

Non-Academic Units' Results 2018-2019

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Academic and Student Support - Athletics	1.1	The Department of Athletics will maintain a continuous progression for attaining NCAA Membership within five years.	The membership process goes through 3 phases; Exploratory (1-3 years), Provisional (2-3 years), Full Membership. Each process requires the NCAA Membership Committee to approve progression to the next step. The department will report results based on the data submitted to the NCAA Membership Committee.	Continued achievement of sport roster numbers. Baseball – 30 Women’s Cross Country – 7 Men’s Soccer – 24 Softball – 20 Women’s Volleyball – 14	2018 - 2019	Target Met	All sports meet their minimum number of participants per NCAA bylaws. Baseball – (min) 30 (actual) 39 Women’s Cross Country – (min) 7 (actual) 7 Men’s Soccer – (min) 24 (actual) 26 Softball – (min) 20 (actual) 24 Women’s Volleyball – (min) 14 (actual) 16 Men's Cross County- (min) 7 (actual) 9 Women's Soccer- (min) 22 (actual) 22 Women's Basketball- (min) 15 (actual) 16 Men's Basketball- (min) 15 (actual) 22 Men's Golf- (min) 7 (actual) 6 Men's Tennis- (min) 7 (actual) 6 Women's Tennis- (min) 7 (actual) 7	To continue to meet minimum roster numbers per NCAA bylaws.
			The membership process goes through 3 phases; Exploratory (1-3 years), Provisional (2-3 years), Full Membership. Each process requires the NCAA Membership Committee to approve progression to the next step. The department will report results based on the data submitted to the NCAA Membership Committee.	Continued achievement of sport sponsorship minimums for contests. Baseball – 25 games Cross Country – 5 events Men’s Soccer – 13 games Softball – 24 games Women’s Volleyball – 17 matches	2018 - 2019	Target Met	All sports played the required minimum number of contests. (min)- minimum number of sports sponsorship games required (played)- actual number of games played that counted toward sport sponsorship Baseball – (min) 25 games (played) 36 games Women's Cross Country –(min) 5 events (played) 5 events	To continue to meet the minimum number of required contests per NCAA bylaws.

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			The membership process goes through 3 phases; Exploratory (1-3 years), Provisional (2-3 years), Full Membership. Each process requires the NCAA Membership Committee to approve progression to the next step. The department will report results based on the data submitted to the NCAA Membership Committee.	Continued achievement of sport sponsorship minimums for contests. Baseball – 25 games Cross Country – 5 events Men’s Soccer – 13 games Softball – 24 games Women’s Volleyball – 17 matches	2018 - 2019	Target Met	Men’s Soccer – (min) 13 games 17 (played) Softball – (min) 24 games (played) 35 games Women’s Volleyball – (min) 17 matches (played) 20 matches Men’s Cross Country- (min) 5 events (played) 5 events Women’s Soccer- (min) 13 games (played) 19 games Women’s Basketball- (min) 18 games (played) 24 games Men’s Basketball- (min) 18 games (played) 25 games Men’s Golf- (min) 6 contests (played) 8 contests Men’s Tennis- (min) 10 contests (played) 11 contests Women’s Tennis- (min) 10 contests (played) 11 contests	To continue to meet the minimum number of required contests per NCAA bylaws.
	1.2	The Department of Athletics will establish sports schedules for each athletics team.	Submission of schedules by sport 1 year prior to dates of actual competition to AD and Director of Athletic Communications	Maintaining required minimum number of dates of competition to meet sport sponsorship requirements. Baseball – 25 games Cross Country – 5 events Men’s Soccer – 13 games Softball – 24 games Women’s Volleyball – 17 matches	2018 - 2019	Target Met	All sports played the required minimum number of contests. (min)- minimum number of sports sponsorship games required (played)- actual number of games played that counted toward sport sponsorship Baseball – (min) 25 games (played) 36 games Women’s Cross Country –(min) 5 events (played) 5 events Men’s Soccer – (min) 13 games 17 (played) Softball – (min) 24 games (played) 35 games Women’s Volleyball – (min)	To continue to meet the minimum number of required contests per NCAA bylaws.

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	1.2	The Department of Athletics will establish sports schedules for each athletics team.	Submission of schedules by sport 1 year prior to dates of actual competition to AD and Director of Athletic Communications	Maintaining required minimum number of dates of competition to meet sport sponsorship requirements. Baseball – 25 games Cross Country – 5 events Men’s Soccer – 13 games Softball – 24 games Women’s Volleyball – 17 matches	2018 - 2019	Target Met	17 matches (played) 20 matches Men’s Cross Country- (min) 5 events (played) 5 events Women's Soccer- (min) 13 games (played) 19 games Women's Basketball- (min) 18 games (played) 24 games Men's Basketball- (min) 18 games (played) 25 games Men's Golf- (min) 6 contests (played) 8 contests Men's Tennis- (min) 10 contests (played) 11 contests Women's Tennis- (min) 10 contests (played) 11 contests	To continue to meet the minimum number of required contests per NCAA bylaws.
	1.3	The Department of Athletics will increase revenue for sports and athletics’ needs, including facility expansion, student athlete programming, and operating costs.	The department will review and report the list of sponsorships through the Department of Athletics and Owls Fund Club donations	Increase donor participation by 10% each year.	2018 - 2019	Target Not Met	Last year was a baseline year with 149 donors. This year there were 80 donors. We will look forward to a 10% increase for 2019-2020 Total Revenue \$51,765.03, this figure includes your gift in kind items, everything. Donor list includes those who received gift letters: 80 donors for 139 gifts @ \$46,239.00	Continue to increase donor participation each year.
	2.1	The Department of Athletics will collaborate with community constituents to offer continuous opportunities for individuals to attend sponsored camps, clinics, and	The department will review and report the recorded list of sponsored camps, clinics, and seminars that were hosted on campus and/or community venues. Mandatory one (1) Camp/Clinic offerings by sport per year	Host at least one camp/clinic with a minimum participation of 15 individuals per camp/clinic per sport.	2018 - 2019	Target Not Met	Target not met. Majority of the sports did not host a camp. Volleyball- Hosted Team Camp/Play Date (68 participants) and Individual Clinics (22 participants) on Campus Women's Basketball- did not host camp	Each sport will host at least one camp per year.

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	2.1	seminars by sport.	The department will review and report the recorded list of sponsored camps, clinics, and seminars that were hosted on campus and/or community venues. Mandatory one (1) Camp/Clinic offerings by sport per year	Host at least one camp/clinic with a minimum participation of 15 individuals per camp/clinic per sport.	2018 - 2019	Target Not Met	Softball- Hosting Individual Clinics on Campus (45 participants) Tennis- did not host camp Men's Soccer- did not host camp Cross Country- did not host camp Baseball- Hosted Individual Camp on campus (41 participants) Men's Basketball- did not host camp Women's Soccer-Hosted Team Camp on and off Campus (40 participants) as well as Individual (10 participants) and Youth Camps (23 participants) on Campus Golf- did not host camp	Each sport will host at least one camp per year.
	3.1	The Department of Athletics will maintain consistent expectations for students and staff with a goal-oriented focus and provide a high quality student-athlete experience.	OASIS (Owls Academic Support and Individual Success) program monitors student-athletes who are first time freshman, have a cumulative GPA below 2.5, and/or have a semester GPA below 2.0. Participants are reported on 4 times throughout the semester by attendance, current grade, and progress comments by faculty. These reports will be reviewed and reported by the end of the academic year.	Consistently reducing the number of participants by 10% from fall to spring beyond the mandated term.	2018 - 2019	Target Met	Reduced OASIS participants by 53.5% Baseball- had 19 in the Fall 2018 and 5 in Spring 2019 Softball- had 6 in the Fall 2018 and 0 in Spring 2019 Men's Soccer- had 8 in the Fall 2018 and 3 in the Spring 2019 Volleyball- had 7 in the Fall 2018 and 0 in the Spring 2019 Women's Cross Country- had 3 in the Fall 2018 and 0 in the Spring 2019 Men's Cross Country- had 3 in the Fall 2018 and 5 in the Spring 2019 Women's Tennis- had 2 in the Fall 2018 and 1 in the Spring 2019 Men's Tennis- had 1 in the Fall 2018 and 0 in the	Continue to reduce the number of OASIS participants from fall to spring semester

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	3.1	The Department of Athletics will maintain consistent expectations for students and staff with a goal-oriented focus and provide a high quality student-athlete experience.	OASIS (Owls Academic Support and Individual Success) program monitors student-athletes who are first time freshman, have a cumulative GPA below 2.5, and/or have a semester GPA below 2.0. Participants are reported on 4 times throughout the semester by attendance, current grade, and progress comments by faculty. These reports will be reviewed and reported by the end of the academic year.	Consistently reducing the number of participants by 10% from fall to spring beyond the mandated term.	2018 - 2019	Target Met	Spring 2019 Men's Golf- had 2 in the Fall 2018 and 3 in the Spring 2019 Women's Soccer- had 4 in the Fall 2018 and 5 in the Spring 2019 Men's Basketball- had 13 in the Fall 2018 and 4 in the Spring 2019 Women's Basketball- had 3 in the Fall 2018 and 7 in the Spring 2019 Total in Fall 2018- 71 Total in Spring 2019- 33 Reduced participants by 53.5%	Continue to reduce the number of OASIS participants from fall to spring semester
			OASIS (Owls Academic Support and Individual Success) program monitors student-athletes who are first time freshman, have a cumulative GPA below 2.5, and/or have a semester GPA below 2.0. Participants are reported on 4 times throughout the semester by attendance, current grade, and progress comments by faculty. These reports will be reviewed and reported by the end of the academic year.	Maintain a Student-Athlete Retention at 70% or higher	2018 - 2019	Target Not Met	Did not meet target goal of 70% retention (not including graduates) FA18 (# of student-athletes to start the semester) SP19 (# of student-athletes to end the semester) Baseball – FA18 - 39, SP19 - 26 Women's Cross Country – FA18 - 7, SP19 - 3 (2 graduated) Men's Cross Country- FA18 - 9, SP - 5 (1 graduated) Men's Soccer – FA18 - 26, SP19 - 19 Softball – FA18 - 25, SP19 - 11 (10 graduated) Volleyball – FA18 - 16, SP19 - 3 (1 graduated) Men's Basketball - FA 18 - 22, SP19 - 14 (1 graduated) Women's Basketball - FA18 - 16, SP19 - 9 (2 graduated) Men's Golf - FA18 - 7, SP19 - 6	Do a better job of retaining student-athletes from semester to semester. Reaching our goal of 70%

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			OASIS (Owls Academic Support and Individual Success) program monitors student-athletes who are first time freshman, have a cumulative GPA below 2.5, and/or have a semester GPA below 2.0. Participants are reported on 4 times throughout the semester by attendance, current grade, and progress comments by faculty. These reports will be reviewed and reported by the end of the academic year.	Maintain a Student-Athlete Retention at 70% or higher	2018 - 2019	Target Not Met	Women's Tennis- FA18 - 6, SP19 - 5 Men's Tennis- FA18 - 6, SP - 5 (1 graduated) Women's Soccer- FA18 - 22, SP - 19 (1 graduated) 69% of athletes were retained (does not include graduates)	Do a better job of retaining student-athletes from semester to semester. Reaching our goal of 70%
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.	2018 - 2019	Target Met	80% of our Spring Fitness Challenge Survey participants indicated that they are likely to continue/transition their wellness goals after completing the Spring Fitness Challenge.	This was our last year in partnership with Passport to Wellness as it is the last year for the Blue Cross Blue Shield grant funding. We are in discussions to change the format of the Spring Fitness Challenge moving forward and possibly partner with other departments on campus. We ran a pilot program that changed the focus of the challenge from weight loss only to a performance based format. It is possible that the program will be offered more than once a year. Also, we want to change the verbiage from "transition to a healthier way of living..." to "How likely are you to continue your wellness goals after completing the fitness challenge."
	1.2	Campus	A Customer Satisfaction	90% of Customer	2018 - 2019	Target Met	94.4% of 71 participants	Excellent Customer Service

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	1.2	Recreation will provide a welcoming facility for guests through service in a thoughtful and proactive manner.	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.	Satisfaction Survey participants will indicate that Campus Recreation staff was helpful and courteous.	2018 - 2019	Target Met	who took the Customer Satisfaction Survey indicated that the Campus Recreation staff was helpful and courteous.	is imperative for our Campus Recreation and we will continue to foster that atmposhere.
			"Campus Recreation staff is helpful and courteous. {Strongly Disagree, Disagree, No Opinion, Agree, Strongly Agree}"					
	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.	90% of student employees will report on the Employee Evaluation Form that their leadership skills improved as a result of working for Campus Recreation.	2018 - 2019	Target Not Met	87.5% of 35 student employees who reported on the Employee Evaluation Form that their leadership skills improved as a result of working for Campus Recreation.	We are in discussion of creating leadership roles that will assist the Pro Staff, current Graduate Assistants and future Graduate Assistants that will create an environment of ownership and strengthen the operations of Campus Recreation.
			"Through my employment with Campus Recreation, I have developed or improved my leadership skills. {Strongly Disagree, Disagree, No Opinion, Agree, Strongly Agree}"					
	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 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.	90% of student employees will report on the Employee Evaluation Form that their problem-solving skills improved as a result of working for Campus Recreation.	2018 - 2019	Target Not Met	88.2% of 35 of student employees reported on the Employee Evaluation Form that their problem-solving skills improved as a result of working for Campus Recreation.	We will continue to measure this data and find ways to improve our achievement goals.
			"Through my employment					

