

Non-Academic Units' Results 2020-2021

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 sponsorship minimums for contests. Baseball – 25 games Cross Country – 5 events Men’s Soccer – 13 games Softball – 24 games Women’s Volleyball – 17 matches	2020 - 2021	Target Met	<p>For the 2020-21 season all fall, winter and spring sports were affected by COVID-19. The NCAA cancelled fall and winter championships and all of the minimum requirements were either eliminated (fall and winter) or reduced (spring). All student-athletes will get this season of eligibility back.</p> <p>On August 27, 2020, the NCAA Administrative Committee approved a waiver to eliminate the minimum number of contests and participants required for sports sponsorship for fall championship sports and winter championship sports for the 2020-21 academic year.</p> <p>On March 2, 2021, the Administrative Committee approved a waiver to eliminate the minimum number of contests and participants required for sports sponsorship for spring championship sports for 2020-21 academic year. This action rendered the May 28, 2020, blanket waiver, which reduced the minimum contests requirements for sports sponsorship by 33%, moot.</p>	Complete minimum requirements to complete Year 2 of NCAA Provisional Stage requirements (2020-2021)

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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	2020 - 2021	Inconclusive	Due to the impact of COVID-19 the NCAA lowered requirements for fall, winter and spring sports. Fall and winter sports did not have to maintain the minimum number of competitions. However, the spring sports were required to meet the minimum requirements in order to compete for championships. Baseball – 25 games (Met) Cross Country – 5 events (Not met and not required) Men’s Soccer – 13 games (Not met and not required) Softball – 24 games (Met) Women’s Volleyball – 17 matches (Met and not required)		Achievement Target Maintaining required minimum number of dates of competition to meet sport sponsorship requirements. Baseball – 25 games M/W Basketball-18 games M/W Cross Country – 5 events with 5 participants at each M/W Golf- 6 competitions and 4 participants M/W Soccer – 13 games Softball – 24 games M/W Tennis-10 minimum contests and 6 participants M/W Track and Field (indoor)- 5 contests and 10 participants M/W Track and Field (outdoor)- 6 contests and 12 participants Volleyball – 17 matches
	1.3	The Department of Athletics will increase revenue for sports and athletics’ needs,	The department will review and report the list of sponsorships through the Department of Athletics and Owls Fund	Increase donor participation by 10% each year.	2020 - 2021	Target Not Met	2020 Jul-Dec 137 gifts	\$33,175.02 101	The department will review and report the list of sponsorships through the Department of Athletics and Owls Fund Club donations-
							2021 Jan-Jun 43 gifts	\$ 2,140.04 8	

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	1.3	including facility expansion, student athlete programming, and operating costs.	Club donations	Increase donor participation by 10% each year.	2020 - 2021	Target Not Met	Donors Total for year 180 gifts \$35,315.06 109 Donors	in reporting the numbers 10% seems aspirational and we will always strive to reach as high of a level as possible.
	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.	2020 - 2021	Target Not Met	Due to COVID-19 impact, not every sport was able to meet the mandatory one camp/clinic offering per sport with at least a minimum participation of 15 individuals per camp/clinic per sport. However, men's and women's basketball and women's volleyball did meet this target goal.	We are in discussions to change the mandatory one camp/clinic offering per sport with at least a minimum participation of 15 individuals per camp/clinic per sport. As we are still under the COVID-19 guidelines, this may prove challenging. We will continue to evaluate the environment to determine what is a realistic goal. We are committed to collaborations with community constituents, so our new target will be 3 opportunities provided by the athletic department open to community. Moving forward, the language under the Direct will change to: The department will review and report the recorded list of sponsored camps, clinics, and seminars that were hosted on campus and/or community venues. A mandatory minimum of 3 camp/clinic offerings by athletic department per year.
	3.1	The Department of Athletics will maintain consistent expectations for students and staff with a goal-oriented focus and	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	Consistently reducing the number of participants by 10% from fall to spring beyond the mandated term.	2020 - 2021	Target Met	Baseball- had 8 in the Fall 2020 and 4 in Spring 2021 Softball- had 6 in the Fall 2020 and 2 in Spring 2021 Men's Soccer- had 6 in the Fall 2020 and 4 in the Spring 2021 Volleyball- had 10 in the	We will continue with this process for the 2021-2022 academic year

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	3.1	provide a high quality student-athlete experience.	semester GPA below 2.0. Participants are reported on 4 times throughout the semester by attendance, current grade, and progress comments by faculty. These reports will be reviewed and reported by the end of the academic year.	Consistently reducing the number of participants by 10% from fall to spring beyond the mandated term.	2020 - 2021	Target Met	Fall 2020 and 1 in the Spring 2021 Women's Cross Country- had 2 in the Fall 2020 and 1 in the Spring 2021 Men's Cross Country- had 0 in the Fall 2020 and 1 in the Spring 2021 Women's Tennis- had 4 in the Fall 2020 and 0 in the Spring 2021 Men's Tennis- had 4 in the Fall 2020 and 1 in the Spring 2021 Men's Golf- had 1 in the Fall 2020 and 0 in the Spring 2021 Women's Golf- had 5 in the Fall 2020 and 1 in the Spring 2021 Women's Soccer- had 14 in the Fall 2020 and 3 in the Spring 2021 Men's Basketball- had 10 in the Fall 2020 and 8 in the Spring 2021 Women's Basketball- had 4 in the Fall 2020 and 3 in the Spring 2021 Men's Track- had 0 in the Fall 2020 and 1 in the Spring 2021 Women's Track- had 4 in the Fall 2020 and 1 in the Spring 2021 Total in Fall 2020- 78 Total in Spring 2021- 31 Reduced participants by 47 (less)	We will continue with this process for the 2021-2022 academic year
Academic and Student Support - Campus	1.1	The Spring Fitness Challenge will motivate MUW	A Spring Fitness Challenge Survey will be distributed to students, faculty, and	75% of Spring Fitness Challenge Survey participants	2020 - 2021	Target Met	90% of 10 participants surveyed for the Mini-Spring Fitness Challenge	Campus Recreation will continue with our Spring Fitness Challenge and will

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Recreation	1.1	students, faculty, and staff to live healthier lifestyles.	staff who successfully completed the challenge in its entirety. The results of this survey will be analyzed at the end of the Spring semester.	will indicate that they are likely to continue their wellness goals after completing the fitness challenge.	2020 - 2021	Target Met	Survey said they are likely to continue their wellness goals after completing the fitness challenge.	continue to strive for a 75% Achievement Target of "How likely are you to continue your wellness goals after completing the fitness challenge?"
	1.2	Campus Recreation will provide a welcoming facility for guests through service in a thoughtful and proactive manner.	A Customer Satisfaction Survey will be available to all Stark Recreation users at the close of the Spring Academic semester. The results of this survey will be analyzed at the end of the Spring semester.	90% of Customer Satisfaction Survey participants will indicate that Campus Recreation staff was helpful and courteous.	2020 - 2021	Target Met	94% of 33 participants surveyed find the Campus Recreation staff to be helpful and courteous.	Excellent customer service is our goal at Campus Recreation and we will continue as our Achievement Target to reach "90% of Customer Satisfaction Survey participants will indicate that Campus Recreation staff was helpful and courteous."
	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.	2020 - 2021	Target Met	92% of 6 student employees reported that their leadership skills improved as a result of working for Campus Recreation. Due to COVID-19 we had fewer student workers.	Campus Recreation will continue to strive that 90% of student employees will report on the Employee Evaluation Form that their leadership skills improved as a result of working for Campus Recreation.
			"How likely are you to continue your wellness goals after completing the fitness challenge? {Very Unlikely, Unlikely, Neither, Likely, Very Likely}"					
			"Campus Recreation staff is helpful and courteous. {Strongly Disagree, Disagree, No Opinion, Agree, Strongly Agree}"					
			"Through my employment with Campus Recreation, I have developed or improved my leadership skills. {Strongly Disagree, Disagree, No Opinion,					

