable - (1/83) 1.20%	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.	2021 Staff Satisfaction Survey Results: Strongly Agree - (34/83) 40.96% Agree - (47/83) 56.63% Total - (81/83) 97.59% Disagree - (1/83) 1.20% Strongly Disagree - (0/83) 0% Not Applicable - (1/83) 1.20%	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.	2021 Staff Satisfaction Survey Results: Strongly Agree - (38/83) 45.78% Agree - (43/83) 51.81% Total - (81/83) 97.59% Disagree - (1/83) 1.20% Strongly Disagree - (0/83) 0% Not Applicable - (1/83) 1.20%	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.	2021 Faculty Satisfaction Survey Results: Strongly Agree - (61/116) 52.59% Agree - (47/116) 40.52% Total - (97/101) 91.03% Disagree - (6/116) 5.17% Strongly Disagree - (0/116) 0% Not Applicable - (2/116) 1.72%	Target Met
				85% of Faculty Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a policy that prohibits sexual misconduct.	2021 Faculty Satisfaction Survey Results: Strongly Agree - (69/116) 59.48% Agree - (46/116) 39.66% Total - (99/100) 99.97% Disagree - (0/100) 0% Strongly Disagree - (0/100) 0% Not Applicable - (1/100) .86%	Target Met
				85% of Faculty Satisfaction survey participants will	2021 Faculty Satisfaction Survey Results: Strongly Agree - (66/116) 57.39%	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
				"strongly agree" or "agree" that they are aware that the University's policy on sexual misconduct covers sexual harassment, sexual assault, domestic violence, dating violence, and stalking.	Agree - (48/116) 41.74% Total - (1/116) 98.97% Disagree - (0/116) 0% Strongly Disagree - (0/116) 0% Not Applicable - (1/116) 0.87%	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.	2021 Faculty Satisfaction Survey Results: Strongly Agree - (67/116) 57.76% Agree - (47/116) 40.52% Total - (94/116) 81.03% Disagree - (0/116) 0.0% Strongly Disagree - (0/116) 0.0% Not Applicable - (2/116) 1.72%	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.	87.9% 33 participants are satisfied that Campus Recreation facilities are well maintained and clean.	Target Not Met
	Academic and Student Support - Housing and Residence Life	1.1	The Office of Housing and Residence Life will increase the number of New Freshmen living on campus each academic year.	50% of New Freshmen living on campus will return to live on campus Fall semester of their Sophomore year.	In Fall 2019 we had 170 New Freshmen living on campus, of those students 51 returned to Housing for Fall 2020, thus yielding a 30% retention rate.	Inconclusive
		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.	In Fall 2019 there were 104 sophomores living on campus, 52 of those students returned to live on campus in Fall 2020 yielding a 50% retention rate.	Target Met
	Academic and Student Support - Registrar	1.1	The Office of the Registrar will move more manual processes to online processes to promote timeliness and convenience for students.	85% of students participating in the Graduation Survey will find Registrar processes "good" or "excellent."	2020-2021 Graduation Survey Results: Excellent - (395/771) - 51.23% Good - (292/771) - 37.87% Total - (687/771) - 89.11% Fair - (73/771) - 9.47% Poor - (11/771) - 1.43%	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		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 last year due to staffing and COVID.	Target Not 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 currently takes 2 days to process the biweekly payroll. The reduction in processing time is still due to the fact the number of student workers has not returned to pre-COVID numbers. The Payroll Accounting Assistant has been working with departments to phase in the time-entry time log. Currently, 39 units (unit = payroll voucher for a budget org) are using the new time log and 23 have not had student workers return since COVID. They will be phased in as their student workers return. The biweekly payroll for benefits eligible employees continues to grow because: (1) the higher salary threshold for FLSA exemption status and (2) when non-exempt monthly paid employees depart, those positions are moved from monthly to biweekly payroll. There was an 11% increase in benefits eligible employees on the biweekly payroll.	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 15, 2021. Of the 396 enrollments, 253 responded to the survey - 63.89% participation rate (Last Year: 63.69%) Faculty - (155/253) 61.26% - Last Year: 57.73% Staff - (98/253) 38.74% - Last Year: 42.27% "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 - (139/249) 55.82% Satisfied - (81/249) 32.53% Total - (220/249) 88.35% - Last Year: 85.71% Neutral - (24/249) 9.64% Dissatisfied - (1/249) 0.40% Very Dissatisfied - (4/249) 1.61%	Target Met