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	2.2	Students employed at Stark Recreation Center will strengthen their problem-solving skills.	with Campus Recreation, my problem-solving skills improved. {Strongly Disagree, Disagree, No Opinion, Agree, Strongly Agree}"	90% of student employees will report on the Employee Evaluation Form that their problem-solving skills improved as a result of working for Campus Recreation.	2018 - 2019	Target Not Met	88.2% of 35 of student employees reported on the Employee Evaluation Form that their problem-solving skills improved as a result of working for Campus Recreation.	We will continue to measure this data and find ways to improve our achievement goals.
	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, Strongly Agree}"	90% of Customer Satisfaction Survey participants will indicate that Campus Recreation facilities are well maintained and clean.	2018 - 2019	Target Not Met	78.8% of Customer Satisfaction Survey participants indicated that Campus Recreation facilities are well maintained and clean.	This finding will be reported to our supervisor in order to have tangible information in hopes that we will see an improvement of job performance by the current contracting company.
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.	2018 - 2019	Target Met	We recorded 515 consultations this year, a number based on our Google form tracker and an estimate from the director who did not make as good of use of the tracking platform as she should have done. Our number for this year far exceeds our goal, but I believe that is because we need to have a conversation about what we consider to be a "consultation." The hire of our new instructional technologist just days before the director went out on maternity leave,	We were far more successful at tracking this item this year, which is good, but it showed us a weakness in not having clearly defined what a "consultation" means in our office. The director and instructional technologist will sit down and have that conversation this month to clarify what we will count and to further refine our tracking system, which has not been as adaptable as we had hoped. We anticipate purchasing File Maker Pro this year which may serve our needs better, though

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			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.	2018 - 2019	Target Met	We met our goal this year, offering 33 workshops (39 if you include each session during the first two-day new faculty orientation period), and hosting a total of 397 (including multiple counts for new faculty orientation all-year sessions) people. This is fewer workshop than last year, but that is due to the director's maternity leave for most of the fall semester, just as the new instructional technologist was hired and therefore without onboarding assistance or help in planning a larger January workshop series.	We are pleased to have met this goal given the staffing issues we had in the past year (director out on maternity leave for most of fall semester, with newly hired instructional technologist starting just 9 days before the director left). Based on last year's actions we cut down our January offerings significantly, but were pleased to see such a high turnout at the session on helping students in crisis. That topic clearly resonated so has informed program planning for the summer faculty book club and 2019 fall development conference. Moving forward we have definitely seen more success in holding the late spring/summer workshops (online teaching academy and book clubs) than in the January series, so we will continue to keep that program smaller and

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	1.2	Faculty will feel that their professional development needs for technology use are being met by the Kossen Center's offerings.	Faculty will be asked about their 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. "The University supports online course delivery through faculty training and allocation of resources."	65% of Faculty Satisfaction Survey participants will "strongly agree" or "agree" that "The University supports online course delivery through faculty training and allocation of resources."	2018 - 2019	Target Met	2019 Faculty Satisfaction Survey Results: Strongly Agree - (36/106) 33.96% - Last Year 26.79% Agree - (55/106) 51.89% - Last Year 50% Total - (91/106) 85.85% - Last Year 76.79% Disagree - (8/106) 7.55% Strongly Disagree - (0/106) 0% Not Applicable - (7/106) 6.60%	Our target was met, and we improved our overall satisfaction (strongly agree plus agree) rating by 9.06% over last year. That tells us that we are on the right track and that the hiring of Sheila Morgan as our new Instructional Technologist has made a significant impact on faculty service levels compared with last year's rating when that office as vacant. The Online Teaching Academy also clearly met a faculty need, so we expanded the offering for this past May and hope to see some improved numbers from that as well in next year's results. We will continue to try to improve our offerings, especially for online and

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			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 "I have access to the software I need to be an effective instructor."	2018 - 2019	Target Met	2019 Faculty Satisfaction Survey Results: Strongly Agree - (40/106) 37.74% - Last Year 30.91% Agree - (54/106) 50.94% - Last Year 50.91% Total - (94/106) 88.68% - Last Year 81.82% Disagree - (8/106) 7.55% Strongly Disagree - (2/106) 1.89% Not Applicable - (2/106) 1.89%	It is heartening to see this number continue to rise, improving by nearly 7% from last year. This reflects well on our efforts to reach out directly to departments to learn about their software needs rather than doing so from a more centralized position. I would guess that Zoom in particular has helped in this category, as many of our faculty now use it extensively for live interaction and video capture for their online courses. We still have some work to do, of course, and needs are always changing, so we will continue with the model of reaching out directly to department chairs each summer to talk about their needs. We will continue with the 65% target for the coming year.

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	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:"	2018 - 2019	Target Met	2019 Faculty Satisfaction Survey Results Mastery - (14/105) 13.33% - Last Year 16.36% Acceptable - (69/105) 65.71% - Last Year 51.82% Total - (83/105) 79.04% - Last Year 68.18% Emerging - (20/105) 19.05% - Last Year 29.09% Below What I Would Like It To Be - (2/105) 1.90% - Last Year 2.73%	It is heartening to see so much movement from the emerging to acceptable category this year, and to see the lowest response rate continue to shrink. These results show that our programming is making an impact. We will continue the work we have been doing, but these results show that it is time to start thinking about moving faculty from the acceptable to mastery level. Higher-level workshops may be in order, though to be honest, having faculty always eager to learn more rather than resting in the belief that they have "mastered" the subject of active learning is not entirely a bad notion. These results show that our QEP efforts have not been in vain. We will continue with the same goal for next year, and even though the QEP upon which the APIL goal was based has now ended the goals of APIL teaching strategies are still important to our teaching and student learning across campus.
			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 question about whether or not they have	The average faculty score on the implementation question on the randomly selected annual Follow-up Survey will be 3.5 out of 5.	2018 - 2019	Target Met	Target met, though sample size is small. Despite sending the invitation for the survey to 23 randomly selected faculty only 3 responded. The results to the pertinent question were as follows: 1 (not at all): 0 2 (little): 0	We met our target, which is great, but our sample size was so small to be almost meaningless. We will continue sending out this follow-up survey, but we will raise the sample size from one third to one half in the hopes of generating more returned surveys.

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			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.	2018 - 2019	Target Met	3 (somewhat): 0 4 (notable amount): 2 5 (extensively): 1 Average response: 4.33	We met our target, which is great, but our sample size was so small to be almost meaningless. We will continue sending out this follow-up survey, but we will raise the sample size from one third to one half in the hopes of generating more returned surveys.
	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.	2018 - 2019	Target Not Met	We assisted with installation of hardware in 6 classroom spaces this year, and thus missed the target. This is due to two factors: 1) staffing turnover and absences in the center which made this aspect of our work a lower priority in the past year, and 2) departmental struggles to meet rising equipment and installation costs. The spaces affected were in Parkinson Hall, Martin Hall, Painter Hall, Summer Hall, and Fant Library (the two most expensive spaces were in the library, the archives classroom and active learning classroom). The hiring of a new instructional technologist in August made great improvements for faculty assistance with software and instructional design, but the design and development of physical classroom technology is not as great a specialty of our new hire as it was of her predecessor. The design of physical	We will make our classroom upgrade consultation services more visible again in the coming year, with the instructional technologist taking the lead with ITS's support. However, unless the budgetary situation improves then we anticipate that departments will continue to struggle to purchase and install equipment even when they wish to do so. We will keep the goal of 8 rooms the same for the coming year.

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	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.	2018 - 2019	Target Not Met	<p>classroom hardware is a very unusual duty for an instructional technologist position so our previous employee's skill at this was an unexpected bonus. Our new technologist is willing to do the work but understandably needs some time to build up to the level of her predecessor. The absence of the director for maternity leave during the first three months of the academic year also affected this, since this work was dropped entirely in her absence since the new hire could not be expected to take on everything with so little orientation time.</p> <p>Tightening budgets across campus mean that even departments interested in upgrading their classrooms are often unable to do so, or at least unable to do so to the level they would like to achieve. For example, one unit requested a quote to update an entire classroom with equipment that is at least 10 years old and used frequently. After downgrading their purchase plan to just replacing an the failing projector, even that order was cancelled and they purchased only a \$40 wireless lapel microphone system to help with lecture capture for online courses.</p>	We will make our classroom upgrade consultation services more visible again in the coming year, with the instructional technologist taking the lead with ITS's support. However, unless the budgetary situation improves then we anticipate that departments will continue to struggle to purchase and install equipment even when they wish to do so. We will keep the goal of 8 rooms the same for the coming year.

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	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.	2018 - 2019	Target Not Met	The decision not to purchase their upgrades was not a lack of interest or need, but rather budgetary. They will continue to hope that their existing equipment lasts another year. Along with general budgetary tightening, departments were further hampered this year by the unexpected need to contract with external vendors to have hardware installed in their classrooms. Our facilities department used to perform this service for free (on their timeline) or for a reasonable \$300 flat fee (on an expedited timeline), but this year they discontinued that service. External vendors are of course happy to fill that need, but their costs are significantly higher than our previous in-house service and departments had not anticipated or budgeted for this change. We anticipate that purchasing will continue to be slowed by these increased costs.	We will make our classroom upgrade consultation services more visible again in the coming year, with the instructional technologist taking the lead with ITS's support. However, unless the budgetary situation improves then we anticipate that departments will continue to struggle to purchase and install equipment even when they wish to do so. We will keep the goal of 8 rooms the same for the coming year.
	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	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).	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	2018 - 2019	Target Not Met	Here, again, we have only the Online Teaching Academy workshops to report on as we did not offer enough technology-heavy workshops during the year to garner completed surveys on those topics. Most of the technology (primarily	We moved from 40% to 60% this year, meeting our Online Teaching Academy target but still short of our overall 75% goal. We clearly made some good changes to the Online Teaching Academy in its second year and will continue refining with the current target of

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	instruction.	The survey data will be assessed by Kossen Center staff.	Technology Survey.	2018 - 2019	Target Not Met	<p>software) training has taken place in a one-on-one environment in the past year, which is a result of both the stylistic preferences of our new instructional technologist and the needs of our faculty, who tend to come in for one-on-one help when we are not introducing any major new pieces of software as was the case this past year.</p> <p>In last year's Action statement we changed our target as follows: "In light of the fact that we are now only collecting data on this question from a single workshop (and given our staffing issues, staying with the single post-workshop survey is our best option for workshops besides the intensive Online Teaching Academy), we will need to adjust our expectations for this goal and continue to evaluate it based solely upon the Online Teaching Academy rather than all technology-based workshops. We will continue to evaluate this goal but we will set a target of 60% of participants in the Online Teaching Academy self-reporting at one skill-level higher at the end of the workshop than upon entry. This seems like a reasonable goal, given the newness of the</p>	60% of participants self-reporting at one skill-level higher at the end of the workshop than upon entry. The larger target of 75% will be a stretch if we continue to see faculty using 1-1 technology help rather than workshops, since our survey tool was really designed to be used in workshop settings. If this trend continues we will need to revise our tool options and consider implementing a new survey tool.

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	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.	2018 - 2019	Target Not Met	<p>workshop and the issue with perceived skill-levels before entering the academy in the first place." (07/01/2018)</p> <p>The 2-week Online Teaching Academy consisted of 15 participants, two of whom were past-participants who repeated the course for new information. Of N=15 who completed the post-academy course survey:</p> <p>How would you rate your online teaching abilities before participating in this academy: Beginner: 10 Intermediate: 4 Advanced: 1 Expert: 0</p> <p>How would you rate your online teaching abilities after participating in this academy? Beginner: 4 Intermediate: 7 Advanced: 4 Expert: 0</p> <p>9 of 15 participants moved up at least one rating level in their self-perceived abilities in online teaching, for a result of 60%. While that is still short of our 75% target, it did meet our new target of 60% for the Online Teaching Academy as set last year and is a marked improvement on last year's 40% movement.</p>	We moved from 40% to 60% this year, meeting our Online Teaching Academy target but still short of our overall 75% goal. We clearly made some good changes to the Online Teaching Academy in its second year and will continue refining with the current target of 60% of participants self-reporting at one skill-level higher at the end of the workshop than upon entry. The larger target of 75% will be a stretch if we continue to see faculty using 1-1 technology help rather than workshops, since our survey tool was really designed to be used in workshop settings. If this trend continues we will need to revise our tool options and consider implementing a new survey tool.