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	2.1	Students who are employed at Stark Recreation Center will gain or improve their leadership skills.	Agree, Strongly Agree}"	90% of student employees will report on the Employee Evaluation Form that their leadership skills improved as a result of working for Campus Recreation.	2020 - 2021	Target Met	92% of 6 student employees reported that their leadership skills improved as a result of working for Campus Recreation. Due to COVID-19 we had fewer student workers.	Campus Recreation will continue to strive that 90% of student employees will report on the Employee Evaluation Form that their leadership skills improved as a result of working for Campus Recreation.
	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. "Through my employment with Campus Recreation, my problem-solving skills improved. {Strongly Disagree, Disagree, No Opinion, Agree, Strongly Agree}"	90% of student employees will report on the Employee Evaluation Form that their problem-solving skills improved as a result of working for Campus Recreation.	2020 - 2021	Target Met	100% of 6 student employees reported that their problem-solving skills improved as a result of working for Campus Recreation. Due to COVID-19 we had fewer student workers.	Campus Recreation will continue to strive that 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.
	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.	2020 - 2021	Target Not Met	87.9% 33 participants are satisfied that Campus Recreation facilities are well maintained and clean.	Campus Recreation has been without dedicated cleaning personnel since August 2020 and rely solely on the evening crew for basic clean-up. However, we will continue to strive for cleanliness and will maintain the Achievement Target that 90% of Customer Satisfaction Survey participants will indicate that Campus Recreation facilities are well maintained and clean.

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	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.	90% of Customer Satisfaction Survey participants will indicate that Campus Recreation facilities are well maintained and clean.	2020 - 2021	Target Not Met	87.9% 33 participants are satisfied that Campus Recreation facilities are well maintained and clean.	
			"Campus Recreation facilities are well maintained and clean. {Strongly Disagree, Disagree, No Opinion, Agree, Strongly Agree}"					
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.	2020 - 2021	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 2020-2021 assessment will be marked Inconclusive.	Over the course of the year, the supervising cabinet member will address any needed changes.
			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.	2020 - 2021	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 2020-2021 assessment will be marked Inconclusive.	Over the course of the year, the supervising cabinet will address any needed changes.
	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	65% of Faculty Satisfaction Survey participants will "strongly agree" or "agree" that "The University supports online course delivery through faculty training and allocation of resources."	2020 - 2021	Target Met	2021 Faculty Satisfaction Survey Results: Strongly Agree - (36/116) 31.03% Agree - (54/116) 46.55% Total - (90/116) 77.59% Disagree - (17/116) 14.66% Strongly Disagree - (7/116) 6.03% Not Applicable - (24/116)	The satisfaction level fell from the previous year of 85%. This past year was an odd year due to COVID-19 in which faculty who were not accustomed to teach online were forced to. The goal is to raise their satisfaction level in this area and continue to use the survey to assess it.

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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.	Center staff. "The University supports online course delivery through faculty training and allocation of resources."	65% of Faculty Satisfaction Survey participants will "strongly agree" or "agree" that "The University supports online course delivery through faculty training and allocation of resources."	2020 - 2021	Target Met	20.69%	The satisfaction level fell from the previous year of 85%. This past year was an odd year due to COVID-19 in which faculty who were not accustomed to teach online were forced to. The goal is to raise their satisfaction level in this area and continue to use the survey to assess it.
			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. "I have access to the software I need to be an effective instructor."	65% of Faculty Satisfaction Survey participants will "strongly agree" or "agree" that "I have access to the software I need to be an effective instructor."	2020 - 2021	Target Met	2021 Faculty Satisfaction Survey Results: Strongly Agree - (31/116) 26.72% Agree - (66/116) 56.90% Total - (97/116) 83.62% Disagree - (12/116) 10.34% Strongly Disagree - (6/116) 5.17% Not Applicable - (18/116) 15.52%	Continue to assess the satisfaction level of faculty.
	1.3	Faculty will actually implement the skills and theories that they learn about at the Kossen Center in their classes.	Faculty will be asked about their self-assessed level of competency in using APIL Teaching strategies to lead to intellectual curiosity in the annual Faculty Satisfaction Survey. Results will be compiled by the Office of Institutional Research and reviewed by the Kossen Center staff.	60% of Faculty Satisfaction Survey participants will answer "Acceptable" or "Mastery" to the question "APIL Strategies involve Active learning, Problem-based learning, and Inquiry-based learning to cultivate Intellectual Curiosity. My self-assessed level of competency in	2020 - 2021	Target Not Met	2020 Faculty Satisfaction Survey Results Mastery - (24/117) 20.51% Acceptable - (67/117) 57.26% Total - (91/117) 77.78% Emerging - (21/117) 17.95% Below What I Would Like It To Be - (5/117) 4.27% Total (26/117) 22.22%	Continue the assessment next year.

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	1.3	Faculty will actually implement the skills and theories that they learn about at the Kossen Center in their classes.	Faculty will be asked about their self-assessed level of competency in using APIL Teaching strategies to lead to intellectual curiosity in the annual Faculty Satisfaction Survey. Results will be compiled by the Office of Institutional Research and reviewed by the Kossen Center staff.	these strategies is:”	2020 - 2021	Target Not Met	2020 Faculty Satisfaction Survey Results Mastery - (24/117) 20.51% Acceptable - (67/117) 57.26% Total - (91/117) 77.78% Emerging - (21/117) 17.95% Below What I Would Like It To Be - (5/117) 4.27% Total (26/117) 22.22%	Continue the assessment next 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.	2020 - 2021	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 2020-2021 assessment will be marked Inconclusive.	Over the course of the year, the supervising cabinet member will address any needed changes.
	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.	2020 - 2021	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 2020-2021 assessment will be marked Inconclusive.	Over the course of the year, the supervising cabinet member will address any needed changes.
	2.2	Faculty will be satisfied with their ability to	Faculty who attend individual or group training sessions on using	75% of faculty member's self-reported outgoing	2020 - 2021	Inconclusive	The director of CTL left the university and due to COVID-19, the position has	Over the course of the year, the supervising cabinet member will address any

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	2.2	effectively use new instructional technology, both software and hardware, for face-to-face, online, and hybrid instruction.	technology for instruction will complete the Instructional Technology Survey to assess their perceived skill level (novice, intermediate, competent, advanced). The survey data will be assessed by Kossen Center staff.	perceived skill level will be at least one level higher than their self-reported incoming perceived skill level on the Instructional Technology Survey.	2020 - 2021	Inconclusive	not been filled and there were no results available to report. Therefore, this year's 2020-2021 assessment will be marked Inconclusive.	needed changes.
			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.	2020 - 2021	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 2020-2021 assessment will be marked Inconclusive	Over the course of the year, the supervising cabinet member will address any needed changes.
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	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.	2020 - 2021	Inconclusive	Due to COVID-19 no assessment was completed in 2020-2021.	The new director will evaluate the assessment plan and make necessary changes.

