

## Non-Academic Units' Results 2019-2020

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	2019 - 2020	Target Not Met	All sports meet their minimum number of participants per NCAA bylaws. Baseball – (min) 30 (actual) 37 Women’s Cross Country – (min) 7 (actual) 9 Men’s Soccer – (min) 24 (actual) 25 Softball – (min) 20 (actual) 24 Women’s Volleyball – (min) 14 (actual) 18 Men's Cross County- (min) 7 (actual) 7 Women's Soccer- (min) 22 (actual) 26 Women's Basketball- (min) 15 (actual) 15 Men's Basketball- (min) 15 (actual) 24 Men's Golf- (min) 7 (actual) 9 Men's Tennis- (min) 7 (actual) 7 Women's Tennis- (min) 7 (actual) 10 Men's Indoor Track- (min) 10 (actual) 5 Women's Indoor Track- (min) 10 (actual) 5 Men's Outdoor Track- (min) 11 (actual) 5 Women's Outdoor Track- (min) 11 (actual) 5	We plan to continue to strive to meet our minimum requirements so that we can complete Year 1 (2020-21) of our Provisional Stage of the NCAA DIII process
			The membership process goes through 3 phases; Exploratory (1-3 years), Provisional (2-3 years), Full Membership. Each process requires the NCAA Membership Committee	Continued achievement of sport sponsorship minimums for contests. Baseball – 25 games	2019 - 2020	Target Not Met	For the 2019-20 season all fall and winter sports except men's and women's indoor track and field met the minimum requirements. All springs sports for 2019-20 were	We plan to continue to strive to meet our minimum requirements so that we can complete Year 1 (2019-20) of our Provisional Stage of the NCAA DIII process.

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				to approve progression to the next step. The department will report results based on the data submitted to the NCAA Membership Committee.	Cross Country – 5 events Men’s Soccer – 13 games Softball – 24 games Women’s Volleyball – 17 matches	2019 - 2020	Target Not Met	affected by COVID 19 and their seasons were cancelled per the NCAA, and the minimum requirements for these cancelled sports were also waived by the NCAA. Baseball – (min) 25 games (played) 11 games *COVID 19 Women's Cross Country –(min) 5 events (played) 5 events Men’s Soccer – (min) 13 games (played) 19 games Softball – (min) 24 games (played) 16 games *COVID 19 Women’s Volleyball – (min) 17 matches (played) 22 matches Men's Cross Country- (min) 5 events (played) 6 events Women's Soccer- (min) 13 games (played) 18 games Women's Basketball- (min) 18 games (played) 25 games Men's Basketball- (min) 18 games (played) 24 games Men's Golf- (min) 6 contests (played) 7 contests Men's Tennis- (min) 10 contests (played) 8 contest *COVID 19 Women's Tennis- (min) 10 contests (played) 8 contest *COVID 19 Men's Indoor Track- (min) 5 events (played) 4 events Women's Indoor Track- (min) 5 events (played) 4 events Men's Outdoor Track- (min) 6 events (played) 1 event	We plan to continue to strive to meet our minimum requirements so that we can complete Year 1 (2019-20) of our Provisional Stage of the NCAA DIII process.

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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	2019 - 2020	Target Not Met	*COVID 19 Women's Outdoor Track-(min) 6 events (played) 1 event *COVID 19	We plan to continue to strive to meet our minimum requirements so that we can complete Year 1 (2019-20) of our Provisional Stage of the NCAA DIII process.
	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	2019 - 2020	Target Not Met	For the 2019-20 season all fall and winter sports except men's and women's indoor track and field met the minimum requirements. All springs sports for 2019-20 were affected by COVID 19 and their seasons were cancelled per the NCAA, and the minimum requirements for these cancelled sports were also waived by the NCAA. Baseball – (min) 25 games (scheduled) 39 (played) 11 games *COVID 19 Women's Cross Country –(min) 5 events (scheduled) 6 (played) 5 events Men’s Soccer – (min) 13 games (scheduled) 17 (played) 19 games Softball – (min) 24 games (scheduled) 40 (played) 16 games *COVID 19 Women’s Volleyball – (min) 17 matches (scheduled) 22 (played) 22 matches	We plan to continue to strive to meet our minimum requirements so that we can complete Year 2 (2020-21) of our Provisional Stage of the NCAA DIII process

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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	2019 - 2020	Target Not Met	5 events (scheduled) 6 (played) 6 events Women's Soccer- (min) 13 games (scheduled) 17 (played) 18 games Women's Basketball- (min) 18 games (scheduled) 25 (played) 25 games Men's Basketball- (min) 18 games (scheduled) 24 (played) 24 games Men's Golf- (min) 6 contests (scheduled) 15 (played) 7 contests Men's Tennis- (min) 10 contests (scheduled) 15 (played) 8 contest *COVID 19 Women's Tennis- (min) 10 contests (scheduled) 15 (played) 8 contest *COVID 19 Men's Indoor Track- (min) 5 events (scheduled) 4 (played) 4 events Women's Indoor Track- (min) 5 events (scheduled) 4 (played) 4 events Men's Outdoor Track- (min) 6 events (scheduled) 10 (played) 1 event *COVID 19 Women's Outdoor Track- (min) 6 events (scheduled) 10 (played) 1 event *COVID 19	We plan to continue to strive to meet our minimum requirements so that we can complete Year 2 (2020-21) of our Provisional Stage of the NCAA DIII process
	1.3	The Department of Athletics will increase revenue for sports and athletics’ needs, including facility expansion, student athlete programming, and	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.	2019 - 2020	Target Not Met	2019 Jul-Dec 40 gifts \$19,820.00 2020 Jan-Jun 36 gifts \$13,170.00 Total for year 76 gifts \$32,990.00 28 Donors	Due to COVID 19, we plan on having our annual golf outing in the fall to accommodate missing out on it in the spring.

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	1.3	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.	2019 - 2020	Target Not Met	2019 Jul-Dec 40 gifts \$19,820.00 2020 Jan-Jun 36 gifts \$13,170.00 Total for year 76 gifts \$32,990.00 28 Donors	Due to COVID 19, we plan on having our annual golf outing in the fall to accommodate missing out on it in the spring.
	2.1	The Department of Athletics will collaborate with community constituents to offer continuous opportunities for individuals to attend sponsored camps, clinics, and seminars by sport.	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.	2019 - 2020	Target Not Met	Volleyball- Hosted Team Camp/Play Date (90 participants) and Individual Clinics (62 participants) on Campus Women's Basketball- did not host camp Softball- Hosted Individual Clinic and Youth Clinic on Campus (participant number unknown) Tennis- did not host camp Men's Soccer- did not host camp Cross Country- did not host camp Baseball- did not host camp Men's Basketball- did not host camp Women's Soccer-did not host camp Golf- did not host camp Track & Field- did not host camp	Continue to emphasis the importance of camps and clinics to interact with and develop the community as well as supplement the University budget.
	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	Consistently reducing the number of participants by 10% from fall to spring beyond the mandated term.	2019 - 2020	Target Met	Baseball- had 9 in the Fall 2019 and 2 in Spring 2020 Softball- had 4 in the Fall 2019 and 2 in Spring 2020 Men's Soccer- had 5 in the Fall 2019 and 4 in the Spring 2020 Volleyball- had 7 in the Fall 2019 and 1 in the Spring 2020 Women's Cross Country- had 4 in the Fall 2019 and 0 in the Spring 2020 Men's Cross Country- had 2 in the Fall 2019 and 0 in the	Continue to reduce the number of participants in OASIS as well as begin to monitor the number of participants who stay in OASIS from Spring to next Fall.

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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.	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.	2019 - 2020	Target Met	Spring 2020 Women's Tennis- had 0 in the Fall 2019 and 0 in the Spring 2020 Men's Tennis- had 2 in the Fall 2019 and 0 in the Spring 2020 Men's Golf- had 3 in the Fall 2019 and 1 in the Spring 2020 Women's Soccer- had 4 in the Fall 2019 and 3 in the Spring 2020 Men's Basketball- had 18 in the Fall 2019 and 8 in the Spring 2020 Women's Basketball- had 1 in the Fall 2019 and 4 in the Spring 2020 Men's Track- had 1 in the Fall 2019 and 1 in the Spring 2020 Women's Track- had 1 in the Fall 2019 and 0 in the Spring 2020  Total in Fall 2019- 61 Total in Spring 2019- 26 Reduced participants by 57.38%	Continue to reduce the number of participants in OASIS as well as begin to monitor the number of participants who stay in OASIS from Spring to next Fall.
			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	Maintain a Student-Athlete Retention at 70% or higher	2019 - 2020	Target Met	FA19 (# of student-athletes to start the semester) SP20 (# of student-athletes to end the semester)  Baseball – FA19 - 42, SP20 - 37 Women's Cross Country – FA19 - 10, SP20 - 9 Men's Cross Country- FA19 - 7, SP20 - 5 Men's Soccer – FA19 - 23, SP20 - 18 Softball – FA19 - 27, SP20 - 24	We will continue to maintain retention of student athletes from fall to spring semesters.

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			be reviewed and reported by the end of the academic year.	Maintain a Student-Athlete Retention at 70% or higher	2019 - 2020	Target Met	Volleyball – FA19 - 18, SP20 - 16 Men's Basketball - FA 19 - 23, SP20 - 21 Women's Basketball - FA19 - 15, SP20 - 10 Men's Golf - FA19 - 9, SP20 - 6 Women's Tennis- FA19 - 9, SP20 - 8 Men's Tennis- FA19 - 8, SP20 - 8 Women's Soccer- FA19 - 29, SP20 - 25 (1 graduated FA19) Men's Track- FA19 - 8 , SP20 - 5 Women's Track- FA19 - 8, SP20 - 5  Total FA19 - 236, SP 20 - 197 (1 graduated FA19) 83% Retention	We will continue to maintain retention of student athletes from fall to spring semesters.
Academic and Student Support - Campus Recreation	1.1	The Spring Fitness Challenge 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 continue their wellness goals after completing the fitness challenge.	2019 - 2020	Inconclusive	Due to COVID-19 we were unable to implement a survey.	Due to the continued uncertainties of COVID-19, we hope to run same the survey at 75% again for the spring of 2021. However, once we have a departmental meeting, we will make necessary changes if needed.
			"How likely are you to continue your wellness goals after completing the fitness challenge? {Very Unlikely, Unlikely, Neither, Likely, Very Likely}"					
	1.2	Campus Recreation will provide a welcoming facility for guests through service in a	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	90% of Customer Satisfaction Survey participants will indicate that Campus Recreation staff was helpful	2019 - 2020	Inconclusive	Due to COVID-19 we were unable to implement a survey.	We will run the same Customer Satisfaction Survey at 90% again for Spring of 2021.

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	1.2	thoughtful and proactive manner.	be analyzed at the end of the Spring semester.	and courteous.	2019 - 2020	Inconclusive	Due to COVID-19 we were unable to implement a survey.	We will run the same Customer Satisfaction Survey at 90% again for Spring of 2021.
			"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.	2019 - 2020	Inconclusive	Due to COVID-19 we were unable to implement the Employee Evaluation survey.	We will run the Employee Evaluation again for FY21.
			"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.	2019 - 2020	Inconclusive	Due to COVID-19 we were unable to implement the Spring Employee Evaluation survey.	We will run the Employee Evaluation for FY21 again.
			"Through my employment with Campus Recreation, my problem-solving skills improved. {Strongly Disagree, Disagree, No Opinion, Agree, Strongly					



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	2.2	Students employed at Stark Recreation Center will strengthen their problem-solving skills.	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.	2019 - 2020	Inconclusive	Due to COVID-19 we were unable to implement the Spring Employee Evaluation survey.	We will run the Employee Evaluation for FY21 again.
	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.	2019 - 2020	Inconclusive	Due to COVID-19 we were unable to implement the survey.	We will run the survey again in Spring 2021 with the same Achievement Target of 90%.
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.	2019 - 2020	Inconclusive	The director of CTL left the university and due to COVID-19, the position has not been filled and there were no results available to report. Therefore, this year's 2019-2020 assessment will be marked Inconclusive.	Over the course of the fiscal year, the Cabinet Supervisor over this Non-Academic Unit will determine if any changes will need to be made for the 2020-2021 fiscal year.
			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.	2019 - 2020	Inconclusive	The director of CTL left the university and due to COVID-19, the position has not been filled and there were no results available to report. Therefore, this year's 2019-2020 assessment will be marked Inconclusive.	Over the course of the fiscal year, the Cabinet Supervisor over this Non-Academic Unit will determine if any changes will need to be made for the 2020-2021 fiscal year.