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	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.	2018 - 2019	Target Not Met	<p>In further good news, all of the participants reported feeling more comfortable teaching in an online environment on that same survey (8 strongly agree, 7 agree).</p> <p>The larger target of 75% will be a stretch if we continue to see faculty using 1-1 technology help rather than workshops, since our survey tool was really designed to be used in workshop settings. If this trend continues we will need to revise our tool options and consider implementing a new survey tool.</p>	<p>We moved from 40% to 60% this year, meeting our Online Teaching Academy target but still short of our overall 75% goal. We clearly made some good changes to the Online Teaching Academy in its second year and will continue refining with the current target of 60% of participants self-reporting at one skill-level higher at the end of the workshop than upon entry. The larger target of 75% will be a stretch if we continue to see faculty using 1-1 technology help rather than workshops, since our survey tool was really designed to be used in workshop settings. If this trend continues we will need to revise our tool options and consider implementing a new survey tool.</p>
			Faculty who attend individual or group training sessions on using technology for instruction will complete the Instructional 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.	The average score of those participating in the Instructional Technology Survey, which reflects faculty satisfaction with training, will be a 3.8 on a 5.0 scale.	2018 - 2019	Inconclusive	<p>Due to the combining of the survey tools as described last year we no longer have a distinct Instructional Technology Survey. Further, due to filing issues surrounding the maternity leave of the director this past fall, the fall development conference surveys were shuffled enough that we cannot be absolutely certain which forms were from the technology-related workshops rather than the pedagogical ones. No surveys were returned from the few technology</p>	<p>Our faculty seem to have shifted their preference for technology assistance from large workshops to small 1-1 sessions with the instructional technologist or director. This is likely due to a combination of new staffing (the new instructional technologist works very well one on one) and the fact that we did not introduce any major new pieces of software in the past year, which meant that attendance at the sessions offered for updates or learning existing software were not as well attended</p>

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			Faculty who attend individual or group training sessions on using technology for instruction will complete the Instructional 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.	The average score of those participating in the Instructional Technology Survey, which reflects faculty satisfaction with training, will be a 3.8 on a 5.0 scale.	2018 - 2019	Inconclusive	workshops offered in the January workshop series, which has always struggled with low attendance. Therefore we have no trustworthy data to report for this goal.	as they may have been if the software was new. In other words, our faculty largely appear to seek help one-on-one when thinking about existing software and seem to attend workshops only when there is a new software item on campus. Knowing this we may need to reconsider our survey tools and create an online assessment item to collect anonymous feedback on those 1-1 sessions, especially in years when no major software is introduced to campus. We will discuss the creation of a tool of this kind but continue with the current achievement target for now, utilizing that 5 point scale on any new tools developed.
Academic and Student Support - Center for Women's Research and Public Policy	1.1	Newly trained student interviewers involved in the Women's Oral Histories project will complete interviews of an MUW alumnae to be added to the University Archives. In the process, students will learn about multigenerational women's accomplishments and challenges.	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 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.	2018 - 2019	Target Met	This year one graduate student in women's leadership, one major, three minors and five "other" students were in the student which conducted the Homecoming oral histories of the class of 1969 which graduated fifty years ago this year. A junior minor who learned the process last year was the Head intern who made sure all paperwork-- deed of gift forms and biographical forms were completed. This year 13 alumnae were interviewed using best practices and their stories	Next spring will be the last semester the current director will teach before retiring. The director is in the process of working with a faculty member who will be the new director.

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	1.2	The CWRPP will sponsor an Essay Contest for the Common Reading Initiative that will provide an opportunity for students to discuss topics related to MUW's mission.	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.	2018 - 2019	Target Not Met	The book selected for this year's Common Reading Initiative was Harrison Scott Key's memoir, The World's Largest Man. Here is a link to the CRI page on the W site: https://www.muw.edu/read/ , and here is the link to the Essay Contest topics and prize information: https://www.muw.edu/read/essaycontest Because this year's book was a southern memoir dealing with the author's difficulties in dealing with his father's gender expectations, difficulties which later related to his relationships with his mother, wife, and other women, the book was a good choice, and very well received. We were very	Next year the CRI essay contest will also be moved from the CWRPP to the Center for Student Success, so that the Director who is now over UN 101, the Common Reading Initiative, and New Student Orientation can add this last piece to a coordinated whole student experience.

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	1.2	The CWRPP will sponsor an Essay Contest for the Common Reading Initiative that will provide an opportunity for students to discuss topics related to MUW's mission.	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.	2018 - 2019	Target Not Met	fortunate to be able to invite the author to speak at our fall orientation's Blue's Week. His presentation was wonderful--engaging and thoughtful. One of our creative writing faculty introduced him, and the audience was small, but enthusiastic. Few of the new students at orientation were in attendance. We later found that this event was an optional, not a required event during orientation. Follow up discussions have led to some changes in how the CMI and new student orientation can work together to make each program more meaningful. Beginning in 2019, orientation and the common reading initiative are now under the same director in the Center for Student Success. The number of essays entered in the Essay Contest was 52, which is below the total number from last year. The quality, however, was very good, and the top three essays which won prizes are truly excellent. The UN 101 class meeting when the winners were announced and the award checks distributed was energetic and festive. I feel sure now that there is more coordination between orientation, UN 101 and the CRI, that we	Next year the CRI essay contest will also be moved from the CWRPP to the Center for Student Success, so that the Director who is now over UN 101, the Common Reading Initiative, and New Student Orientation can add this last piece to a coordinated whole student experience.

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	1.2	The CWRPP will sponsor an Essay Contest for the Common Reading Initiative that will provide an opportunity for students to discuss topics related to MUW's mission.	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.	2018 - 2019	Target Not Met	will have greater participation next year.	Next year the CRI essay contest will also be moved from the CWRPP to the Center for Student Success, so that the Director who is now over UN 101, the Common Reading Initiative, and New Student Orientation can add this last piece to a coordinated whole student experience.
	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.	2018 - 2019	Target Met	This year's NEW Leadership Mississippi participants were excellent, diverse, and representative of public and private colleges and universities all over Mississippi. Of about 30 applications, 23 were accepted. Of the 23 offered positions, 19 came to our campus for the week of May 19th through the 24th. Here is a link to this year's informational webpage: https://www.muw.edu/leadership/new Through this website, through our contact with faculty and staff on other campuses, and with the help of our student alumnae recruiters, we generally are near capacity every year. This year, with three former participants as live-in mentors, and 19 New Leaders, Grossnickle Hall was almost full. Instead of enrolling students in LDR 250 this year, we created a crosslisted course for Women's Studies and Political Science. These	After fall semester starts this semester, the NEWLeadership Committee will begin planning for next year and picking a new Action Project topic.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	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.	2018 - 2019	Target Met	disciplines more clearly match the content of the course. At the beginning of the week, students chose either women's studies (four students) or political science (15 students) to be registered in. All of these students completed WS/POL Women in Leadership successfully, and all completed their team work and presentations on this year's Political Action Project. The Action Project this year was "Criminal Disenfranchisement Policy in Mississippi: Civil Death or Second Chance?" It focused on two actual bills which were before the legislature in the spring of 2019. When the group of 19 went to Jackson, they not only heard from a broad variety of women who have roles in our state government, they were also able to ask questions of the legislators involved in the writing of one of the laws, some committee members who reviewed the laws, and elected officials who either supported the law or didn't. Attached below is the Action Plan 2019. the Agenda, and the biographies of the speakers. Also attached is this year's advertising flyer.	After fall semester starts this semester, the NEWLeadership Committee will begin planning for next year and picking a new Action Project topic.
			The CWRPP Director will review the students who	100% of students in LDR 250 will	2018 - 2019	Target Met	All the 19 participants went to a day long event at the	Two Returning Faculty in Residence, the Director of

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			participated in the professional networking in the state capital to determine if all the students in LDR 250 participated at the reception.	practice professional networking at a reception for elected-women officials in the state capital.	2018 - 2019	Target Met	capital and had several question and answer sessions with women who are elected officials (such as State Treasurer Lynn Fitch, and several state representatives and senators), state appointees, hired employees who run state organizations, lobbyists, and data analysts. Senator Sally Doty gave them a tour of the State Senate Chamber, and explained how a bill is addressed by the Senate. Representative Alyce Clarke gave the group a tour of the House Chamber, and answered questions from the participants for half an hour. All the group, including participants, mentors, Faculty in Residence, and NEWLeadership MS staff were surprised and grateful that the governor dropped by to give a greeting and welcome to all. All of the networking took place outside of the planned reception, which was very nice, but poorly attended by capital women. The participants received a tour of the governor's mansion instead, which was very well-received. Networking happened all day, instead of at the reception.	the Stennis Center, and a faculty member in political science will be active participants in planning the 2020 day in the capital, to make sure we don't miss any opportunities for the participants to interact with women in state government.
	2.2	Enhance the New Leadership Program to give	The CWRPP Director will review the number of graduate students in	At least one graduate student in Women's	2018 - 2019	Target Not Met	This year three graduate students worked with Senator Sally Doty on a	One MA in WL graduate student who will be entering her second year

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.	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.	2018 - 2019	Target Not Met	booklet including the biographies of every woman elected to state government in Mississippi. This project was connected to the mission of NEWLeadership, but not directly involved with it. None received graduate credit for WS 510 as a practicum in NEWLeadershp.	fall 2019, is already interested in completing a practicum associated with NEWLeadership 2020. We will keep her in the discussion and planning loop all year.
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.	2018 - 2019	Target Met	Target Met. The counseling center hosted a wide variety of programs and workshops to the campus community. The document attached gives an extensive listing of all programs and number of attendees.	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.	2018 - 2019	Target Met	Target was met. Counseling Center staff hosted an intern from Mississippi State for Fall 2018 and Spring 2019. Counseling Center Staff attended the Community Mental Health meeting in the fall and spring semester. Counseling Center Staff hosted Walk A Mile in Her Shoes in April 30, 2019 which entailed a speaker from Safe Haven, Inc. and walkers from different surrounding agencies.	Counseling Center staff will continue to build a working relationship by obtaining a partnership with at least 1 program from a community agency.
	2.1	The Counseling Center will increase awareness among	Results of the Graduation Survey will be analyzed at the end of every academic year.	80% of Graduation Survey participants will state that they were aware of the	2018 - 2019	Inconclusive	Due to updated edits for the Graduation Survey, this question is no longer included in the survey;	We will create a new outcome for the 2019-2020 FY to better reflect the goal of commitment to a ethical

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	students regarding the Counseling Center and the services provided.	"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}"	Counseling Center and the services provided.	2018 - 2019	Inconclusive	therefore, there are no results to report for this achievement target. We will, however, edit this outcome, assessment method, and achievement target to better reflect the Counseling Services goal of a safe environment.	and safe environment that will utilize a different assessment method and achievement target.
	2.2	The Counseling Center will provide satisfactory services to students that utilize the services provided by the center.	Results of the Graduation Survey will be analyzed at the end of every academic year. "Rate MUW's effectiveness in providing: Counseling services {Excellent, Good, Fair, Poor, N/A}"	75% of the Graduation Survey participants will select "excellent" or "good" indicating effectiveness of the counseling services.	2018 - 2019	Target Not Met	2018-2019 Graduation Survey Results: Excellent - (317/724) 43.78% - Last Year 45.12% Good - (197/724) 27.21% - Last Year 32.09% Total - (514/724) 70.99% - Last Year 77.21% Fair - (41/724) - 5.66% Poor - (6/724) - 0.83% Not Applicable - (163/724) - 22.51%	The Counseling Center will provide satisfactory services to students that utilize the services provided by the center. The Counseling Center will create a new survey to administer to all clients that utilize the services at the end of the fall semester and spring semester in order to get data from students who actually partake in the counseling services. 75% of the 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	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.	2018 - 2019	Inconclusive	The contract with Work Place Answers that provided the online training expired in October 2018 and the company was bought by another company. When asked for data the company stated it was not available because the contract had been with the previous company.	The institution will be entering in to a new contract for Fall 2019 in order to maintain a contract. 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%.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action	
Academic and Student Support - Dean of Students (Sexual Misconduct & Title IX)	1.1	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.	2018 - 2019	Inconclusive	The contract with Work Place Answers that provided the online training expired in October 2018 and the company was bought by another company. When asked for data the company stated it was not available because the contract had been with the previous company.	The institution will be entering in to a new contract for Fall 2019 in order to maintain a contract. 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%.	
	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.	2018 - 2019	Target Met	2018-2019 Graduation Survey Results: Yes - (589/722) 81.58% No - (133/722) 18.42%	Target was met. The Office of the 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 MUW has a sexual misconduct policy.
			Results of the Graduation Survey will be analyzed at the end of every academic year.	"Are you aware 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.	2018 - 2019	Target Met	2018-2019 Graduation Survey Results: Yes - (699/724) 96.55% No - (25/724) 3.45%	Target was met. The Office of the 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 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.	2018 - 2019	Target Met	2018-2019 Graduation Survey Results: Yes - (609/724) 84.12% No - (115/724) 15.88%	Target was met this year. The Office of the Dean of Students will make an effort to market Title IX on campus to improve awareness among students regarding the University's sexual misconduct (Title IX) policy. 75% of Graduation Survey participants will state that they were aware of the meaning of Title IX at

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			Results of the Graduation Survey will be analyzed at the end of every academic year.	75% of Graduation Survey participants will state that they were aware of what Title IX means.	2018 - 2019	Target Met	2018-2019 Graduation Survey Results: Yes - (609/724) 84.12% No - (115/724) 15.88%	the University.
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.	2018 - 2019	Target Met	2019 Staff Satisfaction Survey Results: Strongly Agree - (41/85) 48.24% Agree - (44/85) 51.76% Total - (85/85) 100% Disagree - (0/85) 0% Strongly Disagree - (0/85) 0% Not Applicable - (0/85) 0%	Target was met. The Office of Dean of Students will make an effort to increase awareness among staff regarding the University's sexual misconduct (Title IX) policy. 85% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware they are responsible for reporting sexual misconduct of which they have been informed or have witnessed to the University's Title IX Coordinator.	
		Results of the Staff 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 Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a designated person to coordinate the University's efforts to eliminate sexual misconduct on campus.	2018 - 2019	Target Met	2019 Staff Satisfaction Survey Results: Strongly Agree - (40/85) 47.06% Agree - (44/85) 51.76% Total - (84/85) 98.82% Disagree - (1/85) 1.18% Strongly Disagree - (0/80) 0% Not Applicable - (0/80) 0%	Target was met. The Office of Dean of Students will make an effort to increase awareness among staff regarding the University's sexual misconduct (Title IX) Policy. 85% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a policy that prohibits sexual misconduct.	
		Results of the Staff Satisfaction Survey will be analyzed every Spring. "I am aware that the University has a policy that prohibits sexual	85% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a	2018 - 2019	Target Met	2019 Staff Satisfaction Survey Results: Strongly Agree - (43/85) 50.59% Agree - (42/85) 49.41% Total - (85/85) 100%	Target was met. The Office of Dean of Students will make an effort to increase awareness among staff regarding the University's sexual misconduct (Title IX) Policy. 85% of Staff	