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Academic and Student Support - Center for Women's Research and Public Policy	1.1	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.	2020 - 2021	Inconclusive	Due to COVID-19 no assessment was completed in 2020-2021.	The new director will evaluate the assessment plan and make necessary changes.
	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.	2020 - 2021	Inconclusive	Due to COVID-19 no assessment was completed in 2020-2021.	The new director will evaluate the assessment plan and make necessary changes.
			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.	2020 - 2021	Inconclusive	Due to COVID-19 no assessment was completed in 2020-2021.	The new director will evaluate the assessment plan and make necessary changes.
	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.	2020 - 2021	Inconclusive	Due to COVID-19 no assessment was completed in 2020-2021.	The new director will evaluate the assessment plan and make necessary changes.
	2.3	In partnership with the MUW Development	The director will maintain and review financial sponsorship records from	One new business partnership will be established as	2020 - 2021	Inconclusive	Due to COVID-19 no assessment was completed in 2020-2021.	The new director will evaluate the assessment plan and make necessary

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	2.3	Office, the director will seek new business partnerships as financial sponsors of Faculty In Residence (FIRS) in NEW Leadership	new business partnerships throughout the fiscal year to determine if the achievement target is met.	financial sponsors each fiscal year.	2020 - 2021	Inconclusive	Due to COVID-19 no assessment was completed in 2020-2021.	changes.
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.	2020 - 2021	Target Met	The COVID-19 Pandemic which started in early (March 2020), brought many challenges to the entire University which continued into the fall(2020) and winter(2021). However, the Counseling Center was fortunate to be one of the most prepared units to contend with the changes from in-person to virtual contact. All three counselors were already trained to serve clients online/virtually. The students left campus and went to hopefully safe places and were able to contact us virtually. During the summer we had clients that would talk with us virtually and some would come in person as criteria was set for protection. Also during this time the director was a part of the Well being part of the Task Force. The name of the committee says it's responsibility. As the university opened if students came back and had COVID or been exposed to someone with	The Counseling Center Staff will continue to conduct a variety of programs, workshops, and trainings for the campus community. The document attached gives an extensive listing of all of the programs and when available the number of attendees. The amount of programming and daily student counseling during the pandemic was significant. The numbers will continue to be logged in Titanium the center's program, scheduling, and 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.	2020 - 2021	Target Met	<p>quarantined for up to 14 days either in a residence hall provided for the quarantine purpose. If possible many went home for the quarantine time. During this time the counselors were requested to contact each student both on campus and home. The counselors work closely with the Director of Housing along with Dr. McCoy Dean of Nursing to receive the names of the quarantined students. The contacts were to see how they were feeling, if they felt safe where they were, or if they may needed anything. We also offered to have virtual sessions should they desire them. August - November 2020 69 students were contacted. January - April 2021 36 students contacted.</p> <p>The Counseling Center received several requests for presentations connecting the possibilities of the pandemic to possible mental health implications. These presentations along with a wide variety of programs and some workshops were available for the entire university community. The counselors were kept busy with their client load and presentation schedule.</p> <p>(With the virtual</p>	The Counseling Center Staff will continue to conduct a variety of programs, workshops, and trainings for the campus community. The document attached gives an extensive listing of all of the programs and when available the number of attendees. The amount of programming and daily student counseling during the pandemic was significant. The numbers will continued to be logged in Titanium the center's program, scheduling, and 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.	2020 - 2021	Target Met	<p>presentations accurate numbers were difficult to get.) NOTE: All presentations are Virtual unless otherwise stated.</p> <p>Orientations July 14 & 15 2020 - Freshman and Transfer Students August 6 2020 - Freshman and Transfer Students</p> <p>July 22, 2020 - Safe Zone Training This training was held in response to requests from faculty and staff. Individuals who have received Safe Zone training are given placards they can display signifying they are understanding, supportive, and trustworthy if LGBTQIA+ individuals. (10 individuals)</p> <p>July 29, 2020 - Student Well Being Presentation A presentation letting faculty and staff know what they might expect or what they can do to help students. (10 individuals)</p> <p>August 7, 2020 - Resident Assistance Training We covered Diversity and Mental Health Awareness (25 RAs)</p> <p>August 12, 2020 - Faculty Convocation - Invitation from Task Force</p>	The Counseling Center Staff will continue to conduct a variety of programs, workshops, and trainings for the campus community. The document attached gives an extensive listing of all of the programs and when available the number of attendees. The amount of programming and daily student counseling during the pandemic was significant. The numbers will continue to be logged in Titanium the center's program, scheduling, and record keeping program.

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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.	2020 - 2021	Target Met	Target was met. 1. Counseling Center Staff served as host to Walk of Hope September 10, 2020 - Columbus community along with students, staff, and faculty walked a block on campus for Suicide Awareness. (200 participants) 2. Counseling Center Staff hosted National Collegiate Alcohol Awareness day October 20, 2020 with Columbus Community Counseling Prevention Team along with, MUW Health Center, MUW Student Government Association, and MUW Public Health department. Other information was handed out. (200 participants) 3. The Counseling Center in collaboration with Safe Haven presented on	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.	2020 - 2021	Target Met	Domestic Violence. The Center promoted collecting paper goods, cleaning supplies, and child snacks to donate to Safe Haven.. 4. The Counseling Center will meet with Baptist Behavioral Health once a semester in order to review the contract they have in place and to discuss programming opportunities.	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.	2020 - 2021	Inconclusive	No data collected, because new outcome was not created.	A new outcome will be created to meet the assessment requirements for the 2021-2022 fiscal 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.	2020 - 2021	Target Met	2020-2021 Graduation Survey Results: Excellent - (339/768) 44.14% - Last Year 46.96% Good - (200/768) 26.04% - Last Year 24.19% Total - (539/768) 70.18% - Last Year 71.15% Fair - (52/768) - 6.77% Poor - (6/768) - 0.78% Not Applicable - (178/773) - 23.03%	Continue the assessment next year.
Academic and Student Support	1.1	The Office of Housing and	The Office of Housing and Residence Life will analyze	50% of New Freshmen living on	2020 - 2021	Inconclusive	In Fall 2019 we had 170 New Freshmen living on	We are returning to normal operations for Fall 2021 and