		1.2	Enable communication and collaboration among information systems professionals and users of	Information Systems will offer at least one Banner training session throughout the year to staff and/or	Due to COVID restrictions, Information Systems provided ad hoc Banner trainings for new employees by way of a Banner 9 overview video and documentation, as well as one-on-one online	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		1.2	information technology at the university.	faculty as refresher sessions or new updates.	training for specific Banner 9/Self-Service features.	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.	Information Systems did not attend the Mississippi Banner User Group Conference due to cancellation because of the COVID pandemic. The Information Systems team did attend the online Ellucian Live Conference, as admissions for the conference was free due to the pandemic.	Target Not Met
	Administrative Support - Institutional Research and Assessment	2.1	Institutional Research and Assessment will provide information to enhance university business processes among staff.	30% overall response rate for the annual Staff Satisfaction Survey.	This year, there was a response rate of 43% (83 of 191 responding) for the 2020-21 Staff Satisfaction Survey.	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.	This year, we had a response rate of 78% (119 of 152 responding) to the 2020-21 Faculty Satisfaction Survey.	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%.	Results not entered by coordinator	Inconclusive
		1.2	Food Service will increase catering and door sales.	Catering and Door Sales will increase by 8% from the fiscal year.	Results not entered by coordinator	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.	Results not entered by coordinator	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%.	Resources Management trained 22 staff in the areas that RM is responsible for.	Target Met
		1.2	Reduce purchasing transaction volume. Eliminate the need for	Reduce the number of purchase orders printed each year by 5%.	Due to the large number of Covid 19 supplies we used more purchase orders to allow us to track PPE supplies in a more efficient manner	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		1.2	small dollar purchase orders.	Reduce the number of purchase orders printed each year by 5%.	Due to the large number of Covid 19 supplies we used more purchase orders to allow us to track PPE supplies in a more efficient manner	Target Not Met
	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 34 out of 34 (100%) accounts deactivated.	Target Met
		1.2	Systems & Network will evaluate and optimize Internet bandwidth to support advancing business processes and the campus infrastructure.	Consistent bandwidth values less than 50% of total available Internet circuit bandwidth throughout the fiscal year.	Based on In/Out Traffic Utilization analysis of bandwidth transmitted between 01/01/2021-06/30/2021, 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 FY21 to FY20, the target has been met. FY 20 $223,442.13 FY 21 $121,640.17	Target Met
(SPG 4.a.) 4. Completion: The University will cultivate a	Academic and Student Support -	2.1	The Office of the Registrar will have a	100% of the samples will be audited correctly.	Due to COVID and being short staffed audits were not analyzed.	Inconclusive

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
comprehensive approach that enhances retention, Completion and student success by: a. Enhancing student advising, mentoring, and support services	Registrar	2.1	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.	Due to COVID and being short staffed audits were not analyzed.	Inconclusive
		2.2	The Office of the Registrar staff will attend conferences and/or webinars throughout the year to improve customer interaction.	80% of students participating in the Registrar Student Satisfaction Survey will agree or strongly agree that their interaction with the Office of the Registrar staff was prompt and courteous.	No results were collected.	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.	2021 Faculty Satisfaction Survey Results: Strongly Agree - (44/116) 37.93% Agree - (59/116) 50.86% Total - (103/116) 88.79% Disagree - (8/116) 6.90% Strongly Disagree - (2/116) 1.72% Not Applicable - (3/116) 2.59%	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).	