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			misconduct. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	policy that prohibits sexual misconduct.	2018 - 2019	Target Met	Disagree - (0/81) 0% Strongly Disagree - (0/81) 0% Not Applicable - (0/81) 0%	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 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.	2018 - 2019	Target Met	2019 Staff Satisfaction Survey Results: Strongly Agree - (41/84) 48.81% Agree - (43/84) 51.19% Total - (84/84) 100% Disagree - (0/84) 0% Strongly Disagree - (0/84) 0% Not Applicable - (0/84) 0%	Target was met. The Office of Dean of Students will make an effort to increase awareness among staff regarding the University's sexual misconduct (Title IX) Policy. 85% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a policy that prohibits sexual misconduct.
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.	2018 - 2019	Target Met	2019 Staff Satisfaction Survey Results: Strongly Agree - (60/104) 57.69% Agree - (42/104) 40.38% Total - (102/104) 98.07% Disagree - (0/104) 0% Strongly Disagree - (0/104) 0% Not Applicable - (2/104) 1.92%	Target was met. The Office of Dean of Students will make an effort to increase awareness among faculty regarding the University's sexual misconduct (Title IX) policy. 85% of Faculty Satisfaction survey participants will "strongly agree" or "agree" that they are aware they are responsible for reporting sexual misconduct of which they have been informed or have witnessed to the University's Title IX Coordinator.	
			Results of the Faculty Satisfaction Survey will be analyzed every Spring. "I am aware that the University has a designated person to	85% of Faculty Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a	2018 - 2019	Target Met	2019 Staff Satisfaction Survey Results: Strongly Agree - (54/105) 51.43% Agree - (45/105) 42.86% Total - (99/105) 94.29%	Target was met. The Office of Dean of Students will make an effort to increase awareness among faculty regarding the University's sexual misconduct (Title IX) policy. 85% of Faculty

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}"	designated person to coordinate the University's efforts to eliminate sexual misconduct on campus.	2018 - 2019	Target Met	Disagree - (3/105) 2.86% Strongly Disagree - (0/105) 0% Not Applicable - (3/105) 2.86%	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 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 Faculty Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a policy that prohibits sexual misconduct.	2018 - 2019	Target Met	2019 Staff Satisfaction Survey Results: Strongly Agree - (57/105) 54.29% Agree - (46/105) 43.81% Total - (103/105) 98.75% Disagree - (0/105) 0% Strongly Disagree - (0/105) 0% Not Applicable - (2/105) 1.90%	Target was met. The Office of Dean of Students will make an effort to increase awareness among faculty regarding the University's sexual misconduct (Title IX) policy. 85% of Faculty Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a policy that prohibits sexual misconduct.
			Results of the Faculty 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 Faculty Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University's policy on sexual misconduct covers sexual harassment, sexual assault, domestic violence, dating violence, and stalking.	2018 - 2019	Target Met	2019 Staff Satisfaction Survey Results: Strongly Agree - (61/106) 57.55% Agree - (42/106) 39.62% Total - (103/106) 97.17% Disagree - (1/106) 0.94% Strongly Disagree - (0/106) 0% Not Applicable - (2/106) 1.89%	Target was met. The Office of Dean of Students will make an effort to increase awareness among faculty regarding the University's sexual misconduct (Title IX) policy. 85% of Faculty Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University'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	Results of the Staff Satisfaction Survey will be analyzed every Spring. "I am aware that the University has a	90% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the	2018 - 2019	Target Met	2019 Staff Satisfaction Survey Results: Strongly Agree - (39/85) 45.88% - Last Year 35% Agree - (39/85) 45.88% - Last Year 55%	Target was met. The Behavioral Intervention Team (BIT) will increase awareness among the staff regarding the team and reporting measures in order

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	reporting measures in order to strengthen reporting of student behaviors in which the team can intervene and work to retain the student.	Behavioral Intervention Team (BIT). {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	University has a Behavioral Intervention Team (BIT).	2018 - 2019	Target Met	Total - (78/85) 91.76% Disagree - (5/85) 5.88% Strongly Disagree - (0/85) 0% Not Applicable - (2/85) 2.35%	to strengthen reporting of student behaviors in which the team can intervene and work to retain the student. 90% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a Behavioral Intervention Team (BIT).
	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).	2018 - 2019	Target Met	2019 Faculty Satisfaction Survey Results: Strongly Agree - (54/106) 50.94% Agree - (44/106) 41.51% Total - (98/106) 92.45% Disagree - (4/106) 3.77% Strongly Disagree - (0/106) 0% Not Applicable - (4/106) 3.77%	Target was met. The Behavioral Intervention Team (BIT) will increase awareness among the faculty regarding the team and reporting measures in order to strengthen reporting of student behaviors in which the team can intervene and work to retain the student. 85% of Faculty Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a Behavioral Intervention Team (BIT).
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.	2018 - 2019	Target Met	As of August 3, 2018, Housing and Residence Life had 167 New Freshmen students signed up to live on campus for FY19.	We will continue this assessment for the 2019-2020 fiscal year
	1.2	The Office of Housing and Residence Life will increase the number of Returning Students living on	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 Returning Students living	Returning Students living on campus for the Fall semester will increase by 5% from the previous year.	2018 - 2019	Target Not Met	As of August 31, 2018, Housing and Residence Life had 272 Returning Students living on campus.	We will continue this assessment for the 2019-2020 fiscal year

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	campus each academic year.	on campus to determine an increase/decrease each academic year.	Returning Students living on campus for the Fall semester will increase by 5% from the previous year.	2018 - 2019	Target Not Met	As of August 31, 2018, Housing and Residence Life had 272 Returning Students living on campus.	We will continue this assessment for the 2019-2020 fiscal year
	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/Benchworks 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 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.	2018 - 2019	Target Not Met	Increased satisfaction from previous year from 4.98 to 5.35 but still did not reach goal of 5.6.	We will continue to improve our programming for the residence halls. We are working on re-vamping our programming model to get students more involved in activities around campus.
	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/Benchworks 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	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	2018 - 2019	Target Not Met	The Office of Housing and Residence Life did increase satisfaction for Quality of Programs from 5.03 to 5.35 from the previous year but did not reach the 5.6 goal.	We will continue to work on the quality of programs in the residence halls.

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.	regarding: Quality of programs? {1. Very dissatisfied, 2. Moderately dissatisfied, 3. Slightly dissatisfied, 4. Neutral, 5. Slightly satisfied, 6. Moderately satisfied, 7. Very satisfied}"	Residence Life.	2018 - 2019	Target Not Met	The Office of Housing and Residence Life did increase satisfaction for Quality of Programs from 5.03 to 5.35 from the previous year but did not reach the 5.6 goal.	We will continue to work on the quality of programs in the residence halls.
Academic and Student Support - Library	1.1	The library will work to improve faculty awareness and satisfaction with the library's services, including Interlibrary Loan, Virtual and In-Person Reference, and Information Literacy Instruction.	The library will conduct a Faculty Library Survey annually from the Patron Satisfaction Survey to determine satisfaction with the library's services. The library faculty will review and analyze the survey results to determine if the achievement target was met.	The library will expect a 5% increase in overall satisfaction with the library's services on the Faculty Library Survey.	2018 - 2019	Inconclusive	Faculty survey was not distributed during the FY-18-19 year, and no new data was collected.	The Library Faculty Survey will be distributed via faculty email listserv at least twice during the academic year, once per semester.
	1.2	The library will work to improve faculty awareness and satisfaction with the library's resources, including electronic and print collections.	The library will conduct a Faculty Library Survey annually from the Patron Satisfaction Survey to determine awareness of the purchase-on-demand book acquisition 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 awareness of the purchase on demand program, until 100% is achieved, on the Faculty Library Survey.	2018 - 2019	Inconclusive	Faculty survey was not distributed on FY18-19, and therefore no new results were collected.	The Library Faculty Survey will be distributed via faculty email listserv at least twice during the academic year, once per semester.
			The library will conduct a Faculty Library Survey annually from the Patron Satisfaction Survey to determine satisfaction with the library's print and electronic collections. The Dean of the Library will	The library will achieve a 5% increase in satisfaction with print and electronic collections on the Faculty Library Survey.	2018 - 2019	Inconclusive	Faculty survey was not distributed on FY18-19, and therefore no new results were collected.	The Library Faculty Survey will be distributed via faculty email listserv at least twice during the academic year, once per semester.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			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.	2018 - 2019	Inconclusive	Faculty survey was not distributed on FY18-19, and therefore no new results were collected.	The Library Faculty Survey will be distributed via faculty email listserv at least twice during the academic year, once per semester.
			The library will conduct a Faculty Library Survey annually from the Patron Satisfaction Survey to determine satisfaction with the purchase-on-demand book acquisition 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.	2018 - 2019	Inconclusive	Faculty survey was not distributed on FY18-19, and therefore no new results were collected.	The Library Faculty Survey will be distributed via faculty email listserv at least twice during the academic year, once per semester.
	2.1	The library will acquire and launch asynchronous virtual reference solutions to provide parity for online and distance programs, as well as supporting commuting students and those preferring online assistance.	The library will 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 five guides per year.	2018 - 2019	Target Met	30 new guides (13 published, 11 private, and 6 unpublished/still in progress) were created in FY 19. These range from subject-level to course-level to internal-use-only guides. See related documents.	We will continue to assess asynchronous instruction through the creation of LibGuides, and we will plan to continue to increase production by five guides annually.
			The library will grow a dynamic new FAQ program for self-help reference. Public Services faculty and staff 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.	2018 - 2019	Target Met	27 new FAQs were created (25 published, 2 unpublished) in FY 18-19. See related documents.	We will continue to assess asynchronous instruction through the creation of FAQs, and we will plan to continue to increase production by 15 FAQs annually.
	2.2	The library will	The library will provide	Usage of this	2018 - 2019	Target Met	In FY 2018-2019, the library	We will continue to assess

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	acquire and launch synchronous virtual reference solutions to provide parity for online and distance programs, as well as supporting commuting students and those preferring online assistance.	embedded synchronous virtual reference solutions. Public Services faculty and staff will review and analyze the usage of the solutions each year.	synchronous virtual reference system will grow by 5% per year.	2018 - 2019	Target Met	had 280 (22% increase) virtual reference transactions and 181 (6% increase) chat transactions. See relevant documents.	the use of synchronous virtual reference by transaction numbers, and our continued target will be a growth of 5% for 2019-2020.
			The library will revise the website iteratively to improve patron experience. Library faculty and staff will review and analyze the Faculty Library Survey each year to determine if achievement target was met.	75% of participants in the faculty survey will rate their experience using the library website as good or very good.	2018 - 2019	Inconclusive	Faculty survey was not distributed on FY18-19, and therefore no new results were collected.	The Library Faculty Survey will be distributed via faculty email listserv at least twice during the academic year, once per semester.
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 year's participants.	Overall campus health and wellness event participation will grow by at least 15% from the previous fiscal year.	2018 - 2019	Target Not Met	There was a 23% decrease in attendance (see notes below) from last year. However, there was a 53% increase in attendance when compared to the 2016-2017 year. 2016-2017 = 1504 2017-2018 = 2995 2018-2019 = 2311	Increased marketing will take place for the events scheduled for FA2019 (i.e., Track or Treat, Prep for Wellness adult culinary classes, Stomp Out Hunger, etc.) The fifth and final year of Passport to Wellness will end in October 2019 .
	1.2	Develop and implement community based health and wellness initiatives with an increase in participation in	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	Overall community/campus health and wellness event participation will grow by at least 15% from the	2018 - 2019	Target Not Met	There was a 23% decrease in attendance (see notes below) from last year. However, there was a 81% increase in attendance when compared to the 2016-2017 year.	Increased marketing will occur for FA2019 community events (i.e., Yoga on the Bridge, Sowing for Success, etc.) The fifth and final year of Passport to Wellness will

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	health and wellness related activities both in the community and on campus.	(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, 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.	previous fiscal year.	2018 - 2019	Target Not Met	2016-2017 = 749 2017-2018 = 1755 2018-2019 = 1357	end in October 2019.
	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.	2018 - 2019	Target Not Met	The MSP grant (CHAMPS) ended September 28, 2018. Therefore, teachers will no longer be assessed using the LMT as an indicator of increased mathematics content knowledge and instructional practices.	The MSP grant (CHAMPS) ended September 28, 2018. Therefore, teachers will no longer be assessed using the LMT as an indicator of increased mathematics content knowledge and instructional practices. Since the CHAMPS grant has ended, as a way to measure growth in regards to providing a comprehensive program of professional development, Outreach & Innovation will focus on growth within the Professional Learning Academy (PLA). The achievement target is to increase the number of PLA courses by 10% each year.