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
- Housing and Residence Life	1.1	Residence Life will increase the number of New Freshmen living on campus each academic year.	the data produced by the Housing software (Simple Campus Housing) that will calculate our number of New Freshmen students living on campus to determine the retention each academic year.	campus will return to live on campus Fall semester of their Sophomore year.	2020 - 2021	Inconclusive	campus, of those students 51 returned to Housing for Fall 2020, thus yielding a 30% retention rate.	will continue to strive for the 50% retention rate.
	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.	2020 - 2021	Target Met	In Fall 2019 there were 104 sophomores living on campus, 52 of those students returned to live on campus in Fall 2020 yielding a 50% retention rate.	We are returning to normal operations for Fall 2021 and will continue to strive for the 35% retention rate.
	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.	2020 - 2021	Target Met	We were able to increase the satisfaction mean to 5.61 on a scale of 1-7 (with 7 being "very satisfied").	Continue to work on resident assessment survey and maintain a 5.60 satisfaction rating.
	2.2	The Office of Housing and Residence Life will	Results from the (Association of College and University Housing	Increase the satisfaction mean to 5.6 on a scale of	2020 - 2021	Target Met	Able to increase the mean to 5.66 on a scale of 1-7 (with 7 being "very	Continue to work with staff to provide quality programs to residents.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	increase the average satisfaction rating of programs/activities sponsored by our staff regarding quality of programs.	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: Quality of programs? {1. Very dissatisfied, 2. Moderately dissatisfied, 3. Slightly dissatisfied, 4. Neutral, 5. Slightly satisfied, 6. Moderately satisfied, 7. Very satisfied}"	1-7 (with 7 being "very satisfied") will be achieved on the ACUHO-I/Benchmarks Resident Assessment survey regarding quality of programs offered by the department of Housing and Residence Life.	2020 - 2021	Target Met	satisfied").	Continue to work with staff to provide quality programs to 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.	2020 - 2021	Inconclusive	Faculty survey was not distributed during the FY-20-21 year, and no new data was collected.	Faculty survey will be given in the 21-22 fiscal year.
	1.2	The library will work to improve faculty awareness and satisfaction with the library's resources, including electronic and print collections.	The library will conduct a Faculty Library Survey annually from the Patron Satisfaction Survey to determine awareness of the purchase-on-demand book acquisition program. The Dean of the Library will review and analyze the survey results to determine if the achievement target was met.	The library will achieve a 5% increase in awareness of the purchase on demand program, until 100% is achieved, on the Faculty Library Survey.	2020 - 2021	Inconclusive	Faculty survey was not distributed during the FY-20-21 year, and no new data was collected.	Faculty survey will be given in the 21-22 fiscal year.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			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.	2020 - 2021	Inconclusive	Faculty survey was not distributed during the FY-20-21 year, and no new data was collected.	Faculty survey was not distributed during the FY-21-22 year, and no new data was collected.
			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.	2020 - 2021	Inconclusive	Faculty survey was not distributed during the FY-20-21 year, and no new data was collected.	Faculty survey will be given in the 21-22 fiscal year.
	2.1	The library will acquire and launch asynchronous virtual reference solutions to provide parity for online and distance programs, as well as supporting commuting students and those preferring online assistance.	The library will build customized websites called LibGuides for instructors upon demand. The Dean of the Library will review the LibGuides records to determine if achievement target was met.	The library will produce five guides per year.	2020 - 2021	Target Not Met	Library produced three new guides this year. (See related documents)	Library will produce customized and topic specific guides in the coming year.
			The library will grow a dynamic new FAQ program for self-help reference. Public Services faculty and staff will	The library will add 15 new FAQ entries annually, based on failed searches and new resources or	2020 - 2021	Target Met	The library produced 16 new FAQ entries. All were published. (See related documents)	The library will add 15 new FAQ entries annually, based on failed searches and new resources or services.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			review the FAQ entries records each year to determine if achievement target was met.	services.	2020 - 2021	Target Met	The library produced 16 new FAQ entries. All were published. (See related documents)	The library will add 15 new FAQ entries annually, based on failed searches and new resources or services.
	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.	2020 - 2021	Target Met	The library had a total of 410 (10% increase) chat interactions this year and a 409 (36% increase) virtual reference interactions this year.	Usage of this synchronous virtual reference system will grow by 5% per year.
			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.	2020 - 2021	Inconclusive	Faculty survey was not distributed during the FY-20-21 year, and no new data was collected.	Faculty survey will be given in the 21-22 fiscal year.
Academic and Student Support - Outreach and Innovation	1.1a	Enhance Mississippi Governor's School effectiveness by providing a comprehensive program of academic, creative, and leadership experiences to increase a community of scholars who inspire in each other a discovery of self, a love of learning, and a	At the end of the fiscal year, Outreach and Innovation will review the recorded MGS application data and compare the number of applicants to the previous fiscal year's applicants.	Overall MGS applicants will grow by at least 5% from the previous fiscal year.	2020 - 2021	Target Not Met	There was a 40% decrease in the number of 2021 MGS applications (71) to the 2020 MGS applications (120). We attribute this decline to the following reasons: 1) potential scholars and their families were hesitant to participate in a residential program due to COVID 2) potential scholars were no longer interested in participating once it was decided that the program would need to be fully	We fully intend to implement a 2-week residential MGS program in 2022. therefore, we anticipate the number of applications to increase. However, a new marketing and recruiting plan is being developed and we have every intention on increasing the number of applications by the 5% target.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Academic and Student Support - Outreach and Innovation	1.1a	desire to use their gifts and talents to improve society.	At the end of the fiscal year, Outreach and Innovation will review the recorded MGS application data and compare the number of applicants to the previous fiscal year's applicants.	Overall MGS applicants will grow by at least 5% from the previous fiscal year.	2020 - 2021	Target Not Met	virtual (unable to secure a sufficient number of faculty and staff willing to participate in a residential program due to COVID).	We fully intend to implement a 2-week residential MGS program in 2022. therefore, we anticipate the number of applications to increase. However, a new marketing and recruiting plan is being developed and we have every intention on increasing the number of applications by the 5% target.
	1.2a	Increase the rate of satisfaction in Mississippi Governor's School scholars.	At the end of the fiscal year, Outreach and Innovation will review the interest area course evaluation surveys submitted by MGS scholars and compare the rate of satisfaction to the previous fiscal year.	At least 75% of scholars participating in MGS interest area course evaluation survey will report a high satisfaction rate upon completion.	2020 - 2021	Target Met	90% of scholars participating in the 2021 MGS reported a high satisfaction rate upon completion of their special interest area course.	We will continue to bring together high-potential learners from across the state for a quality two-week program that blends cultural, academic, social, and recreational components into a rich and natural learning environment. Unlike many traditional schools, the MGS model emphasizes interactions between formal and informal learning. The community of scholars created by MGS inspire in each other a discovery of self, a love of learning, and a desire to use their gifts and talents to improve society.
			At the end of the fiscal year, Outreach and Innovation will review the major course evaluation surveys submitted by MGS scholars and compare the rate of satisfaction to the previous fiscal year.	At least 75% of scholars participating in MGS major course evaluation survey will report a high satisfaction rate upon completion.	2020 - 2021	Target Met	90% of scholars participating in the 2021 MGS reported a high satisfaction rate upon completion of their academic course. *Unable to compare date since there was no 2020 MGS due to COVID.	We will continue to bring together high-potential learners from across the state for a quality two-week program that blends cultural, academic, social, and recreational components into a rich and natural learning environment. Unlike many traditional schools, the MGS