2021 Staff Satisfaction Survey Results: Strongly Agree - (24/83) 28.92% Agree - (38/83) 45.78% Total - (62/83) 74.70% Disagree - (13/83) 15.66% Strongly Disagree - (4/83) 4.82% Not Applicable - (4/83) 4.82%	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).	2021 Faculty Satisfaction Survey Results: Strongly Agree - (61/116) 52.59% Agree - (48/116) 41.38% Total - (/100) 93.97% Disagree - (5/116) 4.31% Strongly Disagree - (1/116) 0.86% Not Applicable - (1/116) 0.86%	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	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.	96 students enrolled in Academic Recovery courses (UN 098) during the 2020-21 academic year. Of those students, 36 (37.5%) returned to good academic standing after completion of the program. Of the remaining students, 19 (19.8%) were placed on continuing probation, 41 (42.7%) were placed on suspension.	Target Not Met
				70% of students participating in 5 or more tutoring services will receive a grade of "C" or higher in the designated course.	83% of students participating in 5 or more tutoring sessions received a grade of "C" or higher for the 2020-21 academic year. 6 students participated in 5 or more sessions, with 5 receiving a a grade of "C" or higher. The grades for students in the cohort are as follows: A (1), B (3), C (1), F (1).	Target Met
		3.2	The Student Success Center will enhance the advising process by providing students with access to professional academic and career advisors.	80% of those participating in the Academic Advising Survey will rate the quality of their academic advising received as "good" or "very good."	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 1498 participants. Very Good - (841/1498) 56.14% Good - (336/1498) 22.43% Total - (1177/1498) 78.57% - Last Year 82.88% Acceptable - (240/1498) 16.02% Poor - (58/1498) 3.87% Very Poor - (23/1498) 1.54%	Target Not 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 2021. Of the 2485 enrollments, 1613 responded to the survey - 64.91% participation rate (last year's participation rate: 49.28%). The Student Technology Survey reported out the following satisfaction ratings for services provided by the Information Systems department. *For the computer lab hours, Canvas, Portal, and Banner Web, those students' responses that were "Not Applicable" were taken out of the total number of responses amount. McDevitt Computer Lab Hours Very Satisfied - (330/1609) = 20.51% Satisfied - (245/1609) = 15.23% Total - (575/1609) = 35.74% - Last Year: 73.28 Canvas Very Satisfied - (715/1613) = 44.33%	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.	Satisfied - (638/1613) = 39.55% Total - (1354/1613) = 83.94% - Last Year: 85.94 Portal W Connect Very Satisfied - (656/1610) = 39.97% Satisfied - (564/1610) = 39.25% Total - (1220/1610) = 75.77% - Last Year: 79.22 Mobile App Very Satisfied - (613/1609) = 38.10% Satisfied - (463/1609) = 28.78% Total - (1076/1609) = 66.87% - First year reporting Banner Web Very Satisfied - (648/1602) = 40.45% Satisfied - (587/1602) = 36.64% Total - (1235/1602) = 77.10% - Last Year: 80.14 Support Provided Very Satisfied - (338/892) 37.89% Satisfied - (226/892) 25.34% Total - (564/892) 63.23% - Last Year: 75.89 Total Overall Satisfaction Average - (35.74 + 83.94 + 75.77 + 66.87 + 77.10 + 63.23)/6 = 67.11% Last Year: 78.89%	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.	The 2020-21 Graduation Survey response rate is 83% with 812 of 980 recipients responding. This matches our rate of 83% last year.	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.	This year, our office did not present to various campus groups and committees due to COVID-19 complications.	Target Not Met
	Administrative Support - Outsourced Enterprises (bookstore, food	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	Results not entered by coordinator	Inconclusive

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	service, facilities management)	2.1	Food Service will improve its overall function to increase customer satisfaction.	Satisfaction Survey completed by the MUW community.	Results not entered by coordinator	Inconclusive
		2.2	Bookstore will improve its overall function to increase customer satisfaction.	Each fiscal year, the Bookstore will earn at least a 95% overall satisfaction score on the Barnes & Noble Survey.	Results not entered by coordinator	Inconclusive
		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.	Results not entered by coordinator	Inconclusive
		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.	Results not entered by coordinator	Inconclusive