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.	2018 - 2019	Target Not Met	The MSP grant (CHAMPS) ended September 28, 2018. Therefore, teachers will no longer be assessed using the LMT as an indicator of increased mathematics content knowledge and instructional practices.	Based on the following date, we are well on our way to achieving this goal. 2017-2018 = 717 PLA courses sold 2018-2019 = 825 PLA courses sold
	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' students' 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 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.	2018 - 2019	Target Not Met	The MSP grant (CHAMPS) ended September 28, 2018. Therefore, students will no longer be assessed using CCRS pre- and post-assessments to determine growth.	The MSP grant (CHAMPS) ended September 28, 2018. Therefore, students will no longer be assessed using CCRS pre- and post-assessments to determine growth. Since the CHAMPS grant has ended, as a way to measure growth in regards to providing a comprehensive program of professional development, Outreach & Innovation will focus on growth within the Professional Learning Academy (PLA). The achievement target is to increase the number of PLA courses by 10% each year. Based on the following date, we are well on our way to achieving this goal. 2017-2018 = 717 PLA courses sold 2018-2019 = 825 PLA courses sold

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	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 25% of individuals participating in a comprehensive program of professional development (CHAMPS) will earn highly qualified status by successfully adding a 7th-8th mathematics certified endorsement to their license.	2018 - 2019	Target Not Met	The MSP grant (CHAMPS) ended September 28, 2018. Therefore, at this time there is no programming planned for teachers to earn a 7th-8th grade mathematics certification endorsement.	The MSP grant (CHAMPS) ended September 28, 2018. Therefore, at this time there is no programming planned for teachers to earn a 7th-8th grade mathematics certification endorsement. Since the CHAMPS grant has ended, as a way to measure growth in regards to awarding CEU certificates to educators for licensure renewa, Outreach & Innovation will focus on growing the number of CEU certificates that are awarded each yearl. The achievement target is to increase the number of CEU certificates issued by 5% each year. Based on the following date, we plan to increase marketing for our services to school districts. 2017-2018 = 1019 2018-2019 = 1054
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 would you rate the registrar processes (including updating personal/academic information, adding/dropping classes, degree audit processing, applying for graduation, transcript processing,	85% of students participating in the Graduation Survey will find Registrar processes "good" or "excellent."	2018 - 2019	Target Met	2018-2019 Graduation Survey Results: Excellent - (371/721) - 51.46% Good - (271/721) - 37.59% Total - (642/721) - 89.05% Fair - (68/721) - 9.43% Poor - (11/721) - 1.53%	The Office of the Registrar will continue to strive for more efficient ways to complete our tasks of updating student records and performing degree audits.

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.	etc.)? {Excellent, Good, Fair, Poor}"	85% of students participating in the Graduation Survey will find Registrar processes "good" or "excellent."	2018 - 2019	Target Met	2018-2019 Graduation Survey Results: Excellent - (371/721) - 51.46% Good - (271/721) - 37.59% Total - (642/721) - 89.05% Fair - (68/721) - 9.43% Poor - (11/721) - 1.53%	The Office of the Registrar will continue to strive for more efficient ways to complete our tasks of updating student records and performing degree audits.
	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.	2018 - 2019	Target Met	The Office of the Registrar continues to save money by utilizing online forms. The Office of the Registrar did not purchase forms for the 2018-2019 year.	The Office of the Registrar will continue to add online forms and processes in the future.
	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.	2018 - 2019	Target Not Met	The Student Records Specialist pulled a sample of 105 records. 89.75% of records pulled were error free.	The Office of the Registrar will continue to strive to earn 100% error free audits by informing staff of changes made to programs and the General Education Core. The Office of the Registrar will continue to meet before straight line audits are performed each Fall and Spring Semester.
	2.2	The Office of the Registrar staff will attend conferences and/or webinars throughout the year to improve customer interaction.	At the end of the fiscal year, the Office of the Registrar will analyze the Registrar Student Satisfaction Survey's results regarding customer interaction. "Interaction with Registrar staff was prompt and courteous. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	80% of students participating in the Registrar Student Satisfaction Survey will agree or strongly agree that their interaction with the Office of the Registrar staff was prompt and courteous.	2018 - 2019	Inconclusive	Only one student completed the online survey.	The Office of the Registrar will continue to monitor the Registrar Student Satisfaction Survey and use the results to improve customer service.
	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	80% of faculty participating in the Faculty Satisfaction Survey will agree or	2018 - 2019	Target Met	2019 Faculty Satisfaction Survey Results: Strongly Agree - (49/104) 47.12%	The Office of the Registrar will continue to train faculty, staff, and students when needed to enhance

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.3	The Office of the Registrar will provide support services to faculty.	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}"	strongly agree that the Office of the Registrar supports their needs.	2018 - 2019	Target Met	Agree - (47/104) 45.19% Total - (96/104) 92.31% Disagree - (5/104) 4.81% Strongly Disagree - (1/104) 0.96% Not Applicable - (2/104) 1.9%	usage of processes across campus.
Academic and Student Support - Sponsored Programs	1.1	The Office of Sponsored Programs will assist in enhancing and effectively utilizing advanced instructional technologies by locating and sharing external funding opportunities, which meet the scholarly activity interests of faculty, staff, and administration of MUW.	At the end of the fiscal year, the Office of Sponsored Programs will review the data log of scholarly 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.	2018 - 2019	Inconclusive	During the past fiscal year, this one-person office was vacant. The position was not filled until the end of this fiscal year; therefore, there was no assessment of this office's outcomes.	With our new employee in Sponsored Programs, we hope to continue the assessment; however, after discussion and consideration, the assessment plan may change. If so, we will make recommendations to our supervising Cabinet member and assessment specialist to ensure that all requirements are met.
			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.	2018 - 2019	Inconclusive	During the past fiscal year, this one-person office was vacant. The position was not filled until the end of this fiscal year; therefore, there was no assessment of this office's outcomes.	With our new employee in Sponsored Programs, we hope to continue the assessment; however, after discussion and consideration, the assessment plan may change. If so, we will make recommendations to our supervising Cabinet member and assessment specialist to ensure that all requirements are met.
	2.1	The Office of Sponsored	At the end of the fiscal year, the Office of	90% of Training Survey participants	2018 - 2019	Inconclusive	During the past fiscal year, this one-person office was	With our new employee in Sponsored Programs, we

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	Programs will foster leadership development and a commitment to a safe ethical environment by offering training opportunities to faculty, staff, and administration of MUW.	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.	will "agree" or "strongly agree" that the quality of the grant proposal training session was useful.	2018 - 2019	Inconclusive	vacant. The position was not filled until the end of this fiscal year; therefore, there was no assessment of this office's outcomes.	hope to continue the assessment; however, after discussion and consideration, the assessment plan may change. If so, we will make recommendations to our supervising Cabinet member and assessment specialist to ensure that all requirements are met.
	3.1	The Office of Sponsored Programs will enhance business processes and the campus infrastructure, ensuring continuing financial sustainability by streamlining the external funding processes through an annual review of the MUW Grant Handbook.	In the Spring, after the Grant Handbook Review in the Fall, the Office of Sponsored 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.	90% of Grant Handbook Survey participants who submitted proposals and received grants will state that they found the MUW Grant Handbook useful.	2018 - 2019	Inconclusive	During the past fiscal year, this one-person office was vacant. The position was not filled until the end of this fiscal year; therefore, there was no assessment of this office's outcomes.	With our new employee in Sponsored Programs, we hope to continue the assessment; however, after discussion and consideration, the assessment plan may change. If so, we will make recommendations to our supervising Cabinet member and assessment specialist to ensure that all requirements are met.
	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	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.	2018 - 2019	Inconclusive	During the past fiscal year, this one-person office was vacant. The position was not filled until the end of this fiscal year; therefore, there was no assessment of this office's outcomes.	With our new employee in Sponsored Programs, we hope to continue the assessment; however, after discussion and consideration, the assessment plan may change. If so, we will make recommendations to our supervising Cabinet member and assessment specialist to ensure that all requirements are met.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	3.2	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.	2018 - 2019	Inconclusive	During the past fiscal year, this one-person office was vacant. The position was not filled until the end of this fiscal year; therefore, there was no assessment of this office's outcomes.	With our new employee in Sponsored Programs, we hope to continue the assessment; however, after discussion and consideration, the assessment plan may change. If so, we will make recommendations to our supervising Cabinet member and assessment specialist to ensure that all requirements are met.
Academic and Student Support - Student Life	1.1	Student Life will increase awareness of the university hazing prevention statement among students that are new members of social organizations.	Student Life will analyze the results regarding the hazing prevention statement of the Social Organization New Member Workshop Survey at the end of the fall semester.	90% of students participating in the Social Organization New Member Workshop Survey will either agree or strongly agree that they have an understanding of the hazing prevention statement.	2018 - 2019	Target Met	For the 2018-2019 assessment, 24 students participated in the fall workshop and 24 completed the survey. Of the total respondents, 91.6% either agreed or strongly agreed to the statement measuring their perceived understanding of the hazing prevention statement. 75% strongly agreed and 16.5% agreed.	Student Life will continue to educate about the hazing prevention and measure the understanding of the hazing prevention statement, seeking a goal of 90% understanding of those participating in the fall new member workshop.
	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.	2018 - 2019	Target Met	Only 1 of the 4 graduating seniors completed the exit survey, but the student strongly agreed to being comfortable articulating their personal values as an aspect of demonstrating an understanding of self.	We will continue to strive for 85% rating of agree or strongly agree to being comfortable articulating their personal values as an aspect of demonstrating an understanding of self in 2019-20.
			Student Life will analyze results of the Program Exit Survey for graduating	85% of Leadership Program students participating in the	2018 - 2019	Target Met	Only 1 of the 4 graduating seniors completed the exit survey, but the student	We will continue to strive for 85% rating of agree or strongly agree to being

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			seniors at the end of each academic semester.	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.	2018 - 2019	Target Met	strongly agreed that he/she was comfortable articulating strengths and weaknesses in leadership.	comfortable articulating their strengths and weaknesses in their leadership styles in 2019-20.
			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 leadership style as an aspect of demonstrating an understanding of self.	2018 - 2019	Target Met	Only 1 of the 4 graduating seniors completed the exit survey, but the student strongly agreed to being comfortable describing their leadership style as an aspect of demonstrating an understanding of self.	We will continue to strive for 85% of Leadership Program students participating in the Program Exit Survey will rating that they agree or strongly agree to being comfortable describing their leadership style as an aspect of demonstrating an understanding of self in 2019-20.
			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.	2018 - 2019	Target Met	21/22 students evaluated at the event focused on this objective reported that they agreed or strongly agreed that they increased their understanding of others though the event.	We will continue to strive for 85% of students participating in the Leadership Programming Surveys rating either agree or strongly agree to have an increased understanding of others in 2019-20.
	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.	2018 - 2019	Target Not Met	To date, 336,436 hours have been reported by campus (students, faculty, and staff), which is a 7.7% decrease from last year. Not all areas have reported hours at this time.	Beginning in the 2019-2020 FY, Student Life would like to change the Assessment Method and Achievement Target to the following, in order to better evaluate the outcome: AM: Student will review and

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	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.	2018 - 2019	Target Not Met	To date, 336,436 hours have been reported by campus (students, faculty, and staff), which is a 7.7% decrease from last year. Not all areas have reported hours at this time.	analyze the cloud-based system Engage and other departmental logs to determine the number of community service events/initiatives. AT: Four community service events/initiatives will be provided through Student Life each Fiscal Year.
	2.2	Student Life will increase awareness of diverse and underrepresented populations through educational events.	Student Life will analyze the student 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.	2018 - 2019	Target Not Met	836 individuals participated in 14 diversity related events hosted, co-sponsored or related to Student Life initiatives.	Beginning in the 2019-2020 FY, Student Life would like to change the Assessment Method and Achievement Target to the following, in order to better evaluate the outcome: AM: Student Life will analyze evaluation results from the Diversity Programming Survey to assess student learning from diversity/educational programs. AT: 85% of students participating in the Diversity Programming Survey will either agree or strongly agree that they have an increase cultural knowledge of diversity as a result of the diversity/educational programs.
Academic and Student Support - Student Success Center	2.1	The Student Success Center will promote academic engagement and success among students placed in two or more intermediate courses.	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.	2018 - 2019	Target Met	54.5% (18 of 33) of students enrolled in the Academic Support Lab (LS 101) and Intermediate Algebra (MA 100) courses received a grade of "C" or better in Intermediate Algebra. Students in this population who retook Intermediate Algebra (MA100) the following semester increased the	The Student Success Center will continue to offer academic supports for students enrolled in the Academic Support Lab (LS 101) and Intermediate Algebra (MA 100) in order to promote success in intermediate and college-level coursework.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Academic and Student Support - Student Success Center	2.1	The Student Success Center will promote academic engagement and success among students placed in two or more intermediate courses.	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.	2018 - 2019	Target Met	overall pass rate to 66.7% (22 of 33). Specific grades for this student population are as follows: A (4), B (7), C (7), D (3), F (8), W/WP/WF (4)	The Student Success Center will continue to offer academic supports for students enrolled in the Academic Support Lab (LS 101) and Intermediate Algebra (MA 100) in order to promote success in intermediate and college-level coursework.
	3.1	The Student Success Center will provide access to course-based academic support services.	SSC staff will gather data on success rates of students enrolled in the Academic Recovery courses (UN098) at the end of each academic semester to determine if achievement target was met.	40% of students enrolled in the Academic Recovery course (UN098) will return to good academic standing after completion of the program.	2018 - 2019	Target Not Met	39.4% (28 of 71) of students enrolled in the Academic Recovery course (UN 098) returned to good academic standing following completion of the program.	The Student Success Center will continue to work with students placed on academic probation in order to facilitate their return to academic good standing.
			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.	2018 - 2019	Target Met	80% of the students attending 5 or more Supplemental Instruction sessions (56 of 70) received a grade of "C" or higher in the designated course at the end of the Fall and Spring semester. Specific grades for this student population are as follows: A (25), B (16), C (15), D (8), F (4), W/WP/WF (2).	The Student Success Center will continue to promote Supplemental Instruction as an academic support option to students enrolled in designated courses.
			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.	2018 - 2019	Target Met	75.8% (22 of 29) of students that participated in 5 or more tutoring sessions received a grade of "C" or higher in the designated course. Specific grades for this student population are as follows: A (5), B (13), C (4), D (5), F (1), W/WP/WF (1).	While the target was met, the number of student requesting a tutor and participating in tutoring sessions dropped significantly. This was due in part to a shortage of available tutors, but mostly due to a drop in requests.
	3.2	The Student Success Center will	Undergraduate students participating in the	80% of those participating in the	2018 - 2019	Target Met	2429 surveys were distributed to students	The Student Success Center, in conjunction with the Title