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			At the end of the fiscal year, Outreach and Innovation will review the major course evaluation surveys submitted by MGS scholars and compare the rate of satisfaction to the previous fiscal year.	At least 75% of scholars participating in MGS major course evaluation survey will report a high satisfaction rate upon completion.	2020 - 2021	Target Met	90% of scholars participating in the 2021 MGS reported a high satisfaction rate upon completion of their academic course. *Unable to compare date since there was no 2020 MGS due to COVID.	model emphasizes interactions between formal and informal learning. The community of scholars created by MGS inspire in each other a discovery of self, a love of learning, and a desire to use their gifts and talents to improve society.
			At the end of the fiscal year, Outreach and Innovation will review the overall evaluation surveys submitted by MGS scholars and compare the rate of satisfaction to the previous fiscal year.	At least 75% of scholars participating in MGS overall evaluation survey will report a high satisfaction rate upon completion.	2020 - 2021	Target Met	90% of scholars participating in the 2021 MGS reported a high satisfaction rate upon completion of the overall MGS program.	We will continue to bring together high-potential learners from across the state for a quality two-week program that blends cultural, academic, social, and recreational components into a rich and natural learning environment. Unlike many traditional schools, the MGS model emphasizes interactions between formal and informal learning. The community of scholars created by MGS inspire in each other a discovery of self, a love of learning, and a desire to use their gifts and talents to improve society.
	2.1	Enhance teacher effectiveness in participating K-12 school districts across the state by providing a comprehensive program of professional development (Professional Learning Academy online courses) to increase content	At the end of the fiscal year, Outreach and Innovation will review the recorded PLA courses data and compare the number of PLA courses sold to the previous fiscal year's number of PLA courses sold.	Overall PLA courses sold will grow by at least 5% from the previous fiscal year.	2020 - 2021	Target Not Met	There was a 4.3% increase in the number of PLA courses sold to the previous fiscal year. July 1, 2019-June 30, 2020 = 770 PLA courses sold July 1, 2020-June 30, 2021 = 803 PLA courses sold We feel as if the following reasons were why the number of PLA courses sold did not increase by 5%: 1) Because of COVID, educators were inundated	Eight new PLA courses were created to support educators desperate to learn how to use instructional technology effectively and efficiently. We did sell more courses in 2020-2021, but we just did not quite meet the goal of 5% growth.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	knowledge and instructional practices.	At the end of the fiscal year, Outreach and Innovation will review the recorded PLA courses data and compare the number of PLA courses sold to the previous fiscal year's number of PLA courses sold.	Overall PLA courses sold will grow by at least 5% from the previous fiscal year.	2020 - 2021	Target Not Met	with implementing remote instruction and did not have the extra time or energy necessary to complete an online 6-week course 2) Because of COVID, educators were provided an overabundance of free trainings to support their virtual teaching needs	Eight new PLA courses were created to support educators desperate to learn how to use instructional technology effectively and efficiently. We did sell more courses in 2020-2021, but we just did not quite meet the goal of 5% growth.
			At the end of the fiscal year, Outreach and Innovation will review the recorded PLA participation data and compare the number of participants to the previous fiscal year's participants.	Overall PLA participation will grow by at least 5% from the previous fiscal year.	2020 - 2021	Target Not Met	There was a 14% decrease in the number of PLA participants to the previous fiscal year's participants. July 1, 2019-June 30, 2020 = 479 PLA participants July 1, 2020-June 30, 2021 = 413 PLA participants We feel as if the following reasons were why the number of PLA participants decreased: 1) Because of COVID, educators were inundated with implementing remote instruction 2) Because of COVID, educators were provided an overabundance of free trainings to support their virtual teaching needs	Eight new PLA courses were created to support educators desperate to learn how to use instructional technology effectively and efficiently.
	2.2a	Increase the rate of teacher satisfaction in Professional Learning Academy online course participants.	At the end of the fiscal year, Outreach and Innovation will review the evaluation surveys submitted by PLA participants at the end of each PLA course and compare the rate of satisfaction to the previous fiscal year.	At least 75% of individuals participating in a Professional Learning Academy online course will report a high satisfaction rate upon completion	2020 - 2021	Target Met	98% of PLA participants reported a high satisfaction rate upon completion of their PLA course during the 2020-2021 fiscal year. *We did not begin tracking this specific data until July 1, 2020 and therefore do not have older data to determine growth.	Tracking of satisfaction will continue so that growth can be determined.
Academic and Student Support - Registrar	1.1	The Office of the Registrar will move more manual	At the end of the fiscal year, the Office of the Registrar will analyze the	85% of students participating in the Graduation Survey	2020 - 2021	Target Met	2020-2021 Graduation Survey Results: Excellent - (395/771) -	Continue to strive to provide excellent customer service to students.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Academic and Student Support - Registrar	1.1	processes to online processes to promote timeliness and convenience for students.	Graduation Survey's results regarding the overall Registrar process.	will find Registrar processes "good" or "excellent."	2020 - 2021	Target Met	51.23% Good - (292/771) - 37.87% Total - (687/771) - 89.11% Fair - (73/771) - 9.47% Poor - (11/771) - 1.43%	Continue to strive to provide excellent customer service to students.
	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.	2020 - 2021	Target Not Met	The Registrar's Office did not add any new forms last year due to staffing and COVID.	This process was not done due to low staffing and no permanent Registrar. The budget will be assessed in FY22.
	2.1	The Office of the Registrar will have a sample of student straight line audits checked by the Student Records Specialist each semester to ensure accuracy.	The Student Records Specialist will analyze the rate of error during sample checks and report findings to the Registrar at the end of each academic semester.	100% of the samples will be audited correctly.	2020 - 2021	Inconclusive	Due to COVID and being short staffed audits were not analyzed.	This measure will change in the coming year to reflect the implementation of Degree Works.
	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.	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.	2020 - 2021	Inconclusive	No results were collected.	The new Registrar will review the survey and its effectiveness due to the lack of responses and possibly determine a new measure.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	The Office of the Registrar staff will attend conferences and/or webinars throughout the year to improve customer interaction.	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.	2020 - 2021	Inconclusive	No results were collected.	The new Registrar will review the survey and its effectiveness due to the lack of responses and possibly determine a new measure.
	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.	2020 - 2021	Target Met	2021 Faculty Satisfaction Survey Results: Strongly Agree - (44/116) 37.93% Agree - (59/116) 50.86% Total - (103/116) 88.79% Disagree - (8/116) 6.90% Strongly Disagree - (2/116) 1.72% Not Applicable - (3/116) 2.59%	The Registrar's Office will continue to strive for excellent customer service.
Academic and Student Support - Sexual Misconduct & Title IX	1.2	The Office of Dean of Students will make an effort to increase awareness among students regarding the University's sexual misconduct (Title IX) policy.	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.	2020 - 2021	Target Met	2020-2021 Graduation Survey Results: Yes - (621/774) 79.51% No - (160/774) 20.49%	We are going to continue to offer trainings for targeted populations, i.e. athletics, residence life, UN 101 students, to increase students' awareness of Title IX.
			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.	2020 - 2021	Target Met	2020-2021 Graduation Survey Results: Yes - (730/774) 94.32% No - (44/774) 5.68%	We are going to continue to offer trainings for targeted populations, i.e. athletics, residence life, UN 101 students, to increase students' awareness of Title IX.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			Results of the Graduation Survey will be analyzed at the end of every academic year.	75% of Graduation Survey participants will state that they were aware of what Title IX means.	2020 - 2021	Target Met	2020-2021 Graduation Survey Results: Yes - (640/772) 82.90% No - (132/772) 17.10%	We are going to continue to offer trainings for targeted populations, i.e. athletics, residence life, UN 101 students, to increase students' awareness of Title IX.
1.3	The Office of Dean of Students will make an effort to increase awareness among staff regarding the University's sexual misconduct (Title IX) policy.	Results of the Staff Satisfaction Survey will be analyzed every Spring. "I am aware that I am responsible for reporting sexual misconduct of which I have been informed or have witnessed to the University's Title IX Coordinator. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	85% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware they are responsible for reporting sexual misconduct of which they have been informed or have witnessed to the University's Title IX Coordinator.	2020 - 2021	Target Met	2021 Staff Satisfaction Survey Results: Strongly Agree - (38/83) 45.78% Agree - (43/83) 51.81% Total - (81/83) 97.59% Disagree - (1/83) 1.20% Strongly Disagree - (0/83) 0% Not Applicable - (1/83) 1.20%	We are going to continue to offer trainings for targeted populations, i.e. new faculty and staff, to increase employees' awareness of Title IX. We are also going to continue to monitor this information in the staff satisfaction survey.	
		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.	2020 - 2021	Target Met	2021 Staff Satisfaction Survey Results: Strongly Agree - (30/83) 36.14% Agree - (42/83) 50.60% Total - (72/83) 86.74% Disagree - (8/83) 9.64% Strongly Disagree - (2/83) 2.41% Not Applicable - (1/83) 1.20%	We are going to continue to offer trainings for targeted populations, i.e. new faculty and staff, to increase employees' awareness of Title IX. We are also going to continue to monitor this information in the staff satisfaction survey.	
		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	85% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a policy that prohibits sexual misconduct.	2020 - 2021	Target Met	2021 Staff Satisfaction Survey Results: Strongly Agree - (37/83) 44.58% Agree - (44/83) 53.01% Total - (71/72) 97.59% Disagree - (1/83) 1.20% Strongly Disagree - (0/72) 0%	We are going to continue to offer trainings for targeted populations, i.e. new faculty and staff, to increase employees' awareness of Title IX. We are also going to continue to monitor this information in the staff satisfaction survey.	

