

## Non-Academic Units' Results 2016-2017

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Academic and Student Support - Campus Recreation	1.1	The Spring Fitness Challenge, co-sponsored by Passport to Wellness, will motivate MUW students, faculty, and staff to live healthier lifestyles.	A Spring Fitness Challenge Survey will be distributed to students, faculty, and staff who successfully completed the challenge in its entirety. The results of this survey will be analyzed at the end of the Spring semester.	75% of Spring Fitness Challenge Survey participants will indicate that they are likely to transition to a healthier way of living as a result of participating in the Spring Fitness Challenge.	2016 - 2017	Target Met	79% of participants indicated that they were either likely or very likely to transition to a healthier way of living as a result of completing the Spring Fitness Challenge. Results were based on the 105 participants who successfully completely each weigh-in during the challenge.	Our goal is to continue to provide a quality wellness program that promotes healthy lifestyle changes. We will take head to the recommendations that were received to improve the Spring Fitness Challenge.
			"How likely are you to transition to a healthier way of living as a result of completing the Spring Fitness Challenge? {Very Unlikely, Unlikely, Neither, Likely, Very Likely}"					
	1.2	Campus Recreation will provide a welcoming facility for guests through service in a thoughtful and proactive manner.	A Customer Satisfaction Survey will be available to all Stark Recreation users at the close of the Spring Academic semester. The results of this survey will be analyzed at the end of the Spring semester.	90% of Customer Satisfaction Survey participants will indicate that Campus Recreation staff was helpful and courteous.	2016 - 2017	Target Met	97% of members who completed the customer satisfaction survey reported that they either agree or strongly agree that Campus Recreation staff is helpful and courteous.	We will continue to emphasize the importance of superb customer service through staff training and leading by example as the professional staff.
			"Campus Recreation staff is helpful and					

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	Campus Recreation will provide a welcoming facility for guests through service in a thoughtful and proactive manner.	courteous. {Strongly Disagree, Disagree, No Opinion, Agree, Strongly Agree}"	90% of Customer Satisfaction Survey participants will indicate that Campus Recreation staff was helpful and courteous.	2016 - 2017	Target Met	97% of members who completed the customer satisfaction survey reported that they either agree or strongly agree that Campus Recreation staff is helpful and courteous.	We will continue to emphasize the importance of superb customer service through staff training and leading by example as the professional staff.
	2.1	Students who are employed at Stark Recreation Center will gain or improve their leadership skills.	An Employee Evaluation Form, which students are required to complete, is administered to each employee at the end of each regular academic semester. The results of this evaluation form for both semesters will be analyzed at the end of the Spring semester.  "Through my employment with Campus Recreation, I have developed or improved my leadership skills. {Strongly Disagree, Disagree, No Opinion, Agree, Strongly Agree}"	90% of student employees will report on the Employee Evaluation Form that their leadership skills improved as a result of working for Campus Recreation.	2016 - 2017	Target Met	97% of our student employees either agreed or strongly agreed that through their employment with Campus Recreation, they developed or improved their leadership skills.	We will continue to provide leadership opportunities through programming, special events, and employment for our students to increase development and leadership among our staff.
	2.2	Students employed at Stark Recreation Center will strengthen their problem-solving skills.	An Employee Evaluation Form, which students are required to complete, is administered to each employee at	90% of student employees will report on the Employee Evaluation Form that their problem-solving	2016 - 2017	Target Met	96% of students agreed or strongly agreed that through their employment with Campus Recreation, their problem-solving skills improved.	We will continue to create a culture that emphasizes the use of our student's critical thinking and problem-solving skills.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	Students employed at Stark Recreation Center will strengthen their problem-solving skills.	the end of each regular academic semester. The results of this evaluation form for both semesters will be analyzed at the end of the Spring semester.  "Through my employment with Campus Recreation, my problem-solving skills improved. {Strongly Disagree, Disagree, No Opinion, Agree, Strongly Agree}"	skills improved as a result of working for Campus Recreation.	2016 - 2017	Target Met	96% of students agreed or strongly agreed that through their employment with Campus Recreation, their problem-solving skills improved.	We will continue to create a culture that emphasizes the use of our student's critical thinking and problem-solving skills.
	3.1	Campus Recreation will maintain functional, well-equipped, clean and safe facilities.	A Customer Satisfaction Survey will be available to all Stark Recreation users at the close of the Spring Academic semester. The results of this survey will be analyzed at the end of the Spring semester.  "Campus Recreation facilities are well maintained and clean. {Strongly Disagree, Disagree, No Opinion, Agree,	90% of Customer Satisfaction Survey participants will indicate that Campus Recreation facilities are well maintained and clean.	2016 - 2017	Target Met	92% of participants reported they either agreed or strongly agreed that Campus Recreation facilities were well maintained and clean.	The Campus Recreation staff will continue to present clean and well-maintained facilities through working with GCA custodial and facilities staff. We will continue to train our student staff on reporting broken equipment and areas that need the attention of the professional staff.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	3.1	Campus Recreation will maintain functional, well-equipped, clean and safe facilities.	Strongly Agree)"	90% of Customer Satisfaction Survey participants will indicate that Campus Recreation facilities are well maintained and clean.	2016 - 2017	Target Met	92% of participants reported they either agreed or strongly agreed that Campus Recreation facilities were well maintained and clean.	The Campus Recreation staff will continue to present clean and well-maintained facilities through working with GCA custodial and facilities staff. We will continue to train our student staff on reporting broken equipment and areas that need the attention of the professional staff.
Academic and Student Support - Center for Teaching and Learning	1.1	The Kossen Center will offer pedagogical training on a variety of topics throughout the academic year to encourage faculty development.	The Kossen Center will offer individual consultations on a variety of topics to meet the needs of our faculty and maintain a participation record to review at the end of the fiscal year.	At least 45 individual consultations on any aspect of teaching or instructional technology will be scheduled and completed annually.	2016 - 2017	Target Met	Combining individual consultations on pedagogy, course design, use of instructional technology, and classroom technology design, the Kossen Center staff had a total of 368 recorded consultations this year. This well exceeds our goal of 45 consultations, largely because we did not distinguish between the various types.	We will continue to track all consultations, but clearly our goal number was set too low for the wide array of items we are grouping under "consultations." We will consult among our staff about setting goals for different sorts of consultations or adjusting the target number higher if we keep them all together.
			The Kossen Center will offer workshops and multi-day seminars on a variety of topics to meet the needs of our faculty and maintain a participation record to review at the end of the fiscal year.	At least 25 group workshops or multi-day seminars will be offered annually with an average attendance rate of at least 3 people per session.	2016 - 2017	Target Met	We offered 40 workshops/training sessions/seminars in FY 17, or 46 if you count the August New Faculty Orientation as a series of separate workshops. Our total attendance at these workshops was 368 (or 343 if you count each of those August New Faculty Orientation sessions separately), for an average of 9.2 persons in attendance at each of the 40 events. We exceeded our goal for the year on average, even though attendance at some workshops was below the target number of 3.	We will continue to offer a wide variety of workshops, but will try to learn from attendance rates at this year's offerings to optimize our schedule for the faculty's availability. We also aim to push more material online for our distance faculty and those who cannot attend face-to-face workshops, so face-to-face numbers may drop in the coming years. Therefore we will leave our target for FY 18 at a minimum of 25 workshops and an average of 3 attendees per workshop.
	1.2	Faculty will feel that their	Faculty will be asked about their	65% of Faculty Satisfaction Survey	2016 - 2017	Target Met	2017 Faculty Satisfaction Survey Results:	We will continue to track this survey with the same 65% agree/strongly agree target

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	professional development needs for technology use are being met by the Kossen Center's offerings.	satisfaction with the developmental opportunities for online teaching offered by the Kossen Center in the annual Faculty Satisfaction Survey. Results will be compiled by the Office of Institutional Research and reviewed by the Kossen Center staff.	participants will "strongly agree" or "agree" that "The University supports online course delivery through faculty training and allocation of resources."	2016 - 2017	Target Met	Strongly Agree - 33.73% Agree - 50.6% Total - 84.33%  Disagree - 6.02% Strongly Disagree - 2.41% Not Applicable - 7.23%	for the upcoming year.
				"The University supports online course delivery through faculty training and allocation of resources."				
			Faculty will be asked about their satisfaction with the developmental opportunities for software use offered by the Kossen Center in the annual Faculty Satisfaction Survey. Results will be compiled by the Office of Institutional Research and reviewed by the Kossen Center staff.	65% of Faculty Satisfaction Survey participants will "strongly agree" or "agree" that "The University provides adequate training of faculty to use appropriate application software."	2016 - 2017	Target Met	2017 Faculty Satisfaction Survey Results: Strongly Agree - 34.94% Agree - 53.01% Total - 87.95%  Disagree - 8.43% Strongly Disagree - 2.41% Not Applicable - 1.2%	We will continue to track this survey with the same 65% agree/strongly agree target for the upcoming year.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			“The University provides adequate training of faculty to use appropriate application software.”	65% of Faculty Satisfaction Survey participants will “strongly agree” or “agree” that “The University provides adequate training of faculty to use appropriate application software.”	2016 - 2017	Target Met	2017 Faculty Satisfaction Survey Results: Strongly Agree - 34.94% Agree - 53.01% Total - 87.95%  Disagree - 8.43% Strongly Disagree - 2.41% Not Applicable - 1.2%	We will continue to track this survey with the same 65% agree/strongly agree target for the upcoming year.
1.3	Faculty will actually implement the skills and theories that they learn about at the Kossen Center in their classes.	Faculty will be asked about their self-assessed level of competency in using APIL Teaching strategies to lead to intellectual curiosity in the annual Faculty Satisfaction Survey. Results will be compiled by the Office of Institutional Research and reviewed by the Kossen Center staff.	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:”	2016 - 2017	Target Met	2017 Faculty Satisfaction Survey Results Mastery - (12/83) 14.46% Acceptable - (46/83) 55.42% Total - (58/83) 69.88%  Emerging - (25/83) 30.12% Below What I Would Like It To Be - 0	We will continue to track this survey with the same 60% target goal for the upcoming year.	
		One third of faculty who have attended at least one Kossen Center workshop, training, or individual consultation over the past year will be randomly selected to complete a Follow-up Survey which includes a	The average faculty score on the implementation question on the randomly selected annual Follow-up Survey will be 3.5 out of 5.	2016 - 2017	Inconclusive	No data to report on this item. Unfortunately the survey was sent out too late in the spring near exam time in May, which resulted in zero returned surveys. I left it late in the hopes of polling as wide a group as possible and in giving the faculty polled plenty of time to enact the skills they learned, but clearly I waited too long and end-of-year survey fatigue/finals	We will use the same survey instrument but send it out in January asking about the implementation of strategies they learned about in the previous 3 or 6 months and, perhaps, again in April doing the same. The January time should be better for faculty to complete the survey, though April is also a difficult month to gather information from faculty. However, to gather information about how faculty use what they learned in January professional development sessions it will be necessary to poll them in April or May. The downside to using two surveys per year rather than one is that we may end up	

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			question about whether or not they have implemented any of the skills or theories they have learned in the past year. The question will offer a 5-point scale ranging from 1, "not at all," to 5, "to a great extent". The survey will be evaluated by Kossen Center staff.	The average faculty score on the implementation question on the randomly selected annual Follow-up Survey will be 3.5 out of 5.	2016 - 2017	Inconclusive	grading push got in the way of gathering results. We will need to rethink the timing of our survey.	hitting the same group of regular workshop attendees twice in our random selection process, so I may need to keep an eye on that and pull out anyone who gets selected more than twice in a row.
	2.1	New instructional technology will be placed in classrooms across campus annually.	The Kossen Center will assist departments with the selection and installation of new classroom technology and will keep a record of all completed processes to review at the end of the fiscal year.	Conduct a needs consultation and installation of new classroom technology, either hardware or software, in at least 8 classrooms on campus per year.	2016 - 2017	Target Not Met	We consulted on and installed new technology in 7 classrooms this year: Martin 310, Painter 113, Painter 204, Painter 209, Parkinson 104, and Reneau 404. We consulted on several more classrooms, but due to the budget cuts that hit early in the academic year several departments were unable to afford moving forward with their plans due to financial constraints. Some of those are expected to occur early in FY 18, if budgets allow. We also did a lot of consultations for the Fant Memorial Library teaching spaces which will not be installed until FY 18. Finally, we assisted several buildings with making better use of the technology they already had at no or minimal cost (a	We missed our target by one classroom this year, but considering the severity of the budget cuts and the purchasing freeze that hit our campus we are proud of what we were able to help accomplish this year. Going forward we will continue to aim for upgrading 8 classrooms a year and to continue to help coordinate the sharing of resources across campus so that minor upgrades can be done for free or minimal cost.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	New instructional technology will be placed in classrooms across campus annually.	The Kossen Center will assist departments with the selection and installation of new classroom technology and will keep a record of all completed processes to review at the end of the fiscal year.	Conduct a needs consultation and installation of new classroom technology, either hardware or software, in at least 8 classrooms on campus per year.	2016 - 2017	Target Not Met	<p>cable or two), which is not reported here since it is not "new" technology.</p> <p>We missed our target by one classroom this year, but considering the severity of the budget cuts and the purchasing freeze that hit our campus we are proud of what we were able to help accomplish this year.</p>	We missed our target by one classroom this year, but considering the severity of the budget cuts and the purchasing freeze that hit our campus we are proud of what we were able to help accomplish this year. Going forward we will continue to aim for upgrading 8 classrooms a year and to continue to help coordinate the sharing of resources across campus so that minor upgrades can be done for free or minimal cost.
	2.2	Faculty will be satisfied with their ability to effectively use new instructional technology, both software and hardware, for face-to-face, online, and hybrid instruction.	Faculty who attend individual or group training sessions on using technology for instruction will complete the Instructional Technology Survey to assess their perceived skill level (novice, intermediate, competent, advanced). The survey data will be assessed by Kossen Center staff.	75% of faculty member's self-reported outgoing perceived skill level will be at least one level higher than their self-reported incoming perceived skill level on the Instructional Technology Survey.	2016 - 2017	Inconclusive	<p>Due to an accidental file deletion in a shared departmental system, the survey results for our technology workshops were unfortunately lost for the FY 17 year. The file which should have been the back up actually contains data from the FY 16 year, not the current year. Therefore we have no data to report on this topic. I take full responsibility and apologize for this mistake, and will ensure that we keep better backups of all of this data in the coming years. This should be easier once our staff are all located in the same building and it is easier to maintain consistency in physical and virtual file sharing.</p>	We will keep the same target for the upcoming year.
			Faculty who attend individual or group training sessions on using technology for instruction will complete the Instructional	The average score of those participating in the Instructional Technology Survey, which reflects faculty satisfaction with	2016 - 2017	Inconclusive	Due to an accidental file deletion in a shared departmental system, the survey results for our technology workshops were unfortunately lost for the FY 17 year. The file which should have been	We will keep the same target for the upcoming year.



Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			Technology Survey to assess their satisfaction with the training. Among other questions, the survey includes a question asking them to rate their satisfaction with the training where 1 is "very unsatisfied" and 5 is "very satisfied." The survey data will be assessed by Kossen Center staff.	training, will be a 3.8 on a 5.0 scale.	2016 - 2017	Inconclusive	the back up actually contains data from the FY 16 year, not the current year. Therefore we have no data to report on this topic. I take full responsibility and apologize for this mistake, and will ensure that we keep better backups of all of this data in the coming years. This should be easier once our staff are all located in the same building and it is easier to maintain consistency in physical and virtual file sharing.	We will keep the same target for the upcoming year.
	3.1	Faculty will demonstrate knowledge of developmental advising techniques and the value of the approach to student success, retention, and completion.	Faculty who attend training (a workshop and/or individual consultation) on advising will be given an Academic Advising Exit Survey, which will be evaluated by Kossen Center staff.	The average score of faculty who attend training on the Academic Advising Exit Survey will be at least a 3.8 on a 5.0 scale.	2016 - 2017	Inconclusive	The academic advising workshops were still under development in 2016-2017 due to changes happening in the advising model, so no workshops were officially offered. Therefore we have no exit survey results to report for this year. We plan to begin offering these workshops in 2017-2018.	We will keep the target of an average score of 3.8 out of 5.0 on the exit survey once we begin offering the workshops in FY 2018.
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	The MUW archivist will review the new trainee list supplied by the CWRPP Intern to determine if at least five trainees completed interviews, and the completed Women's Oral Histories interviews are also approved	Student mentors will instruct 5 new trainees to produce acceptable Women's Oral Histories interviews.	2016 - 2017	Target Met	The director consulted with the University Archivist as the interviewers were being trained, and nine new students were trained by a women's studies minor.	We will continue to have student interns collect oral histories from the Golden Girls who return for their fiftieth anniversary

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Academic and Student Support - Center for Women's Research and Public Policy	1.1	women's accomplishments and challenges.	acceptable by the MUW archivist based on best practices of professional oral historians.	Student mentors will instruct 5 new trainees to produce acceptable Women's Oral Histories interviews.	2016 - 2017	Target Met	The director consulted with the University Archivist as the interviewers were being trained, and nine new students were trained by a women's studies minor.	We will continue to have student interns collect oral histories from the Golden Girls who return for their fiftieth anniversary
	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.	The CWRPP Director will analyze the number of submitted essays and compare the result to the previous academic year's submitted essay total.	3% increase in student essays for the Dorothy Clark Hobson Essay Contest from the previous academic year.	2016 - 2017	Target Not Met	This year there were so few submissions to the CRI essay contest that we could not award the prizes. We kept the prize money in the foundation interest bearing account.	The Director met with the CRI committee and made specific plans to elicit more essays about "Persepolis," the new CRI book, next year. Changes were made to assignments and programming in UN 101 to make sure students are encouraged to submit essays.
	2.1	The CWRPP will train undergraduate college women to enter elected or appointed public service.	The CWRPP Director will review all of the LDR 250 presentations to determine if all the students completed the project in its entirety.	100% of students in LDR 250 will complete a public policy group project, including a mock presentation before a senate subcommittee.	2016 - 2017	Target Met	All participants in NEW Leadership 2016 completed their public policy action project and received feedback from a committee of Faculty in Residence.	24 students have been accepted to the 2017 NEW Leadership program and they will work on a new public policy presentation during their week here at MUW.
			The CWRPP Director will review the students who participated in the professional networking in the state capital to determine if all the students in LDR 250 participated at the reception.	100% of students in LDR 250 will practice professional networking at a reception for elected-women officials in the state capital.	2016 - 2017	Target Met	According to the NEW Leadership Committee, all LDR 250 NEW Leadership participants practiced networking at a state capital reception for elected women officials	The reception has already been arranged for the NEW Leadership 2017 group. Senator Sally Doty has planned a complete day of activities with multiple women elected officials.
	2.2	Enhance the New Leadership Program to give	The CWRPP Director will review the	At least one graduate student in Women's	2016 - 2017	Target Met	In 2016-17, two graduate students worked on public policy projects for NEW	One graduate student has already completed the public policy project for NEW Leadership 2017, and will be acting as a

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	graduate students the opportunity to practice hands-on development of other women leaders.	number of graduate students in Women's Leadership participating in the practicum connected to the Mississippi New Leadership Program.	Leadership will complete a practicum connected to the Mississippi New Leadership Program earning 1-3 hours of graduate credit.	2016 - 2017	Target Met	Leadership and on the planning for the entire 2016 and 2017 program. One of their public policy projects was selected for the 2017 program. They each earned three hours credit.	graduate assistant during the entire 2017 week.
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.	Participation rates of campus-wide programming will be analyzed after each psycho-educational/mental health program via a log book. The log book will be maintained by the counselors to track participation rates of students.	At least 50 students will participate in one campus-wide mental health program offered by the Counseling Center.	2016 - 2017	Target Met	The Counseling Center participated in the relaxation event and had 100 students participate in their "are you stressed" quiz. At this event the staff gave each participant and anti-stress kit.	The Counseling Center will continue to log participation numbers of each event that they sponsor or participate in for students. The numbers will be logged in the Titanium software that the Counseling Center utilizes.
	1.2	The Counseling Center will build relationships within the community to ensure that resources are readily available to counseling center staff and students as needed.	Counseling Center staff will analyze working relationships within the community by meeting quarterly with 1 community agency.	Counseling Center staff will build a working relationship by obtaining a partnership with at least 1 program from a community agency.	2016 - 2017	Target Met	<p>1. The Counseling Center staff partnered with Community Counseling Services to host an event that focused on alcohol and drug prevention. The staff met with this community agency once to organize this event.</p> <p>2. The Counseling Center staff met with Baptist Behavioral Health administration once a quarter in order to maintain the working relationship.</p> <p>3. The Counseling Center staff worked with Mississippi State University to host a student intern for Spring 2017.</p>	<p>1. The Counseling Center staff will attend the Community Mental Health meeting once a semester in order to build working relationships with other community agencies.</p> <p>2. The Counseling Center staff will maintain meetings with Baptist Behavioral Health once a semester in order to maintain the working relationships.</p> <p>3. The Counseling Center staff will work with Mississippi State University to host a student intern for Fall 2017.</p>

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	The Counseling Center will build relationships within the community to ensure that resources are readily available to counseling center staff and students as needed.	Counseling Center staff will analyze working relationships within the community by meeting quarterly with 1 community agency.	Counseling Center staff will build a working relationship by obtaining a partnership with at least 1 program from a community agency.	2016 - 2017	Target Met		<p>1. The Counseling Center staff will attend the Community Mental Health meeting once a semester in order to build working relationships with other community agencies.</p> <p>2. The Counseling Center staff will maintain meetings with Baptist Behavioral Health once a semester in order to maintain the working relationships.</p> <p>3. The Counseling Center staff will work with Mississippi State University to host a student intern for Fall 2017.</p>
	2.1	The Counseling Center will increase awareness among students regarding the Counseling Center and the services provided.	Results of the Graduation Survey will be analyzed at the end of every academic year. "Were you aware of any of these programs/centers at MUW and the services they provide (mark all that apply)? {Center for Creative Learning, Center for Women's Research and Public Policy, Diversity Education and Programs, Student Success Center, Study Abroad, Counseling Center, Career Center}"	75% of Graduation Survey participants will state that they were aware of the Counseling Center and the services provided.	2016 - 2017	Target Not Met	2016-2017 Graduation Survey Results: Counseling Center - (351/475) - 73.89%	The Counseling Center will make an effort to market the center and services provided in order to increase awareness among students. 75% of Graduation Survey participants will state that they were aware of the Counseling Center and services provided.
	2.2	The Counseling Center will provide satisfactory services to students that utilize the services	Results of the Graduation Survey will be analyzed at the end of every academic year.	75% of the Graduation Survey participants will select "excellent" or "good" indicating	2016 - 2017	Target Not Met	2016-2017 Graduation Survey Results: Excellent - (246/512) - 48.05% Good - (131/512) - 25.59% Total - (377/512) - 73.64%	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.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	provided by the center.	"Rate MUW's effectiveness in providing: Counseling services {Excellent, Good, Fair, Poor, N/A}"	effectiveness of the counseling services.	2016 - 2017	Target Not Met	Fair - (55/512) - 10.74% Poor - (15/512) - 2.93% Not Applicable - (65/512) - 12.7%	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.
Academic and Student Support - Dean of Students (Sexual Misconduct & Title IX)	1.1	The Office of Dean of Students will make an effort to increase the number of new students (freshman and transfer) that complete the WorkPlace Answers online student sexual misconduct training course that is offered each semester.	The number of completed courses will be analyzed and compared to the previous year to determine increase or decrease in completion rate.	New student completing the course will increase by 5% from the previous year.	2016 - 2017	Inconclusive	In 2015 calendar year, 884/2651 students completed the online sexual misconduct training offered. This was the first year we offered the course. Note: this year we offered it to all students.  In 2016 calendar year, 319/1024 new students completed the online sexual misconduct training offered. This was the first year we offered to only new students (Freshman and Transfer).  2017 data will be available at the end of December 2017.	The Dean of Students will continue to offer the online student sexual misconduct training to all new students. New student completing the course will increase by 5% from the previous year.
	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.	Results of the Graduation Survey will be analyzed at the end of every academic year. "Are you aware of how to file a sexual misconduct report? {Yes, No}"	75% of Graduation Survey participants will state that they were aware of how to file a sexual misconduct report.	2016 - 2017	Target Met	2016-2017 Graduation Survey Results: Yes - (429/539) 79.59% No - (110/539) 20.41%	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.
			Results of the Graduation Survey will be analyzed at the end of every academic year. "Are you aware	75% of Graduation Survey participants will state that they were aware that MUW has a sexual misconduct policy.	2016 - 2017	Target Met	2016-2017 Graduation Survey Results: Yes - (525/540) 97.22% No - (15/540) 2.78%	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 that the MUW has a sexual misconduct policy.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			that MUW has a sexual misconduct policy? {Yes, No}"	75% of Graduation Survey participants will state that they were aware that MUW has a sexual misconduct policy.	2016 - 2017	Target Met	2016-2017 Graduation Survey Results: Yes - (525/540) 97.22% No - (15/540) 2.78%	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 that the MUW has a sexual misconduct policy.
			Results of the Graduation Survey will be analyzed at the end of every academic year.  "Do you know what Title IX means? {Yes, No}"	75% of Graduation Survey participants will state that they were aware of what Title IX means.	2016 - 2017	Target Met	2016-2017 Graduation Survey Results: Yes - (438/542) 80.81% No - (104/542) 19.19%	The Office of Dean of Students will make an effort to maintain awareness among students regarding the University's sexual misconduct (Title IX) policy. 75% of Graduation Survey participants will state that they were aware of what Title IX means.
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.	Results of the Staff Satisfaction Survey will be analyzed every Spring.  "I am aware that I am responsible for reporting sexual misconduct of which I have been informed or have witnessed to the University's Title IX Coordinator. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	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.	2016 - 2017	Target Met	2017 Staff Satisfaction Survey Results: Strongly Agree - 56.32% Agree - 40.23% Total - 96.55%  Disagree - 0% Strongly Disagree - 1.15% Not Applicable - 2.3%	The Office of Dean of Students will make an effort to maintain the awareness among staff regarding their responsibility for reporting sexual misconduct of which they have been informed or have witnessed to the University's Title IX Coordinator. Achievement target of 85% of staff satisfaction survey participants will "strongly agree" or "agree" that they are aware of their responsibility for reporting sexual misconduct.	
		Results of the Staff Satisfaction Survey will be analyzed every Spring.  "I am aware that the University has a designated person to	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	2016 - 2017	Target Met	2017 Staff Satisfaction Survey Results: Strongly Agree - 53.49% Agree - 44.19% Total - 97.68%  Disagree - 0% Strongly Disagree - 0% Not Applicable - 2.33%	The Office of Dean of Students will make an effort to maintain the awareness among staff regarding that the University has a designated person to coordinator the University's efforts to eliminate sexual misconduct on campus. Achievement target of 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	

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			coordinate the University's efforts to eliminate sexual misconduct on campus. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	University's efforts to eliminate sexual misconduct on campus.	2016 - 2017	Target Met	2017 Staff Satisfaction Survey Results: Strongly Agree - 53.49% Agree - 44.19% Total - 97.68%  Disagree - 0% Strongly Disagree - 0% Not Applicable - 2.33%	University's efforts to eliminate sexual misconduct on campus.
			Results of the Staff Satisfaction Survey will be analyzed every Spring.  "I am aware that the University has a policy that prohibits sexual misconduct. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	85% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a policy that prohibits sexual misconduct.	2016 - 2017	Target Met	2017 Staff Satisfaction Survey Results: Strongly Agree - 51.14% Agree - 46.59% Total - 97.73%  Disagree - 1.14% Strongly Disagree - 0% Not Applicable - 1.14%	The Office of Dean of Students will make an effort to maintain the awareness among staff regarding the University's sexual misconduct (Title IX) policy. Achievement target of 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.
			Results of the Staff Satisfaction Survey will be analyzed every Spring.  "I am aware that the University's policy on sexual misconduct covers sexual harassment, sexual assault, domestic violence, dating violence, and stalking. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	85% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University's policy on sexual misconduct covers sexual harassment, sexual assault, domestic violence, dating violence, and stalking.	2016 - 2017	Target Met	2017 Staff Satisfaction Survey Results: Strongly Agree - 53.41% Agree - 43.18% Total - 96.59%  Disagree - 1.14% Strongly Disagree - 0% Not Applicable - 2.27%	The Office of Dean of Students will make an effort to maintain the awareness among staff regarding the University's sexual misconduct (Title IX) policy and that the policy covers sexual harassment, sexual assault, domestic violence, dating violence, and stalking. Achievement target of 85% of staff satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University's sexual misconduct policy covers sexual harassment, sexual assault, domestic violence, dating violence, and stalking.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	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.	Results of the Faculty Satisfaction Survey will be analyzed every Spring. "I am aware that I am responsible for reporting sexual misconduct of which I have been informed or have witnessed to the University's Title IX Coordinator. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	85% of Faculty Satisfaction survey participants will "strongly agree" or "agree" that they are aware they are responsible for reporting sexual misconduct of which they have been informed or have witnessed to the University's Title IX Coordinator.	2016 - 2017	Target Met	2017 Faculty Satisfaction Survey Results: Strongly Agree - 60.24% Agree - 38.55% Total - 98.79%  Disagree - 1.2% Strongly Disagree - 0% Not Applicable - 0%	The Office of Dean of Students will make an effort to maintain the awareness among faculty regarding their responsibility for reporting sexual misconduct of which they have been informed or have witnessed to the University's Title IX Coordinator. Achievement target of 85% of faculty satisfaction survey participants will "strongly agree" or "agree" that they are aware of their responsibility for reporting sexual misconduct. (06/26/2017)
			Results of the Faculty Satisfaction Survey will be analyzed every Spring. "I am aware that the University has a designated person to coordinate the University's efforts to eliminate sexual misconduct on campus. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	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.	2016 - 2017	Target Met	2017 Faculty Satisfaction Survey Results: Strongly Agree - 60.98% Agree - 37.8% Total - 98.78%  Disagree - 0% Strongly Disagree - 0% Not Applicable - 1.22%	The Office of Dean of Students will make an effort to maintain the awareness among faculty regarding that the University has a designated person to coordinator the University's efforts to eliminate sexual misconduct on campus. Achievement target of 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.
			Results of the Faculty Satisfaction Survey will be	85% of Faculty Satisfaction survey participants will "strongly agree"	2016 - 2017	Target Met	2017 Faculty Satisfaction Survey Results: Strongly Agree - 59.76% Agree - 40.24%	The Office of Dean of Students will make an effort to maintain the awareness among faculty regarding the University's sexual misconduct (Title IX) policy. Achievement



Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			analyzed every Spring.	or "agree" that they are aware that the University has a policy that prohibits sexual misconduct.	2016 - 2017	Target Met	Total - 100%	target of 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.
			"I am aware that the University has a policy that prohibits sexual misconduct. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"					
			Results of the Faculty Satisfaction Survey will be analyzed every Spring.	85% of Faculty Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the	2016 - 2017	Target Met	2017 Faculty Satisfaction Survey Results: Strongly Agree - 59.76% Agree - 40.24% Total - 100%	The Office of Dean of Students will make an effort to maintain the awareness among faculty regarding the University's sexual misconduct (Title IX) policy and that the policy covers sexual harassment, sexual assault, domestic violence, dating violence, and stalking. Achievement target of 85% of faculty satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University's sexual misconduct policy covers sexual harassment, sexual assault, domestic violence, dating violence, and stalking. (06/26/2017)
			"I am aware that the University's policy on sexual misconduct covers sexual harassment, sexual assault, domestic violence, dating violence, and stalking. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	University's policy on sexual misconduct covers sexual harassment, sexual assault, domestic violence, dating violence, and stalking.				
	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	Results of the Staff Satisfaction Survey will be analyzed every Spring.	85% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a Behavioral Intervention Team (BIT).	2016 - 2017	Target Not Met	2017 Staff Satisfaction Survey Results: Strongly Agree - 38.64% Agree - 44.32% Total - 82.96%  Disagree - 10.23% Strongly Disagree - 3.41% Not Applicable - 3.41%	The Office of Dean of Students will make an effort to market the Behavioral Intervention Team (BIT) to staff members in order to raise the awareness among staff members about the team and reporting measures. Achievement target of 85% of staff satisfaction survey participants will "strongly agree" or "agree" that they are aware of Behavioral Intervention Team (BIT) and the reporting measures.
			"I am aware that the University has a Behavioral Intervention Team (BIT). {Strongly Agree, Agree,					

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	can intervene and work to retain the student.	Disagree, Strongly Disagree, Not Applicable}"	85% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a Behavioral Intervention Team (BIT).	2016 - 2017	Target Not Met	2017 Staff Satisfaction Survey Results: Strongly Agree - 38.64% Agree - 44.32% Total - 82.96%  Disagree - 10.23% Strongly Disagree - 3.41% Not Applicable - 3.41%	The Office of Dean of Students will make an effort to market the Behavioral Intervention Team (BIT) to staff members in order to raise the awareness among staff members about the team and reporting measures. Achievement target of 85% of staff satisfaction survey participants will "strongly agree" or "agree" that they are aware of Behavioral Intervention Team (BIT) and the reporting measures.
	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.	Results of the Faculty Satisfaction Survey will be analyzed every Spring.  "I am aware that the University has a Behavioral Intervention Team (BIT). {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	85% of Faculty Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a Behavioral Intervention Team (BIT).	2016 - 2017	Target Met	2017 Faculty Satisfaction Survey Results: Strongly Agree - 55.42% Agree - 40.96% Total - 96.38%  Disagree - 1.2% Strongly Disagree - 0% Not Applicable - 2.41%	The Office of Dean of Students will make an effort to maintain the awareness among faculty regarding the Behavioral Intervention Team (BIT) and reporting measures in order to strengthen reporting of student behaviors in which the team can intervene and work to retain the student. Achievement target of 85% of faculty satisfaction survey participants will "strongly agree" or "agree" that they are aware of the Behavioral Intervention Team (BIT) and reporting measures.
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.	The Office of Housing and Residence Life will analyze the data produced by the Housing software (Simple Campus Housing) that will calculate our number of New Freshmen students living on campus to determine an increase/decrease each academic year.	New Freshmen living on campus for the Fall semester will increase by 5% from the previous year.	2016 - 2017	Target Met	We increased the number of new Freshman students living on campus from 164 in Fall '15 to 174 in Fall '16.	Housing and Residence Life will continue to work on increasing the number of new Freshman living on campus.
	1.2	The Office of Housing and	The Office of Housing and	Returning Students living on	2016 - 2017	Target Not Met	Housing and Residence Life was only able to increase	Housing and Residence Life will continue to work on retaining Returning Students to live