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	3.2	enhance the advising process by providing students with access to professional academic and career advisors.	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 quality of the academic advising I received as: {very poor, poor, acceptable, good, very good}"	Academic Advising Survey will rate the quality of their academic advising received as "good" or "very good."	2018 - 2019	Target Met	during the Spring 2019 semester, with 1437 responses (59.16% return rate). *Last Year 51.9% return rate Very Good - (916/1437) 63.74% - Last Year 63.88% Good - (305/1437) 21.22% - Last Year 20.88% Total - (1221/1437) 84.96% - Last Year 84.76% Acceptable - (157/1437) 10.93% - Last Year 12.42% Poor - (39/1437) 2.71 - Last Year 1.76% Very Poor - (20/1437) 1.39% - Last Year 1.06%	III Project and the Center for Teaching and Learning, will work to improve the functions of academic advising at the University through faculty and staff training.
	3.3	The Student Success Center will provide high quality testing services for students.	Students using proctoring services offered by the Student Success Center will be given the Student Proctoring Services survey to rate the quality of the services provided. The Student Success Center will analyze the survey's results at the end of each semester. "Overall, I rate the quality of the proctoring services provided by the Student Success Center as : (very poor, poor, acceptable, good, very good)"	80% of those participating in the Student Proctoring Services survey will rate the quality of the services provided as "good" or "very good."	2018 - 2019	Inconclusive	N/A - Student Proctoring Services surveys were not conducted this year. They will be distributed for the 2019-20 academic year.	We have plans to distribute the surveys this year.
Academic and Student Support - Study Abroad	1.1	The Study Abroad program will encourage faculty in lesser represented study abroad areas to submit proposals	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.	2018 - 2019	Target Not Met	We did receive one proposal for study abroad but it was not from a lesser represented area.	Study abroad will continue to encourage faculty to submit proposals in all fields across campus.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Academic and Student Support - Study Abroad	1.1	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.	2018 - 2019	Target Not Met	We did receive one proposal for study abroad but it was not from a lesser represented area.	Study abroad will continue to encourage faculty to submit proposals in all fields across campus.
	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.	2018 - 2019	Target Met	16.67% of those who participated said they were a first generation college student. I think this could have had a possible different result since seven of the participants skipped it. This result does not include the June 2019 study abroad participants but they will be included in next year's results.	We will continue to use the survey that is asking the same question.
	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 was acquired.	The coordinator will secure at least one new international partner school in the next three academic years.	2018 - 2019	Target Met	We did create the partnership in Spain but due to administrative changes we did not create a new program but are hoping to do so in the coming years.	We are going to continue to acquire new international partnerships.
	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.	2018 - 2019	Target Met	There were no incident reports.	We will continue to provide a safe environment and will continue to provide an opportunity for reporting incidents will abroad.

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Administrative Support - Admissions	1.1	The Office of Admissions will make an effort to increase the number of campus visits for high school students through mail and email campaigns, advertisements on the MUW website and social media, and individual contacts at high schools.	The number of campus visits for high school students will be analyzed and compared to the previous two years' data to determine an increase or decrease in 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 3% over a two-year period.	2018 - 2019	Target Not Met	Campus visits as of 6/13/2019 are showing that 25.42% of admitted high school students for the Fall 2019 term have completed a visit to campus. This number is exactly flat compared to Fall 2018 and down compared to the previous year. Going forward, the recommendation should be to have at least 25% of all admitted high school visit campus.	A push to complete campus visits will be done earlier in the recruitment cycle in hopes of encouraging students to visit campus.
	1.2	The Office of Admissions will attempt to yield (enroll) more high school students who complete an official MUW campus visit.	The Office of Admissions will analyze the data regarding the number of enrolled students who completed campus visits prior to their first day of class.	60% of enrolled students will complete a campus visit prior to their first day of class.	2018 - 2019	Target Not Met	As of 6/13/2019, 84 out of the 205 freshman intent to enroll filers have completed an official campus visit to MUW. This equates to 40% which up from 37% the previous year. It is down considerably from the Fall 2017 data but up compared to Fall 2015 and 2016 numbers. Going forward the goal should be to maintain a goal of 50% of students enrolling should complete a campus visit prior to the first day of class.	While campus visits were up for the year, students will continue to be encouraged to visit campus and work will be done to incorporate visits with navigators and academic affairs staff to enhance the campus visit experience.
	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 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.	2018 - 2019	Inconclusive	Final Fall 2018 freshman numbers are: 117/557--21% of admitted freshman students; 45/192--23% of enrolled students A three year analysis reveals a consistent enrollment mark for freshman male students of 25%-28% of the freshman	Admissions plans to continue to work hard to recruit and enroll male students through the use of new athletic opportunities and also additional marketing efforts in conjunction with University Relations.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	campaigns.	Final freshmen 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.	1% growth rate in male freshmen students over a two-year period.	2018 - 2019	Inconclusive	class. Going forward, the Office of Admissions will maintain a focus on male recruitment and hope to stay consistent with this target.	Admissions plans to continue to work hard to recruit and enroll male students through the use of new athletic opportunities and also additional marketing efforts in conjunction with University Relations.
			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.	1% growth rate in male transfer students over a two-year period.	2018 - 2019	Target Met	Fall 2018 final numbers were: 186/1087--17% of admitted transfer students; 133/688--19% of enrolled transfer students This shows a slight increase over recent years of male enrollment. This is the result of some growth from athletics.	We will continue to assessment this outcome's achievement target.
	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.	2018 - 2019	Target Not Met	Fall 2018 Final Numbers: Mississippi Students: 142 (75%) Contiguous States: 44 (22%) Other States: 4 (2%) International: 2 (1%) Total: 192 Fall 2017 showed tremendous out of state contiguous growth and Fall 2018 had some growth but not as much. This year the out of state market took a sharp turn downward. The goal should not be revised going forward until at least another year of data is gathered to see if the trend continues.	Now that MUW does not have an out of state tuition, efforts will be made to try and market more outside of the state of Mississippi in hopes of increasing that number.
			Final transfer enrollment comparison reports will be	.25% growth rate in out-of-state	2018 - 2019	Target Met	Fall 2018 Final Numbers: Mississippi Students: 624	We will continue to monitor out of state markets and in

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			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.	contiguous transfer students over a two-year period.	2018 - 2019	Target Met	(91%) Contiguous States: 41(6%) Other States: 14 (2%) International: 2 (0.02%) Total: 682	light of recent changes to international transfer scholarships, we look for the out of state market to go up slightly in future years.
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 25% from the previous fiscal year.	2018 - 2019	Target Not Met	FY 2019 Phone Calls - 201 Meetings - 81 Mailings - 154 Emails - 212 Task/other - 58 Email blasts - 243 Total - 949 FY 2018 Phone Calls - 354 Meetings - 89 Mailings - 147 Emails - 149 Task/Other - 30 Email blasts - 291 Total - 1060 Total % Difference: -11.7 = Decrease of 12%	For FY 2019, assuming we fill our development officer position we will set our goal the same as FY 2018. Increase the number of donor contacts by 10%.
			Giving information for each gift and donor 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 both number of donors and number of gifts donated by 15% from the previous fiscal year.	2018 - 2019	Target Met	Number of donors 2017-2018: 2749 Number of donors for FY 2019 is 2918 % difference of donors = 5.8 = 6% Number of gifts 2017-2018: 7487 Number of gifts for FY 2019 is 8733 % difference of donations = 14.3 = 14% Total % difference = 20%	For 2020, assuming we fill the empty position we should be able to increase our action items by 15%.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			Giving information for each gift and donor 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 both number of donors and number of gifts donated by 15% from the previous fiscal year.	2018 - 2019	Target Met	Increase	For 2020, assuming we fill the empty position we should be able to increase our action items by 15%.
2.1	The Office of Development and Alumni will work with the Mississippi University for Women Alumni Association ("MUWAA") Board to create new alumni affinity groups and use social media to advertise good news.	Our office uses social media (Facebook, 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.	Increase the number of alumni followers on social media by sharing University updates and Alumni updates by fifty followers each year.	2018 - 2019	Target Met	Our social media report is as follows: FISCAL YEAR 2019 SOCIAL MEDIA REPORT Development and Alumni Social Media (6/30/19) Facebook page likes 7/1/2018 to 6/30/2019: 1,805 to 1,874 (+69) Twitter followers 7/1/2018 to 6/30/2019: 675 to 704 (+29) Instagram followers 7/1/2018 to 6/30/2019: 335 to 401 (+66) TOTAL FOLLOWERS 7/1/2018 to 6/30/2019: 2,815 to 2,979 (+164) Facebook posts 7/1/2018 to 6/30/2019: 426 Twitter posts 7/1/2018 to 6/30/2019: 426 Instagram posts 7/1/2018 to 6/30/2019: 238 TOTAL POSTS 7/1/2018 to 6/30/2019: 1,090 Alumni Association Social	We will continue to reach our alumni through social media. We will stay with approximately the same number of social media posts and email blasts. We limit the number we send out per week because we don't want to annoy our alumni which would cause them not to follow us on social media or unsubscribe to our emails.	

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	The Office of Development and Alumni will work with the Mississippi University for Women Alumni Association ("MUWAA") Board to create new alumni affinity groups and use social media to advertise good news.	Our office uses social media (Facebook, 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.	Increase the number of alumni followers on social media by sharing University updates and Alumni updates by fifty followers each year.	2018 - 2019	Target Met	Media (6/30/19) Facebook page likes 7/1/2018 to 6/30/2019: 2,018 to 2,093 (+75) Twitter followers 7/1/2018 to 6/30/2019: 904 to 955 (+51) Instagram followers 7/1/2018 to 6/30/2019: 409 to 480 (+71) TOTAL FOLLOWERS 7/1/2018 to 6/30/2019: 3,331 to 3,528 (+197) Facebook posts 7/1/2018 to 6/30/2019: 426 Twitter posts 7/1/2018 to 6/30/2019: 426 Instagram posts 7/1/2018 to 6/30/2019: 238 TOTAL POSTS 7/1/2018 to 6/30/2019: 1,090	We will continue to reach our alumni through social media. We will stay with approximately the same number of social media posts and email blasts. We limit the number we send out per week because we don't want to annoy our alumni which would cause them not to follow us on social media or unsubscribe to our emails.
			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 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	Add one new active alumni affinity group each year.	2018 - 2019	Target Met	SOAC and the International affinity group were added in FY 2019. One new alumni chapter was added.	We exceeded our goal with affinity groups. Our goal will be to add one affinity group and one new chapter in FY 20.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			Board Minutes. 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).	Add one new active alumni affinity group each year.	2018 - 2019	Target Met	SOAC and the International affinity group were added in FY 2019. One new alumni chapter was added.	We exceeded our goal with affinity groups. Our goal will be to add one affinity group and one new chapter in FY 20.
	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 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.	2018 - 2019	Target Not Met	The Graduation Survey was sent out for August 2018 ceremony, December 2018 ceremony and May 2019 ceremonies. 2018-2019 Graduation Survey Results Yes - (430/730) 58.90% No - (300/730) 41.10%	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.	2018 - 2019	Target Met	HC attendance was 383 which was an increase of 24 people and 6.6% increase which exceeded our goal of 5%.	We will work to increase HC 2020 attendance by 5%.
Administrative Support - Financial Aid	1.1	Financial Aid office employees will participate in training and webinars to increase	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	2018 - 2019	Target Met	Each staff member attended three or more trainings and/or webinars, for a total of 14: Employee A: 3 Employee B: 8	We will continue our assessment method, but in an effort to do a better job at keeping a sign-in sheet, reminders will be sent to staff about keeping up with

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Administrative Support - Financial Aid	1.1	understanding in federal regulations.	Financial Aid Office staff will keep a sign-in sheet of all trainings and/or webinars that are participated in.	staff member.	2018 - 2019	Target Met	Employee C: 3 Two employees left the Financial Aid office during the 2018-2019 year.	which webinars and trainings that were attended.
	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 2 leadership trainings and/or webinars will be completed by each Financial Aid Office staff member.	2018 - 2019	Inconclusive	Employee A: 3 Employee B: 0 Employee C: 0 Due to staff turnover, employees were unable to find time to complete any personal growth webinars and/or trainings.	Financial Aid Office staff will keep a sign-in sheet of all trainings and/or webinars that are participated in.
	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.	2018 - 2019	Target Met	11.4% of students on the SAP warning list will return in good SAP standing within one semester.	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.
	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 Graduation Survey will state that they were aware of the financial aid policies, student deadlines, and disbursement dates.	2018 - 2019	Target Met	2018-2019 Graduation Survey Yes - (639/719) 88.87% No - (80/719) 11.13%	We will continue to use the Graduation Survey to analyze if students were aware of financial aid policies, student deadlines, and disbursement dates.
Administrative Support - Human Resources	1.1	Human Resources will assist units in advertising positions through the most cost-effective, efficient means possible focusing on diverse hires.	At the end of the fiscal year, Human Resources will review and evaluate the data from diverse hires' applications, regarding diversity ads. "How did you hear about this position?"	75% of diverse hires will select a diverse advertising method on how they heard about the position.	2018 - 2019	Inconclusive	Not measurable with the current system.	Work with applicant tracking system team to create a usable report.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	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.	2018 - 2019	Inconclusive	The Code of Conduct contract expired October 2018 and types of new training are being evaluated due to turnover in the Director's position. (06/12/2019)	To procure a university wide training and learning management system.
	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.	2018 - 2019	Inconclusive	The Workplace Answers contract expired October 2018 and types of new training are being evaluated due to turnover in the Director's position	To procure a university wide training and learning management system.
			At the end of the fiscal year, Human Resources will 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.	100% of new employees will be provided with access to Title IX training upon hire.	2018 - 2019	Inconclusive	The Title IX contract expired October 2018 and types of new training are being evaluated due to turnover in the Director's position	To procure a university wide training and learning management system.
	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 the dates on the Direct Deposit Payroll Transaction Forms provided to University Accounting.	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.	2018 - 2019	Target Not Met	It is taking 2.5 days to process biweekly payroll. HR created a time entry time sheet for biweekly non-exempt benefits eligible employees that created more efficiency; however, the number of this type of employee has increased on the biweekly payroll by 44%. We continue to provide training to individuals and	To keep biweekly payroll processing time to no more than 2.5 days as more biweekly non-exempt benefits eligible employees are moved the biweekly payroll due to attrition.