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			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.	2020 - 2021	Target Met	Not Applicable - (1/83) 1.20%	We are going to continue to offer trainings for targeted populations, i.e. new faculty and staff, to increase employees' awareness of Title IX. We are also going to continue to monitor this information in the staff satisfaction survey.
			Results of the Staff Satisfaction Survey will be analyzed every Spring.	85% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University's policy on sexual harassment, sexual assault, domestic violence, dating violence, and stalking. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	2020 - 2021	Target Met	2021 Staff Satisfaction Survey Results: Strongly Agree - (34/83) 40.96% Agree - (47/83) 56.63% Total - (81/83) 97.59% Disagree - (1/83) 1.20% Strongly Disagree - (0/83) 0% Not Applicable - (1/83) 1.20%	We are going to continue to offer trainings for targeted populations, i.e. new faculty and staff, to increase employees' awareness of Title IX. We are also going to continue to monitor this information in the staff satisfaction survey.
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.	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. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	2020 - 2021	Target Met	2021 Faculty Satisfaction Survey Results: Strongly Agree - (67/116) 57.76% Agree - (47/116) 40.52% Total - (94/116) 81.03% Disagree - (0/116) 0.0% Strongly Disagree - (0/116) 0.0% Not Applicable - (2/116) 1.72%	We are going to continue to offer trainings for targeted populations, i.e. new faculty and staff, to increase employees' awareness of Title IX. We are also going to continue to monitor this information in the staff satisfaction survey.
			Results of the Faculty Satisfaction Survey will be analyzed every Spring.	85% of Faculty Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the	2020 - 2021	Target Met	2021 Faculty Satisfaction Survey Results: Strongly Agree - (61/116) 52.59% Agree - (47/116) 40.52% Total - (97/101) 91.03%	We are going to continue to offer trainings for targeted populations, i.e. new faculty and staff, to increase employees' awareness of Title IX. We are also going