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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.	65% of Faculty Satisfaction Survey participants will "strongly agree" or "agree" that "The University supports online course delivery through faculty training and allocation of resources."	2019 - 2020	Target Met	2020 Faculty Satisfaction Survey Results: Strongly Agree - (28/101) 27.72% Agree - (58/101) 57.43% Total - (86/101) 85.15%  Disagree - (8/101) 7.92% Strongly Disagree - (1/101) 0.99% Not Applicable - (6/101) 5.94%	Over the course of the fiscal year, the Cabinet Supervisor over this Non-Academic Unit will determine if any changes will need to be made for the 2020-2021 fiscal year.
			"The University supports online course delivery through faculty training and allocation of resources."					
			Faculty will be asked about their satisfaction with the developmental opportunities for software use offered by the Kossen Center in the annual Faculty Satisfaction Survey. Results will be compiled by the Office of Institutional Research and reviewed by the Kossen Center staff.	65% of Faculty Satisfaction Survey participants will "strongly agree" or "agree" that "I have access to the software I need to be an effective instructor."	2019 - 2020	Target Met	2020 Faculty Satisfaction Survey Results: Strongly Agree - (27/101) 26.73% Agree - (51/101) 50.50% Total - (78/101) 77.23%  Disagree - (16/101) 15.84% Strongly Disagree - (4/101) 3.96% Not Applicable - (3/101) 2.97%	Over the course of the fiscal year, the Cabinet Supervisor over this Non-Academic Unit will determine if any changes will need to be made for the 2020-2021 fiscal year.
			"I have access to the software I need to be an effective instructor."					
	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	60% of Faculty Satisfaction Survey participants will answer "Acceptable" or "Mastery" to the question "APIL Strategies involve Active learning, Problem-based learning, and	2019 - 2020	Target Met	2020 Faculty Satisfaction Survey Results Mastery - (14/101) 13.86% Acceptable - (71/101) 70.30% Total - (85/101) 84.16%  Emerging - (14/101) 13.86% Below What I Would Like It To Be - (2/101) 1.98%	Over the course of the fiscal year, the Cabinet Supervisor over this Non-Academic Unit will determine if any changes will need to be made for the 2020-2021 fiscal 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.	Center staff.	Inquiry-based learning to cultivate Intellectual Curiosity. My self-assessed level of competency in these strategies is:"	2019 - 2020	Target Met	2020 Faculty Satisfaction Survey Results Mastery - (14/101) 13.86% Acceptable - (71/101) 70.30% Total - (85/101) 84.16%  Emerging - (14/101) 13.86% Below What I Would Like It To Be - (2/101) 1.98%	Over the course of the fiscal year, the Cabinet Supervisor over this Non-Academic Unit will determine if any changes will need to be made for the 2020-2021 fiscal year.
			One third of faculty who have attended at least one Kossen Center workshop, training, or individual consultation over the past year will be randomly selected to complete a Follow-up Survey which includes a question about whether or not they have implemented any of the skills or theories they have learned in the past year. The question will offer a 5-point scale ranging from 1, "not at all," to 5, "to a great extent". The survey will be evaluated by Kossen Center staff.	The average faculty score on the implementation question on the randomly selected annual Follow-up Survey will be 3.5 out of 5.	2019 - 2020	Inconclusive	The director of CTL left the university and due to COVID-19, the position has not been filled and there were no results available to report. Therefore, this year's 2019-2020 assessment will be marked Inconclusive.	Over the course of the fiscal year, the Cabinet Supervisor over this Non-Academic Unit will determine if any changes will need to be made for the 2020-2021 fiscal year.
	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.	2019 - 2020	Inconclusive	The director of CTL left the university and due to COVID-19, the position has not been filled and there were no results available to report. Therefore, this year's 2019-2020 assessment will be marked Inconclusive.	Over the course of the fiscal year, the Cabinet Supervisor over this Non-Academic Unit will determine if any changes will need to be made for the 2020-2021 fiscal year.
	2.2	Faculty will be satisfied with their ability to effectively use new instructional	Faculty who attend individual or group training sessions on using technology for instruction will complete the	75% of faculty member's self-reported outgoing perceived skill level will be at least one	2019 - 2020	Inconclusive	The director of CTL left the university and due to COVID-19, the position has not been filled and there were no results available to	Over the course of the fiscal year, the Cabinet Supervisor over this Non-Academic Unit will determine if any changes will need to be

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	2.2	technology, both software and hardware, for face-to-face, online, and hybrid instruction.	Instructional Technology Survey to assess their perceived skill level (novice, intermediate, competent, advanced). The survey data will be assessed by Kossen Center staff.	level higher than their self-reported incoming perceived skill level on the Instructional Technology Survey.	2019 - 2020	Inconclusive	report. Therefore, this year's 2019-2020 assessment will be marked Inconclusive.	made for the 2020-2021 fiscal year.
			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.	2019 - 2020	Inconclusive	The director of CTL left the university and due to COVID-19, the position has not been filled and there were no results available to report. Therefore, this year's 2019-2020 assessment will be marked Inconclusive.	Over the course of the fiscal year, the Cabinet Supervisor over this Non-Academic Unit will determine if any changes will need to be made for the 2020-2021 fiscal year.
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.	2019 - 2020	Inconclusive	The Director of CWRPP retired from the university and due to COVID-19 there were no results available. Therefore, the 2019-2020 assessment results are Inconclusive.	Over the course of the fiscal year, the Cabinet Supervisor over this Non-Academic Unit will determine if any changes will need to be made for the 2020-2021 fiscal year.
	1.2	The CWRPP will	The CWRPP Director will	3% increase in	2019 - 2020	Inconclusive	This Achievement Target	Over the course of the fiscal

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	1.2	sponsor an Essay Contest for the Common Reading Initiative that will provide an opportunity for students to discuss topics related to MUW's mission.	analyze the number of submitted essays and compare the result to the previous academic year's submitted essay total.	student essays for the Dorothy Clark Hobson Essay Contest from the previous academic year.	2019 - 2020	Inconclusive	was Inactivated for the 19-20 fiscal year. Therefore, no results are reported.	year, the Cabinet Supervisor over this Non-Academic Unit will determine if any changes will need to be made for the 2020-2021 fiscal year.
	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.	2019 - 2020	Inconclusive	The Director of CWRPP retired from the university and due to COVID-19 there were no results available. Therefore, the 2019-2020 assessment results are Inconclusive.	Over the course of the fiscal year, the Cabinet Supervisor over this Non-Academic Unit will determine if any changes will need to be made for the 2020-2021 fiscal year.
			The CWRPP Director will review the students who participated in the professional networking in the state capital to determine if all the students in LDR 250 participated at the reception.	100% of students in LDR 250 will practice professional networking at a reception for elected-women officials in the state capital.	2019 - 2020	Inconclusive	The Director of CWRPP retired from the university and due to COVID-19 there were no results available. Therefore, the 2019-2020 assessment results are Inconclusive.	Over the course of the fiscal year, the Cabinet Supervisor over this Non-Academic Unit will determine if any changes will need to be made for the 2020-2021 fiscal year.
	2.2	Enhance the New Leadership Program to give graduate students the opportunity to practice hands-on development of other women leaders.	The CWRPP Director will review the number of graduate students in Women's Leadership participating in the practicum connected to the Mississippi New Leadership Program.	At least one graduate student in Women's Leadership will complete a practicum connected to the Mississippi New Leadership Program earning 1-3 hours of graduate credit.	2019 - 2020	Inconclusive	The Director of CWRPP retired from the university and due to COVID-19 there were no results available. Therefore, the 2019-2020 assessment results are Inconclusive.	Over the course of the fiscal year, the Cabinet Supervisor over this Non-Academic Unit will determine if any changes will need to be made for the 2020-2021 fiscal year.
	2.3	In partnership with the MUW Development Office, the director will seek new business partnerships as	The director will maintain and review financial sponsorship records from new business partnerships throughout the fiscal year to determine if the achievement target is	One new business partnership will be established as financial sponsors each fiscal year.	2019 - 2020	Inconclusive	The Director of CWRPP retired from the university and due to COVID-19 there were no results available. Therefore, the 2019-2020 assessment results are Inconclusive.	Over the course of the fiscal year, the Cabinet Supervisor over this Non-Academic Unit will determine if any changes will need to be made for the 2020-2021 fiscal year.

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	2.3	financial sponsors of Faculty In Residence (FIRS) in NEW Leadership	met.	One new business partnership will be established as financial sponsors each fiscal year.	2019 - 2020	Inconclusive	The Director of CWRPP retired from the university and due to COVID-19 there were no results available. Therefore, the 2019-2020 assessment results are Inconclusive.	Over the course of the fiscal year, the Cabinet Supervisor over this Non-Academic Unit will determine if any changes will need to be made for the 2020-2021 fiscal 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.	2019 - 2020	Target Met	<p>Target Met. The counseling center hosted a wide variety of programs and workshops to the campus community. The document attached gives an extensive listing of all programs and number of attendees. One of the greatest programs was "Don't Cancel That Class". Faculty were sent a list of topics on which the Counseling Center staff could present and would present to a class for the faculty if they were to be absent.</p> <p>Orientations –  July 9, 2019 ASN Orientation (70 Students and Faculty)  July 13, 2019 RN – BSN Nursing Orientation (150 Students &amp; Faculty)  July 16 &amp; 17, 2019 New and Transfer Students (Approximately 70 Students)  August 10 &amp; 11, 2019 New and Transfer Students (Approximately 70 Students)</p> <p>July 10, 2019 –Meeting with Baptist Behavioral Health  We met with</p>	The staff of the Counseling Center will continue to conduct a variety of programs and workshops to and with the campus community. The document attached gives an extensive listing of all programs and number of attendees. The numbers will be logged in Titanium the center's program record keeping program.

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Academic and Student Support - Counseling Services	1.1	The Counseling Center will make an effort to increase awareness of mental health coping skills and mental health services available to students.	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.	2019 - 2020	Target Met	<p>representatives from Baptist Behavioral Health. This meeting was talk about possible continuation of the contract MUW and the Counseling Center has with Baptist.</p> <p>July 14 – Residence Hall Assistants Training Presented on Self-Care for the RAs (30 RAs)</p> <p>July 24, 2019 - OWLS Meeting Introducing the staff of the Counseling Center to faculty and staff. (8 Faculty)</p> <p>July 25, 2019 – Faculty Book Club Discussion of A Faculty Guide to Addressing Disruptive and Dangerous Behavior by Brian Van Brunt &amp; W. Scott Lewis. (5 Faculty)</p> <p>August 14, 2019 - Behind Closed Doors Counseling Center staff assisted Housing in training Residence Hall Assistants by the use of mental health simulations. (30 Students)</p> <p>August 19, 2019 - Understanding Trauma Presentation to Faculty as a part of Fall Faculty Development in conjunction with Family Studies and Public Health. (10 Faculty)</p>	The staff of the Counseling Center will continue to conduct a variety of programs and workshops to and with the campus community. The document attached gives and extensive listing of all programs and number of attendees. The numbers will be logged in Titanium the center's program record keeping program.