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	Residence Life will increase the number of Returning Students living on campus each academic year.	Residence Life will analyze the data produced by the Housing software (Simple Campus Housing) that will calculate our number of Returning Students living on campus to determine an increase/decrease each academic year.	campus for the Fall semester will increase by 5% from the previous year.	2016 - 2017	Target Not Met	the number of Returning Students from 307 in Fall '15 to 308 in Fall '16.	on campus.
	2.1	The Office of Housing and Residence Life will increase the average satisfaction rating of programs/activities sponsored by our staff regarding social/educational/cultural programs conducted in the residence halls.	Results from the (Association of College and University Housing Officers – International) ACUHO-I/Benchmarks Resident Assessment survey will be analyzed at the end of the Spring semester.  "How satisfied are you with programs/activities sponsored by your hall/apt. building regarding: Social/educational/cultural programs? {1. Very dissatisfied, 2. Moderately dissatisfied, 3. Slightly	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.	2016 - 2017	Target Not Met	Housing and Residence Life was not able to increase the average of satisfaction for programming with regards to social/educational/cultural programs to a 5.6. However, we were able to maintain the satisfaction at a 5.47 rating.	Housing and Residence Life will continue to work on increasing the satisfaction rating for programs with regards to social/educational/cultural programs.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	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.	dissatisfied, 4. Neutral, 5. Slightly satisfied, 6. Moderately satisfied, 7. Very satisfied}"	Increase the satisfaction mean to 5.6 on a scale of 1-7 (with 7 being "very satisfied") will be achieved on the ACUHO-I/Benchmarks Resident Assessment survey regarding the social/educational/cultural programs conducted in the residence halls.	2016 - 2017	Target Not Met	Housing and Residence Life was not able to increase the average of satisfaction for programming with regards to social/educational/cultural programs to a 5.6. However, we were able to maintain the satisfaction at a 5.47 rating.	Housing and Residence Life will continue to work on increasing the satisfaction rating for programs with regards to social/educational/cultural programs.
	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.	Results from the (Association of College and University Housing Officers – International) ACUHO-I/Benchmarks Resident Assessment survey will be analyzed at the end of the Spring semester.  "How satisfied are you with programs/activities sponsored by your hall/apt. building regarding: Quality of programs? {1. Very dissatisfied, 2. Moderately dissatisfied, 3. Slightly dissatisfied, 4. Neutral, 5. Slightly	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.	2016 - 2017	Target Not Met	Housing and Residence Life was not able to increase the satisfaction mean to 5.6 with regards to quality of programs for students living in the residence halls. However, we were still able to increase the satisfaction mean to a 5.48 in FY17 from a 5.45 in FY16.	Housing and Residence Life plans to continue to work on providing quality programs to the residents living in the residence halls and will strive to increase the satisfaction rating to a 5.6 average.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	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.	satisfied, 6. Moderately satisfied, 7. Very satisfied}"	Increase the satisfaction mean to 5.6 on a scale of 1-7 (with 7 being "very satisfied") will be achieved on the ACUHO-I/Benchmarks Resident Assessment survey regarding quality of programs offered by the department of Housing and Residence Life.	2016 - 2017	Target Not Met	Housing and Residence Life was not able to increase the satisfaction mean to 5.6 with regards to quality of programs for students living in the residence halls. However, we were still able to increase the satisfaction mean to a 5.48 in FY17 from a 5.45 in FY16.	Housing and Residence Life plans to continue to work on providing quality programs to the residents living in the residence halls and will strive to increase the satisfaction rating to a 5.6 average.
Academic and Student Support - International Student Services	1.1	International student peer mentors, which are based out of the Office of International Student will work with and guide new incoming international students to help them develop skills and attitudes that will help further their success at MUW.	At the end of the Spring Academic semester, International Student Services will analyze the results of the Peer Mentor Satisfaction Survey completed by new freshman international students, regarding their success and understanding of MUW.	75% of freshman international students participating in the Peer Mentor Satisfaction Survey will state that they felt that the international student peer mentor program was beneficial to their success and understanding of MUW.	2016 - 2017	Target Met	92% of the freshman international students who participated in the survey stated that the peer mentor programs was beneficial to their success and understanding of MUW.	ISS will continue the Peer Mentor Program and continue to issue surveys at the end of the spring semester to ensure the effectiveness of the program.
	1.2	Fall and Spring International student orientation will have cross-campus support incorporating the various on campus departments/offices to ensure the incoming international	At the completion of orientation, International Student Services will analyze the results of the Orientation Satisfaction Survey completed by new freshman international students,	75% of freshman international students who participated in orientation and completed the Orientation Satisfaction Survey will state that orientation and the knowledge attained was	2016 - 2017	Target Met	100% of freshman who participated in orientation stated that orientation and the knowledge attained was beneficial to the start of their collegiate career.	ISS will continue to have a collaborative freshman orientation program and evaluate the surveys to see where we need to improve.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	students get a well-rounded orientation and foundation to begin their collegiate careers.	regarding orientation and its benefits to their collegiate careers.	beneficial for the start of their collegiate career.	2016 - 2017	Target Met	100% of freshman who participated in orientation stated that orientation and the knowledge attained was beneficial to the start of their collegiate career.	ISS will continue to have a collaborative freshman orientation program and evaluate the surveys to see where we need to improve.
	2.1	The Office of International Student Services will continue to facilitate cultural and ethnic programming throughout the academic school year.	At the end of the academic year, International Student Services will analyze the results of the Program Evaluation Forms completed by program attendees at International Student Association Night, regarding the educational opportunities to learn about various cultures at MUW.	75% of those in attendance at a given program who complete a Program Evaluation Form will indicate that the program was educational and provided them with an opportunity to learn about the various cultures at MUW.	2016 - 2017	Inconclusive	100% of those who filled out the survey stated that the program was educational and provided them with an opportunity to learn about the various cultures at MUW. The sample size wasn't large enough to determine whether or not the target was met.	ISS will develop a more effective and efficient way to distribute surveys to the audience.
	2.2	The Office of International Student Services will collaborate with other MUW offices/departments in the areas of cultural programming to increase attendance from the MUW community and local community.	At the end of the academic year, the Office of International Student Services will review the attendance at the annual International Student Association Night to determine an increase/decrease in diverse audience members.	5% increase in audience members at the annual International Student Association Night from the previous year.	2016 - 2017	Inconclusive	There was a large number in attendance, approximately 200 spectators however not enough turned in surveys to determine whether or not we met our 5% increase.	ISS will develop a more effective and efficient way to hand out surveys/get at count at ISA Night.
Academic and Student Support - Library	1.1	The library will consolidate its services at one	The library will conduct a Patron Satisfaction	The library will conduct a Patron Satisfaction Survey	2016 - 2017	Inconclusive	The library has change its service model during FY 17 twice. Initially we moved	This target needs to be removed from the library assessment.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Academic and Student Support - Library	1.1	“integrated service point,” develop new services around this access point, and promote these services to campus.	Survey to patrons to determine satisfaction with any changes. The Dean of the Library will review and analyze the survey results to determine if the achievement target was met.	every other spring and will work toward 85% satisfaction with the Integrated Service Point.	2016 - 2017	Inconclusive	to an "integrated service point" when the new Dean arrived in order to consolidate and increase quality and number of services while the library was under construction. The service points (information and checkout/returns) have been separated again to prepare for greater traffic and complications that arise from multiple collections (Circulating, ASRS/Athena, Holds, Interlibrary Loans, New Books, etc.), as well as additional services provided (research and technology support). In part this fluctuation arose from changes in staffing as the library lost all but one public services employee, then hired three over the spring. There was no need to conduct a survey on this target, as the Integrated Service Point ceased to exist.	This target needs to be removed from the library assessment.
	1.2	The library will work to improve faculty awareness and satisfaction with the library's services and resources, including electronic and print collections, as well as Interlibrary Loan, Virtual and In-Person Reference,	The library will conduct a Faculty Library Survey on alternate springs from the Patron Satisfaction Survey to determine awareness of the purchase-on-demand book acquisition program. The Dean of the	The library will achieve a 25% increase in awareness of the purchase on demand program, until 100% is achieved, on the Faculty Library Survey.	2016 - 2017	Inconclusive	A general Faculty Library Survey was conducted in Fall 2016. We will conduct another general Faculty Library Survey in Fall 2017 and compare the results. The Fall 2016 survey is problematic in that we had only ten responses. We hope to increase the number of responses in Fall 2017. In the Fall 2016 survey, we found among the respondents that six	Due to unforeseen circumstances with library renovations and budget cuts, we will reevaluate the achievement targets and make necessary adjustments to our assessment plan to better reflect the Library's mission for the campus and community.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	and Information Literacy.	Library will review and analyze the survey results to determine if the achievement target was met.	The library will achieve a 25% increase in awareness of the purchase on demand program, until 100% is achieved, on the Faculty Library Survey.	2016 - 2017	Inconclusive	were from Arts & Sciences, one from COBPS, two from EDHS, one from Nursing. Three were satisfied with the library's print resources, while seven were either neutral (3) or unsatisfied (4). Five were neutral about the library's online resources, with two being unsatisfied, and two being satisfied, and one very satisfied. Seven out of 10 were unaware of the library's new "purchase on demand" book ordering process. There were requests for four databases, including the OED online, JSTOR (various), and the International Medieval Bibliography. Three journals were requested.	Due to unforeseen circumstances with library renovations and budget cuts, we will reevaluate the achievement targets and make necessary adjustments to our assessment plan to better reflect the Library's mission for the campus and community.
			The library will conduct a Faculty Library Survey on alternate springs from the Patron Satisfaction Survey to determine satisfaction with the library's print and electronic collections. The Dean of the Library will review and analyze the survey results to determine if the achievement target was met.	The library will achieve a 5% increase in satisfaction with print and electronic collections on the Faculty Library Survey.	2016 - 2017	Inconclusive	We have the results of the Fall 2016 survey only, and the sample size is too small to get a quantitative analysis. We will repeat the survey in Fall 2017 for the general faculty and look for a larger sample size and trends toward increasing satisfaction.	Due to unforeseen circumstances with library renovations and budget cuts, we will reevaluate the achievement targets and make necessary adjustments to our assessment plan to better reflect the Library's mission for the campus and community.
			The library will conduct a Faculty	The library will expect a 5%	2016 - 2017	Inconclusive	The library conducted a survey of the general	We will continue to try to get survey results from the remaining Chairs. One chair has



Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			Library Survey on alternate springs from the Patron Satisfaction Survey to determine satisfaction with the library's services. The Dean of the Library will review and analyze the survey results to determine if the achievement target was met.	increase in overall satisfaction with the library's services on the Faculty Library Survey.	2016 - 2017	Inconclusive	faculty in Fall 2016. This will be repeated in Fall 2017. To get some interim data, the library conducted a shorter survey of the university's Department Chairs at the end of the Spring 2017 semester. Seven of the department chairs responded. There is no data to gauge increases, as we only have single data points.	retired, and we will target the interim chair as soon as he/she is appointed. This data will be used to create effective strategies to disseminate information to individual departments. Three of the seven department chairs answered that the most effective way to communicate with their faculty would be at a department meeting. The Dean will schedule times to meet with each of these departments. Two of seven Chairs have not heard of the library's new open online book ordering strategy, introduced in Fall 2016. The Dean will target these two departments for additional information on book ordering. Seven databases and six journals were recommended for purchase. The Dean will price out options for these requests, creating a "priorities list" for new electronic resources as funds become available. All seven departments are interested in Information Literacy workshops, with five out of seven requested Plagiarism/Academic Integrity and Citation Style workshops, four requested Citation Management and Specialized Research Workshops. Three expressed interest in a Data Literacy workshop. Four out of seven have not heard about or would like more information on the new Online Reserves. This survey will be repeated in Spring 2018. We will look for a 5% increase in overall satisfaction with Electronic Resources.
			The library will conduct a Faculty Library Survey on alternate springs from the Patron Satisfaction Survey to determine satisfaction with the purchase-on-demand book acquisition	The library will achieve a 5% increase in satisfaction with the on-demand book acquisition program on the Faculty Library Survey.	2016 - 2017	Inconclusive	This program has just begun, and there is no way to measure "satisfaction" with it yet. We will include this in the Fall 2017 general Faculty Survey.	Due to unforeseen circumstances with library renovations and budget cuts, we will reevaluate the achievement targets and make necessary adjustments to our assessment plan to better reflect the Library's mission for the campus and community.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			program. The Dean of the Library will review and analyze the survey results to determine if the achievement target was met.	The library will achieve a 5% increase in satisfaction with the on-demand book acquisition program on the Faculty Library Survey.	2016 - 2017	Inconclusive	This program has just begun, and there is no way to measure "satisfaction" with it yet. We will include this in the Fall 2017 general Faculty Survey.	Due to unforeseen circumstances with library renovations and budget cuts, we will reevaluate the achievement targets and make necessary adjustments to our assessment plan to better reflect the Library's mission for the campus and community.
	2.1	The library will make its resources more accessible to the local community's underserved populations who lack adequate internet/information resources.	The library will conduct a Community Satisfaction Survey every other year (with the Faculty Library Survey). The Dean of the Library will review and analyze the survey results to determine if achievement target was met.	Community patrons will report a 10% increase in satisfaction with library accessibility.	2016 - 2017	Inconclusive	This was not done, as the library is not fully open yet. We have increased access for the community, but there is not enough community traffic to survey it yet. There is also nothing to compare it to, and therefore no possibility to increase satisfaction. We will work toward a Community Satisfaction Survey in Spring 2018.	Due to unforeseen circumstances with library renovations and budget cuts, we will reevaluate the achievement targets and make necessary adjustments to our assessment plan to better reflect the Library's mission for the campus and community.
			The library will provide space for community events, tracked by the Dean of Library Services using a calendaring system.	The library will provide space for five community events per fiscal year.	2016 - 2017	Target Not Met	The library has not been open to community or other events due to construction.	Due to unforeseen circumstances with library renovations and budget cuts, we will reevaluate the achievement targets and make necessary adjustments to our assessment plan to better reflect the Library's mission for the campus and community.
	3.1	The library will acquire and launch new virtual reference solutions to provide parity for online and distance programs, as well as supporting commuting students and those	The library will build customized websites called LibGuides for instructors upon demand. The Dean of the Library will review the LibGuides records to determine if achievement	The library will produce five customized guides for individual courses per year.	2016 - 2017	Target Met	These guides in use are still being evaluated and new ones are still being built, and their usefulness will be assessed in FY 2018. Four guides were completed in FY 2017. I am satisfied with this target, as we lost our reference/instruction librarian in November 2016.	Due to unforeseen circumstances with library renovations and budget cuts, we will reevaluate the achievement targets and make necessary adjustments to our assessment plan to better reflect the Library's mission for the campus and community.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	3.1	preferring online assistance.	target was met.	The library will produce five customized guides for individual courses per year.	2016 - 2017	Target Met	These guides in use are still being evaluated and new ones are still being built, and their usefulness will be assessed in FY 2018. Four guides were completed in FY 2017. I am satisfied with this target, as we lost our reference/instruction librarian in November 2016.	Due to unforeseen circumstances with library renovations and budget cuts, we will reevaluate the achievement targets and make necessary adjustments to our assessment plan to better reflect the Library's mission for the campus and community.
			The library will build customized websites called LibGuides for instructors upon demand. The Dean of the Library will review the LibGuides records to determine if achievement target was met.	The library will produce three customized guides for general disciplinary areas per year.	2016 - 2017	Target Met	LibGuides that were requested were delivered. Four guides were produced in FY 2017.	Due to unforeseen circumstances with library renovations and budget cuts, we will reevaluate the achievement targets and make necessary adjustments to our assessment plan to better reflect the Library's mission for the campus and community.
			The library will grow a dynamic new FAQ program for self-help reference. The Dean of the Library will review the FAQ entries records each year to determine if achievement target was met.	The library will add 15 new FAQ entries annually, based on failed searches and new resources or services.	2016 - 2017	Target Met	38 FAQ entries were created in FY 2017. These were viewed a total of 322 times.	Due to unforeseen circumstances with library renovations and budget cuts, we will reevaluate the achievement targets and make necessary adjustments to our assessment plan to better reflect the Library's mission for the campus and community.
			The library will provide embedded asynchronous virtual reference solutions. The Dean of the Library will review and analyze the usage of the	Usage of this asynchronous virtual reference system will grow by 10% per year.	2016 - 2017	Target Not Met	We lost our reference and instruction librarian and two of our public services staff in FY 2017, so we did not launch this service. We will launch the service in FY 2018.	Due to unforeseen circumstances with library renovations and budget cuts, we will reevaluate the achievement targets and make necessary adjustments to our assessment plan to better reflect the Library's mission for the campus and community.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			solutions each year.	Usage of this asynchronous virtual reference system will grow by 10% per year.	2016 - 2017	Target Not Met	We lost our reference and instruction librarian and two of our public services staff in FY 2017, so we did not launch this service. We will launch the service in FY 2018.	Due to unforeseen circumstances with library renovations and budget cuts, we will reevaluate the achievement targets and make necessary adjustments to our assessment plan to better reflect the Library's mission for the campus and community.
			The library will revise the website iteratively to improve patron experience. The Dean of the Library will review and analyze the Patron Satisfaction Survey and the Faculty Library Survey each year to determine if achievement target was met.	The library will include questions about website satisfaction on both the Patron Satisfaction Survey and the Faculty Library Survey with a target of a 5% increase in satisfaction.	2016 - 2017	Inconclusive	We will repeat the general Faculty Survey in Fall 2017 and look at satisfaction with the library's website. We only have one data point currently, so we are not able to determine if there is increased satisfaction.	Due to unforeseen circumstances with library renovations and budget cuts, we will reevaluate the achievement targets and make necessary adjustments to our assessment plan to better reflect the Library's mission for the campus and community.
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.	At the end of the fiscal year, Outreach and Innovation will review the documented attendance records from each health and wellness event held on campus (i.e. Spring Fitness Challenge, Meet at the Track, W Walks to Lunch, Homecoming 5K, Healthy Eating Culinary classes, etc.) and compare the number of participants to the previous fiscal	Overall campus health and wellness event participation will grow by at least 10% from the previous fiscal year.	2016 - 2017	Target Met	There was a 66.44% growth in campus health and wellness event participation.	An attendance report will be created and submitted to the director after every event as an improved way to monitor participation throughout the year.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
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.	year's participants.	Overall campus health and wellness event participation will grow by at least 10% from the previous fiscal year.	2016 - 2017	Target Met	There was a 66.44% growth in campus health and wellness event participation.	An attendance report will be created and submitted to the director after every event as an improved way to monitor participation throughout the year.
	1.2	Develop and implement community based health and wellness initiatives with an increase in participation in health and wellness related activities both in the community and on campus.	At the end of the fiscal year, Outreach and Innovation will review the documented attendance records from each community/campus based health and wellness event (quarterly events, which may include a health fair, diabetes walk, etc. The events will also link with existing university resources and programs, including the Women's Health Awareness Week and the Miller Lecture Series) and compare the number of participants to the previous fiscal year's participants. Connecting campus to community,	Overall community/campus health and wellness event participation will grow by at least 10% from the previous fiscal year.	2016 - 2017	Target Met	There was a 14.21% growth in community/campus health and wellness event participation.	An attendance report will be created and submitted to the director after every event as an improved way to monitor participation throughout the year.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	Develop and implement community based health and wellness initiatives with an increase in participation in health and wellness related activities both in the community and on campus.	through quarterly events held on campus, in schools, and out in the community, will better utilize the current resources available, as well as the expertise of The W faculty and community practitioners.	Overall community/campus health and wellness event participation will grow by at least 10% from the previous fiscal year.	2016 - 2017	Target Met	There was a 14.21% growth in community/campus health and wellness event participation.	An attendance report will be created and submitted to the director after every event as an improved way to monitor participation throughout the year.
	2.1	Enhance teacher effectiveness in participating K-12 school districts across the state by providing a comprehensive program of professional development (CHAMPS) to increase mathematics content knowledge and instructional practices.	At the end of the fiscal year, Outreach and Innovation will compare the overall scores of the Pre Learning Mathematics for Teaching (LMT) Assessments to the Post LMT Assessments administered at the summer teacher institute and at the end of the project year, respectively, to determine the scoring difference.	The overall score for individuals participating in the Pre/Post LMT Assessments will have a statistically significant higher score ranging from a .2-.5 to show a growth in content knowledge from the Pre-LMT Assessment to the Post-LMT Assessment.	2016 - 2017	Target Met	LMT (Learning Mathematics for Teaching) assessment was used to assess changes in mathematics teachers' content knowledge gained over the two-week summer institute and then retained over the course of the year-long project. The participants were given a pretest on July 5, 2016, a posttest on July 15, 2016, and finally a post-posttest during on April 1, 2017.  Geometry: An adjusted Bonferroni post-hoc comparison was used to detect specific differences among these means. Results revealed that the participants obtained statistically significant higher scores in the posttest (M = .026) and in the post-post (M = -.087) than they did in the pretest (M = -.590). As these scale scores have been adjusted for the relative difficulty of tests, the changes in mean scale scores indicated that,	The LMT (Learning Mathematics for Teaching) assessment will continue to be used as a way to assess changes in mathematics teachers' content knowledge gained over the two-week summer institute and then retained over the course of the year-long project.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	Enhance teacher effectiveness in participating K-12 school districts across the state by providing a comprehensive program of professional development (CHAMPS) to increase mathematics content knowledge and instructional practices.	At the end of the fiscal year, Outreach and Innovation will compare the overall scores of the Pre Learning Mathematics for Teaching (LMT) Assessments to the Post LMT Assessments administered at the summer teacher institute and at the end of the project year, respectively, to determine the scoring difference.	The overall score for individuals participating in the Pre/Post LMT Assessments will have a statistically significant higher score ranging from a .2-.5 to show a growth in content knowledge from the Pre-LMT Assessment to the Post-LMT Assessment.	2016 - 2017	Target Met	<p>compared with the pretest, the participants had scored .616 standard deviation higher in the posttest and .502 standard deviation higher in the post-posttest.</p> <p>Patterns functions and algebra: An adjusted Bonferroni post-hoc comparison was implemented to detect specific differences among these means. Results revealed that the participants obtained statistically significant higher scores in the posttest (M = -.471) and in the post-post (M = -.390) than they did in the pretest (M = -1.083). Given that these scale scores have been adjusted for the relative difficulty of tests, the changes in mean scale scores indicates that the participants have shown a mean change of .612 standard deviation unit from the pretest to the posttest, and a mean change of .693 standard deviation unit from the pretest to the post posttest.</p> <p>Number concepts and operations: An adjusted Bonferroni post-hoc comparison was used to detect specific differences among these means. Results revealed that the participants obtained statistically</p>	The LMT (Learning Mathematics for Teaching) assessment will continue to be used as a way to assess changes in mathematics teachers' content knowledge gained over the two-week summer institute and then retained over the course of the year-long project.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	Enhance teacher effectiveness in participating K-12 school districts across the state by providing a comprehensive program of professional development (CHAMPS) to increase mathematics content knowledge and instructional practices.	At the end of the fiscal year, Outreach and Innovation will compare the overall scores of the Pre Learning Mathematics for Teaching (LMT) Assessments to the Post LMT Assessments administered at the summer teacher institute and at the end of the project year, respectively, to determine the scoring difference.	The overall score for individuals participating in the Pre/Post LMT Assessments will have a statistically significant higher score ranging from a .2-.5 to show a growth in content knowledge from the Pre-LMT Assessment to the Post-LMT Assessment.	2016 - 2017	Target Met	significant higher scores in the posttest (M = -.379) and in the post-post (M = -.282) than they did in the pretest (M = -.872). As these scale scores have been adjusted for the relative difficulty of tests, the changes in mean scale scores indicated that, compared with the pretest, the participants had scored .493 standard deviation higher in the posttest and .590 standard deviation higher in the post-posttest.	The LMT (Learning Mathematics for Teaching) assessment will continue to be used as a way to assess changes in mathematics teachers' content knowledge gained over the two-week summer institute and then retained over the course of the year-long project.
	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.	At the end of the fiscal year, Outreach and Innovation will compare the CHAMPS classrooms' students' overall scores to the control classrooms' overall scores from the Pre/Post College and Career Readiness Standards (CCRS) Assessments taken in August (Pre) and May (Post) to determine if the CHAMPS' students' scoring difference	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.	2016 - 2017	Target Met	CCSS student assessment was used to assess the impact of the project on student achievement (i.e., between students whose teachers participated the program and students whose teacher did not). CCSS pretest was given to students at the beginning of the school year (i.e., August 22-26, 2016), whereas CCSS posttest was given to students about seven months later (i.e., March 27-31, 2017).  3rd-5th Grade Students whose teachers participated the CHAMPS project increased 15.94 from the pretest to the posttest, whereas those students whose teacher did not participate the program	CCSS student assessment will continue to be used to assess the impact of the project on student achievement (i.e., between students whose teachers participated the program and students whose teacher did not).



Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	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.	between the Pre and Post assessments was higher than the control classrooms' students' scoring difference.	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.	2016 - 2017	Target Met	increased 10.28 from the pretest to the posttest.  6th-8th Grade Students whose teachers participated the CHAMPS project increased 13.97 from the pretest to the posttest, whereas those students whose teacher did not participate the program increased 8.40 from the pretest to the posttest.	CCSS student assessment will continue to be used to assess the impact of the project on student achievement (i.e., between students whose teachers participated the program and students whose teacher did not).
	2.3	Increase the number of teachers who are highly qualified to teach middle school mathematics in Mississippi.	At the end of the fiscal year, Outreach and Innovation will review the records of teacher names submitted to Mississippi Department of Education for the 7th-8th mathematics add-on certificate to determine the number of CHAMPS' participants that completed the process.	At least 10% 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.	2016 - 2017	Target Met	45% of the individuals who participated in a comprehensive program of professional development (CHAMPS) earned highly qualified status by successfully adding a 7th-8th mathematics certified endorsement to their license.	Teachers will continue to be sought out and encouraged to complete all of the necessary requirements for adding a 7th-8th grade mathematics certified endorsement to their teaching license.
Academic and Student Support - Registrar	1.1	The Office of the Registrar will move more manual processes to online processes to promote timeliness and convenience for students.	At the end of the fiscal year, the Office of the Registrar will analyze the Graduation Survey's results regarding the overall Registrar process.  "Overall, how	80% of students participating in the Graduation Survey will find Registrar processes "good" or "excellent."	2016 - 2017	Target Met	2016-2017 Graduation Survey Results: Excellent - (281/535) - 52.52% Good - (196/535) - 36.64% Total - (477/535) - 89.16%  Fair - (43/535) - 8.04% Poor - (15/535) - 2.8%	The Office of the Registrar will continue to streamline processes that will increase student satisfaction. The Achievement Target for 2016-2017 is 85% of students participating in the Graduation Survey will find Registrar processes "good" or "excellent".

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
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.	would you rate the registrar processes (including updating personal/academic information, adding/dropping classes, degree audit processing, applying for graduation, transcript processing, etc.)? {Excellent, Good, Fair, Poor}"	80% of students participating in the Graduation Survey will find Registrar processes "good" or "excellent."	2016 - 2017	Target Met	2016-2017 Graduation Survey Results: Excellent - (281/535) - 52.52% Good - (196/535) - 36.64% Total - (477/535) - 89.16%  Fair - (43/535) - 8.04% Poor - (15/535) - 2.8%	The Office of the Registrar will continue to streamline processes that will increase student satisfaction. The Achievement Target for 2016-2017 is 85% of students participating in the Graduation Survey will find Registrar processes "good" or "excellent".
	1.2	The Office of the Registrar will save money by moving processes online.	At the end of the fiscal year, the unit budget manager will run a cost comparison report to determine if the achievement target was met.	There will be a 10% reduction in the cost of forms purchased by the Office of the Registrar.	2016 - 2017	Target Met	By the end of the 2015-2016 Budget Year, Change of Major were being processed online. During the 2015-2016 Budget Year, \$280.00 was spent on Change of Major Forms. During the 2016-2017 Budget Year, \$0 was spent on Change of Major Forms, since this is an online process now.	The Office of the Registrar will continue to move more processes online and show greater savings.
	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.	The Student Records Specialist will analyze the rate of error during sample checks and report findings to the Registrar at the end of each academic semester.	100% of the samples will be audited correctly.	2016 - 2017	Target Not Met	The Student Records Specialist reported from Spring 2017 that from a sample of 25 audits 80% were correct.	The Student Records Specialist will continue to pull a sample of straight line audits and report findings to the Registrar. The Office of the Registrar will set an Achievement Target of 100% for the 2017-2018 Academic year.
	2.2	The Office of the Registrar staff will attend conferences and/or webinars throughout the	At the end of the fiscal year, the Office of the Registrar will analyze the Registrar Student	80% of students participating in the Registrar Student Satisfaction Survey will agree or strongly agree	2016 - 2017	Target Not Met	5 out of 6 Office of the Registrar's staff members received additional training or attended a webinar or conference. The Registrar Student Satisfaction Survey	The Office of the Registrar will continue to seek training for all staff members to enhance customer service for students. The Office of the Registrar will again set the Achievement Target at 80% of students participating in the Registrar Student

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	year to improve customer interaction.	Satisfaction Survey's results regarding customer interaction.  "Interaction with Registrar staff was prompt and courteous. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	that their interaction with the Office of the Registrar staff was prompt and courteous.	2016 - 2017	Target Not Met	showed that only 25% were "Very Satisfied" or "Satisfied" with 25% "Neutral" and 50% 'N/A'.	Satisfaction Survey will be Very Satisfied or Satisfied with the professionalism and courteousness of the staff.
	2.3	The Office of the Registrar will provide support services to faculty.	At the end of the fiscal year, the Office of the Registrar will analyze the Faculty Satisfaction Survey's results regarding the Registrar's faculty support services.  "Overall, the Registrar office supports faculty needs (including student degree audits, online change of major forms, etc.). {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	80% of faculty participating in the Faculty Satisfaction Survey will agree or strongly agree that the Office of the Registrar supports their needs.	2016 - 2017	Target Met	2017 Faculty Satisfaction Survey Results: Strongly Agree - 33.73% Agree - 60.24% Total - 93.97%  Disagree - 3.61% Strongly Disagree - 0% Not Applicable - 2.41%	The Office of the Registrar will continue to assess this target to determine if faculty needs from the Registrar were met.
Academic and Student Support - Sponsored Programs	1.1	The Office of Sponsored Programs will assist in enhancing and effectively utilizing advanced instructional	At the end of the fiscal year, the Office of Sponsored Programs will review the data log of scholarly	Each fiscal year, 10 scholarly activity interest meetings will be held with faculty, staff, and administration.	2016 - 2017	Target Met	There were 10 scholarly activity interest meetings held during the fiscal year. Two meetings were with upper level administration, three meetings were held with staff members, and	Target met. The Office of Sponsored Programs will continue to hold scholarly interest meetings with faculty, staff, and administration.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Academic and Student Support - Sponsored Programs	1.1	technologies by locating and sharing external funding opportunities, which meet the scholarly activity interests of faculty, staff, and administration of MUW.	activity interest meetings held with faculty, staff, and administration throughout the fiscal year.	Each fiscal year, 10 scholarly activity interest meetings will be held with faculty, staff, and administration.	2016 - 2017	Target Met	five meetings were held with faculty members.	Target met. The Office of Sponsored Programs will continue to hold scholarly interest meetings with faculty, staff, and administration.
			At the end of the fiscal year, the Office of Sponsored Programs will review the data log of solicitations forwarded to faculty, staff, and administration throughout the fiscal year.	Each fiscal year, 10 externally funded solicitations will be forwarded to faculty, staff, and administration.	2016 - 2017	Target Met	The Office of Sponsored Programs forwarded over 20 externally funded solicitations to the faculty, staff, and administration of the University.	The Office of Sponsored Programs will continue to review externally funded opportunities and distribute to the faculty, staff, and administration of the University.
	2.1	The Office of Sponsored Programs will foster leadership development and a commitment to a safe ethical environment by offering training opportunities to faculty, staff, and administration of MUW.	At the end of the fiscal year, the Office of Sponsored Programs will analyze the data from the Training Surveys collected throughout the fiscal year to determine if the grant proposal training sessions' participants found the training useful.	90% of Training Survey participants will "agree" or "strongly agree" that the quality of the grant proposal training session was useful.	2016 - 2017	Inconclusive	Training Surveys were not conducted this fiscal year. The MUW Grant Handbook is currently being revised and approved by administration.	The Office of Sponsored Programs will conduct training surveys during the next fiscal year once the MUW Grant Handbook is approved by administration. The goal will be to have 90% of Training Survey participants "agree" or "strongly agree" that the quality of the training session was useful.
	3.1	The Office of Sponsored Programs will enhance business processes and the campus	In the Spring, after the Grant Handbook Review in the Fall, the Office of Sponsored	90% of Grant Handbook Survey participants who submitted proposals and received grants	2016 - 2017	Inconclusive	The MUW Grant Handbook is currently going through the approval process. The MUW Grant Handbook has been revised and is currently being approved	The MUW Grant Handbook will continue to be updated and approved by administration. The MUW Grant Handbook survey will be conducted during the next fiscal year and it is expected that 90% of the participants who submit proposals and receive awards will