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			designated person to coordinate the University's efforts to eliminate sexual misconduct on campus. {Strongly Agree, Agree, Disagree, Strongly	University has a designated person to coordinate the University's efforts to eliminate sexual misconduct on campus.	2020 - 2021	Target Met	Disagree - (6/116) 5.17% Strongly Disagree - (0/116) 0% Not Applicable - (2/116) 1.72%	to continue to monitor this information in the staff satisfaction survey.
		Results of the Faculty Satisfaction Survey will be analyzed every Spring. "I am aware that the University has a policy that prohibits sexual misconduct. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	85% of Faculty Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a policy that prohibits sexual misconduct.	2020 - 2021	Target Met	2021 Faculty Satisfaction Survey Results: Strongly Agree - (69/116) 59.48% Agree - (46/116) 39.66% Total - (99/100) 99.97% Disagree - (0/100) 0% Strongly Disagree - (0/100) 0% Not Applicable - (1/100) .86%	We are going to continue to offer trainings for targeted populations, i.e. new faculty and staff, to increase employees' awareness of Title IX. We are also going to continue to monitor this information in the staff satisfaction survey.	
		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.	2020 - 2021	Target Met	2021 Faculty Satisfaction Survey Results: Strongly Agree - (66/116) 57.39% Agree - (48/116) 41.74% Total - (1/116) 98.97% Disagree - (0/116) 0% Strongly Disagree - (0/116) 0% Not Applicable - (1/116) 0.87%	We are going to continue to offer trainings for targeted populations, i.e. new faculty and staff, to increase employees' awareness of Title IX. We are also going to continue to monitor this information in the staff satisfaction survey.	
	2.1	The Behavioral Intervention Team (BIT) will increase awareness among the staff regarding the team and reporting measures in order to strengthen reporting of student behaviors in which the team	Results of the Staff Satisfaction Survey will be analyzed every Spring. "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).	2020 - 2021	Target Not Met	2021 Staff Satisfaction Survey Results: Strongly Agree - (24/83) 28.92% Agree - (38/83) 45.78% Total - (62/83) 74.70% Disagree - (13/83) 15.66% Strongly Disagree - (4/83) 4.82% Not Applicable - (4/83) 4.82%	We are going to develop a publicity plan to target the faculty and staff populations using both print and digital media. We are also going to continue to monitor this information in the faculty and staff satisfaction surveys.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	can intervene and work to retain the student.	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).	2020 - 2021	Target Not Met	2021 Staff Satisfaction Survey Results: Strongly Agree - (24/83) 28.92% Agree - (38/83) 45.78% Total - (62/83) 74.70% Disagree - (13/83) 15.66% Strongly Disagree - (4/83) 4.82% Not Applicable - (4/83) 4.82%	We are going to develop a publicity plan to target the faculty and staff populations using both print and digital media. We are also going to continue to monitor this information in the faculty and staff satisfaction surveys.
	2.2	The Behavioral Intervention Team (BIT) will increase awareness among the faculty regarding the team and reporting measures in order to strengthen reporting of student behaviors in which the team can intervene and work to retain the student.	Results of the Faculty Satisfaction Survey will be analyzed every Spring. "I am aware that the University has a Behavioral Intervention Team (BIT). {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	85% of Faculty Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a Behavioral Intervention Team (BIT).	2020 - 2021	Target Met	2021 Faculty Satisfaction Survey Results: Strongly Agree - (61/116) 52.59% Agree - (48/116) 41.38% Total - (/100) 93.97% Disagree - (5/116) 4.31% Strongly Disagree - (1/116) 0.86% Not Applicable - (1/116) 0.86%	We are going to develop a publicity plan to target the faculty and staff populations using both print and digital media. We are also going to continue to monitor this information in the faculty and staff satisfaction surveys.
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.	2020 - 2021	Inconclusive	Student Life did not administer the survey.	The department plans to administer the survey during the 2021-2022 academic year.
	1.2	Student Life will increase the Leadership Program students' understanding of	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	2020 - 2021	Inconclusive	We did not conduct the Program Exit Survey due to COVID interruptions.	Student Life plans to administer the Exit survey.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	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.	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.	2020 - 2021	Inconclusive	We did not conduct the Program Exit Survey due to COVID interruptions.	Student Life plans to administer the Exit survey.
			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.	2020 - 2021	Inconclusive	Due to COVID interruptions, we did not conduct surveys.	As we work towards more traditional programming, we plan to conduct the surveys.
	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.	2020 - 2021	Target Not Met	The number of hours from Engage and other departmental logs was submitted to the department of Institutional Research. Due to the interruptions of COVID, we did not implement four community service events/initiatives.	As CDC guidelines and organizations deem it safe, the office will work towards implementing four community service events.
	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 result of the diversity/educational programs.	2020 - 2021	Target Met	100% of students agreed or strongly agreed that they had increased cultural knowledge of diversity as a result of the Black Lives Matter Brave Space Self-Care Session.	We will continue to strive to obtain the Achievement Target.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Academic and Student Support - Student Success Center	2.1	The Student Success Center will promote academic engagement and success among students placed in two or more intermediate courses.	SSC staff will gather data on success rates of students enrolled in the Academic Support lab course (LS 101) and 2 or more intermediate courses at the end of each academic semester.	60% of students enrolled in the Academic Support Lab (LS 101) and Intermediate Algebra (MA 100) courses will receive a grade of "C" or higher in Intermediate Algebra.	2020 - 2021	Target Not Met	A total of 40 students were concurrently enrolled in sections of Academic Support Lab (LS 101) and Intermediate Math (MA 100) courses. 45% of students concurrently enrolled in the Academic Support Lab (LS 101) and Intermediate Math (MA 100) courses received a grade of "C" or higher in Intermediate Algebra. Grades: A (3), B (9), C (6), D (2), F (13), WP (7).	The return to in-person instruction, in conjunction with peer mentoring availability, is expected to yield an increase in pass rates for students concurrently enrolled in the Academic Support Lab (LS 101) and Intermediate Math (MA 100) courses.
	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.	2020 - 2021	Target Not Met	96 students enrolled in Academic Recovery courses (UN 098) during the 2020-21 academic year. Of those students, 36 (37.5%) returned to good academic standing after completion of the program. Of the remaining students, 19 (19.8%) were placed on continuing probation, 41 (42.7%) were placed on suspension.	The Academic Recovery course (UN 098) will be offered in both face to face and online formats for the upcoming academic year. The higher rate of suspensions was thought to be connected to the online-only format that was offered due to COVID.
			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.	2020 - 2021	Target Met	83% of students participating in 5 or more tutoring sessions received a grade of "C" or higher for the 2020-21 academic year. 6 students participated in 5 or more sessions, with 5 receiving a a grade of "C" or higher. The grades for students in the cohort are as follows: A (1), B (3), C (1), F (1).	The Student Success Center will work with faculty to further publicize the online tutoring platform to students to increase usage.
	3.2	The Student Success Center will enhance the advising process by providing	Undergraduate students participating in the academic advising process will be given the MUW Academic Advising Survey	80% of those participating in the Academic Advising Survey will rate the quality of their	2020 - 2021	Target Not Met	The survey this year was posted as a link on the Canvas LMS Dashboard for students to click on voluntarily to complete the	The results of this survey will be shared with the academic deans and advising faculty fellows to see how advising can be

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	3.2	students with access to professional academic and career advisors.	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.	academic advising received as "good" or "very good."	2020 - 2021	Target Not Met	survey. There were 1498 participants. Very Good - (841/1498) 56.14% Good - (336/1498) 22.43% Total - (1177/1498) 78.57% - Last Year 82.88% Acceptable - (240/1498) 16.02% Poor - (58/1498) 3.87% Very Poor - (23/1498) 1.54%	improved. A new question was added this year focused on barriers faced by students due to the COVID-19 pandemic. Many students reports significant barriers related to the transition to online classes. The transition to virtual advising for many students more than likely had a negative effect on students' perception of advising quality over the past year.
	3.3	The Student Success Center will provide high quality testing services for students.	Students using proctoring services offered by the Student Success Center will be given the Student Proctoring Services survey to rate the quality of the services provided. The Student Success Center will analyze the survey's results at the end of each semester.	80% of those participating in the Student Proctoring Services survey will rate the quality of the services provided as "good" or "very good."	2020 - 2021	Inconclusive	No survey of proctored students was conducted for the 2020-21 academic year. This was due to the switch to a completely online proctoring service.	The Student Success Center will work with the online proctoring vendor to create a short satisfaction survey for students using the service.
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.	2020 - 2021	Inconclusive	Due to Covid-19 we were not able to conduct study abroad so we did not solicit or receive any proposals.	We plan to continue to promote and encourage study abroad programming in lesser represented areas pending Covid-19 and its variants.
	1.2	The Study Abroad program will increase the number of first	At the end of the fiscal year, the Study Abroad Coordinator will review the Post Study Abroad	15% of the students studying abroad who participated in the	2020 - 2021	Inconclusive	Due to Covid-19 all study abroad programs were suspended for the 2020-2021 school year. There is	We will continue to recruit first generation students to travel abroad by encouraging them to seek

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	generation students who participate in summer/semester /year-long study abroad programs.	Survey results.	Post Study Abroad Survey will be first generation study abroad students.	2020 - 2021	Inconclusive	no data to report.	funding through the University or from an outside source if funding is the issue.
	2.1	The Study Abroad program will create new and enhance the current international partnerships to include service learning projects and volunteer opportunities for MUW's students abroad.	At the end of the three-year cycle (2019), the Study Abroad Coordinator will evaluate the number of emails, phone calls, contacts at conferences, etc. made to international institutions to determine if a new international partner school was acquired.	The coordinator will secure at least one new international partner school in the next three academic years.	2020 - 2021	Inconclusive	Due to Covid-19, many institutions suspended their study abroad program offerings per their national and local governments' mandates. As of this date, some countries are beginning to allow their institutions to open their programs to international students for the 2021-2022 school year.	The Study Abroad 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 reviewing and following the finalized safety document created by the Coordinator of Study Abroad and the University Counsel.	There will be no reported incidents.	2020 - 2021	Inconclusive	There are no incidences to report since none of our study abroad programs were offered during the 2020-2021 school year.	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	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.	2020 - 2021	Target Not Met	Tours did not increase due to the pandemic but we will continue our face to face and virtual tour efforts.	Realizing that many of our students are recruited for the first time through campus tours, we will seek to enhance the tour experience and give students the necessary tools needed to make a decision about their next step. The Office of Admissions will make an effort to increase the number of campus visits for high school students