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Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	The Counseling Center will build relationships within the community to ensure that resources are readily available to counseling center staff and students as needed.	Counseling Center staff will analyze working relationships within the community by meeting quarterly with 1 community agency.	Counseling Center staff will build a working relationship by obtaining a partnership with at least 1 program from a community agency.	2019 - 2020	Target Met	<p>Target was met.</p> <p>1. Counseling Center Staff served as host to Walk of Hope August 27, 2019 - Columbus community along with students, staff, and faculty walked a block on campus for Suicide Awareness. (200 participants)</p> <p>2. Counseling Center Staff hosted National Collegiate Alcohol Awareness day October 22, 2019 "DUI - A Course on Alcohol and Drug Use" with Columbus Community Counseling Prevention Team along with, MUW Health Center, MUW Student Government Association, and MUW Public Health department. Participants were able to use various strengths of "alcohol goggles" to tell the golf cart drive where to turn. The participants were introduced to goggles that represented what distortion one's vision would be after drinking a certain amount of alcohol. Other information was handed out. (200 participants)</p> <p>3. The Counseling Center along with student programming board and honor's college invited various community businesses to present various relaxation devices, methods, and apparatus were set up in the "W" Room for students, faculty, and staff to experiences.</p>	The Counseling Center will continue to develop working relationships with community as they relate to mental health. We will especially involve students and faculty and staff when appropriate.

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	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.	2019 - 2020	Target Met	(approximately 150-2 participants) 4. The Counseling Center will meet with Baptist Behavioral Health once a semester in order to review the contract they have in place and to discuss programming opportunities.	The Counseling Center will continue to develop working relationships with community as they relate to mental health. We will especially involve students and faculty and staff when appropriate.
	2.1	The Counseling Center will increase awareness among students regarding the Counseling Center and the services provided.	Results of the Graduation Survey will be analyzed at the end of every academic year. "Were you aware of any of these programs/centers at MUW and the services they provide (mark all that apply)? {Center for Creative Learning, Center for Women's Research and Public Policy, Diversity Education and Programs, Student Success Center, Study Abroad, Counseling Center, Career Center}"	80% of Graduation Survey participants will state that they were aware of the Counseling Center and the services provided.	2019 - 2020	Inconclusive	No data collected, because new outcome was not created.	A new outcome will be created for next year.
	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.	2019 - 2020	Target Not Met	2019-2020 Graduation Survey Results: Excellent - (363/773) 46.96% - Last Year 43.78% Good - (187/773) 24.19% - Last Year 27.21% Total - (550/773) 71.15% - Last Year 70.99%  Fair - (40/773) - 5.17% Poor - (5/773) - 0.65% Not Applicable - (178/773) - 23.03%	Continue this assessment for next year.
Academic and Student Support - Housing and Residence Life	1.1	The Office of Housing and Residence Life will increase the	The Office of Housing and Residence Life will analyze the data produced by the Housing software (Simple	50% of New Freshmen living on campus will return to live on campus	2019 - 2020	Target Not Met	There were 145 new freshmen in Fall 2018, 62 of them returned for their sophomore year to live on	This is our first year collecting data, we want to retain this assessment measure.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Academic and Student Support - Housing and Residence Life	1.1	number of New Freshmen living on campus each academic year.	Campus Housing) that will calculate our number of New Freshmen students living on campus to determine the retention each academic year.	Fall semester of their Sophomore year.	2019 - 2020	Target Not Met	campus. 42.76% of Fall '18 students were retained for Fall '19.	This is our first year collecting data, we want to retain this assessment measure.
	1.2	The Office of Housing and Residence Life will increase the number of Returning Students 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 Returning Students living on campus to determine the retention each academic year.	35% of Sophomores living on campus will return to live on campus Fall semester of their Junior year.	2019 - 2020	Target Not Met	There were 100 Sophomores living on campus in Fall 2018, 33 of those students returned to live on campus for their Junior year in Fall 2019, giving us a 33% retention rate for Sophomores of FY18.	This was the first year of us collecting this data. We will be continuing this assessment for FY21.
	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.	2019 - 2020	Inconclusive	Due to COVID-19, this survey was not administered to our residents because residents were strongly encouraged to move out before the end of the semester, which is when the survey is administered.  However, before residents moved out, our resident advisors offered the several programs. Here is a sample list:	We hope that residents will be able to stay on campus beginning in the Fall; however, this is contingent upon the COVID-19 situation. If they are on campus, we will continue to offer these types of programs for our residents.
	2.2	The Office of Housing and Residence Life will increase the average	Results from the (Association of College and University Housing Officers – International) ACUHO-I/Benchworks	Increase the satisfaction mean to 5.6 on a scale of 1-7 (with 7 being "very satisfied")	2019 - 2020	Inconclusive	Due to COVID-19, this survey was not administered to our residents because residents were strongly encouraged	We hope that residents will be able to stay on campus beginning in the Fall; however, this is contingent upon the COVID-19

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	satisfaction rating of programs/activities sponsored by our staff regarding quality of programs.	Resident Assessment survey will be analyzed at the end of the Spring semester.  "How satisfied are you with programs/activities sponsored by your hall/apt. building regarding: Quality of programs? {1. Very dissatisfied, 2. Moderately dissatisfied, 3. Slightly dissatisfied, 4. Neutral, 5. Slightly satisfied, 6. Moderately satisfied, 7. Very satisfied}"	will be achieved on the ACUHO-I/Benchmarks Resident Assessment survey regarding quality of programs offered by the department of Housing and Residence Life.	2019 - 2020	Inconclusive	to move out before the end of the semester, which is when the survey is administered.	situation. If they are on campus, we will continue to offer quality programs for our residents.
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.	2019 - 2020	Target Met	Assessment Method 1 - Target met. Survey results show a 46% increase in library services satisfaction from FY2017-2018 to FY2019-2020. (Faculty survey was not distributed during FY2018-2019. FY2019-2020's survey is compared to the data from the FY2017-2018 survey. Additionally, FY2017-2018's data pertaining to this assessment method was split between multiple questions and was combined to show the increase.)	After discussions with Library staff and the Dean, there are proposed changes for the upcoming fiscal year that we would like to make to the Library's assessment plan. Those changes will be reviewed by our Cabinet member in the coming months.
	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 library will achieve a 5% increase in awareness of the purchase on demand program, until 100% is achieved, on the Faculty Library	2019 - 2020	Inconclusive	Inconclusive. Faculty survey from FY2019-2020 did not include questions about purchase-on-demand book program and so no data was gathered.	After discussions with Library staff and the Dean, there are proposed changes for the upcoming fiscal year that we would like to make to the Library's assessment plan. Those changes will be reviewed by our Cabinet member in the coming

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	The library will work to improve faculty awareness and satisfaction with the library's resources, including electronic and print collections.	the survey results to determine if the achievement target was met.	Survey.	2019 - 2020	Inconclusive	Inconclusive. Faculty survey from FY2019-2020 did not include questions about purchase-on-demand book program and so no data was gathered.	months.
			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 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.	2019 - 2020	Target Met	Target met. Survey results show a 31% increase in library services satisfaction from FY2017-2018 to FY2019-2020. (Faculty survey was not distributed during FY2018-2019. FY2019-2020's survey is compared to the data from the FY2017-2018 survey. Additionally, FY2017-2018's data pertaining to this assessment method was split between multiple questions and was combined to show the increase.)	After discussions with Library staff and the Dean, there are proposed changes for the upcoming fiscal year that we would like to make to the Library's assessment plan. Those changes will be reviewed by our Cabinet member in the coming months.
			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.	2019 - 2020	Inconclusive	Inconclusive. Faculty survey from FY2019-2020 did not include questions about the purchase-on-demand book program and so no data was gathered.	After discussions with Library staff and the Dean, there are proposed changes for the upcoming fiscal year that we would like to make to the Library's assessment plan. Those changes will be reviewed by our Cabinet member in the coming months.
	2.1	The library will acquire and launch asynchronous virtual reference solutions to provide parity for	The library will build customized websites called LibGuides for instructors upon demand. The Dean of the Library will review the LibGuides	The library will produce five guides per year.	2019 - 2020	Target Met	Target met. 33 new guides (18 published, 10 private, and 5 unpublished) were created in FY2019-2020. These include course-level, subject-level, and internal	After discussions with Library staff and the Dean, there are proposed changes for the upcoming fiscal year that we would like to make to the Library's assessment



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	2.1	online and distance programs, as well as supporting commuting students and those preferring online assistance.	records to determine if achievement target was met.	The library will produce five guides per year.	2019 - 2020	Target Met	use guides. See related documents.	plan. Those changes will be reviewed by our Cabinet member in the coming months.
			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.	2019 - 2020	Target Met	Target met. 40 new FAQs (32 published, 8 unpublished) were created in FY2019-2020. See related documents.	After discussions with Library staff and the Dean, there are proposed changes for the upcoming fiscal year that we would like to make to the Library's assessment plan. Those changes will be reviewed by our Cabinet member in the coming months.
	2.2	The library will acquire and launch synchronous virtual reference solutions to provide parity for online and distance programs, as well as supporting commuting students and those preferring online assistance.	The library will provide embedded synchronous virtual reference solutions. Public Services faculty and staff will review and analyze the usage of the solutions each year.	Usage of this synchronous virtual reference system will grow by 5% per year.	2019 - 2020	Target Met	Target met. The library had 367 (31% increase) virtual reference transactions and 259 (43% increase) chat transactions in FY2019-2020. See related documents.	After discussions with Library staff and the Dean, there are proposed changes for the upcoming fiscal year that we would like to make to the Library's assessment plan. Those changes will be reviewed by our Cabinet member in the coming months.
			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.	2019 - 2020	Inconclusive	Inconclusive. Faculty survey from FY2019-2020 did not include questions about website satisfaction and so no data was gathered.	After discussions with Library staff and the Dean, there are proposed changes for the upcoming fiscal year that we would like to make to the Library's assessment plan. Those changes will be reviewed by our Cabinet member in the coming months.
Academic and Student Support	1.1	Develop and implement a	At the end of the fiscal year, Outreach and	Overall campus health and	2019 - 2020	Target Met	There was a 32% increase in overall participation.	Data was reported to Blue Cross Blue Shield (funder)

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
- Outreach and Innovation	1.1	campus culture of health and wellness with an increase in participation in health and wellness related activities.	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.	wellness event participation will grow by at least 15% from the previous fiscal year.	2019 - 2020	Target Met	Year 5 (2019) Spring 2019 = 733 Summer 2019 = 508 Fall 2019 = 1806 Total participation = 3047	and shared with the Outreach & Innovation team. The Passport to Wellness grant ended December 2019. A new assessment measure/plan will be proposed for the coming fiscal year.
	1.2	Develop and implement community based health and wellness initiatives with an increase in participation in health and wellness related activities both in the community and on campus.	At the end of the fiscal year, Outreach and Innovation will review the documented attendance records from each community/campus based health and wellness event (quarterly events, which may include a health fair, diabetes walk, etc. The events will also link with existing university resources and programs, including the Women's Health Awareness Week and the Miller Lecture Series) and compare the number of participants to the previous fiscal year's participants. Connecting campus to community, through quarterly events held on campus, in schools, and out in the community, will better utilize the current resources available, as well as the expertise of The W faculty and community practitioners.	Overall community/campus health and wellness event participation will grow by at least 15% from the previous fiscal year.	2019 - 2020	Target Met	There was a 32% increase in overall participation. Year 5 (2019) Spring 2019 = 733 Summer 2019 = 508 Fall 2019 = 1806 Total participation = 3047 The Passport to Wellness grant ended December 2019.	Data was reported to Blue Cross Blue Shield (funder) and shared with the Outreach & Innovation team. The Passport to Wellness grant ended December 2019. A new assessment measure/plan will be proposed for the coming fiscal year.
	2.1	Enhance teacher	At the end of the fiscal	The overall score	2019 - 2020	Target Not	2019-2020 = 782 PLA	1) Six new PLA courses