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	3.1	infrastructure, ensuring continuing financial sustainability by streamlining the external funding processes through an annual review of the MUW Grant Handbook.	Programs will distribute the Grant Handbook Survey to those who submitted proposals and received grants and will analyze the data collected to determine if the Grant Handbook was useful.	will state that they found the MUW Grant Handbook useful.	2016 - 2017	Inconclusive	by administration.	find the MUW Grant Handbook useful.
	3.2	The Office of Sponsored Programs will enhance business processes and the campus infrastructure, ensuring continuing financial sustainability by locating and sharing external funding opportunities which support campus infrastructure with faculty, staff, and administration of MUW.	The Office of Sponsored Programs will meet with faculty, staff, and administration of MUW to determine which areas are in the most need of external support. At the end of the fiscal year, the Office of Sponsored Programs will review its records to determine if at least 75% of those areas in need were found funding opportunities throughout the fiscal year.	The Office of Sponsored Programs will find funding opportunities that support 75% of areas in need across campus.	2016 - 2017	Target Met	The Office of Sponsored Programs met with faculty, staff, and administration to determine the areas of need for external support. The areas identified were campus improvement, technology/hardware, student scholarships, classroom support, and individual faculty scholarly activity. Funding opportunities for all areas were found and distributed through out the fiscal year.	The Office of Sponsored Programs will continue to meet with faculty, staff, and administration to determine the areas of need for external support. The Office of Sponsored Programs will continue to provide funding opportunities for at least 75% of the areas of identified need.
Academic and Student Support - Student Life	1.1	Student Life will increase awareness of the university hazing prevention statement among students that are	Student Life will analyze the results regarding the hazing prevention statement of the Social Organization New	85% of students participating in the Social Organization New Member Workshop Survey will either agree or	2016 - 2017	Target Met	51 people participated in the fall workshop, and 51 participated in the survey. Of the total respondents, 94.1% either agreed or strongly agreed to the statement "You have an	We will continue to strive for 85% as next year we will have new people in these programs. We will take the feedback of the group and add more scenarios to the training for next year.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Academic and Student Support - Student Life	1.1	new members of social organizations.	Member Workshop Survey at the end of the fall semester.	strongly agree that they have an understanding of the hazing prevention statement.	2016 - 2017	Target Met	understanding of the current Anti-Hazing Policy". 74.5% stated they strongly agreed and 19.6% stated they agreed.	We will continue to strive for 85% as next year we will have new people in these programs. We will take the feedback of the group and add more scenarios to the training for next year.
	1.2	Student Life will increase the Leadership Program students' understanding of self and others through leadership programming opportunities.	Student Life will analyze results of the Program Exit Survey for graduating seniors at the end of each academic semester.	85% of Leadership Program students participating in the Program Exit Survey will rate that they agree or strongly agree to being comfortable articulating their personal values as an aspect of demonstrating an understanding of self.	2016 - 2017	Target Met	100% of respondents were comfortable articulating their personal values as a leader (85.7% strongly agreed and 14.3% agreed). We had a 26% response rate to the electronic survey.	As an attempt to increase the response rate, we are scheduling a time during our last regular meeting of the year to have seniors complete the evaluation instead of sending them an electronic version of the survey after graduation.
			Student Life will analyze results of the Program Exit Survey for graduating seniors at the end of each academic semester.	85% of Leadership Program students participating in the Program Exit Survey will rate that they agree or strongly agree to being comfortable articulating their strengths and weaknesses in their leadership styles as an aspect of demonstrating an understanding of self.	2016 - 2017	Target Met	100% of respondents strongly agreed to being comfortable articulating strengths/weaknesses in their leadership styles. We had a 26% response rate to the electronic survey.	As an attempt to increase the response rate, we are scheduling a time during our last regular meeting of the year to have seniors complete the evaluation instead of sending them an electronic version of the survey after graduation.
			Student Life will analyze results of the Program Exit Survey for graduating seniors at the end of each academic semester.	85% of Leadership Program students participating in the Program Exit Survey will rate that they agree or strongly agree to being comfortable describing their	2016 - 2017	Target Met	100% of respondents were comfortable articulating their leadership style (85.7% strongly agreed and 14.3% agreed). We had a 26% response rate to the electronic survey.	As an attempt to increase the response rate, we are scheduling a time during our last regular meeting of the year to have seniors complete the evaluation instead of sending them an electronic version of the survey after graduation.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			Student Life will analyze results of the Program Exit Survey for graduating seniors at the end of each academic semester.	leadership style as an aspect of demonstrating an understanding of self.	2016 - 2017	Target Met	100% of respondents were comfortable articulating their leadership style (85.7% strongly agreed and 14.3% agreed). We had a 26% response rate to the electronic survey.	As an attempt to increase the response rate, we are scheduling a time during our last regular meeting of the year to have seniors complete the evaluation instead of sending them an electronic version of the survey after graduation.
			Student Life will analyze the collective results of the Leadership Programming (events, retreats, etc.) Surveys at the end of the spring semester.	85% of students participating in the Leadership Programming Surveys will either agree or strongly agree to have an increased understanding of others.	2016 - 2017	Target Met	As a result of mid-year staffing changes, there was a slight change in evaluation language. Only half of the evaluation results contained the language applicable to this target. For those events with evaluation questions relevant to this target, 88% reported an increased understanding of others.	For the upcoming year, we will work to ensure that the evaluation language is identical and applicable to the target.
	2.1	Student Life will increase educational opportunities through community service projects.	Student Life will analyze the logged community service hours using OrgSync and paper/online logs at the end of the fiscal year.	Student Life will show a 3% increase in the community service hours logged by the campus community throughout the fiscal year.	2016 - 2017	Inconclusive	For those on campus who reported community service hours, there was a total of 352,344.29 hours for the 2016-2017 fiscal year. This year's reported hours will be our baseline year for comparison against next year's reported hours.	Student Life will continue to encourage community service throughout campus and continue to assess this target to obtain a reported result to show improvement in community service across the university.
	2.2	Student Life will increase awareness of diverse and underrepresented populations through educational events.	Student Life will analyze the attendance rates of departmental diversity programming at the end of the spring semester using OrgSync.	Student Life will show an 8% increase in attendance at diversity programming (MLK Observance Event & The Festival of Colors - International Students Event) throughout the academic year.	2016 - 2017	Inconclusive	Student Life recorded 1,598 attendees at 22 diversity related events in 2016-17. These events were sponsored by our office or co-sponsored with student groups and/or offices. This will be used as a baseline for future data comparison.	Student Life will continue to track event attendance and encourage the completion of diversity related events and initiatives.
Academic and Student Support - Student Success	1.1	The Student Success Center will facilitate the	Students participating in the University's	80% of those participating in the Dual Enrollment	2016 - 2017	Inconclusive	Due to communication issues, the dual enrollment survey was unable to be	The number of dual enrollment/dual credit students for the upcoming year will be significantly smaller than the 2016-2017

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Center	1.1	registration process for students enrolled in the University's dual enrollment program.	dual enrollment program will be given the MUW Dual Enrollment Program Survey to measure their satisfaction with the registration process each semester. The Student Success Center will analyze the survey's results at the end of each semester.  "Please rate your level of satisfaction with the following: Registration Process {highly unsatisfied, unsatisfied, neutral, satisfied, highly satisfied}"	Program Survey will rate their experience with the registration process as "satisfied" or "highly satisfied".	2016 - 2017	Inconclusive	distributed in a timely manner.	academic year. The Student Success Center is discontinuing this assessment and will create a new achievement target to reflect the outcome.
	2.1	The Student Success Center will promote academic engagement and success among students placed in two or more intermediate courses.	SSC staff will gather data on success rates of students enrolled in the Academic Support lab course (LS 101) and 2 or more intermediate courses at the end of each academic semester.	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.	2016 - 2017	Target Not Met	In fall 2016, 50 students were concurrently enrolled in the Academic Support Lab (LS 101) and Intermediate Algebra (MA100) courses. Of those students, 50% (25) received a grade of "C" or higher in Intermediate Algebra.	The Student Success Center will continue to look for new ways to support students enrolled in the Academic Support Lab (LS 101) and Intermediate Algebra (MA 100) courses.
	3.1	The Student Success Center will provide access to course-based academic support	SSC staff will gather data on success rates of students enrolled in the Academic	40% of students enrolled in the Academic Recovery course (UN098) will	2016 - 2017	Target Not Met	131 students enrolled in the Academic Recovery course (UN098) for the 2016-17 academic year. Of those students, 46 (35.11%)	The Student Success Center will review the Academic Recovery course (UN098) curriculum in order to improve the rate of students returning to good academic standing following program completion.



Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	3.1	services.	Recovery courses (UN098) at the end of each academic semester to determine if achievement target was met.	return to good academic standing after completion of the program.	2016 - 2017	Target Not Met	returned to good academic standing after completion of the program.	The Student Success Center will review the Academic Recovery course (UN098) curriculum in order to improve the rate of students returning to good academic standing following program completion.
			SSC staff will gather data on success rates of students participating in Supplemental Instruction sessions provided in selected courses at the end of the Fall semester to determine if achievement target was met.	80% of students participating in 5 or more Supplemental Instruction sessions will receive a grade of "C" or higher in the designated course.	2016 - 2017	Target Not Met	101 students attended 5 or more Supplemental Instruction sessions during the 2016-17 academic year. Of those students, 79 (78%) recieved a grade of "C" or better.	The Student Success Center will encourage more students to attend 5 or more Supplemental Instruction sessions. The number of students participating in 5+ sessions dropped off significantly in the spring 2017 semester.
			SSC staff will gather data on tutoring outcomes at the end of each academic semester to determine if the achievement target was met.	70% of students participating in 5 or more tutoring services will receive a grade of "C" or higher in the designated course.	2016 - 2017	Target Met	Of the 68 students who participated in 5 or more tutoring sessions, 76.5% (52) received a grade of "C" or higher.	The Student Success Center will continue to encourage students to participate in 5 or more tutoring sessions when a tutor request is submitted.
	3.2	The Student Success Center will enhance the advising process by providing students with access to professional academic and career advisors.	Students using career services offered by the Student Success Center will be given the Career Services Survey to measure their satisfaction with their experience. The Student Success Center will analyze the	80% of those participating in the Career Services Survey will rate their experience with career services as "satisfied" or "highly satisfied".	2016 - 2017	Target Met	Of the 123 respondents, 117 (95%) indicated that the Nursing Fair met expectations.	The Student Success Center will continue to manage the annual Nursing Fair with the aim of providing an excellent experience for the student participants.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	3.2	The Student Success Center will enhance the advising process by providing students with access to professional academic and career advisors.	survey's results at the end of each semester.  "Students attending the Nursing Fair administered by the Student Success Center will be surveyed to measure their satisfaction with the event. The Student Success Center will analyze the results following the event.  Did this event (Nursing Fair) meet your expectations? (Yes or No)"	80% of those participating in the Career Services Survey will rate their experience with career services as "satisfied" or "highly satisfied".	2016 - 2017	Target Met	Of the 123 respondents, 117 (95%) indicated that the Nursing Fair met expectations.	The Student Success Center will continue to manage the annual Nursing Fair with the aim of providing an excellent experience for the student participants.
			Undergraduate students participating in the academic advising process will be given the MUW Academic Advising Survey to measure the effectiveness of academic advising on campus. The Student Success Center will analyze the survey's results at the end of each academic year.  "Overall, I rate the	80% of those participating in the Academic Advising Survey will rate the quality of their academic advising received as "good" or "very good."	2016 - 2017	Target Met	2177 surveys were distributed to students during the Spring 2017 semester, with 1410 responses (64.77% return rate). 86.1% of those surveyed (1214) rated the the quality of academic advising as "Good" or "Very Good".	Continue to monitor academic advising at the university.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			quality of the academic advising I received as: {very poor, poor, acceptable, good, very good}"	80% of those participating in the Academic Advising Survey will rate the quality of their academic advising received as "good" or "very good."	2016 - 2017	Target Met	2177 surveys were distributed to students during the Spring 2017 semester, with 1410 responses (64.77% return rate). 86.1% of those surveyed (1214) rated the the quality of academic advising as "Good" or "Very Good".	Continue to monitor academic advising at the university.
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.	At the end of the fiscal year, the Study Abroad Coordinator will count the number of proposals received from faculty working in these areas.	Study Abroad will receive a minimum of 1 proposal for study abroad programs from faculty.	2016 - 2017	Target Met	Study Abroad received 3 proposals for programs from faculty to the following locations: India, Kenya and the Grand Canyon.	Study Abroad hopes to receive as many if not more proposals from faculty this coming year. We will meet this goal by sending out more emails and meeting with faculty during faculty meetings or in a more general setting.
	1.2	The Study Abroad program will increase the number of first generation students who participate in summer/semester /year-long study abroad programs.	At the end of the fiscal year, the Study Abroad Coordinator will review the Post Study Abroad Survey results.	15% of the students studying abroad who participated in the Post Study Abroad Survey will be first generation study abroad students.	2016 - 2017	Inconclusive	Summer Study Abroad surveys will be reported in the 2017-2018 fiscal year report since the these programs have not concluded as of this date.	Study Abroad will collect the post study abroad surveys from this year's study abroad programs and will include the results in next year's report.
	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.	At the end of the three-year cycle (2019), the Study Abroad Coordinator will evaluate the number of emails, phone calls, contacts at conferences, etc. made to international institutions to determine if a new international partner school	The coordinator will secure at least one new international partner school in the next three academic years.	2016 - 2017	Inconclusive	One new exchange program was formalized during this fiscal year. In addition, one faculty-led proposal with a service learning/volunteer focus was submitted to the office of Study Abroad; however, this target is inconclusive since the three-cycle has not ended as of date. Due to the on-going nature of this goal, the results of such will be reported in the 2019 fiscal year report.	Study Abroad will continue to reach out to potential partner schools to create new international exchange programs. In addition, Study Abroad will continue to encourage faculty to offer and students to participate in study abroad programs with a service learning or volunteer component.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	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.	was acquired.	The coordinator will secure at least one new international partner school in the next three academic years.	2016 - 2017	Inconclusive	One new exchange program was formalized during this fiscal year. In addition, one faculty-led proposal with a service learning/volunteer focus was submitted to the office of Study Abroad; however, this target is inconclusive since the three-cycle has not ended as of date. Due to the on-going nature of this goal, the results of such will be reported in the 2019 fiscal year report.	Study Abroad will continue to reach out to potential partner schools to create new international exchange programs. In addition, Study Abroad will continue to encourage faculty to offer and students to participate in study abroad programs with a service learning or volunteer component.
	2.2	The Study Abroad program will provide a safe environment for study abroad students.	At the end of the fiscal year, the Study Abroad Coordinator will look at each study abroad program's report to determine if any incidents were reported and by reviewing and following the finalized safety document created by the Coordinator of Study Abroad and the University Counsel.	There will be no reported incidents.	2016 - 2017	Inconclusive	As of this date, the study abroad programs have not received notification of any incidences being reported but the summer study abroad programs have not concluded or submitted any end of program reports.	Study Abroad will continue to support safe environments for our students while abroad. Since the summer 2017 programs have not concluded and no reports have been submitted, Study Abroad will include this information in the 2017-2018 report after collecting this data.
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	The number of campus visits for high school students will be analyzed and compared to the previous two years' data to determine an increase or decrease in	The number of visits by high school students will increase by 10% over a two-year period.	2016 - 2017	Target Met	In looking at data from 6/19/2017 for the Fall 2017 entering freshman class compared to data pulled from 6/23 /2015 for the Fall 2015 entering freshman class, campus visits have increased 22% from this time two years ago.  Fall 2015: 12% of freshman	Continued growth like this is unlikely, so the goal will be revised to continue a 3-5% increase in campus visits.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Administrative Support - Admissions	1.1	and social media, and individual contacts at high schools.	number of visits. Measurements will be made yearly looking back at the previous two years of data.	The number of visits by high school students will increase by 10% over a two-year period.	2016 - 2017	Target Met	admitted students as of 6/23/2015 made a campus visit Fall 2016: 18% of freshman admitted students as of 6/21/2016 made a campus visit Fall 2017: 34% of freshman admitted students as of 6/19/2017 made a campus visit	Continued growth like this is unlikely, so the goal will be revised to continue a 3-5% increase in campus visits.
	1.2	The Office of Admissions will attempt to yield (enroll) more high school students who complete an official MUW campus visit.	The number of high school students who enrolled and also completed campus visits for high school students will be analyzed and compared to the previous two years' data to determine increase or decrease in number of visits. Measurements will be made yearly looking back at the previous two years of data.	The yield rate for high school student campus visits will increase by 5% over a two-year period.	2016 - 2017	Target Met	As of 6/19/2017, 243 freshman students submitted an intent to enroll form and 60% (147 students) of those students have visited campus. This compares to 18% (44 students) of the Fall 2015 enrolled cohort who submitted an intent to enroll and also completed a campus visit and 10% (30 students) of the Fall 2016 enrolled cohort who submitted an intent to enroll.	Continued growth at this pace is not sustainable, so the Office of Admissions will seek to stay consistent with 60% of students enrolling completing a campus visit prior to the first day of class.
	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	Final freshmen enrollment comparison reports will be analyzed and compared to the previous two years' data to determine growth in gender diversity. Measurements	1% growth rate in male freshmen students over a two-year period.	2016 - 2017	Target Not Met	Fall 2015: 136/621--21% of admitted freshman students; 69/246--28% of enrolled students Fall 2016: 150/736--20% of admitted freshman students; 82/290--28% of enrolled freshman students Fall 2017 as of 6/19/2017: 141/529--26% of admitted freshman students; 62/243 of intent to enroll	We do not have final Fall 2017 data to compare to Fall 2015 and Fall 2016 and there are two months left until school begins. As of 6/19/2017, we do not appear to meet the goal.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	campaigns.	will be made yearly looking back at the previous two years of data.	1% growth rate in male freshmen students over a two-year period.	2016 - 2017	Target Not Met	(confirmed) students--25%	We do not have final Fall 2017 data to compare to Fall 2015 and Fall 2016 and there are two months left until school begins. As of 6/19/2017, we do not appear to meet the goal.
			Final transfer enrollment comparison reports will be analyzed and compared to the previous two years' data to determine growth in gender diversity. Measurements will be made yearly looking back at the previous two years of data.	2% growth rate in male transfer students over a two-year period.	2016 - 2017	Target Not Met	Fall 2015: 136/1088--13% of admitted transfer students; 97/636--15% of enrolled transfer students Fall 2016: 150/1132--8% of admitted transfer students; 72/698--10% of enrolled transfer students Fall 2017 as of 6/19/2017: 132/888--14% of admitted transfer students; 101/715 of intent to enroll (confirmed) students--14%	With final numbers reported at 15% for Fall 2015, the Office of Admissions appears to be almost even with that number for the Fall 2017 term with two months left before classes begin. We will reassess strategies for targeting male students and revise the goal to 1% growth over a two year period going forward.
	2.2	Admissions Counselors will make an effort to recruit, admit, and enroll more out of state students (in contiguous states).	Final freshmen enrollment comparison reports will be analyzed and compared to the previous two years' data to determine growth in out-of-state (in contiguous states) market segments. Measurements will be made yearly looking back at the previous two years of data.	1% growth rate in out-of-state contiguous freshmen students over a two-year period.	2016 - 2017	Target Met	Fall 2015 Final Numbers: Mississippi Students: 142 (58%) Contiguous States: 32 (13%) Other States: 4 (0.1%) International: 68 (27%) Total: 246  Fall 2016 Final Numbers: Mississippi Students: 145 (50%) Contiguous States: 38 (13%) Other States: 8 (0.3%) International: 99 (34%) Total: 290  Fall 2017 Admitted Numbers as of 6/19/2017: Mississippi Students: 302 (57%) Contiguous States: 125 (23%)--Numbers are trending increase of 10% to	For two years the number from contiguous states has been consistent at 13% of freshman enrollment. With the growth that has been seen to date, we believe that the 1% growth rate is sustainable going forward.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	Admissions Counselors will make an effort to recruit, admit, and enroll more out of state students (in contiguous states).	Final freshmen enrollment comparison reports will be analyzed and compared to the previous two years' data to determine growth in out-of-state (in contiguous states) market segments. Measurements will be made yearly looking back at the previous two years of data.	1% growth rate in out-of-state contiguous freshmen students over a two-year period.	2016 - 2017	Target Met	date. Other States: 9 (0.3%) International: 99 (16%) Total: 529	For two years the number from contiguous states has been consistent at 13% of freshman enrollment. With the growth that has been seen to date, we believe that the 1% growth rate is sustainable going forward.
			Final transfer enrollment comparison reports will be analyzed and compared to the previous two years' data to determine growth in out-of-state (in contiguous states) markets. Measurements will be made yearly looking back at the previous two years of data.	2% growth rate in out-of-state contiguous transfer students over a two-year period.	2016 - 2017	Target Not Met	Fall 2015 Final Numbers: Mississippi Students: 583 (91%) Contiguous States: 44 (0.069%) Other States: 8 (0.01%) International: 1 (0.001%) Total: 636  Fall 2016 Final Numbers: Mississippi Students: 664 (95%) Contiguous States: 20 (0.02%) Other States: 12 (0.01%) International: 2 (0.002%) Total: 698  Fall 2017 Admitted Numbers as of 6/19/2017: Mississippi Students: 822 (92%) Contiguous States: 42 (0.04%) Other States: 19 (0.2%) International: 1 (0.001%) Total: 884	While there appears to be some growth in the contiguous states category, the Office of Admissions will revise the target to show 0.25% increase going forward.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			Final transfer enrollment comparison reports will be analyzed and compared to the previous two years' data to determine growth in out-of-state (in contiguous states) markets. Measurements will be made yearly looking back at the previous two years of data.	2% growth rate in out-of-state contiguous transfer students over a two-year period.	2016 - 2017	Target Not Met		While there appears to be some growth in the contiguous states category, the Office of Admissions will revise the target to show 0.25% increase going forward.
Administrative Support - Development and Alumni	1.1	The Office of Development and Alumni will expand its outreach efforts by meeting with more donors and prospective donors to increase dollars raised in the next fiscal year.	Each fund-raising representative will record and report the number of contacts made and the number of donor meetings resulting from these contacts. The report generated using the Action option in Raiser's Edge, the database used by the Office of Development and Alumni, will be used to analyze the data.	Increase the number of donor contacts and therefore donor meetings by 20% from the previous fiscal year.	2016 - 2017	Target Met	Total personal contacts to include phone calls, meetings, mailings and emails made with alumni and donors total 510 as compared to FY 2016 of 361. These numbers omit donor and alumni contact in which there was no solicitation purpose. {An increase of 41%}  Additional contacts with donors through telefund total 5,432 as compared to FY 2016 of 5943. The reason for the decline was due to the calling periods decreased in addition to shortage of telefund ambassadors. {A decrease of 9%}  In the last quarter of FY 2017 there was an unfilled fundraising position.	The office will be filling 2 fundraising positions in FY2018 therefore we will increase the solicitation contacts with our alumni and donors by 20%.



Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Administrative Support - Development and Alumni	1.1	The Office of Development and Alumni will expand its outreach efforts by meeting with more donors and prospective donors to increase dollars raised in the next fiscal year.	Each fund-raising representative will record and report the number of contacts made and the number of donor meetings resulting from these contacts. The report generated using the Action option in Raiser's Edge, the database used by the Office of Development and Alumni, will be used to analyze the data.	Increase the number of donor contacts and therefore donor meetings by 20% from the previous fiscal year.	2016 - 2017	Target Met	41-9 = 32% overall increase	The office will be filling 2 fundraising positions in FY2018 therefore we will increase the solicitation contacts with our alumni and donors by 20%.
			Giving information for each gift is recorded in Raiser's Edge. Results will be measured by running a Comparison Giving Report in Raiser's Edge comparing the giving from last fiscal year to the current fiscal year.	Increase dollars donated by 15% from the previous fiscal year.	2016 - 2017	Target Not Met	This report doesn't include all activity for June 30 due to the fact that we will receive gifts via mail after June 30. We will count all gifts that have been mailed with a postmark of June 30.  For FY 2017, the number of donors to date total 2691 as compared to FY 2016 total of 2580. This represents an increase of 111 of 4.3%. Total gifts for FY 2017 are 6644 as compared to FY 2016 total gifts of 6111. This represents an increase of 533 in gifts made which is a 9% increase in number of gifts.  Total increase of 13.3%	We will continue our solicitation efforts through the same methods. For FY 2018 we will target a 15% increase in number of donors and number of gifts.
	2.1	The Office of Development and Alumni will work	Our office uses social media (Facebook,	Increase the number of alumni followers on social	2016 - 2017	Target Met	Between July 1, 2016, and June 28, 2017, followers of the MUW Office of	Continue to utilize social media (Facebook, Twitter, and Instagram) by planning and creating monthly social media calendars and

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	with the Mississippi University for Women Alumni Association ("MUWAA") Board to create new alumni affinity groups and use social media to advertise good news.	Twitter, and Instagram) to highlight alumni accolades, alumni events, MUWAA Board achievements, fundraising opportunities, and University programs and strengths. By planning and creating a monthly social media calendar, we will share information with our alumni effectively and efficiently to generate more alumni interest. A report generated through each social media platform will be used to analyze the data.	media by sharing University updates and Alumni updates by fifty followers each year.	2016 - 2017	Target Met	<p>Development and Alumni Facebook page increased by 52, Twitter feed by 101, and Instagram feed by 78.</p> <p>Between July 1, 2016, and June 28, 2017, followers of the MUW Alumni Association Facebook page increased by 100, Twitter feed by 103, and Instagram feed by 96.</p> <p>For the MUW Office of Development and Alumni page and feeds between July 1, 2016, and June 28, 2017, 430 Facebook posts were made, there were 430 Tweets, and there were 309 Instagram posts.</p> <p>For the MUW Alumni Association page and feeds between July 1, 2016, and June 28, 2017, 430 Facebook posts were made, there were 430 Tweets, and there were 309 Instagram posts.</p>	increase the number of followers by 50 followers each year.
			The Office of Development and Alumni will work directly with the MUWAA Board through its Chapter and Constituency Groups Committee to develop new, active alumni affinity groups. Once a group is created and	Add one new active alumni affinity group each year.	2016 - 2017	Target Met	<p>As of June 28, 2017, there are a total of six alumni affinity groups (not including social clubs and class groups).</p> <p>Between July 1, 2016, and June 28, 2017, there were no disbanded affinity groups.</p> <p>Between July 1, 2016, and June 28, 2017, there was one new affinity group (not including social clubs and</p>	Continue to work directly with the MUWAA Board through its Chapter and Constituency Groups Committee to develop new, active alumni affinity groups with the target being to add one new active alumni affinity group each year.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			active, our office will add the group's contact information and any other relevant information on our website under the Chapters & Constituencies page and the Alumni Association page under Board Minutes.	Add one new active alumni affinity group each year.	2016 - 2017	Target Met	class groups).  **We met our first goal of establishing the Nursing Chapter group in September. They are listed on the website. This group had a successful meeting in May.	Continue to work directly with the MUWAA Board through its Chapter and Constituency Groups Committee to develop new, active alumni affinity groups with the target being to add one new active alumni affinity group each year.
			Count the total number of active alumni affinity groups, as listed on the office website. Count the number of new alumni affinity groups listed on the office website that have been added or disbanded in the current assessment period. Report all numbers: total, disbanded and new this year (with the focus being on the newly added groups).					
	3.1	The Office of Development and Alumni will increase students' interest in joining the Alumni Association.	At the end of the fiscal year, the Office of Development and Alumni will analyze the results from the	65% of students participating in the Graduation Survey will state that they have plans of joining the Alumni Association.	2016 - 2017	Target Not Met	The Graduation Survey was sent out after August 2016 ceremony, December 2016 ceremony and May 2017 ceremonies. In total, there were 529 responses provided for this question.	Continue to work directly with the MUWAA Board and MUW Student Life Office on ways for alumni to interact with students before they graduate.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	3.1	The Office of Development and Alumni will increase students' interest in joining the Alumni Association.	Graduation Survey regarding students' interest in joining the Alumni Association.  "Do you plan to join the MUW Alumni Association? {Yes, No}"	65% of students participating in the Graduation Survey will state that they have plans of joining the Alumni Association.	2016 - 2017	Target Not Met	2016-2017 Graduation Survey Results Yes - (323/529) 61.06% No - (206/529) 38.94%	Continue to work directly with the MUWAA Board and MUW Student Life Office on ways for alumni to interact with students before they graduate.
	4.1	The Office of Development and Alumni will increase the number of participants at Homecoming each Spring.	At the end of each fiscal year, the Office of Development and Alumni will review and analyze the Registration Records for Homecoming Events to determine if there is an increase/decrease in participation from the previous year.	The number of Homecoming participants will increase by 5% from the previous year.	2016 - 2017	Target Not Met	In 2016, there were 367 registrants for Homecoming. In 2017, there were 333 registrants for Homecoming. This is a 9% decrease from the previous year.  However, the events we have every year (Golden Girl Lunch, Welcome Dinner, Homecoming Lunch and 50th Class Reunion Dinner) increased by 30% in ticket sales.  Based on the Black Alumni Reunion numbers, we were down in black alumni attendance by 38% from the previous year. Survey results and personal visits revealed that our black alumni want to bring back the Gala held in 2016.	Continue to work to increase Homecoming participants by 5% from the previous year by reaching out to affinity groups to find out what will bring them to Homecoming.
Administrative Support - Financial Aid	1.1	Financial Aid office employees will participate in training and webinars to increase understanding in federal	Financial Aid Office staff will keep a sign-in sheet of all trainings and/or webinars that are participated in.	At least 3 federal regulations trainings and/or webinars will be completed by each Financial Aid Office staff member.	2016 - 2017	Target Met	All Financial Aid staff members completed at least 3 training's and/or webinars. Employee A-8 Employee B-4 Employee C-4 Employee D-4	The Achievement target will remain the same. At least 3 federal regulation trainings and/or webinars will be completed by each Financial Aid Office staff member.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Administrative Support - Financial Aid	1.1	regulations.	Financial Aid Office staff will keep a sign-in sheet of all trainings and/or webinars that are participated in.	At least 3 federal regulations trainings and/or webinars will be completed by each Financial Aid Office staff member.	2016 - 2017	Target Met	Employee E-7	The Achievement target will remain the same. At least 3 federal regulation trainings and/or webinars will be completed by each Financial Aid Office staff member.
	1.2	Financial Aid Office employees will participate in leadership trainings and webinars to promote personal growth.	Financial Aid Office staff will keep a sign-in sheet of all trainings and/or webinars that are participated in.	At least 3 leadership trainings and/or webinars will be completed by each Financial Aid Office staff member.	2016 - 2017	Target Not Met	Only 1 staff member completed leadership trainings (completed 4)	The Financial Aid Office will put forth a better effort to collect data regarding leadership trainings. I will also remind staff of the target.
	2.1	The Financial Aid Office will provide information regarding Satisfactory Academic Progress (SAP) to students to assist in improving retention.	The Financial Aid Office will check SAP standings after each payment period by comparing student SAP standings from the previous semester.	10% of students on the SAP warning list will return in good SAP standing within one semester.	2016 - 2017	Target Met	SAP warning list was reviewed. 22% of students that were on a warning semester for fall 2016 returned to good SAP standing within one semester.	The Financial Aid office will continue to collect data this next fall and spring semesters.
	2.2	The Financial Aid Office will provide information to students of policies, student deadlines, and disbursement dates.	The Financial Aid Office will analyze the results of the Graduation Survey at the end of every academic year.  "Were you aware of the financial aid policies, student deadlines, and disbursement dates? {Yes, No}"	80% of students participating in the Commencement survey will state that they were aware of the financial aid policies, student deadlines, and disbursement dates.	2016 - 2017	Target Met	The Graduation Survey was reviewed. 530 individuals answered the question regarding financial aid policies, student deadlines, and disbursement dates. 86% responded they were aware and 14% responded they were not aware.	The Financial Aid office will continue to send information to students regarding policies, deadlines, and disbursement dates in an effort to increase the awareness to 82%.
Administrative Support - Human Resources	1.1	Human Resources will assist units in advertising positions through	At the end of the fiscal year, Human Resources will review and	75% of diverse hires will select a diverse advertising method on how	2016 - 2017	Inconclusive	It was determined that the method to be used for this measurement is will provide an inaccurate	Determine a better method for data collection.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Administrative Support - Human Resources	1.1	the most cost-effective, efficient means possible focusing on diverse hires.	evaluate the data from diverse hires' applications, regarding diversity ads.  "How did you hear about this position?"	they heard about the position.	2016 - 2017	Inconclusive	picture. One of the advertising options will not break the data down to the information needed to determine if the applicant received a diversity email.	Determine a better method for data collection.
	2.1	Human Resources will ensure that all regular, benefits-eligible, temporary and adjunct employees are provided with access to Code of Conduct training.	At the end of the fiscal year, Human Resources will compare the Current Employee List with the Work Place Answers Enrollees Report to ensure that all required employees have been provided with access to Code of Conduct training.	100% of current employees will be provided with access to Code of Conduct training.	2016 - 2017	Target Met	Of the 405 current employees (paid in May), all employees were provided with access to Code of Conduct training. 100% complete.	We will keep measuring this training and keep the target at 100%.
	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.	At the end of the fiscal year, Human Resources will compare the Current Employee List with the Work Place Answers Enrollees Report for continuing employees to ensure that every four years all required employees have been provided with access to Title IX training.	100% of current employees will be provided with access to Title IX training every four years upon hiring.	2016 - 2017	Target Met	All employees were given access to training in the spring of 2015. The next time we will have to ensure that continuing employees are given access to training will be spring of 2019.	Continue to monitor current employees with preparation toward 2019.
			At the end of the fiscal year, Human Resources will	100% of new employees will be provided with	2016 - 2017	Target Met	100% of new employees who were required to receive training and were	Continue to measure with the same method for 17-18 and strive for 100%.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			compare the Current Employee List with the Work Place Answers Enrollees Report for new hires to ensure that all required employees have been provided with access to Title IX training.	access to Title IX training upon hire.	2016 - 2017	Target Met	current employees as of the end of May were provided access to the training.	Continue to measure with the same method for 17-18 and strive for 100%.
	3.1	Human Resources will continue to seek ways to provide the most efficient use of resources and time for biweekly payroll processes.	At the end of the fiscal year, Human Resources will analyze the processing time for biweekly payroll utilizing a data log.	Biweekly payroll processing time will be cut from two and a half days to one and a half days on average throughout the fiscal year.	2016 - 2017	Target Not Met	HR is not utilizing a data log, but determined based on the dates on the Direct Deposit Payroll Transaction Forms provided to University Accounting that we are still maintaining the 2 day period. However, an atypical increase in the number of positions switched to the biweekly payroll because of the Department of Labor's planned changes to the FLSA in December, caused a change in our processing of biweekly payroll. We have made strides towards the decrease in the time to process payroll by providing training to individual departments, individual employees, and updating the biweekly time log to remove the individual initials. The initials on the time log was increasing the time to complete the process based on the number of people we had to follow up with for not completing the form correctly. Additionally, we	Continue to target a 1.5 day completion of biweekly payroll, but concentrate on ways to be efficient with the process even if the 1.5 completion time cannot be measured.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	3.1	Human Resources will continue to seek ways to provide the most efficient use of resources and time for biweekly payroll processes.	At the end of the fiscal year, Human Resources will analyze the processing time for biweekly payroll utilizing a data log.	Biweekly payroll processing time will be cut from two and a half days to one and a half days on average throughout the fiscal year.	2016 - 2017	Target Not Met	have added org numbers to the department's blank time logs to decrease the time it was taking to manually add that once time logs were turned in. The process has become more efficient, but it has not affected the overall number of days to complete it.	Continue to target a 1.5 day completion of biweekly payroll, but concentrate on ways to be efficient with the process even if the 1.5 completion time cannot be measured.
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.	Information Systems will analyze the results of the Faculty/Staff Technology Survey at the end of the fiscal year to determine their level of satisfaction.	80% of staff participating in the Faculty/Staff Technology Survey will give an overall satisfied rating for the Information Systems department.	2016 - 2017	Target Met	Of the 150 Faculty and 94 Staff that answered the Faculty/Staff Technology Satisfaction Survey, on question 4 54.47% were Very Satisfied and 38.72% were Satisfied with the Information Systems Department. This results in a 93.19% of respondents being satisfied with the department.	The Information Systems Department will continue to strive to provide quality service to the campus faculty and staff.
	1.2	Enable communication and collaboration among information systems professionals and users of information technology at the university.	At the end of the fiscal year, Information Systems will review the Training Sessions Records to determine that at least one Banner training session was offered to staff and/or faculty during the year.	Information Systems will offer at least one Banner training session throughout the year to staff and/or faculty as refresher sessions or new updates.	2016 - 2017	Target Met	A training session was held on June 15, 2017 on Banner Multiple Records and Searching, and eight staff members attended the training.	Information Systems plans to offer other training sessions in the next year.
	1.3	Enable communication and collaboration among information systems professionals and users of	Information Systems will review the Participation Log of the Mississippi Banner Users Group meetings at the end of the	One Information Systems staff will attend 80% of the Mississippi Banner Users Group meetings.	2016 - 2017	Target Met	Information Systems had a staff member at the September 10, 2016, September 13, 2016, November 1, 2016, and April 21, 2017 meeting which results in 100% of the meetings being	Information Systems plans to continuing attending the meetings.



Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.3	information technology at the state level.	fiscal year to determine the percentage of meetings attended by the staff member.	One Information Systems staff will attend 80% of the Mississippi Banner Users Group meetings.	2016 - 2017	Target Met	attended in the reporting period, and two staff members attended the yearly conference.	Information Systems plans to continuing attending the meetings.
	2.1	Deliver information technology products and services that meet the needs of the students to achieve a high level of customer satisfaction.	Information Systems will analyze the results of the Student Technology Survey at the end of the fiscal year to determine their level of satisfaction.	80% of students participating in the Student Technology Survey will give an overall satisfied rating with the services offered through the Information Systems department.	2016 - 2017	Target Met	<p>The Student Technology Survey reported out the following satisfaction ratings for services provided by the Information Systems department.</p> <p>*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.</p> <p>McDevitt Computer Lab Hours Very Satisfied - (566/1209) 46.82% Satisfied - (349/1209) 28.87% Total - (915/1209) 75.69%</p> <p>Canvas Very Satisfied - (896/1672) 53.59% Satisfied - (597/1672) 35.71% Total - (1493/1672) 89.30%</p> <p>Portal Very Satisfied - (738/1588) 46.47% Satisfied - (581/1588) 36.59% Total - (1319/1588) 83.06%</p> <p>Banner Web</p>	The Information Systems Department will continue to provide quality service to students.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	Deliver information technology products and services that meet the needs of the students to achieve a high level of customer satisfaction.	Information Systems will analyze the results of the Student Technology Survey at the end of the fiscal year to determine their level of satisfaction.	80% of students participating in the Student Technology Survey will give an overall satisfied rating with the services offered through the Information Systems department.	2016 - 2017	Target Met	Very Satisfied - (781/1647) 47.42% Satisfied - (643/1647) 39.04% Total - (1424/1647) 86.46%  Support Provided Very Satisfied - (419/874) 47.94% Satisfied - (230/874) 23.32% Total - (649/874) 71.26%  Total Overall Satisfaction Average - (75.69+89.30+83.06+86.46+71.26)/5 = 0.811514649 = 81.15%	The Information Systems Department will continue to provide quality service to students.
Administrative Support - Institutional Research and Assessment	1.1	Institutional Research and Assessment will assist with promoting strong academic advising, mentorship, and other student-centered support services to promote student retention.	Institutional Research and Assessment will administer the annual Graduation Survey to assess student satisfaction with support services that promote student retention.	35% overall response rate for the annual Graduation Survey.	2016 - 2017	Target Met	6/2017 - The survey was administered to students who graduated in the Summer 2016, Fall 2016, and Spring 2017 semesters. There were 544 respondents from the 934 students who received the on-line survey. This resulted in a 58% response rate. This exceeded our target rate of 35%.	The Institutional Research & Assessment Office will continue to administer the online graduation survey to assess student satisfaction with student services. We will also continue to share these results with university administration and PIE Council.
	1.2	Institutional Research and Assessment will encourage staff to present pertinent data/information to appropriate campus groups.	Staff will be asked to present survey results and other essential information throughout the year to groups, such as PIE Council. Institutional Research and Assessment will keep a record of presentations made.	Increase number of presentations of data to campus groups by 5% from the previous year.	2016 - 2017	Inconclusive	Graduation Survey 2015-2016 Results - Employee B to PIE Council in September 2016 Enrollment Report - Employee A to PIE Council in October 2016 SAIR Presentation and Workshop - Employee A to SAIR Conference in October 2016 (External) MAIR Round Tables - Employee A & Employee C both led an individual round table discussion March 2017 (External)	Our office will continue to keep a record of staff presentations. Next year, we will have two years of data to compare which will allow us to see if we met our target of a 5% increase.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	Institutional Research and Assessment will encourage staff to present pertinent data/information to appropriate campus groups.	Staff will be asked to present survey results and other essential information throughout the year to groups, such as PIE Council. Institutional Research and Assessment will keep a record of presentations made.	Increase number of presentations of data to campus groups by 5% from the previous year.	2016 - 2017	Inconclusive	Faculty & Staff Satisfaction Survey Report - Employee B to PIE Council in February 2017 Academic Assessment Training - (6 sessions) Employee B to all academic assessment coordinators in May 2017 Non-Academic Assessment Training - (4 sessions) Employee B to all non-academic assessment coordinators in June 2017  *This is the baseline year for comparative analysis next year.	Our office will continue to keep a record of staff presentations. Next year, we will have two years of data to compare which will allow us to see if we met our target of a 5% increase.
	2.1	Institutional Research and Assessment will provide information to enhance university business processes among staff.	Institutional Research and Assessment will administer the annual Staff Satisfaction Survey to assess staff satisfaction with specific university processes, such as planning/budgeting.	30% overall response rate for the annual Staff Satisfaction Survey.	2016 - 2017	Target Met	1/2017 - There were 88 respondents from the 190 staff who received the on-line survey. This resulted in a 46% response rate. This exceeded our target rate of 30%.	The Institutional Research & Assessment Office will continue to annually administer the online Staff Satisfaction Survey. We will also continue to share these results with university administration and PIE Council so that improvements can be made to business processes.
	2.2	Institutional Research and Assessment will provide information to enhance university business processes among faculty.	Institutional Research and Assessment will administer the annual Faculty Satisfaction Survey to assess faculty satisfaction with specific university processes, such as planning/budgeting.	25% overall response rate for the annual Faculty Satisfaction Survey.	2016 - 2017	Target Met	1/2017 - There were 83 respondents from the 217 faculty who received the on-line survey. This resulted in a 38% response rate. This exceeded our target rate of 25%.	The Institutional Research & Assessment Office will continue to annually administer the online Faculty Satisfaction Survey. We will also continue to share these results with university administration and PIE Council so that improvements can be made to business processes.
Administrative	1.1	Facilities	At the end of the	Facilities	2016 - 2017	Target Not	Facilities per Director says	Will retain this target for the coming year

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Support - Outsourced Enterprises (bookstore, food service, facilities management)	1.1	Management Work Orders will be addressed in a timely manner and completed to the requestor's satisfaction.	fiscal year, Outsourced Enterprises will review the work order completion rate in the work order system.	Management Work Orders will have a completion ratio of 95%.	2016 - 2017	Met	we have a 91% work order completion rate	Will retain this target for the coming year
	1.2	Food Service will increase catering and door sales.	At the end of the fiscal year, Outsourced Enterprises will review the supplemental sales to off campus groups and customers as submitted by monthly statements from Food Service.	Supplemental sales to off campus groups and customers will increase by 8% from the previous fiscal year.	2016 - 2017	Target Met	Sales for Catering increased by 17.1% and Door Sales increased by 17.8%	Catering Sales are no longer being broken down between Taxable and Non Taxable which generally identified off campus to campus sales. In 2017-18 we will be looking for an 8% increase in Catering and Door Sales.
	1.3	The Bookstore will increase the sales of non-text/sundry items.	At the end of the fiscal year, Outsourced Enterprises will review the sales on non-text/sundry items as submitted by monthly statements from the Bookstore.	As text book sales continue to fall due to less expensive choices, sales of non-text/sundry items will increase by 10% from the previous fiscal year.	2016 - 2017	Target Met	Sales of non-text items in the Bookstore increased by 16.6%	Target was met and believe that the target of a 10% increase in non-text sales should remain as goal going forward
	2.1	Food Service will improve its overall function to increase customer satisfaction.	At the end of the fiscal year, Outsourced Enterprises will review the overall satisfaction score documented by Sodexo's annual Customer Survey.	Food Service will score at least a 65% overall satisfaction score on Sodexo's annual Consumer Satisfaction Survey completed by the MUW community.	2016 - 2017	Target Met	Scored a 76% overall satisfaction rate in Fall 2016	Target met and will be pushed forward to 75% satisfaction rate in coming year
	2.2	Bookstore will improve its overall function to increase customer	At the end of the fiscal year, Outsourced Enterprises will	Each fiscal year, the Bookstore will earn at least a 95% overall	2016 - 2017	Inconclusive	Secret Shopper was discontinued in favor of an online survey. Overall rating was a 90%	Since Secret Shopper report and evaluation is no longer used will decide whether the Online B and N survey is appropriate as a measure of Bookstore satisfaction

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	satisfaction.	review the overall satisfaction score documented by the annual Secret Shopper Report.	satisfaction score on the annual Secret Shopper Report.	2016 - 2017	Inconclusive	Secret Shopper was discontinued in favor of an online survey. Overall rating was a 90%	Since Secret Shopper report and evaluation is no longer used will decide whether the Online B and N survey is appropriate as a measure of Bookstore satisfaction
	2.3	Food Service and Facilities Management will enhance their safety practices.	At the end of each fiscal year, Outsourced Enterprises will review the annual Food Safety Audit score from the audit conducted on Food Service.	Each fiscal year, Food Service will earn a 90% or higher score on Sodexo's annual Food Safety Audit on safety practices in their accounts.	2016 - 2017	Target Met	Food Service passed the Food Safety Audit with a score of 98.%	Will retain this Target
			At the end of each fiscal year, Outsourced Enterprises will review the annual Physical Safety Audit score from the audit conducted on Facilities Management.	Each fiscal year, Facilities Management will earn a 90% or higher score on Sodexo's annual Physical Safety Audit score on safety practices in their accounts.	2016 - 2017	Target Met	Due to change in providers there is no documentation of this measure. However the last Facilities Safety Audit was passed with a score of 90 or higher	Since MUW changed Facilities providers another measure may have to be used to evaluate this goal
			At the end of each fiscal year, Outsourced Enterprises will review the annual Physical Safety Audit score from the audit conducted on Food Service.	Each fiscal year, Food Service will earn a 90% or higher score on Sodexo's annual Physical Safety Audit score on safety practices in their accounts.	2016 - 2017	Target Met	Food Service Passed the Physical Safety Audit with a score of 98.9%	Food Service will retain this Target
	2.4	Food Services will increase the effectiveness of its services to students.	At the end of the fiscal year, Outsourced Enterprises will review the Graduation Survey results regarding the effectiveness of food service on	55% of Graduation Survey participants will answer "good" or "excellent" regarding the effectiveness of food service on campus.	2016 - 2017	Target Met	2016-2017 Graduation Survey Results: Excellent - (172/502) - 34.26% Good - (120/502) - 23.9% Total - (292/502) - 58.16%  Fair - (81/502) - 16.14% Poor - (49/502) - 9.76%	Will retain this target.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.4	Food Services will increase the effectiveness of its services to students.	campus. "Rate MUW's effectiveness in providing: Food service on campus {Excellent, Good, Fair, Poor, N/A}"	55% of Graduation Survey participants will answer "good" or "excellent" regarding the effectiveness of food service on campus.	2016 - 2017	Target Met	Not Applicable - (80/502) - 15.94%	Will retain this target.
Administrative Support - Plymouth Bluff	1.1	Plymouth Bluff will offer public cultural and educational programming.	At the end of the fiscal year, Plymouth Bluff will review program documents (mailings, Facebook posts, news releases, and attendance records) to determine if achievement target was met.	At least once per quarter, public cultural and/or educational programming will be offered at no cost for attendance.	2016 - 2017	Target Met	Plymouth Bluff has offered 2 Sunday at Bluff Programs in August of 2016 and February 2017. Plymouth Bluff provided space for the following Groups at no Charge: African American Leadership Summit in August, 2016; Presented a program to the Exchange Club on Plymouth Bluff in October, 2016; Hosted tours by the Chickasaw Nation in Oct. and Nov. 2016, Hosted a Tourism Partners Meeting with the Convention and Visitors Bureau in May 2017, and Hosted school groups from West Point and the Columbus Christian Academy in May 2017	This has been a popular program and will continue to be done.
	1.2	Plymouth Bluff will make use of Social Media, such as Facebook, to promote programming and other uses at Plymouth Bluff.	At the end of the fiscal year, Plymouth Bluff will review its Facebook friend and visit counts as documented by Facebook and compare to the previous fiscal year's data.	While maintaining its Facebook pages, Plymouth Bluff will increase its number of Facebook friends and/or followers by 5% each fiscal year.	2016 - 2017	Target Met	As of June 26, 2017 our facebook page has 1199 friends and 99 likes and 335 visits	Friend Counts do not seem as a satisfactory measure. Updating both pages with different posts both internally and externally at least 2 times per month seem like a better measure.
	1.3	Plymouth Bluff will maintain its 4+ miles trail system.	At the end of the fiscal year, Plymouth Bluff will review the	26 biweekly Trail System inspections will be completed each	2016 - 2017	Inconclusive	The Trails are inspected with regularity and corrections made when found or reported at an	Change the measure to trail inspections done monthly and corrective actions with in one week as either noted in inspection or reported

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.3	Plymouth Bluff will maintain its 4+ miles trail system.	Trail System's biweekly inspection reports.	fiscal year, including corrective actions.	2016 - 2017	Inconclusive	appropriate time depending on weather conditions. Usage seems to be high with upwards of 10 people hiking on them on nicer days on weekends	Change the measure to trail inspections done monthly and corrective actions with in one week as either noted in inspection or reported
	1.4	Plymouth Bluff will do presentations and make the facility available to groups such as the Boy Scouts and other educational organizations at no charge.	At the end of the fiscal year, Plymouth Bluff will review monthly reports to determine the number of documented presentations.	At least 12 times each fiscal year, Plymouth Bluff will do presentations about the facility and the surrounding area to school groups and others when appropriate.	2016 - 2017	Target Met	Various individuals and groups have visited Plymouth Bluff at least 25 informal presentations have been done and formal presentations	Continue with this target
			At the end of the fiscal year, Plymouth Bluff will review monthly reports to determine the number of weekly visits.	Plymouth Bluff will average 50 visits per week by people walking the grounds and trails.	2016 - 2017	Target Met	This number has been met however some have been repeat visits. When weather is comfortable visits are well above 50, however they are less during inclement weather.	Continue with this target
	2.1	Plymouth Bluff will invite the MSU Project YES (Youth Environmental Science) to continue to use the facility each fiscal year.	At the end of the fiscal year, Plymouth Bluff will review the meetings log to determine if Project YES held at least 10 meetings.	At least 10 Project YES meetings at Plymouth Bluff Center each fiscal year.	2016 - 2017	Inconclusive	Project yes was invited and did use Plymouth Bluff for one meeting	Will continue to try to make PBC available to this group and market were can
	2.2	Plymouth Bluff will invite the LEP (Life Enrichment Program) to use the facility.	At the end of the fiscal year, Plymouth Bluff will review the meetings log to determine if the Director of Plymouth Bluff attended at least 2 LEP meetings.	At least 2 LEP meetings will be attended by the Director of Plymouth Bluff each fiscal year.	2016 - 2017	Target Met	Director has attended 3 LEP Advisory Board meetings	Will continue to attend and be a part of this
			At the end of the fiscal year,	At least 2 LEP class meetings at	2016 - 2017	Target Met	2 Birding Classes have met.	Continue with this

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			Plymouth Bluff will review the meetings log to determine if the LEP held at least 2 class meetings.	Plymouth Bluff Center each fiscal year.	2016 - 2017	Target Met	2 Birding Classes have met.	Continue with this
	2.3	Plymouth Bluff will invite the MUW Science and Math Department to use the facility for class/lab meetings.	At the end of the academic year, Plymouth Bluff will review the meetings log to determine if the Science and Math Department held at least 8 class/lab meetings.	Plymouth Bluff will host at least 8 MUW class/lab meetings each academic year.	2016 - 2017	Target Met	* Math and Science Classes or Labs met at PBC.	Continue with this measure
			At the end of the academic year, Plymouth Bluff will review the meetings log to determine if the Science and Math Department held at least 8 class/lab meetings.	Plymouth Bluff will host at least 8 MUW class/lab meetings each academic year.	2016 - 2017	Target Met	The Math and Science Department has used Plymouth Bluff for Class Meetings or Labs	Continue with this measure and expand to include all areas of Student Engagement and Learning and increase usage by various Departments to 16 per year
Administrative Support - Police Department	1.1	The Police Department will promote awareness of its employees and responsibilities throughout the university.	The Police Department will track interactions/meetings with student organizations (including Student Government Association) throughout the fiscal year via a logbook.	5% increase in interactions/meetings with student organizations (including Student Government Association) from the previous year.	2016 - 2017	Inconclusive	This is our base line year for comparison. We met with student organizations approximately 15 times last year.	Hopefully we will increase safety programs and increase the meeting and training with student organizations
	1.2	The Police Department will promote reciprocal trust between the university	The Police Department will track complaints filed against the department at the end of the fiscal	5% decrease in complaints submitted against the police department from the previous year.	2016 - 2017	Inconclusive	This is our base line year for comparison. We had approximately 12 complaints on police department employees last year.	I have started to reorganize the police department and put a supervisor on all shifts that will have the responsibility to oversee the employees. This will hopefully reduce complaints and problems on the employees.



Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	community and the Police Department.	year via a logbook.	5% decrease in complaints submitted against the police department from the previous year.	2016 - 2017	Inconclusive	This is our base line year for comparison. We had approximately 12 complaints on police department employees last year.	I have started to reorganize the police department and put a supervisor on all shifts that will have the responsibility to oversee the employees. This will hopefully reduce complaints and problems on the employees.
	2.1	The Police Department will make an effort to provide a safe environment for faculty, staff, students, and visitors.	The Police Department will analyze the number of filed offense reports from the crime log annually.	5% decrease in filed offense reports annually within MUW from the previous year.	2016 - 2017	Inconclusive	This is our base line year for comparison. We had 144 calls last and the majority of the calls were property damage and medical call. We are increasing supervision and meeting with students hopefully through patrol and education we will reduce calls.	Through education and patrol we hope this will reduce calls for service.
	2.2	The Police Department will make an effort to broaden the communication among outside agencies to promote safety.	The Police Department will evaluate the number of Memorandum of Understandings (MOUs) distributed to the outside agencies.	The Police Department will secure at least one new partnership agency outside of MUW each fiscal year.	2016 - 2017	Inconclusive	This is our base line year for comparison. We currently have 2 MOU'S we hope to increase this number by at least 1 per year	We are pursuing MOU'S with 911 and with the fire department this should meet or exceed our goal.
Administrative Support - Resources Management	1.1	Provide ongoing purchasing, p-card, property & Virtual EMS training as needed to all departments.	At the end of the fiscal year, Resources Management will review the Training Sessions Log to determine if there was an increase by 5% of employees who received purchasing training.	Train/assist employees in the area of purchasing by an increase of 5%.	2016 - 2017	Inconclusive	Base line no data was collected	Make more effort to get the data in. Actions will be taken to enable us to collect this information.
	1.2	Reduce purchasing transaction volume. Eliminate the need for small dollar purchase	At the end of the fiscal year, Resources Management will review the	Reduce the number of purchase orders printed each year by 5%.	2016 - 2017	Inconclusive	Inconclusive	We will begin with this budget year tracking the number of purchase orders processed. Our goal is to increase the use of P-cards in an effort to increase out rebate check from UMB.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	orders.	Purchase Orders Report to determine an increase/decrease in the number of purchase orders.	Reduce the number of purchase orders printed each year by 5%.	2016 - 2017	Inconclusive	Inconclusive	We will begin with this budget year tracking the number of purchase orders processed. Our goal is to increase the use of P-cards in an effort to increase out rebate check from UMB.
	2.1	Ensure that all student packages are delivered in a timely manner.	At the end of the fiscal year, Resources Management will review the Delivery Report to determine the percentage of packages that were delivered the same or next day.	Deliver 95% of the packages on time.	2016 - 2017	Inconclusive	Our receiving software was replaced 6 months ago. The other system crashed and we went with a system that is web based. We will start collecting data beginning with this budget year.	We will begin with this budget year tracking the information pertaining to the deliveries.
	2.2	Offer virtual EMS training to all student organizations.	At the end of the fiscal year, Resources Management will review the Training Sessions Log to determine if there was an increase of 5% of members from all student organizations as a whole who received EMS training.	Participation of all student organizations' members that reserve facilities will increase by 5%.	2016 - 2017	Inconclusive	Student services did not contact our office to provide the EMS training this year. However, Student Services included this training in conjunction with the training they provide for all student organizations.	Due to changes in staff, our training was not needed. However, I will leave target in until next year and see if this changes.
Administrative Support - Systems and Network	1.1	Systems & Network will perform annual audit of user account access against HR e-mail non-employment notices.	Systems & Network will verify Active Directory (AD) services account status is disabled for unemployed users.	100% of AD services account access is disabled for non-employed user accounts without emeritus status.	2016 - 2017	Target Not Met	Per HR e-mail non-employment notice validations, audit of user account deactivation (without emeritus status) resulted in 4 out of 42 (9.5%) accounts not deactivated.	Due to lack of official AD account deactivation policy, an official policy will be developed for AD account deactivation procedures and expiration timelines. Also, application notice reminders will be engaged as well as multiple deactivation administrators.
	1.2	Systems & Network will evaluate and	Throughout the fiscal year, IT staff will monitor	Consistent bandwidth values less than 50% of	2016 - 2017	Target Met	Based on In/Out Traffic Utilization analysis of bandwidth transmitted	Systems & Networks will continue to monitor bandwidth utilization.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	optimize Internet bandwidth to support advancing business processes and the campus infrastructure.	Internet gateway router bandwidth speeds to determine circuit bandwidth usage.	total available Internet circuit bandwidth throughout the fiscal year.	2016 - 2017	Target Met	between 05/07/2017-06/07/2017, average bandwidth utilization was reported below 300Mbps (30%) of available 1Gbps Internet circuit. In/Out Bits/Traffic Utilization graphs are included to show reported results.	Systems & Networks will continue to monitor bandwidth utilization.
	1.3	Systems & Network will assess and monitor campus needs and provide training videos as needed.	Throughout the fiscal year, Systems & Network will work with user departments to develop task-specific online training videos. At the end of the fiscal year, Systems & Network will review the number of new online training videos provided for users.	Provide 2 new online training videos for users.	2016 - 2017	Target Met	Systems & Networks provided multiple online training videos and documentation for respective users.	Systems & Networks will continue to provide training videos and/or documentation to respective users as needed.
	2.1	Systems & Network will look for possible ways to provide high levels of student satisfaction.	Systems & Network will analyze the results of the Student Technology survey at the end of the fiscal year to determine their level of satisfaction.	75% of students participating in the Student Technology Survey will give an overall satisfied rating with the services offered through the Systems & Network department.	2016 - 2017	Target Met	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 (704) 52.15% Satisfied (397) 29.41% Satisfaction Rating (1101/1350) 81.56%  GoogleDocs: Very Satisfied (659) 48.10% Satisfied (424) 30.95%	Systems & Networks will continue to look for possible ways to provide high levels of student satisfaction.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	Systems & Network will look for possible ways to provide high levels of student satisfaction.	Systems & Network will analyze the results of the Student Technology survey at the end of the fiscal year to determine their level of satisfaction.	75% of students participating in the Student Technology Survey will give an overall satisfied rating with the services offered through the Systems & Network department.	2016 - 2017	Target Met	<p>Satisfaction Rating (267/1370) 79.05%</p> <p>Portal:  Very Satisfied (738) 46.47%  Satisfied (581) 36.59%  Satisfaction Rating (227/1588) 83.06%</p> <p>WiFi:  Very Satisfied (413) 31.45%  Satisfied (339) 25.82%  Satisfaction Rating (230/1313) 57.27%</p> <p>Tech Support:  Very Satisfied (419) 47.94%  Satisfied (230) 26.32%  Satisfaction Rating (197/874) 74.26%</p> <p>Overall Satisfaction Rating 75.04%</p>	Systems & Networks will continue to look for possible ways to provide high levels of student satisfaction.
Administrative Support - University Accounting	1.1	Provide ongoing budget training to all Budget Managers and Administrative Assistants to ensure that they are well-equipped to have a clear understanding of the budget(s) under their authority.	University Accounting will keep an attendance record of all budget training sessions and review the record to determine if achievement target was met.	University Accounting will provide two budget training sessions per year for budget managers and administrative assistants, one in the Fall semester and one in the Spring semester.	2016 - 2017	Target Not Met	No group budget training sessions were held this year, eight (8) individual training sessions were conducted.	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.
	1.2	Provide training on the University's Travel Policy and Procedures to ensure that State Travel Policies are being followed and reimbursement requests are not	Conduct a survey of faculty and staff to determine whether they have a clear understanding of the University's Travel Policies and Procedures.	90% of the survey participants will have a clear understanding of the University's Travel Policy and Procedures.	2016 - 2017	Target Not Met	No group training sessions were held this year on the Travel policies and procedures. Four (4) individuals training sessions were conducted. However, individuals were not given a survey to determine their understanding of the	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.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	delayed due to improper submission.	Conduct a survey of faculty and staff to determine whether they have a clear understanding of the University's Travel Policies and Procedures.	90% of the survey participants will have a clear understanding of the University's Travel Policy and Procedures.	2016 - 2017	Target Not Met	material presented.	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.
	1.3	Reduce the number of outstanding purchase orders that roll over at the end of each fiscal year.	At the end of the fiscal year the Open Encumbrance Report will be ran to determine dollar values of open encumbrances rolling over. When assessing the report, the Director of University Accounting will bear in mind any extenuating circumstances that follow outstanding purchases orders as necessary.	The dollar values of purchase orders will be 3% less than the dollar values from the previous fiscal year.	2016 - 2017	Target Met	In FY16, \$78,041.79 of open encumbrances (General Fund) rolled into FY17. In FY17, \$68,093.53 of open encumbrances (General Fund) rolled into FY 18. This was a decrease of \$9,948.26, this is just or a 12.7% decrease.	At the end of the fiscal year the Open Encumbrance Report will be ran to determine the dollar values of open encumbrances rolling over. When assessing the report, the Director of University Accounting will bear in mind any extenuating circumstances that follow outstanding purchases orders as necessary.
	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.	Keep a notebook of all Requests for Reversal of Fees in a central location and each year create a table of length of time to process the request. Additionally, track the reason for Request for Reversal of Fees.	Only 5% of requests for reversal of fees will be due to administrative errors.	2016 - 2017	Inconclusive	Designed a Request for Reversal of Fees Form to be used internally and assist with tracking data. We will begin using this form 7/1/17	Track the reason for requesting a Reversal of Fees. Strive to minimize those resulting from administrative errors.
			Keep a notebook	At least 85% of the	2016 - 2017	Inconclusive	Designed a Request for	Reduce the time it takes to process a

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			of all Requests for Reversal of Fees in a central location and each year create a table of length of time to process the request.	Reversal for Fees Request will be processed in 5 business days or less.	2016 - 2017	Inconclusive	Reversal of Fee Form to be used internally and assist in tracking data. We will begin using this form 7/1/17.	Request for Reversal of Fees with a Request for Reversal of Fees Form to streamline the process.
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.	At the end of the fiscal year, University Relations will utilize Google Analytics to track awareness and traffic to digital media presence and compare the results to the previous fiscal year's data to determine an increase/decrease in web traffic.	10% increase in web traffic from the previous fiscal year.	2016 - 2017	Target Not Met	Web: Page Views: +0.75 percent; Sessions +2.70 percent; Users +2.08 percent	Based on the data gathered this fiscal year, University Relations will continue to assess these results to get trending data for future use.
			At the end of the fiscal year, University Relations will utilize social media analytics to track awareness and traffic to digital media presence and compare the results to the previous fiscal year's data to determine an increase/decrease in social media traffic.	15% increase in social media traffic from the previous fiscal year.	2016 - 2017	Target Met	Social Media: Facebook +44.29 percent; Twitter: +15.11 percent; Instagram: +39 percent	Based on the data gathered this fiscal year, University Relations will continue to assess these results to get trending data for future use to determine if a new target should be put into place.
	1.2	Increase alumni donations, as well as that of friends	At the end of the fiscal year, University	75% of Visions Readership Survey participants will	2016 - 2017	Inconclusive	Executive director and associate director determined that it is not	Work with IR to develop a question or questions to be used in online survey that goes out through the Office of Alumni

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	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.	Relations will review and analyze the Visions Readership Survey's results to determine if achievement target was met.	either "agree" or "strongly agree" that Visions encourages them to give to the University.	2016 - 2017	Inconclusive	feasible to include an actual survey in Visions magazine. In developing the University Relations' assessment plan, there were intentions to include a survey in the Homecoming issue (spring 2017) of Visions; however, space in the Homecoming issue was limited. Upon further discussing this assessment method, both the executive director and associate director determined that it was very unlikely to get readers to complete and return a survey at their own expense. We believe that a question about Visions and its effectiveness should be included in the online survey that goes out to alumni via the Office of Alumni Relations	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).	At the end of the fiscal year, University Relations will review the collected data on its national, regional and local media outlets and compare it to the previous fiscal year's data to determine an increase/decrease in advertisements.	5% increase in advertisements among national, regional and local media outlets from the previous fiscal year (budget permitting).	2016 - 2017	Target Met	There was an increase in advertisements placed. In 2015-2016, the total was about \$75,503 compared to \$76, 835 in 2016-2017. Part of the increase can be attributed to the social media ads placed via Pandora, Facebook, Google and YouTube.	Based on the data gathered this fiscal year, University Relations will continue to assess these results to get trending data for future use to determine if a new target should be put into place. Advertisements placed will also be determined by availability of funds in marketing/media budgets.
	2.2	Increase awareness of programs and offerings among faculty and staff to	At the end of the fiscal year, University Relations will review and	75% of Faculty Satisfaction Survey participants will either "agree" or "strongly agree"	2016 - 2017	Target Met	2017 Faculty Satisfaction Survey Results: Strongly Agree - (34/81) 41.98% Agree - (42/81) 51.85%	Based on the data gathered this fiscal year, University Relations will continue to assess these results to get trending data for future use to determine if a new target should be put into place.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	encourage on-campus engagement through internal newsletter, web and social media postings and media boards.	analyze the Faculty Satisfaction Survey's results to determine if achievement target was met.  "Please rate the following statement according to its accuracy: University Relations' internal newsletters, web and social media postings and media boards increase my awareness of MUW's programs and offerings. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	that University Relations' internal newsletters, web and social media postings and media boards increase their awareness of the University's programs and offerings.	2016 - 2017	Target Met	Total - (76/81) 93.83%	Based on the data gathered this fiscal year, University Relations will continue to assess these results to get trending data for future use to determine if a new target should be put into place.
			At the end of the fiscal year, University Relations will review and analyze the Staff Satisfaction Survey's results to determine if achievement target was met.  "Please rate the following statement according to its accuracy: University	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.	2016 - 2017	Target Met	2017 Staff Satisfaction Survey Results: Strongly Agree - (32/86) 37.21% Agree - (44/86) 51.16% Total - (76/86) 88.37%	Based on the data gathered this fiscal year, University Relations will continue to assess these results to get trending data for future use to determine if a new target should be put into place.



Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			Relations' internal newsletters, web and social media postings and media boards increase my awareness of MUW's programs and offerings. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	75% of Staff Satisfaction Survey participants will either "agree" or "strongly agree" that University Relations' internal newsletters, web and social media postings and media boards increase their awareness of the University's programs and offerings.	2016 - 2017	Target Met	2017 Staff Satisfaction Survey Results: Strongly Agree - (32/86) 37.21% Agree - (44/86) 51.16% Total - (76/86) 88.37%	Based on the data gathered this fiscal year, University Relations will continue to assess these results to get trending data for future use to determine if a new target should be put into place.