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 the dates on the Direct Deposit Payroll Transaction Forms provided to University Accounting.	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.	2018 - 2019	Target Not Met	departments. The process is more efficient but has not reduced the number of days to complete payroll due to the increase in employees.	To keep biweekly payroll processing time to no more than 2.5 days as more biweekly non-exempt benefits eligible employees are moved the biweekly payroll due to attrition.
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.	2018 - 2019	Target Met	<p>The Faculty/Staff Technology Survey ran from February 25 through March 8, 2019. Of the 294 enrollments, 165 responded to the survey - 56.12% participation rate (Last Year: 40.11%) Faculty - (91/162) 56.17% - Last Year: 69.08% Staff - (71/162) 43.83% - Last Year: 30.92%</p> <p>"Rate your satisfaction level with the services provided by the Department of Information Systems (supports administrative systems such as Ellucian's Banner, Canvas, and other smaller information systems)." Very Satisfied - (81/163) 49.69% Satisfied - (68/163) 41.72% Total - (149/163) 91.41% - Last Year: 88.43% *** Up three percent!</p> <p>Neutral - (14/163) 8.59% - Last Year: 10.20% ***Decrease! Dissatisfied - (0/163) 0% - Last Year: 1.36% ***Decrease! Very Dissatisfied - (0/163)</p>	Information Systems commits to providing modern and integrated systems and support focused on the end-user experience in an effort to increase efficiency and effectiveness.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
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.	2018 - 2019	Target Met	0% - Last Year: Same	Information Systems commits to providing modern and integrated systems and support focused on the end-user experience in an effort to increase efficiency and effectiveness.
	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.	2018 - 2019	Target Met	Information Systems collaborated with multiple departments to offer face to face Banner 9 training to cross-functional staff during the month of October 2018 in preparation of the impending Banner 9 rollout.	Information Systems will continue to provide training opportunities throughout the fiscal year to improve end-user satisfaction and efficiency.
	1.3	Enable communication and collaboration among information systems professionals and users of information technology at the state level.	Information Systems will review the Participation Log of the Mississippi Banner Users Group meetings at the end of the 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.	2018 - 2019	Target Met	Mississippi Banner Users Group conference was held on September 8 - 11, 2018. A staff member was present which results in a 83.3% attendance.	A staff member will continue to attend the meetings for purposes of engagement and professional development.
	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.	2018 - 2019	Target Not Met	The Student Technology Survey was released in March 2019. Of the 2602 enrollments, 1789 responded to the survey - 68.75% participation rate (last year's participation rate: 50.65%). The Student Technology Survey reported out the following satisfaction ratings for services	Information Systems will seek to streamline access to systems, while providing more modern and integrated self-service applications. Information Systems will provide video training for students to help enhance and simplify the user experience. Information Systems will take measures to promote the availability of open labs

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.	2018 - 2019	Target Not Met	<p>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 - (548/1240) = 44.19% Satisfied - (329/1240) = 26.53% Total - (877/1240) = 70.72% - Last Year: 72.54</p> <p>Canvas Very Satisfied - (848/1731) = 48.99% Satisfied - (631/1731) = 36.45% Total - (1479/1731) = 85.44% - Last Year: 88.86</p> <p>Portal Very Satisfied - (742/1681) = 44.14% Satisfied - (582/1681) = 34.62% Total - (1324/1681) = 78.76% - Last Year: 80.86</p> <p>Banner Web Very Satisfied - (723/1702) = 42.48% Satisfied - (611/1702) = 35.89% Total - (1334/1702) = 78.37% - Last Year: 82.92</p> <p>Support Provided</p>	and technical assistance in McDevitt Labs.

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.	2018 - 2019	Target Not Met	Very Satisfied - (605/1654) 36.58% Satisfied - (660/1654) 39.90% Total - (1265/1654) 76.48% - Last Year: 78.32 Total Overall Satisfaction Average - (70.72+85.44+78.76+78.37+76.48)/5 = 77.95% Last Year: 80.7%	Information Systems will seek to streamline access to systems, while providing more modern and integrated self-service applications. Information Systems will provide video training for students to help enhance and simplify the user experience. Information Systems will take measures to promote the availability of open labs and technical assistance in McDevitt Labs.
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.	65% overall response rate for the annual Graduation Survey.	2018 - 2019	Target Met	6/2019 - The survey was administered to students who graduated in the Summer 2018, Fall 2018, and Spring 2019 semesters. There were 752 respondents from the 962 students who received the on-line survey. This resulted in a 78.17% response rate. This exceeded our target rate of 65%. The 78% participation rate this year is up from last year's 70%.	Continue assessment.
	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.	The Office of Institutional Research and Assessment will conduct four data presentations to campus groups each fiscal year.	2018 - 2019	Target Met	Graduation Survey 2017-2018 Results - Employee B to PIE Council in September 2018 Enrollment Report - Employee A to PIE Council in September 2018 Faculty & Staff Satisfaction Survey Report - Employee B to PIE Council in February 2019 Staff Satisfaction Survey Report - Employee B to	Office staff will continue to share pertinent information with different campus groups. This past year, we shared information with Enrollment Management Council and Staff Council.

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.	The Office of Institutional Research and Assessment will conduct four data presentations to campus groups each fiscal year.	2018 - 2019	Target Met	Staff Council in March 2019 Census Date Movement Discussion - Employee A to Enrollment Management Council in February 2019 Assessment Information Session at Fall Convocation - August 2018	Office staff will continue to share pertinent information with different campus groups. This past year, we shared information with Enrollment Management Council and Staff Council.
	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.	2018 - 2019	Target Met	January-February 2019: There were 86 respondents from the 188 staff who received the on-line survey. This resulted in a 45.74% response rate. This exceeded our target rate of 30%. This 46% participation rate is up 2% from last year's results.	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.	2018 - 2019	Target Met	January-February 2019: There were 109 respondents from the 168 faculty who received the on-line survey. This resulted in a 64.88% response rate. This exceeded our target rate of 25%. This 65% participation rate is down from last year's 73%.	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 Support - Outsourced Enterprises (bookstore, food service, facilities management)	1.1	Facilities Management Work Orders will be addressed in a timely manner and completed to the requestor's satisfaction.	At the end of the fiscal year, Outsourced Enterprises will review the work order completion rate in the work order system.	Facilities Management Work Orders will have a completion ratio of 95%.	2018 - 2019	Target Met	Facilities has met this target by achieving a 99 percent completion ratio	Due to the current director and assessment coordinator of Outsourced Enterprises retiring this Fiscal Year, the Actions will be continued unless the Cabinet Member/Supervisor makes a recommendation for any changes.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	Food Service will increase catering and door sales.	At the end of the fiscal year, Outsourced Enterprises will review the Catering and Door Sales as submitted by monthly statements from Food Service.	Catering and Door Sales will increase by 8% from the fiscal year.	2018 - 2019	Inconclusive	Catering Sales for months to compare were up 10.5%. Door Sales were down 8.5%	Due to the current director and assessment coordinator of Outsourced Enterprises retiring this Fiscal Year, the Actions will be continued unless the Cabinet Member/Supervisor makes a recommendation for any changes.
	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.	2018 - 2019	Target Not Met	General Merchandise sales were down for year	Due to the current director and assessment coordinator of Outsourced Enterprises retiring this Fiscal Year, the Actions will be continued unless the Cabinet Member/Supervisor makes a recommendation for any changes.
	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 75% overall satisfaction score on Sodexo's annual Consumer Satisfaction Survey completed by the MUW community.	2018 - 2019	Inconclusive	Survey was not done this year.	Due to the current director and assessment coordinator of Outsourced Enterprises retiring this Fiscal Year, the Actions will be continued unless the Cabinet Member/Supervisor makes a recommendation for any changes.
	2.2	Bookstore will improve its overall function to increase customer satisfaction.	At the end of the fiscal year, Outsourced Enterprises will review the bookstore's overall satisfaction score documented by the annual Barnes & Noble survey.	Each fiscal year, the Bookstore will earn at least a 95% overall satisfaction score on the Barnes & Noble Survey.	2018 - 2019	Target Not Met	No Results were given	Due to the current director and assessment coordinator of Outsourced Enterprises retiring this Fiscal Year, the Actions will be continued unless the Cabinet Member/Supervisor makes a recommendation for any changes.
	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.	2018 - 2019	Target Met	Both Audits were passed	Due to the current director and assessment coordinator of Outsourced Enterprises retiring this Fiscal Year, the Actions will be continued unless the Cabinet Member/Supervisor makes a recommendation for any changes.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			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.	2018 - 2019	Target Met	Both Audits were passed	Due to the current director and assessment coordinator of Outsourced Enterprises retiring this Fiscal Year, the Actions will be continued unless the Cabinet Member/Supervisor makes a recommendation for any changes.
			At the end of the fiscal year, Outsourced Enterprises will review the annual Safety Training Sessions Log from the facilities management outsourced company to determine if the achievement target was met.	At least 12 safety training sessions will be conducted over the fiscal year to facilities management employees.	2018 - 2019	Target Met	12 Safety Trainings Dones	Due to the current director and assessment coordinator of Outsourced Enterprises retiring this Fiscal Year, the Actions will be continued unless the Cabinet Member/Supervisor makes a recommendation for any changes.
	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 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.	2018 - 2019	Target Met	2018-2019 Graduation Survey Results: Excellent - (262/725) - 36.14% Good - (165/725) - 22.76% Total - (427/725) - 59.39% Fair - (75/725) - 10.34% Poor - (44/725) - 6.07% Not Applicable - (179/725) - 24.69%	Due to the current director and assessment coordinator of Outsourced Enterprises retiring this Fiscal Year, the Actions will be continued unless the Cabinet Member/Supervisor makes a recommendation for any changes.
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.	2018 - 2019	Inconclusive	No Sunday at Bluff Programs done in 2018-19. 12 different groups used the facilities at no Charge. 4 Groups had guided tours	Due to the current director and assessment coordinator of Plymouth Bluff retiring this Fiscal Year, the Actions will be continued unless the Cabinet Member/Supervisor makes a recommendation for any changes.
	1.2	Plymouth Bluff will make use of Social Media, such as Facebook, to	At the end of the fiscal year, Plymouth Bluff will review updates to its Facebook pages to ensure	Plymouth Bluff will update both of its Facebook pages with different	2018 - 2019	Target Not Met	Updates to Facebook Pages have been done 7 times last year https://www.facebook.com	Due to the current director and assessment coordinator of Plymouth Bluff retiring this Fiscal Year, the Actions

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	promote programming and other uses at Plymouth Bluff.	that program promotion is being utilized through social media.	posts, both internally and externally, at least 2 times per month throughout the fiscal year.	2018 - 2019	Target Not Met	bluff	will be continued unless the Cabinet Member/Supervisor makes a recommendation for any changes
	1.3	Plymouth Bluff will maintain its 4+ miles trail system.	At the end of the fiscal year, Plymouth Bluff will review the Trail System's monthly inspection reports.	12 Monthly Trail System Inspections will be completed each fiscal year, including corrective actions.	2018 - 2019	Inconclusive	The Trails are inspected with regularity and corrections made when found or reported at an appropriate time depending on weather conditions. The Trail system was heavily damaged due to storms and floods. The Bluff trail was restored in April 2019 the River trail still needs lots of work since it was completely flooded. Inspections have been suspended since January 2019. (06/24/2019)	Due to the current director and assessment coordinator of Plymouth Bluff retiring this Fiscal Year, the Actions will be continued unless the Cabinet Member/Supervisor makes a recommendation for any changes
	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.	2018 - 2019	Inconclusive	10 Groups have used the Facility MUW Classes met 6 times during the 2018-19 plus the facility was used by MTSU, Starkville Middle School, Victory Christian Academy , Project YES,	Due to the current director and assessment coordinator of Plymouth Bluff retiring this Fiscal Year, the Actions will be continued unless the Cabinet Member/Supervisor makes a recommendation for any changes
			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.	2018 - 2019	Target Met	This has occurred. Please see related documentation.	Due to the current director and assessment coordinator of Plymouth Bluff retiring this Fiscal Year, the Actions will be continued unless the Cabinet Member/Supervisor makes a recommendation for any changes
	2.1	Plymouth Bluff will invite the MSU Project YES (Youth	At the end of the fiscal year, Plymouth Bluff will review the meetings log to	At least 10 Project YES meetings at Plymouth Bluff	2018 - 2019	Target Not Met	Project Yes used the facility in July 2018.	Due to the current director and assessment coordinator of Plymouth Bluff retiring