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	2.1	effectiveness in participating K-12 school districts across the state by providing a comprehensive program of professional development (Professional Learning Academy online courses) to increase content knowledge and instructional practices.	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.	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.	2019 - 2020	Met	courses sold (7% decrease) *This number decreased due to: 1) Passport to Wellness grant ended in December 2019. The grant always paid for a large number of teachers to take health and wellness courses throughout the academic year, and 2) COVID-19 kept teachers busy with remote learning instruction and therefore they did not have the time to commit to taking PLA courses.	related to remote teaching were created to support teachers as they learn to teach remotely. 2) A partnership was formed with EMCED to market and sell PLA courses to their partnering districts. We are looking to form partnerships like this. 3) Data shared with Outreach & Innovation team. 4) Data reported to EMCED. A new assessment measure/plan will be proposed for the coming fiscal year.
	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.	2019 - 2020	Target Not Met	2019-2020 = 782 PLA courses sold (7% decrease) *This number decreased due to: 1) Passport to Wellness grant ended in December 2019. The grant always paid for a large number of teachers to take health and wellness courses throughout the academic year, and 2) COVID-19 kept teachers busy with remote learning instruction and therefore they did not have the time to commit to taking PLA courses.	1) Six new PLA courses related to remote teaching were created to support teachers as they learn to teach remotely. 2) A partnership was formed with EMCED to market and sell PLA courses to their partnering districts. We are looking to form partnerships like this. 3) Data shared with Outreach & Innovation team. 4) Data reported to EMCED. A new assessment measure/plan will be proposed for the coming fiscal year.
	2.3	Increase the number of teachers who are highly qualified to teach middle school mathematics in	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	At least 25% of individuals participating in a comprehensive program of professional development	2019 - 2020	Target Not Met	2019-2020 = 782 PLA courses sold (7% decrease) *This number decreased due to: 1) Passport to Wellness grant ended in December 2019. The grant always	1) Six new PLA courses related to remote teaching were created to support teachers as they learn to teach remotely. 2) A partnership was formed with EMCED to

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.3	Mississippi.	mathematics add-on certificate to determine the number of CHAMPS' participants that completed the process.	(CHAMPS) will earn highly qualified status by successfully adding a 7th-8th mathematics certified endorsement to their license.	2019 - 2020	Target Not Met	paid for a large number of teachers to take health and wellness courses throughout the academic year, and 2) COVID-19 kept teachers busy with remote learning instruction and therefore they did not have the time to commit to taking PLA courses.	market and sell PLA courses to their partnering districts. We are looking to form partnerships like this. 3) Data shared with Outreach & Innovation team. 4) Data reported to EMCED. A new assessment measure/plan will be proposed for the coming fiscal year.
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, etc.)? {Excellent, Good, Fair, Poor}"	85% of students participating in the Graduation Survey will find Registrar processes "good" or "excellent."	2019 - 2020	Target Met	2019-2020 Graduation Survey Results: Excellent - (392/766) - 51.17% Good - (291/766) - 37.99% Total - (683/766) - 89.16%  Fair - (71/766) - 9.27% Poor - (12/766) - 1.57%	The Registrar's Office will continue to improve processes to make them more efficient and convenient for students. The addition of Degree Works is one of the ways the Registrar's Office is planning to streamline the Degree Application process
	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.	2019 - 2020	Target Met	The Registrar's Office did not add any new forms this year. However, we have begun the implementation of Degree Works with other offices on campus.	The Registrar's Office will work with the Degree Works committee to implement the product. Progress has been stopped due to COVID 19.
	2.1	The Office of the Registrar will have a sample of student straight line audits checked by the Student Records Specialist	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.	2019 - 2020	Target Not Met	The Registrar's Office chose a random sample of 212 audits, 80% were error free.	The addition of Degree Works will help with common errors that occur during manual auditing.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	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.	2019 - 2020	Target Not Met	The Registrar's Office chose a random sample of 212 audits, 80% were error free.	The addition of Degree Works will help with common errors that occur during manual auditing.
	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.	2019 - 2020	Inconclusive	There were no surveys completed for this time period.	The Registrar's Office will design a new survey for students in the coming year.
	2.3	The Office of the Registrar will provide support services to faculty.	At the end of the fiscal year, the Office of the Registrar will analyze the Faculty Satisfaction Survey's results regarding the Registrar's faculty support services.  "Overall, the Registrar office supports faculty needs (including student degree audits, online change of major forms, etc.). {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	80% of faculty participating in the Faculty Satisfaction Survey will agree or strongly agree that the Office of the Registrar supports their needs.	2019 - 2020	Target Met	2020 Faculty Satisfaction Survey Results: Strongly Agree - (39/101) 38.61% Agree - (53/101) 52.48% Total - (92/101) 91.09%  Disagree - (7/101) 6.93% Strongly Disagree - (0/101) 0% Not Applicable - (2/101) 1.98%	The Registrar's Office will continue to train faculty and staff to use Banner and Argos.
Academic and Student Support - Sexual Misconduct & Title IX	1.1	The Office of Dean of Students will make an effort to increase the number of new students (freshman and transfer) that	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.	2019 - 2020	Inconclusive	Due to transitioning of duties from the dissolution of the Dean of Students Office, no data was collected this fiscal year.	The Dean of Students Office has been dissolved and the duties pertaining to it have been absorbed by other offices and departments. This will be the last reporting period for this non-academic unit.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Academic and Student Support - Sexual Misconduct & Title IX	1.1	complete the WorkPlace Answers online student sexual misconduct training course that is offered each semester.	The number of completed courses will be analyzed and compared to the previous year to determine increase or decrease in completion rate.	New student completing the course will increase by 5% from the previous year.	2019 - 2020	Inconclusive	Due to transitioning of duties from the dissolution of the Dean of Students Office, no data was collected this fiscal year.	The Dean of Students Office has been dissolved and the duties pertaining to it have been absorbed by other offices and departments. This will be the last reporting period for this non-academic unit.
	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.	2019 - 2020	Target Met	2019-2020 Graduation Survey Results: Yes - (684/767) 89.18% No - (83/767) 10.82%	The Dean of Students Office has been dissolved and the duties pertaining to it have been absorbed by other offices and departments. This will be the last reporting period for this non-academic unit.
			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.	2019 - 2020	Target Met	2019-2020 Graduation Survey Results: Yes - (759/769) 98.70% No - (10/769) 1.30%	The Dean of Students Office has been dissolved and the duties pertaining to it have been absorbed by other offices and departments. This will be the last reporting period for this non-academic unit.
			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.	2019 - 2020	Target Met	2019-2020 Graduation Survey Results: Yes - (688/771) 89.23% No - (83/771) 10.77%	The Dean of Students Office has been dissolved and the duties pertaining to it have been absorbed by other offices and departments. This will be the last reporting period for this non-academic unit.
	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	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	2019 - 2020	Target Met	2020 Staff Satisfaction Survey Results: Strongly Agree - (36/73) 49.32% Agree - (36/73) 49.32% Total - (72/73) 98.64%  Disagree - (0/73) 0% Strongly Disagree - (0/73) 0% Not Applicable - (1/73) 1.37%	The Dean of Students Office has been dissolved and the duties pertaining to it have been absorbed by other offices and departments. This will be the last reporting period for this non-academic unit.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	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.	Agree, Agree, Disagree, Strongly Disagree, Not Applicable}”	the University’s Title IX Coordinator.	2019 - 2020	Target Met	2020 Staff Satisfaction Survey Results: Strongly Agree - (36/73) 49.32% Agree - (36/73) 49.32% Total - (72/73) 98.64%  Disagree - (0/73) 0% Strongly Disagree - (0/73) 0% Not Applicable - (1/73) 1.37%	The Dean of Students Office has been dissolved and the duties pertaining to it have been absorbed by other offices and departments. This will be the last reporting period for this non-academic unit.
			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	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.	2019 - 2020	Target Met	2020 Staff Satisfaction Survey Results: Strongly Agree - (34/73) 46.58% Agree - (37/73) 50.68% Total - (71/73) 97.26%  Disagree - (1/73) 1.37% Strongly Disagree - (0/73) 0% Not Applicable - (1/73) 1.37%	The Dean of Students Office has been dissolved and the duties pertaining to it have been absorbed by other offices and departments. This will be the last reporting period for this non-academic unit.
			Results of the Staff Satisfaction Survey will be analyzed every Spring.  "I am aware that the University has a policy that prohibits sexual misconduct. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}”	85% of Staff Satisfaction survey participants will “strongly agree” or “agree” that they are aware that the University has a policy that prohibits sexual misconduct.	2019 - 2020	Target Met	2020 Staff Satisfaction Survey Results: Strongly Agree - (36/72) 50.00% Agree - (35/72) 48.61% Total - (71/72) 98.61%  Disagree - (0/72) 0% Strongly Disagree - (0/72) 0% Not Applicable - (1/72) 1.39%	The Dean of Students Office has been dissolved and the duties pertaining to it have been absorbed by other offices and departments. This will be the last reporting period for this non-academic unit.
			Results of the Staff Satisfaction Survey will be analyzed every Spring.  "I am aware that the University’s policy on sexual misconduct covers sexual harassment, sexual	85% of Staff Satisfaction survey participants will “strongly agree” or “agree” that they are aware that the University’s policy on sexual	2019 - 2020	Target Met	2020 Staff Satisfaction Survey Results: Strongly Agree - (35/73) 47.95% Agree - (36/73) 49.32% Total - (71/73) 97.27%  Disagree - (1/73) 1.37%	The Dean of Students Office has been dissolved and the duties pertaining to it have been absorbed by other offices and departments. This will be the last reporting period for this non-academic unit.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			assault, domestic violence, dating violence, and stalking. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	misconduct covers sexual harassment, sexual assault, domestic violence, dating violence, and stalking.	2019 - 2020	Target Met	Strongly Disagree - (0/73) 0% Not Applicable - (1/73) 1.37%	The Dean of Students Office has been dissolved and the duties pertaining to it have been absorbed by other offices and departments. This will be the last reporting period for this non-academic unit.
	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.	2019 - 2020	Target Met	2020 Faculty Satisfaction Survey Results: Strongly Agree - (68/100) 68.00% Agree - (31/100) 31.00% Total - (99/100) 99.00%  Disagree - (0/100) 0% Strongly Disagree - (0/100) 0% Not Applicable - (1/100) 1.00%	The Dean of Students Office has been dissolved and the duties pertaining to it have been absorbed by other offices and departments. This will be the last reporting period for this non-academic unit.
			Results of the Faculty Satisfaction Survey will be analyzed every Spring. "I am aware that the University has a designated person to coordinate the University's efforts to eliminate sexual misconduct on campus. {Strongly Agree, Agree, Disagree, Strongly	85% of Faculty Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a designated person to coordinate the University's efforts to eliminate sexual misconduct on campus.	2019 - 2020	Target Met	2020 Faculty Satisfaction Survey Results: Strongly Agree - (60/101) 59.41% Agree - (37/101) 36.63% Total - (97/101) 96.04%  Disagree - (1/101) 0.99% Strongly Disagree - (1/101) 0.99% Not Applicable - (2/101) 1.98%	The Dean of Students Office has been dissolved and the duties pertaining to it have been absorbed by other offices and departments. This will be the last reporting period for this non-academic unit.
			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,	85% of Faculty Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a policy that prohibits sexual	2019 - 2020	Target Met	2020 Faculty Satisfaction Survey Results: Strongly Agree - (66/100) 66.00% Agree - (33/100) 33.00% Total - (99/100) 99.00%  Disagree - (0/100) 0% Strongly Disagree - (0/100)	The Dean of Students Office has been dissolved and the duties pertaining to it have been absorbed by other offices and departments. This will be the last reporting period for this non-academic unit.



Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			Strongly Disagree, Not Applicable}"	misconduct.	2019 - 2020	Target Met	0% Not Applicable - (1/100) 1.00%	The Dean of Students Office has been dissolved and the duties pertaining to it have been absorbed by other offices and departments. This will be the last reporting period for this non-academic unit.
			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.	2019 - 2020	Target Met	2020 Faculty Satisfaction Survey Results: Strongly Agree - (66/101) 65.35% Agree - (32/101) 31.68% Total - (98/101) 97.03%  Disagree - (1/101) 0.99% Strongly Disagree - (/101) 0% Not Applicable - (2/101) 1.98%	The Dean of Students Office has been dissolved and the duties pertaining to it have been absorbed by other offices and departments. This will be the last reporting period for this non-academic unit.
	2.1	The Behavioral Intervention Team (BIT) will increase awareness among the staff regarding the team and reporting measures in order to strengthen reporting of student behaviors in which the team can intervene and work to retain the student.	Results of the Staff 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}"	90% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a Behavioral Intervention Team (BIT).	2019 - 2020	Target Not Met	2020 Staff Satisfaction Survey Results: Strongly Agree - (28/74) 37.84% Agree - (35/74) 47.30% Total - (78/85) 85.14%  Disagree - (8/74) 10.81% Strongly Disagree - (1/74) 1.35% Not Applicable - (2/74) 2.70%	The Dean of Students Office has been dissolved and the duties pertaining to it have been absorbed by other offices and departments. This will be the last reporting period for this non-academic unit.
	2.2	The Behavioral Intervention Team (BIT) will increase awareness among the faculty regarding the team and reporting	Results of the Faculty Satisfaction Survey will be analyzed every Spring. "I am aware that the University has a Behavioral Intervention Team (BIT). {Strongly	85% of Faculty Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a Behavioral	2019 - 2020	Target Met	2020 Faculty Satisfaction Survey Results: Strongly Agree - (55/100) 55.00% Agree - (41/100) 41.00% Total - (96/100) 96.00%  Disagree - (1/100) 1.00%	The Dean of Students Office has been dissolved and the duties pertaining to it have been absorbed by other offices and departments. This will be the last reporting period for this non-academic unit.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	measures in order to strengthen reporting of student behaviors in which the team can intervene and work to retain the student.	Agree, Agree, Disagree, Strongly Disagree, Not Applicable]"	Intervention Team (BIT).	2019 - 2020	Target Met	Strongly Disagree - (0/100) 0% Not Applicable - (3/100) 3.00%	The Dean of Students Office has been dissolved and the duties pertaining to it have been absorbed by other offices and departments. This will be the last reporting period for this non-academic unit.
Academic and Student Support - Sponsored Projects and Grant Writing	1.1	Office of Sponsored Projects and Grant Writing (OSP) will increase awareness of university programs and strengths by creating and publicizing events and information that highlights the university's support of obtaining external funding for sponsored project activities that benefit the faculty, students, and staff.	Each year, OSP will sponsor an internal Sponsored Projects and Research Competition (SPARC). It will be open to one college or division at a time and will fully mimic an external application process complete with application guidelines, deadlines, review committee, and reporting requirements. The participants will receive feedback and assistance from OSP. The award funds will be used to jumpstart or supplement an externally funded project. Each year the OSP will analyze and process the applications for the Sponsored Projects and Research Competition (SPARC) to determine if the achievement target was met.	The target is to have the awarded SPARC application produce or supplement an externally funded sponsored project.	2019 - 2020	Target Met	This target was met for 2019 with the completion of the SPARC in the Division of Education and Outreach. Melinda Lowe was awarded \$750 which she used to help support an existing award.	OSP will continue to utilize this assessment measure and will discuss the results within the department.
			OSP will maintain records of workshops through feedback surveys to determine if there were two workshops presented to faculty and staff.	OSP will present two workshops for faculty and staff each year. One will be solely focused on the internal MUW process for sponsored projects and will discuss all	2019 - 2020	Target Met	This target was met for 2019- OSP presented two sets of workshops: Budget Building, and Intro to Sponsored Projects.	OSP will continue to utilize this assessment measure and will discuss the results within the department.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			OSP will maintain records of workshops through feedback surveys to determine if there were two workshops presented to faculty and staff.	of the administrative offices involved in the sponsored projects and how they work to assist faculty and staff with achieving their specific goals for their departments' classrooms.	2019 - 2020	Target Met	This target was met for 2019- OSP presented two sets of workshops: Budget Building, and Intro to Sponsored Projects.	OSP will continue to utilize this assessment measure and will discuss the results within the department.
	1.2	OSP will increase awareness of university programs and strengths by creating a user friendly interface that provides sponsored projects resources for all faculty and staff. The presence of robust OSP sites promotes and makes visible the university strengths in offering faculty and students' adequate support to engage in sponsored projects and research activities.	The OSP director will keep a record log of dates that the OSP website and content were reviewed and updated throughout the year to ensure optimal resources for faculty and staff.	Every three months, the OSP director will review and update the OSP website and content.	2019 - 2020	Target Met	The initial target was met with the creation of the new website along with its content and the continuous updates throughout the year.	OSP will continue to utilize this assessment measure and will discuss the results within the department.
	2.1	OSP will enhance business processes by utilizing a program that allows faculty and staff to create interest profiles which in turn provides funding	MUW will subscribe to the Grant Resources Center. The OSP director will have to be informed by the faculty or staff of account creation in order to track the activity. The OSP director will maintain account notifications and	The target for continued subscription will be eight new faculty or staff profiles per year.	2019 - 2020	Target Not Met	Currently OSP is aware of 6 accounts that were created based on notification. However, we are aware that several faculty have accessed the account but we need their input to know if they created an account. OSP is only	OSP will continue to utilize this assessment measure and will discuss the results within the department.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	continuous lists of funding opportunities based on their areas of interest.	report said activity.	The target for continued subscription will be eight new faculty or staff profiles per year.	2019 - 2020	Target Not Met	notified in that way, if the member lists the OSP director's email as the contact for opportunity notifications.	OSP will continue to utilize this assessment measure and will discuss the results within the department.
	2.2	OSP will enhance business processes by creating a system to properly track and report submitted applications and awards received. By tracking trends in awarded proposals, OSP can assist the university in a plan to solicit those agencies and opportunities that are most likely to result in funding for the institution.	OSP director will analyze the data in FileMaker identify funding trends. Director will work with faculty and staff to obtain continued funding from the identified agencies and to continue to produce proposal applications that pertain and fall in both the interests of MUW and the funding agencies.	Any proposal submission and award activity above the previous year is desired, but we will aim specifically for a 20 proposal submissions to external funding agencies each year.	2019 - 2020	Target Met	20 proposal submissions were completed to external funding agencies this past year.	OSP will continue to utilize this assessment measure and will discuss the results within the department.
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.	2019 - 2020	Target Met	For the 2019-2020 assessment, 62 students participated in the fall workshop and 47 completed the survey. Of the total respondents, 97% either agreed or strongly agreed to the statement measuring their perceived understanding of the hazing prevention statement. 85% strongly agreed and 12.7% agreed	Beginning in the 2020-2021 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 the results regarding the hazing prevention statement of the Online Hazing 101 Survey at the end of the year. AT: 90% of students participating in the Online Hazing 101 Survey will either agree or strongly agree that they have an understanding of the hazing prevention statement.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	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 strengths and weaknesses in their leadership styles as an aspect of demonstrating an understanding of self.	2019 - 2020	Inconclusive	Due to the interruption caused by Covid-19, the survey was not administered.	We will continue to strive for 85% rating of agree or strongly agree to being comfortable articulating their strengths and weaknesses in their leadership styles in 2020-21.
			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.	2019 - 2020	Target Not Met	Due to the interruption caused by Covid-19, collective results were not gathered to analyze.	We will continue to strive for 85% rating of agree or strongly agree to being comfortable articulating their strengths and weaknesses in their leadership styles in 2020-21.
	2.1	Student Life will increase educational opportunities through community service projects.	Student will review and analyze the cloud-based system Engage and other departmental logs to determine the number of community service events/initiatives.	Four community service events/initiatives will be provided through Student Life each Fiscal Year.	2019 - 2020	Inconclusive	Student Life provided at least eleven community service events/initiatives for students to gain community service hours. However, due to staff changes and transitions, the number of service hours was not analyzed.	Student will continue to review and analyze the cloud-based system Engage and other departmental logs to determine the number of community service events/initiatives.
	2.2	Student Life will increase awareness of diverse and underrepresented populations through educational events.	Student Life will analyze evaluation results from the Diversity Programming Survey to assess student learning from diversity/educational programs.	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	2019 - 2020	Target Met	25 participants attended the MLK Diversity event. 22 participants completed a survey. Of the 22 participants surveyed, 100% agreed that they have an increased knowledge by participating in the event.	Student Life will continue to analyze evaluation results from the Diversity Programming Survey to assess student learning from diversity/educational programs.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	Student Life will increase awareness of diverse and underrepresented populations through educational events.	Student Life will analyze evaluation results from the Diversity Programming Survey to assess student learning from diversity/educational programs.	result of the diversity/educational programs.	2019 - 2020	Target Met	25 participants attended the MLK Diversity event. 22 participants completed a survey. Of the 22 participants surveyed, 100% agreed that they have an increased knowledge by participating in the event.	Student Life will continue to analyze evaluation results from the Diversity Programming Survey to assess student learning from 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.	2019 - 2020	Target Not Met	A total of 31 students were concurrently enrolled in the Academic Support Lab (LS 101) course and the Intermediate Math (MA 100) course in the fall 2019 semester. Of these 31 students, 17 (54.8%) passed MA 100 with a "C" or better. The MA 100 grades for the cohort were as follows: A (5), B (6), C (6), D (4), F (7), WP (3).	The Student Success Center, in conjunction with the Title III grant and the Science and Math department, are increasing the number of Intermediate Math (MA 100) sections taught by the Intermediate Math Developer. Additionally, the Title III grant has deployed peer mentors to aid intermediate students in their coursework. Both of these actions are expected to aid students enrolled in multiple intermediate courses, with a particular emphasis on Intermediate Math.
	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.	2019 - 2020	Target Met	77 students enrolled in Academic Recovery courses (UN 098) during the 2019-20 academic year. Of those students, 31 (40.2%) returned to good academic standing after completion of the program. Of the remaining students, 18 (23.4%) were placed on continuing probation, 24 (31.2%) were placed on suspension and 4 (5.2%) withdrew from the university.	The Student Success Center is aware that a large percentage of students placed on academic probation come to the university as transfer students. Efforts to increase the rate of students returning to good academic standing will continue. Additionally, the SSC will work to provide support for incoming transfer students with the goal of reducing the number of students placed on academic probation.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			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.	2019 - 2020	Inconclusive	Data for this measure is unavailable due to a staffing vacancy.	The Supplemental Instruction program is being replaced with Peer Mentoring for the 2020-21 Academic Year. This measure will be discontinued.
			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.	2019 - 2020	Target Met	84% of students participating in 5 or more tutoring sessions received a grade of "C" or higher for the 2019-20 academic year. 25 students participated in 5 or more sessions, with 21 receiving a a grade of "C" or higher. The grades for students in the cohort are as follows: A (7), B (6), C (8), D (2), WP (2)	The target was met, but we did not see a large number of students participating in the spring semester. It is expected that some of this was due to COVID-19. However, tutoring services were available in a fully online capacity in January 2020. The Student Success Center will work to increase knowledge of our online tutoring services to increase the number of participants for the 2020-21 academic year.
	3.2	The Student Success Center will enhance the advising process by providing students with access to professional academic and career advisors.	Undergraduate students participating in the academic advising process will be given the MUW Academic Advising Survey to measure the effectiveness of academic advising on campus. The Student Success Center will analyze the survey's results at the end of each academic year.	80% of those participating in the Academic Advising Survey will rate the quality of their academic advising received as "good" or "very good."	2019 - 2020	Target Met	The survey this year was posted as a link on the Canvas LMS Dashboard for students to click on voluntarily to complete the survey. There were 146 participants.  Very Good - (96/146) 63.70% Good - (28/146) 19.18% Total - (124/146) 82.88% - Last Year 84.96%  Acceptable - (14/146) 9.59% Poor - (5/146) 3.42% Very Poor - (6/146) 4.11%	The results of the survey will be shared with the Academic Advising Faculty Fellows and used to inform the further refinement of resources created for the training and support of academic advisors.
	3.3	The Student Success Center will	Students using proctoring services offered by the	80% of those participating in the	2019 - 2020	Target Met	663 Student Proctoring Services surveys were	The Student Success Center will continue to provide