	Administrative Support - Resources Management	2.1	Ensure that all student packages are delivered in a timely manner.	Deliver 95% of the packages on time.	Results not provided by coordinator	Inconclusive
		2.2	Offer virtual EMS training to all student organizations.	Participation of all student organizations' members that reserve facilities will increase by 5%.	Results not provided by coordinator	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 2021. Of the 2485 enrollments, 1610 responded to the survey - 64.79% participation rate (last year's participation rate: 49.28%). Particpation increases/decreases are likely subject to influences from 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 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	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.	overall satisfaction ratings are below: Office 365: Very Satisfied (612/1602) 38.20% Satisfied (473/1602) 29.53% Satisfaction Rating (1085/1602) 67.73% - Last Year: 80.79 GoogleDocs: Very Satisfied (619/1602) 38.64% Satisfied (466/1602) 29.09% Satisfaction Rating (1085/1602) 67.73% - Last Year: 79.26 Portal: Very Satisfied (656/1610) 40.75% Satisfied (564/1610) 35.03% Satisfaction Rating (1220/1610) 75.78% - Last Year: 79.22 Internet/WiFi: Very Satisfied (341/1605) 21.25% Satisfied (304/1605) 18.94% Satisfaction Rating (645/1605) 40.19% - Last Year: 61.37 Tech Support: Very Satisfied (393/1584) 24.81% Satisfied (285/1584) 17.99% Satisfaction Rating (678/1584) 42.80% - Last Year: 68.69 Overall Satisfaction Rating (67.73+67.73+75.78+40.19+42.80)/5 = 58.84% Last Year: 73.87%	Target Not Met
	Administrative Support - University Accounting	2.1	Reduce the time it takes to process a Request for Reversal of Fees with a Request for Reversal of Fees Form to streamline the process.	At least 85% of the Reversal for Fees Request will be processed in 5 business days or less.	Target was not met because data collection did not occur.	Target Not Met
(SPG 4.a.) Completion: The University will cultivate a comprehensive approach that enhances retention, degree	Academic and Student Support - Athletics	3.1	The Department of Athletics will maintain consistent expectations for students and staff	Consistently reducing the number of participants by 10% from fall to spring beyond the mandated term.	Baseball- had 8 in the Fall 2020 and 4 in Spring 2021 Softball- had 6 in the Fall 2020 and 2 in Spring 2021 Men's Soccer- had 6 in the Fall 2020 and 4 in the	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
Completion and student success by: a. enhancing student advising, mentoring, and support services	Academic and Student Support - Athletics	3.1	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.	Spring 2021 Volleyball- had 10 in the Fall 2020 and 1 in the Spring 2021 Women's Cross Country- had 2 in the Fall 2020 and 1 in the Spring 2021 Men's Cross Country- had 0 in the Fall 2020 and 1 in the Spring 2021 Women's Tennis- had 4 in the Fall 2020 and 0 in the Spring 2021 Men's Tennis- had 4 in the Fall 2020 and 1 in the Spring 2021 Men's Golf- had 1 in the Fall 2020 and 0 in the Spring 2021 Women's Golf- had 5 in the Fall 2020 and 1 in the Spring 2021 Women's Soccer-had 14 in the Fall 2020 and 3 in the Spring 2021 Men's Basketball- had 10 in the Fall 2020 and 8 in the Spring 2021 Women's Basketball- had 4 in the Fall 2020 and 3 in the Spring 2021 Men's Track-had 0 in the Fall 2020 and 1 in the Spring 2021 Women's Track- had 4 in the Fall 2020 and 1 in the Spring 2021 Total in Fall 2020- 78 Total in Spring 2021- 31 Reduced participants by 47 (less)	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.	Our male enrollment took a slight dip from previous years.	Target Not Met
				1% growth rate in male transfer students over a two-year period.	Fall 2020 final numbers were: 126/1011 12% of admitted transfer students; 98/670--15% of enrolled transfer students There was no change from previous year.	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		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.	while transfer number were down we remained even from previous for out-of-state- numbers.	Target Not Met
				1% growth rate in out-of-state contiguous freshmen students over a two-year period.	Freshmen enrollment increased from last year but there was no out-of-state market segment growth. We were even with the previous year.	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 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.	13.1% 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.	Yes 89.67% No 10.33% N=765	Target Met