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	Environmental Science) to continue to use the facility each fiscal year.	determine if Project YES held at least 10 meetings.	Center each fiscal year.	2018 - 2019	Target Not Met	Project Yes used the facility in July 2018.	this Fiscal Year, the Actions will be continued unless the Cabinet Member/Supervisor makes a recommendation for any changes
	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.	2018 - 2019	Inconclusive	LEP was discontinued	Due to the current director and assessment coordinator of Plymouth Bluff retiring this Fiscal Year, the Cabinet Member/Supervisor will need to address this outcome's future, since the LEP was discontinued.
			At the end of the fiscal year, Plymouth Bluff will review the meetings log to determine if the LEP held at least 2 class meetings.	At least 2 LEP class meetings at Plymouth Bluff Center each fiscal year.	2018 - 2019	Inconclusive	LEP was discontinued by MUW	Due to the current director and assessment coordinator of Plymouth Bluff retiring this Fiscal Year, the Cabinet Member/Supervisor will need to address this outcome's future, since the LEP was discontinued.
	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 and all areas of Student Engagement and Learning held at least 8 class/lab meetings, collectively.	Plymouth Bluff will host at least 8 MUW class/lab meetings each academic year.	2018 - 2019	Target Not Met	Only 4 meetings documented but believe there was more	Due to the current director and assessment coordinator of Plymouth Bluff retiring this Fiscal Year, the Actions will be continued unless the Cabinet Member/Supervisor makes a recommendation for any changes
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.	2018 - 2019	Inconclusive	This was our baseline year for documenting the MUW PD's interactions/meetings with student organizations. The PD documented all meetings and presentations with campus organizations. PD did meet with approximately 22 different campus organizations. the PD was able to provide departmental updates and	We will continue to assess this target measure for the outcome.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
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.	2018 - 2019	Inconclusive	information in reference to personal and campus safety.	We will continue to assess this target measure for the outcome.
	1.2	The Police Department will promote reciprocal trust between the university community and the Police Department.	The Police Department will track complaints filed against the department at the end of the fiscal year via a logbook.	5% decrease in complaints submitted against the police department from the previous year.	2018 - 2019	Target Met	The MUW PD received no formal complaints on any of the department's staff members. The PD will continue to maintain a logbook, documenting all formal complaints brought against department staff members.	The MUW PD received no formal complaints on any of the PD Staff members. The department head will continue to maintain a logbook for any complaints filed against PD Staff members.
	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.	2018 - 2019	Target Met	The MUW PD filed 154 incident reports, this is a decrease from 175 filed the previous year - 12% decrease.	Officers will continue to actively patrol and maintain visibility on campus. By taking a proactive approach and maintaining high visibility, this will help to reduce the amount of criminal activity that occurs on campus.
	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.	2018 - 2019	Target Not Met	Memorandum of Understandings were not created with E911 and Columbus Fire and Rescue. The MUW Chief of Police was informed by officials from each of these agencies that MOUs are not needed when assistance is requested by the MUW Police Department or university.	The MUW Police Department will continue to maintain a good working relationship with E911 and Columbus Fire and Rescue. Since we have obtained all of the MOUs in community, we would like to change this achievement target to state that "The Police Department will maintain open communications through meetings year-round with all of the MOU partners by holding 10 meetings collectively across the agencies."
Administrative Support -	1.1	Provide ongoing purchasing, p-card,	At the end of the fiscal year, Resources	Train/assist employees in the	2018 - 2019	Target Met	We kept an ongoing list of employees who came to	We will make a bigger effort to document each training

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Resources Management	1.1	property & Virtual EMS training as needed to all departments.	Management will review the Training Sessions Log to determine if there was an increase by 5% of employees who received purchasing training.	area of purchasing by an increase of 5%.	2018 - 2019	Target Met	our office to receive training. We believe there was an increase in the amount of employees who received training on purchasing.	so that we can accurately keep up with the necessary information.
	1.2	Reduce purchasing transaction volume. Eliminate the need for small dollar purchase orders.	At the end of the fiscal year, Resources Management will review the 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%.	2018 - 2019	Inconclusive	We believe that the training provided from our office has been effective in increasing smaller transactions on P-cards and larger transactions on Purchase Orders but we do not have data stored to support this.	We will find a way to track the necessary data so that we can support whether or not there had been an increase/decrease in the number of purchase orders.
	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.	2018 - 2019	Inconclusive	Resources Management has worked diligently to ensure that all assets are properly maintained. By use of Asset Works, we have been able to consistently make necessary changes to property information which has helped us stay ahead.	We will continue to stay on top of maintaining all assets with the use of Asset Works.
	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%.	2018 - 2019	Inconclusive	Student services are still engaging in their own procedures to process student event reservations.	I would like to receive reports from Student Services who manage student groups in order to ensure that reservations are being put in the system properly.
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.	2018 - 2019	Target Met	Per HR e-mail non-employment notice validations, audit of user account deactivation (without emeritus status) resulted in 48 out of 48 (100%) accounts deactivated.	Systems & Networks continues to verify and audit AD account access against HR e-mail non-employment notices.
	1.2	Systems &	Throughout the fiscal	Consistent	2018 - 2019	Target Met	Based on In/Out Traffic	Systems & Networks will

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	Network will evaluate and optimize Internet bandwidth to support advancing business processes and the campus infrastructure.	year, IT staff will monitor Internet gateway router bandwidth speeds to determine circuit bandwidth usage.	bandwidth values less than 50% of total available Internet circuit bandwidth throughout the fiscal year.	2018 - 2019	Target Met	Utilization analysis of bandwidth transmitted between 01/01/2019-06/30/2019, average bandwidth utilization reported below 300Mbps (30%) of available 1Gbps Internet circuit. In/Out Bits/Traffic Utilization graphs are included to show reported results.	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.	2018 - 2019	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.	2018 - 2019	Target Not Met	<p>The Student Technology Survey was released in March 2019. Of the 2602 enrollments, 1789 responded to the survey - 68.75% participation rate (last year's participation rate: 50.65%).</p> <p>The Student Technology Survey reported out the following satisfaction ratings for services provided by the Systems and Network department. *For the Office 365, GoogleDocs, Portal, and WiFi, those students' responses that were "Not Applicable" were taken out of the total number of responses amount.</p>	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.	2018 - 2019	Target Not Met	<p>Systems & Networks analyzed a Student Technology survey to determine satisfaction levels in respective areas of IT. Individual category and overall satisfaction ratings are below:</p> <p>Office 365: Very Satisfied (765/1529) 50.03% Satisfied (468/1529) 30.61% Satisfaction Rating (1233/1529) 80.64% - Last Year: 81.69</p> <p>GoogleDocs: Very Satisfied (710/1500) 47.33% Satisfied (476/1500) 31.73% Satisfaction Rating (1186/1500) 79.06% - Last Year: 81.16</p> <p>Portal: Very Satisfied (742/1681) 44.14% Satisfied (582/1681) 34.62% Satisfaction Rating (1324/1681) 78.76% - Last Year: 80.85</p> <p>WiFi: Very Satisfied (483/1369) 35.28% Satisfied (371/1369) 27.10% Satisfaction Rating (854/1369) 62.38% - Last Year: 63.26</p> <p>Tech Support:</p>	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.	2018 - 2019	Target Not Met	Very Satisfied (398/988) 40.28% Satisfied (253/988) 25.61% Satisfaction Rating (651/988) 65.89% - Last Year: 68.83 Overall Satisfaction Rating (80.64+79.06+78.76+62.38+65.89)/5 = 73.35% Last Year: 75.16%	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 one budget training session per year for budget managers and administrative assistants, one in the Fall semester. Also, the department will provide individualized training as needed.	2018 - 2019	Target Met	Two group budget training sessions we held. The sessions were on November 30, 2018 and December 3, 2018.	We'll continue with the same assessment for next year.
	1.2	Provide training on the University's Travel Policy and Procedures to ensure that State Travel Policies are being followed and reimbursement requests are not delayed due to improper submission.	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.	2018 - 2019	Target Met	At least 90% of the survey participants have a clear understanding of the University's Travel Policy and Procedures. See supporting documentation.	We will continue to use this assessment method.
	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	The dollar values of purchase orders will be 3% less than the dollar values from the previous fiscal year.	2018 - 2019	Target Not Met	Comparing FY18 to FY17, the target has not been met. Information for FY19 is already available, however, the results will not be reported until next year. Significant improvement is expected	We plan to continue with this assessment method.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.3	Reduce the number of outstanding purchase orders that roll over at the end of each fiscal year.	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.	2018 - 2019	Target Not Met	for FY19. FY 17 \$358,825.39 FY18 \$376,478.21	We plan to continue with this assessment method.
	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 spreadsheet that accounts for all Account Inquiries that logs the type and time of submissions and the date of process completions. Original files will be held in the office of University Accounting.	At least 85% of the Reversal for Fees Request will be processed in 5 business days or less.	2018 - 2019	Target Not Met	Target was not met because data collection did occur.	We may want to revise this assessment measure.
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.	2018 - 2019	Target Not Met	Web Page Views +1.93; Sessions +2.61; users +8.73	While the website is up in all three metrics, achieving 10 percent growth year over year may be less achievable as the site design matures. We have been more aggressive with our social media marketing approaches, as well as email marketing, which is also reflected in the numbers of users being up.
			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.	2018 - 2019	Target Met	Social Media: Facebook +10 percent, Twitter +11 percent, Instagram +18 percent	TheBlueForYou campaign launched January 1, 2019, had a reach of 280,000 in reach and over 1 million impressions by April 30, 2019. The campaign has been successful. University Relations will continue to assess these results along with social media analytics to get trending data for future use.
	1.2	Increase alumni	At the end of the fiscal	65% of Alumni	2018 - 2019	Target Not	2019 MUW Alumni Survey	Results were reviewed and

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	donations, as well as that of friends of the University, by highlighting stories about students, faculty, staff and alumni and promoting an understanding of the University's programs and offerings in Visions magazine, which is peer recognized.	year in which the survey is offered, University Relations will review and analyze the Alumni Survey results to determine if achievement target was met. The Alumni Survey is offered every three years in the Spring. The last Survey was offered in Spring of 2016.	Survey participants will either "agree" or "strongly agree" that Visions increases their awareness of the University's programs and offerings and encourages them to give to the University.	2018 - 2019	Met	Results (distributed every three years) Strongly Agree (69/230) 30% Agree (76/230) 33.04% Total (145/230) 63.04% Disagree (17/230) 7.39% Strongly Disagree (9/230) 3.91% Not Applicable (59/230) 25.65%	analyzed in Spring of 2019. The next Alumni Survey will be offered in 2022, so we will collect and analyze data from alumni about Visions and its effectiveness in the Spring 2022 survey.
	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).	2018 - 2019	Target Met	There was an increase in the amount of advertising dollars spent via national, regional and local outlets, including radio spots, newspapers, magazines, billboards (static and digital) and social media platforms (Facebook and Google). \$75,731 was spent in 2018-2019 compared to \$73,177 in 2017-2018.	University Relations had ad placements and marketing pieces in national, regional and local media outlets. Also, at the suggestion of Ruffalo Noel Levitz, there was an intentional shift to allocate more dollars toward marketing through various social media platforms.
	2.2	Increase awareness of programs and offerings among faculty and staff to encourage on-campus engagement through internal newsletter, web and social media	At the end of the fiscal year, University Relations will review and analyze the Faculty Satisfaction Survey's results to determine if achievement target was met.	75% of Faculty Satisfaction Survey participants will either "agree" or "strongly agree" that University Relations' internal newsletters, web and social media postings and media boards increase	2018 - 2019	Target Met	2019 Faculty Satisfaction Survey Results: Strongly Agree - (44/105) 41.90% Agree - (50/105) 47.62% Total - (94/105) 89.52% Disagree - (8/105) 7.62% Strongly Disagree - (1/105) 0.95% Not Applicable - (2/105)	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. Following Campus Listening Sessions held last year, the internal Fac/Staff survey was moved to being

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	postings and media boards.	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}"	their awareness of the University's programs and offerings.	2018 - 2019	Target Met	1.90%	published on Mondays with hopes of increasing readership of the electronic newsletter. There was an 18 percent increase seen over the previous year.
			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 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.	2018 - 2019	Target Met	2019 Staff Satisfaction Survey Results: Strongly Agree - (30/84) 35.71% Agree - (47/84) 55.95% Total - (77/84) 91.66% Disagree - (6/84) 7.14% Strongly Disagree - (1/84) 1.19% Not Applicable - (0/84) 0%	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. Following Campus Listening Sessions held last year, the internal Fac/Staff survey was moved to being published on Mondays with hopes of increasing readership of the electronic newsletter. There was an 18 percent increase seen over the previous year.