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	3.3	provide high quality testing services for students.	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.	Student Proctoring Services survey will rate the quality of the services provided as "good" or "very good."	2019 - 2020	Target Met	conducted during the 2019-20 academic year. Of those surveyed, 84.8% (562) rated the quality of services as "very good" and 15.2% (101) rated the quality of services as "good".	high quality proctoring services. Proctoring for the 2020-21 Academic Year is expected to be offered through an online environment, which may limit the number of surveys that can be distributed and collected.
			"Overall, I rate the quality of the proctoring services provided by the Student Success Center as : (very poor, poor, acceptable, good, very good)"					
Academic and Student Support - Study Abroad	1.1	The Study Abroad program will encourage faculty in lesser represented study abroad areas to submit proposals to offer study abroad programs.	At the end of the fiscal year, the Study Abroad Coordinator will count the number of proposals received from faculty working in these areas.	Study Abroad will receive a minimum of 1 proposal for study abroad programs from faculty.	2019 - 2020	Target Met	We received a proposal from the Departments of English and Science to offer a study away program in Arizona. These are both lesser represented areas with regards to study abroad.	The Study Abroad Office would like to continue to encourage faculty from lesser represented study abroad fields to submit proposals for students to travel within the U.S. or abroad pending Covid 19.
	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.	2019 - 2020	Target Not Met	Unfortunately, all programs for study abroad were cancelled during the 2020 semester due to Covid 19. A study away program traveled to Arizona but the study away programs are not included for purposes of this data collection.	We will continue to recruit first generation students to travel abroad by encouraging them to seek funding through the University or from an outside source if funding is the issue.
							Due to Covid 19 all study abroad programs were cancelled for the spring and summer. Study Away programs are not included in this data since it is a week long program and does not meet the specifications listed above.	
	2.1	The Study Abroad	At the end of the three-	The coordinator	2019 - 2020	Target Not	The coordinator was	The Study Abroad



Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	program will create new and enhance the current international partnerships to include service learning projects and volunteer opportunities for MUW's students abroad.	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.	will secure at least one new international partner school in the next three academic years.	2019 - 2020	Met	<p>working on securing a partnership with the Culinary Arts programs at MUW and the University of Alicante. In the summer of 2019, the coordinator met with the head of the International Student Office at the University of Alicante to begin negotiations to create such a partnership. During the fall 2019 semester, the coordinator met with the interim dean of the College of Professional studies and the head of the Culinary Arts program to give them information and possibilities of creating such a program. I shared the information I received during the meeting and gave them the program director's contact information for further discussion.</p> <p>The coordinator was to attend a conference (CCSI- College Consortium for International Studies) in New Orleans where she would have been able to discuss possible international partnerships but this conference was cancelled due to Covid 19.</p>	Coordinator will continue to try to create new international partnerships and to encourage programs to include a service learning or volunteer component in the program.
	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	There will be no reported incidents.	2019 - 2020	Target Not Met	There were no incident reports since the study abroad programs for the summer of 2020 were canceled due to Covid 19.	We will continue to make the safety of our students while abroad a high priority.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	The Study Abroad program will provide a safe environment for study abroad students.	reviewing and following the finalized safety document created by the Coordinator of Study Abroad and the University Counsel.	There will be no reported incidents.	2019 - 2020	Target Not Met	There were no incident reports since the study abroad programs for the summer of 2020 were canceled due to Covid 19.	We will continue to make the safety of our students while abroad a high priority.
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.	2019 - 2020	Inconclusive	Fall visits ran from August-December with Spring visits picking up in late January, but after February all campus tours ceased due to Covid-19.	Campus tour will be set according to CDC guidelines and we will use virtual as well as face to face options for campus tours.
	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.	2019 - 2020	Target Not Met	As of July 14, 2020 out of 500 Freshmen admitted or confirmed only 10% visited campus, this result is was a affected greatly by Covid-19.	For Fall 2020 we will enhance and promote the virtual tour experience while still capturing those students who visit face to face as permitted.
	2.1	Admissions Counselors will make an effort to recruit, admit, and enroll more male students through high school and college visits, on campus recruitment programming, and mail and email campaigns.	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.	2019 - 2020	Target Met	Final Fall 2019 freshman numbers are: 174/498--34% of admitted freshman students; 38/152--25% of enrolled students  A three year analysis reveals a consistent enrollment mark for freshman male students of 25%-28% of the freshman class. Going forward, the Office of Admissions will maintain a focus on male recruitment and hope to	Admissions plans to continue to work hard to recruit and enroll male students through the use of 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	Admissions Counselors will make an effort to recruit, admit, and enroll more male students through high school and college visits, on campus recruitment programming, and mail and email campaigns.	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.	2019 - 2020	Target Met	stay consistent with this target. (07/14/2020)	Admissions plans to continue to work hard to recruit and enroll male students through the use of 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.	2019 - 2020	Target Not Met	Fall 2019 final numbers were: 221/1750 12% of admitted transfer students; 115/759-15% of enrolled transfer students  We saw a slight decrease from previous year. (07/14/2020)	We will continue to assess 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.	2019 - 2020	Target Not Met	Fall 2019 Final Numbers: Mississippi Students: 137 (78%) Contiguous States: 34 (19%) Other States: 3 (2%) International: 1(1%) Total: 175	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 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	.25% growth rate in out-of-state contiguous transfer students over a two-year period.	2019 - 2020	Target Not Met	Fall 2019 Final Numbers: Mississippi Students: 695 (92%) Contiguous States: 48 (1%) Other States: 10 (1%) International: 1 (0.02%) Total: 753	We will continue to monitor out of state markets and in light of Covid-19 and changes to international transfer scholarships, we look for the out of state market to go up slightly in future years

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			previous two years of data.	.25% growth rate in out-of-state contiguous transfer students over a two-year period.	2019 - 2020	Target Not Met	Fall 2019 Final Numbers: Mississippi Students: 695 (92%) Contiguous States: 48 (1%) Other States: 10 (1%) International: 1 (0.02%) Total: 753	We will continue to monitor out of state markets and in light of Covid-19 and 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.	2019 - 2020	Target Not Met	Phone calls- 118 Meetings-121 Mailings-182 Email-66 Task/other-17 Email blasts-192 Total-696 [less] Notes: The total number of solicitations was down 26% from the prior year. Considering the obstacles faced during FY 2020 this decrease could have been much worse. The Director of Development was out from July-February with the exception of 2 weeks. During that time and due to health issues she was not able to solicit gifts. The Development Officer position remained open. In mid-March, our telefund program and all solitications (except for the Student Emergency Fund)were cancelled due to COVID.	For FY 2021, we anticipate a decline in meetings due to no travel rules which will most likely last through December 2020 and possibly into 2021. We don't anticipate our total solicitations to increase du to no travel rule. We hope to fill the Director of Development position in 2021.
			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.	2019 - 2020	Target Not Met	Total number of donors - 2,607- Down 10.65% from prior year Total number of gifts- 7871- Down 9.87% from prior year.	Due to COVID and no traveling, our goal is to maintain the number of donors/gifts as FY 2020. Most likely we will not be fully staffed until 2021.

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.	2019 - 2020	Target Met	<p>Development and Alumni Social Media</p> <p>Facebook page likes 7/1/2019 to 6/30/2020: 1,874 to 1,920 (+46)</p> <p>Twitter followers 7/1/2019 to 6/30/2020: 704 to 716 (+12)</p> <p>Instagram followers 7/1/2019 to 6/30/2020: 401 to 480 (+79)</p> <p>TOTAL FOLLOWERS 7/1/2019 to 6/30/2020: 2,979 to 3,116 (+137)</p> <p>Facebook posts 7/1/2019 to 6/30/2020: 341</p> <p>Twitter posts 7/1/2019 to 6/30/2020: 341</p> <p>Instagram posts 7/1/2019 to 6/30/2020: 220</p> <p>TOTAL POSTS 7/1/2019 to 6/30/2020: 902</p> <p>Alumni Association Social Media</p> <p>Facebook page likes 7/1/2019 to 6/30/2020: 2,093 to 2,555 (+462)</p> <p>Twitter followers</p>	na

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	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.	2019 - 2020	Target Met	7/1/2019 to 6/30/2020: 955 to 964 (+9) Instagram followers 7/1/2019 to 6/30/2020: 480 to 571 (+91) TOTAL FOLLOWERS 7/1/2019 to 6/30/2020: 3,528 to 4,090 (+562)  Facebook posts 7/1/2019 to 6/30/2020: 341 Twitter posts 7/1/2019 to 6/30/2020: 341 Instagram posts 7/1/2019 to 6/30/2020: 220 TOTAL POSTS 7/1/2019 to 6/30/2020: 902	na
			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 Board Minutes.	Add one new active alumni affinity group each year.	2019 - 2020	Target Not Met	There are 17 chapters and we did not add a new chapter this year. We have 50 constituent/affinity groups which includes two new groups being added in FY 2020.	Our goal was two-fold and one part was exceeded. For the coming year, the goal will be to add 1 new chapter and 1 new affinity group.
			Count the total number of					

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			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.	2019 - 2020	Target Not Met	There are 17 chapters and we did not add a new chapter this year. We have 50 constituent/affinity groups which includes two new groups being added in FY 2020.	Our goal was two-fold and one part was exceeded. For the coming year, the goal will be to add 1 new chapter and 1 new affinity group.
	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.	65% of students participating in the Graduation Survey will state that they have plans of joining the Alumni Association.	2019 - 2020	Target Not Met	The Graduation Survey was sent out for August 2019 ceremony, December 2019 ceremonies.  2019-2020 Graduation Survey Results Yes - (479/786) 60.94% No - (307/786) 39.06%	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.	2019 - 2020	Target Not Met	Homecoming 2020 was canceled due to COVID. The shelter in place ordered was issued a couple of weeks before HC2020 and we were not able to roll our events into a virtual platform with the short notice. However, we are prepared to deliver some events for HC 2021 virtually if we are not allowed to host the event.	Homecoming 2020 was canceled due to COVID. The shelter in place ordered was issued a couple of weeks before HC2020 and we were not able to roll our events into a virtual platform with the short notice. However, we are prepared to deliver some events for HC 2021 virtually if we are not allowed to host the event.
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	2019 - 2020	Target Met	Employee A: 3 Employee B: 3 Employee C: 7 Employee D: 3 Employee E: 5	In an effort to increase the number of training's completed, the Director will send reminders and ask staff to keep a list of all webinars and/or training's

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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.	2019 - 2020	Target Met	Employee A: 3 Employee B: 3 Employee C: 7 Employee D: 3 Employee E: 5	completed.
	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.	2019 - 2020	Target Met	Employee A: 0 Employee B: 1 Employee C: 0 Employee D: 0 Employee E: 2	The director will remind staff about completing training's for personal growth and assist them in finding the training's.
	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.	2019 - 2020	Target Met	19.2% of students on warning returned to good SAP standing within one semester.	The Financial Aid office will continue to collect data this next fall and spring semesters. We would like to see 20% of students on warning to return to 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.	2019 - 2020	Target Met	2019-2020 Graduation Survey Yes - (682/767) 88.92% No - (85/767) 11.08%	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.	2019 - 2020	Target Not Met	With our current talent management system, there isn't a good method for evaluating data from diverse hires' applications to calculate the percentage. However, based on the method we used, it was about 25%.	Due to the results, we are considering making changes to this outcome but we will discuss it as a department in the fall. We will work with University Relations to promote job postings on social media.
	2.1	Human Resources	At the end of the fiscal	100% of current	2019 - 2020	Inconclusive	HR is now in the process of	HR is now in the process of



Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	will ensure that all regular, benefits-eligible, temporary and adjunct employees are provided with access to Code of Conduct training.	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.	employees will be provided with access to Code of Conduct training.	2019 - 2020	Inconclusive	reviewing vendors and demonstrations for Code of Conduct training. There was no Code of Conduct training for employees in FY 20.	reviewing vendors and demonstrations for Code of Conduct training. Training will be implemented in FY 21 and all employees, regardless of hire date, will be required to complete the training.
	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.	2019 - 2020	Inconclusive	HR is currently reviewing new learning management systems that offer various types of training for employees, including Title IX. The LMS will track the completion of training for current employees.	HR is currently reviewing new learning management systems that offer various types of training for employees. Once implemented, all employees will be required to complete the training regardless of hire date due to the new regulations for Title IX.
			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.	2019 - 2020	Inconclusive	HR is now in the process of reviewing vendors and demonstrations for Title IX training. There was no Title IX training for employees in FY 20.	HR is now in the process of reviewing vendors and demonstrations for Title IX training. Training will be implemented in FY 21 and all employees, regardless of hire date, will be required to complete the training.
	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 no more than 2.5 days on average throughout the fiscal year.	2019 - 2020	Target Met	It takes 2.5 days to process biweekly payroll. There was a 10% increase in benefits eligible employees on the biweekly payroll. This is due in part to (1) FLSA changes which increased the salary threshold for exempt employees and (2) when non-exempt monthly-paid employees depart, those positions are moved from monthly to biweekly payroll. During	To make the payroll process for student workers more efficient, the Payroll Accounting Assistant will create, implement and maintain a time entry time log for student workers that will be phased into all departments.

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 no more than 2.5 days on average throughout the fiscal year.	2019 - 2020	Target Met	COVID-19 when student workers were not on campus, we realized the most time consuming part of payroll is processing and verifying student time logs due to the amount of errors. The processing time without student workers has been 1.5 days. In an effort to be more efficient, the Payroll Accounting Assistant is creating a time entry time sheet for student workers that should reduce the number of errors. Departments will be testing the student time log when student workers return and it will be phased in to all departments during the fiscal year.	To make the payroll process for student workers more efficient, the Payroll Accounting Assistant will create, implement and maintain a time entry time log for student workers that will be phased into all departments.
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.	2019 - 2020	Target Met	The Faculty/Staff Technology Survey ran from March 4 through March 18, 2020. Of the 347 enrollments, 221 responded to the survey - 63.69% participation rate (Last Year: 56.12%) Faculty - (127/220) 57.73% - Last Year: 56.17% Staff - (93/220) 42.27% - Last Year: 43.83%  "Rate your satisfaction level with the services provided by the Department of Information Systems (supports administrative systems such as Ellucian's Banner, Canvas, and other smaller information systems)."	Information Systems will commit to more effectively apply change management principles and provide effective end-user resources to minimize business operation interruptions as new features and systems are brought online in the near future to increase end-user satisfaction. Information Systems will continue to seek to provide technologies that streamline business operations, and make for an improved and more efficient end-user experience. Information Systems will continue to survey the faculty/staff population for measurable

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.	2019 - 2020	Target Met	Very Satisfied - (114/217) 52.53% Satisfied - (72/217) 33.18% Total - (186/217) 85.71% - Last Year: 91.41%  Neutral - (25/217) 11.52% Dissatisfied - (5/217) 2.30% Very Dissatisfied - (1/217) 0.46%	feedback as it seeks to improve information system services.
	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.	2019 - 2020	Target Met	Information Systems provided a collaborative Banner 9 training session along with the Registrar's office as a part of the university's convocation.	Information Systems will seek more creative opportunities to provide training, documentation, and digital self-help tools to empower the end-users with the knowledge and skills to more effectively use the systems and technologies made available and supported by the department.
	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.	2019 - 2020	Target Met	Mississippi Banner Users Group conference was held on September 8 - 10, 2019.	A staff member will continue to attend the meetings for purposes of engagement and professional development. Due to COVID-19, the MBUG conference has been cancelled for the year.
	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.	2019 - 2020	Target Not Met	The Student Technology Survey was released in March 2020. Of the 2695 enrollments, 1328 responded to the survey - 49.28% participation rate (last year's participation rate: 68.75%).  The Student Technology Survey reported out the following satisfaction	Information Systems will continue to look for ways to drive end-user satisfaction among the student population through customer service, lab accessibility, digital self-help tools, and user-friendly applications that streamline student related processes. The new Banner Self-service will provide more efficient

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.	2019 - 2020	Target Not Met	<p>ratings for services provided by the Information Systems department.</p> <p>*For the computer lab hours, Canvas, Portal, and Banner Web, those students' responses that were "Not Applicable" were taken out of the total number of responses amount.</p> <p>McDevitt Computer Lab Hours            Very Satisfied - (340/831) = 40.91%            Satisfied - (269/831) = 32.37%            Total - (609/831) = 73.28%            - Last Year: 70.72</p> <p>Canvas            Very Satisfied - (582/1294) = 44.98%            Satisfied - (530/1294) = 40.96%            Total - (1112/1294) = 85.94% - Last Year: 85.44</p> <p>Portal W Connect            Very Satisfied - (504/1261) = 39.97%            Satisfied - (495/1261) = 39.25%            Total - (999/1261) = 79.22%            - Last Year: 78.76</p> <p>Banner Web            Very Satisfied - (518/1269) = 40.82%            Satisfied - (499/1269) = 39.32%            Total - (1017/1269) = 80.14% - Last Year: 78.37</p>	and intuitive student planning and registration capability for a more productive class scheduling experience. Degree Works once moved into production this academic year, will give students the digital tools necessary to chart their degree path and monitor their academic progress with hopes of positively impacting student success rates.

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.	2019 - 2020	Target Not Met	Support Provided Very Satisfied - (453/1232) 36.77% Satisfied - (482/1232) 39.12% Total - (935/1232) 75.89% - Last Year: 76.48  Total Overall Satisfaction Average - (73.28+85.94+79.22+80.14+75.89)/5 = 78.89% Last Year: 77.95%	Information Systems will continue to look for ways to drive end-user satisfaction among the student population through customer service, lab accessibility, digital self-help tools, and user-friendly applications that streamline student related processes. The new Banner Self-service will provide more efficient and intuitive student planning and registration capability for a more productive class scheduling experience. Degree Works once moved into production this academic year, will give students the digital tools necessary to chart their degree path and monitor their academic progress with hopes of positively impacting student success rates.
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.	70% overall response rate for the annual Graduation Survey.	2019 - 2020	Target Met	7/2020 - The survey was administered to students who graduated in the Summer 2019, Fall 2019, and Spring 2020 semesters. There were 805 respondents from the 970 students who received the on-line survey. This resulted in a 82.99% response rate. This exceeded our target rate of 65%.  The 83% participation rate this year is up from last year's 78%.	We would like to increase the AT to 70%, considering that the AT has been met by a large margin two years in a row. This assessment report will be shared with our department personnel for collaboration and informational purposes.
	1.2	Institutional Research and	Staff will be asked to present survey results and	The Office of Institutional	2019 - 2020	Target Met	Assessment Plans and Results 3-Year PIE Review	Office staff will continue to share pertinent information

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	Assessment will encourage staff to present pertinent data/information to appropriate campus groups.	other essential information throughout the year to groups, such as PIE Council. Institutional Research and Assessment will keep a record of presentations made.	Research and Assessment will conduct four data presentations to campus groups each fiscal year.	2019 - 2020	Target Met	Process - Employee B to PIE Council in August 2019 Graduation Survey 2018-2019 Results - Employee B to PIE Council in November 2019 Census Date Update - Employee A to PIE Council in November 2019 Enrollment Report - Employee A to PIE Council in April 2020 Faculty & Staff Satisfaction Survey Report - Didn't occur due to SACS 5th Year Reporting Process and Covid-19 disruptions Staff Satisfaction Survey Report - Didn't occur since the report wasn't presented to PIE due to Covid-19 disruptions	with different campus groups. This past year, some presentations that were planned did not occur due to COVID-19 complications; however, we still met our achievement target. This assessment report will be shared with our department personnel for collaboration and informational purposes.
	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.	2019 - 2020	Target Met	January-February 2020: There were 74 respondents from the 205 staff who received the on-line survey. This resulted in a 36.1% response rate. This exceeded our target rate of 30%.  This 36% participation rate is down 10% from last year's results.	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. This assessment report will be shared with our department personnel for collaboration and informational purposes.
	2.2	Institutional Research and Assessment will provide information to enhance university business processes	Institutional Research and Assessment will administer the annual Faculty Satisfaction Survey to assess faculty satisfaction with specific university processes, such	50% overall response rate for the annual Faculty Satisfaction Survey.	2019 - 2020	Target Met	January-February 2020: There were 101 respondents from the 152 faculty who received the on-line survey. This resulted in a 66.45% response rate. This	We would like to increase the AT to 50%, considering that the AT has been met by a large margin two years in a row. This assessment report will be shared with our department personnel

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	among faculty.	as planning/budgeting.	50% overall response rate for the annual Faculty Satisfaction Survey.	2019 - 2020	Target Met	exceeded our target rate of 25%.  This 66% participation rate is up from last year's 65%.	for collaboration and informational purposes.
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%.	2019 - 2020	Target Met	Met per completion ratio of work orders	continue to monitor completion ratio of work orders with Director of Facilities
	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.	2019 - 2020	Inconclusive	Due to COVID - 19, all sales were down significantly and not comparable to prior years.	Will continue to monitor next fiscal year for growth and improvement
	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.	2019 - 2020	Inconclusive	Due to COVID-19, In store sales down significantly and not comparable to prior fiscal years	Continue to monitor monthly statements from the bookstore for growth
	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.	2019 - 2020	Target Not Met	Student surveys did show some dissatisfaction with the food service. More brand stores (chick-fi-la, etc.) More variety  70.83% Fair or Better per survey	Discuss with Sodexo of new store options, more variety, and menu choices preferred by students
	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	Each fiscal year, the Bookstore will earn at least a 95% overall satisfaction score on the Barnes & Noble	2019 - 2020	Target Not Met	Survey was not provided this year	Request survey to be completed and continue to use data collected

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	Bookstore will improve its overall function to increase customer satisfaction.	annual Barnes & Noble survey.	Survey.	2019 - 2020	Target Not Met	Survey was not provided this year	Request survey to be completed and continue to use data collected
	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.	2019 - 2020	Target Met	Passed food safety audit score	Continue to access results of Food Safety Audit and compare for compliance
	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.	2019 - 2020	Target Met	2019-2020 Graduation Survey Results: Excellent - (275/775) - 35.48% Good - (185/775) - 23.87% Total - (460/775) - 59.35%  Fair - (89/775) - 11.48% Poor - (42/775) - 5.42% Not Applicable - (184/775) - 23.74%	Continue to review Graduation Survey for compliance with target
Administrative Support - Plymouth Bluff	1.2	Plymouth Bluff will make use of Social Media, such as Facebook, to promote programming and other uses at Plymouth Bluff.	At the end of the fiscal year, Plymouth Bluff will review updates to its Facebook pages to ensure that program promotion is being utilized through social media.	Plymouth Bluff will update both of its Facebook pages with different posts, both internally and externally, at least 2 times per month throughout the fiscal year.	2019 - 2020	Inconclusive	Currently, we are trying to update the Facebook page. We are trying to work with FB and get them to delete the old page since we no longer have asset to that password.	Our department continues to communicate in order to come up with new ways to market Plymouth Bluff to potential clients.
	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.	2019 - 2020	Inconclusive	LEP discontinued. No data collected	Need to discontinue this outcome.
			At the end of the fiscal	At least 2 LEP class	2019 - 2020	Inconclusive	LEP discontinued. No data	Need to discontinue this



Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			year, Plymouth Bluff will review the meetings log to determine if the LEP held at least 2 class meetings.	meetings at Plymouth Bluff Center each fiscal year.	2019 - 2020	Inconclusive	collected	outcome.
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.	2019 - 2020	Target Not Met	In 2019-2020, The MUW PD was able to provided departmental updates and a variety of safety information to the campus community. The PD met with or presented to 15 different groups on campus. The total number of meetings and presentations is a 31.8% decrease from the previous year. The decrease is a result of a shortened in person Spring 2020 semester	The PD will continue to regular meet with campus organizations. In the event of a shortened in person semester, the PD will utilize an online format to present updates and safety information
	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.	2019 - 2020	Target Not Met	The MUW PD received 3 formal complaints in 2019-2020. The PD received no formal complaints the previous year.	The PD will conduct annual professional development training with department staff. The training will focus on interactions with the campus community. All training sessions will be logged and kept on file.
	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.	2019 - 2020	Target Not Met	The MUW PD filed 151 incident reports, this is a decrease from 154 the previous year- 1.95% 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	The Police Department will maintain and review meeting records with Memorandum of Understandings (MOU) partners throughout the fiscal year to determine if	The Police Department will maintain open communications through meetings year-round with all of the MOU	2019 - 2020	Target Met	The MUW PD scheduled monthly meetings with the Columbus Police Department and quarterly meetings with the Lowndes County Sheriff's Department and Columbus	The PD will continue to conduct regular meetings with local first responding agencies.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	promote safety.	the achievement target was met.	partners by holding 10 meetings collectively across the agencies.	2019 - 2020	Target Met	Fire and Rescue. Upcoming events, trends and departmental updates were discussed during meetings.	The PD will continue to conduct regular meetings with local first responding agencies.
Administrative Support - Resources Management	1.1	Provide ongoing purchasing, p-card, property & Virtual EMS training as needed to all departments.	At the end of the fiscal year, Resources Management will review the Training Sessions Log to determine if there was an increase by 5% of employees who received purchasing training.	Train/assist employees in the area of purchasing by an increase of 5%.	2019 - 2020	Target Met	We increased training by 20 employees.	I will continue to communicate with my department and come up with different ways to improve our training.
	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%.	2019 - 2020	Inconclusive	No data collected.	Continue to work with IT to come up with a report that will allow us to compare P-card purchases versus 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.	2019 - 2020	Target Met	We completed a university wide audit and was able to account for all assets.	Resources Management is no longer in charge of tracking the delivery of all packages.
	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%.	2019 - 2020	Inconclusive	Student Services is now in charge of all training related to student organizations.	Resources Management no longer trains student organizations on the use of EMS.
Administrative Support - Systems and Network	1.1	Systems & Network will perform annual audit of user account access	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	2019 - 2020	Target Met	Per HR e-mail non-employment notice validations, audit of user account deactivation (without emeritus status)	Systems & Networks continues to verify and audit AD account access against HR e-mail non-employment notices.

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Administrative Support - Systems and Network	1.1	against HR e-mail non-employment notices.	Systems & Network will verify Active Directory (AD) services account status is disabled for unemployed users.	without emeritus status.	2019 - 2020	Target Met	resulted in 49 out of 49 (100%) accounts deactivated.	Systems & Networks continues to verify and audit AD account access against HR e-mail non-employment notices.
	1.2	Systems & Network will evaluate and optimize Internet bandwidth to support advancing business processes and the campus infrastructure.	Throughout the fiscal year, IT staff will monitor Internet gateway router bandwidth speeds to determine circuit bandwidth usage.	Consistent bandwidth values less than 50% of total available Internet circuit bandwidth throughout the fiscal year.	2019 - 2020	Target Met	Based on In/Out Traffic Utilization analysis of bandwidth transmitted between 01/01/2020-06/30/2020, average bandwidth utilization reported below 300Mbps (30%) of available 1Gbps Internet circuit. In/Out Bits/Traffic Utilization graphs are included to show reported results.	Systems & Networks continues to monitor Internet bandwidth utilization to ensure safe thresholds.
	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.	2019 - 2020	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.	2019 - 2020	Target Not Met	The Student Technology Survey was released in March 2020. Of the 2695 enrollments, 1328 responded to the survey - 49.28% participation rate (last year's participation rate: 68.75%). This drop in participation is likely due to the disruption of classes and the extension of Spring Break in response to Covid-19.  The Student Technology Survey reported out the following satisfaction	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.	2019 - 2020	Target Not Met	<p>ratings for services provided by the Systems and Network department. *For the Office 365, GoogleDocs, Portal, and Internet/WiFi, those students' responses that were "Not Applicable" were taken out of the total number of responses amount.</p> <p>Systems &amp; Networks analyzed a Student Technology survey to determine satisfaction levels in respective areas of IT. Individual category and overall satisfaction ratings are below:</p> <p>Office 365:  Very Satisfied (533/1140) 46.75%  Satisfied (388/1140) 34.04%  Satisfaction Rating (921/1140) 80.79% - Last Year: 80.64</p> <p>GoogleDocs:  Very Satisfied (513/1147) 44.73%  Satisfied (396/1147) 34.53%  Satisfaction Rating (909/1147) 79.26% - Last Year: 79.06</p> <p>Portal:  Very Satisfied (504/1261) 39.97%  Satisfied (495/1261) 39.25%  Satisfaction Rating (999/1261) 79.22% - Last</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.	2019 - 2020	Target Not Met	Year: 78.76  Internet/WiFi: Very Satisfied (307/976) 31.45% Satisfied (292/976) 29.92% Satisfaction Rating (599/976) 61.37% - Last Year: 62.38  Tech Support: Very Satisfied (299/725) 41.24% Satisfied (199/725) 27.45% Satisfaction Rating (498/725) 68.69% - Last Year: 65.89  Overall Satisfaction Rating (80.79+79.26+79.22+61.37+68.69)/5 = 73.87% Last Year: 73.35%	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.	2019 - 2020	Target Not Met	No group budget training sessions were held this year, however, 2 individual training sessions were conducted. No group budget training sessions were held due to the fact that we had very few new budget managers and administrative assistants, most had been through budget training before. Those who had not been through training in the past requested individual training.	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	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.	2019 - 2020	Target Not Met	Target was not met because data collection did not occur.	We will continue with the same assessment for next year.

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	1.2	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.	2019 - 2020	Target Not Met	Target was not met because data collection did not occur.	We will continue with the same assessment for next year.
	1.3	Reduce the number of outstanding purchase orders that roll over at the end of each fiscal year.	At the end of the fiscal year the Open Encumbrance Report will be ran to determine dollar values of open encumbrances rolling over. When assessing the report, the Director of University Accounting will bear in mind any extenuating circumstances that follow outstanding purchases orders as necessary.	The dollar values of purchase orders will be 3% less than the dollar values from the previous fiscal year.	2019 - 2020	Target Met	Comparing FY19 to FY18, the target has not been met. Information for FY20 is already available, however, the results will not be reported until next year. FY 18 \$376,478.21 FY19 \$174,074.76 [less]	We plan to continue with this assessment method. (08/01/2020)
	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.	2019 - 2020	Target Not Met	Target was not met because data collection did not occur.	We may want to revise 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.	2019 - 2020	Target Not Met	Web Page Views -8.76; Sessions -7.02; users +4.82	The decline in page views and sessions for MUW.edu is at least partially tied to the global pandemic. This may, in part, be from a decreased response from advertising during this time.  Traffic for the website was slightly up with previous years until spring 2020, when numbers declined.  Our team will work closely with the new admissions to seek guidance on ways our

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
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.	2019 - 2020	Target Not Met	Web Page Views -8.76; Sessions -7.02; users +4.82	team can support their recruitment efforts.
			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.	2019 - 2020	Target Met	Social Media: Facebook - 11.2 percent, Twitter +16.3 percent, Instagram +79.1 percent, and LinkedIn +165 percent.	Overall social media audience growth was up, as well as total impressions. All social media platforms used by the UR team were up significantly, with the exception of Facebook. Total Facebook engagements were down by 9.3 percent. That decrease can be attributed to when the university was affected by the pandemic, which led to a decrease in post and subsequently decreased engagement. The attached Profile Performance report generated through a new software program, Social Sprout, our team is using shows the dip for Facebook starting in February and going through the month of April. These numbers do not include engagement through paid ads through social media.
	1.2	Increase alumni donations, as well	At the end of the fiscal year in which the survey is	65% of Alumni Survey participants	2019 - 2020	Inconclusive	The Alumni Survey was administered in Spring	University Relations will report out the results from

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	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.	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.	will either "agree" or "strongly agree" that Visions increases their awareness of the University's programs and offerings and encourages them to give to the University.	2019 - 2020	Inconclusive	2019 and isn't scheduled to take place again until Spring 2022. Will report results then.	the Alumni Survey in Spring 2022, when it is scheduled to be administered again to alumni.
	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).	2019 - 2020	Target Met	\$83,835 was spent in 2019-2020 compared to \$75,731 in 2018-2019.	At the end of the year 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.
	2.2	Increase awareness of programs and offerings among faculty and staff to encourage on-campus engagement through internal newsletter, web and social media postings and	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 their awareness of	2019 - 2020	Target Met	2020 Faculty Satisfaction Survey Results: Strongly Agree - (39/99) 39.39% Agree - (50/99) 50.51% Total - (89/99) 89.90%  Disagree - (8/99) 8.08% Strongly Disagree - (0/99) 0% Not Applicable - (2/99) 2.02%	We will continue to utilize the Faculty Satisfaction Survey for this assessment.



Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	media boards.	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}"	the University's programs and offerings.	2019 - 2020	Target Met	2020 Faculty Satisfaction Survey Results: Strongly Agree - (39/99) 39.39% Agree - (50/99) 50.51% Total - (89/99) 89.90%  Disagree - (8/99) 8.08% Strongly Disagree - (0/99) 0% Not Applicable - (2/99) 2.02%	We will continue to utilize the Faculty Satisfaction Survey for this assessment.
			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.	2019 - 2020	Target Met	2020 Staff Satisfaction Survey Results: Strongly Agree - (25/74) 33.78% Agree - (43/74) 58.11% Total - (68/74) 91.89%  Disagree - (3/74) 4.05% Strongly Disagree - (1/74) 1.35% Not Applicable - (2/74) 2.70%	We will continue to utilize the Staff Satisfaction Survey for this assessment.