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Administrative Support - Admissions	1.1	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.	2020 - 2021	Target Not Met	Tours did not increase due to the pandemic but we will continue our face to face and virtual tour efforts.	through mail and email campaigns, advertisements on the MUW website and social media, individual contacts at high schools and virtual experiences.
	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.	2020 - 2021	Target Not Met	Again because tours were limited to virtual a good part of the Spring semester we were unable to meet this goal.	The Office of Admissions will attempt to yield (enroll) more high school students who complete an official MUW campus and virtual visit.
	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.	2020 - 2021	Target Not Met	Our male enrollment took a slight dip from previous years.	The Admissions Office will continue efforts to recruit male students through college fairs, intentional marketing efforts and athletics.
			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.	2020 - 2021	Target Not Met	Fall 2020 final numbers were: 126/1011 12% of admitted transfer students; 98/670--15% of enrolled transfer students There was no change from previous year.	Coordinator didn't enter action as required.
	2.2	Admissions Counselors will	Final freshmen enrollment comparison reports will be	1% growth rate in out-of-state	2020 - 2021	Target Not Met	Freshmen enrollment increased from last year	Out-of-state recruitment efforts will continue and will

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	make an effort to recruit, admit, and enroll more out of state students (in contiguous states).	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.	contiguous freshmen students over a two-year period.	2020 - 2021	Target Not Met	but there was no out-of-state market segment growth. We were even with the previous year.	be strengthened through more travel and new technology.
			Final transfer enrollment comparison reports will be analyzed and compared to the previous two years' data to determine growth in out-of-state (in contiguous states) markets. Measurements will be made yearly looking back at the previous two years of data.	.25% growth rate in out-of-state contiguous transfer students over a two-year period.	2020 - 2021	Target Not Met	while transfer number were down we remained even from previous for out-of-state- numbers.	Out-of-state recruitment efforts will continue and will be strengthened through more travel, new technology, and through stronger collaboration with program areas.
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.	2020 - 2021	Target Not Met	Phone calls- 74 Meetings-25 Mailings-254 Email-41 Task/other-6 Email blasts-178 Total-578	For FY 2022, we are hoping to be able to travel and increase all types of solicitations with our donors and alumni. We hope to fill the Director of Development position.
			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.	2020 - 2021	Target Met	FOR FY 2021, total number of donors was 2637 which was up 1.15% over FY2020. For FY 2021, total number of gifts was 7955 which was up 1.5% over FY 2020.	For FY 2022, the goal is to have a 10% increase in number of donors and gifts.

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.	2020 - 2021	Target Met	<p>FISCAL YEAR 2021 SOCIAL MEDIA FOLLOWERS REPORT</p> <p>Development and Alumni Social Media</p> <p>Facebook page likes 7/1/2020 to 6/30/2021: 1,920 to 1,957 (+37)</p> <p>Twitter followers 7/1/2020 to 6/30/2021: 716 to 724 (+8)</p> <p>Instagram followers 7/1/2020 to 6/30/2021: 480 to 561 (+81)</p> <p>TOTAL FOLLOWERS 7/1/2020 to 6/30/2021: 3,116 to 3,242 (+126)</p> <p>Alumni Association Social Media</p> <p>Facebook page likes 7/1/2020 to 6/30/2021: 2,555 to 2,656 (+101)</p> <p>Twitter followers 7/1/2020 to 6/30/2021: 964 to 969 (+5)</p> <p>Instagram followers 7/1/2020 to 6/30/2021: 571 to 650 (+79)</p> <p>TOTAL FOLLOWERS 7/1/2020 to</p>	For FY 2022, we would like to have an overall 5% increase in the D&A and the MUWAA social media accounts.

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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.	2020 - 2021	Target Met	6/30/2021: 4,275 (+185)	4,090 to For FY 2022, we would like to have an overall 5% increase in the D&A and the MUWAA social media accounts.
			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.	2020 - 2021	Target Met	There are 16 chapters and we did not add a new chapter this year. We have 50 constituent/affinity groups.	For 2022, at a minimum we would like to remain at the same number of groups but will strive to add one chapter and one constituent group.
			Count the total number of active alumni affinity groups, as listed on the office website. Count the number of new alumni affinity groups listed on					

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			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.	2020 - 2021	Target Met	There are 16 chapters and we did not add a new chapter this year. We have 50 constituent/affinity groups.	For 2022, at a minimum we would like to remain at the same number of groups but will strive to add one chapter and one constituent 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. "Do you plan to join the MUW Alumni Association? {Yes, No}"	65% of students participating in the Graduation Survey will state that they have plans of joining the Alumni Association.	2020 - 2021	Target Not Met	FY 2021 Graduation Survey results: YES- 47.41% NO- 52.59%	Will continue to work with MUWAA and MUW Student life on ways to connect with students so that they will continue to be involved with the university after graduation. The YES number needs to increase significantly.
	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.	2020 - 2021	Inconclusive	HC 2021 in April was postponed until August 2021. The alumni expressed no interest in participating in a virtual HC so it was decided to postpone until August 21.	We are planning to host Homecoming in April 2022.
Administrative Support - Financial Aid	1.1	Financial Aid office employees will participate in training and webinars to increase understanding in federal regulations.	Financial Aid Office staff will keep a sign-in sheet of all trainings and/or webinars that are participated in.	At least 3 federal regulations trainings and/or webinars will be completed by each Financial Aid Office staff member.	2020 - 2021	Target Not Met	Employee A: 5 Employee B: 1 Employee C: 5 Employee D: 5 Employee E: 6	In an effort to increase the number of training's completed, the Director will send a monthly reminder and ask staff to keep a list of all webinars and/or training's completed.
	1.2	Financial Aid Office employees will participate in leadership	Financial Aid Office staff will keep a sign-in sheet of all trainings and/or webinars that are	At least 2 leadership trainings and/or webinars will be	2020 - 2021	Target Not Met	Employee A: 0 Employee B: 0 Employee C: 0 Employee D: 0	The director will remind staff about completing training's for personal growth and leadership and

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	1.2	trainings and webinars to promote personal growth.	participated in.	completed by each Financial Aid Office staff member.	2020 - 2021	Target Not Met	Employee E: 0	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.	2020 - 2021	Target Met	13.1% 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.	2020 - 2021	Target Met	Yes 89.67% No 10.33% N=765	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.	2020 - 2021	Target Not Met	We still have our current talent management system which does not provide a good method for evaluating data from diverse hires' applications to calculate the percentage. Based on the calculation method we used, it was about 44%. Note: due to COVID, we had 40% decrease in new hires in FY 21.	We plan to contact PeopleAdmin to add more categories to "how did you hear about this position". Last year, we added a Military Upgrade to our advertising options through HigherEd Jobs. We will continue to advertise faculty and upper level staff positions through this national advertising medium in an effort to increase diverse hires. In addition, HR has been in contact with Columbus Air Force Base to promote all open positions through their advertising methods for military spouses and

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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.	2020 - 2021	Target Not Met	We still have our current talent management system which does not provide a good method for evaluating data from diverse hires' applications to calculate the percentage. Based on the calculation method we used, it was about 44%. Note: due to COVID, we had 40% decrease in new hires in FY 21.	dependents and will make this part of the HR process when new jobs are posted. This will broaden recruitment efforts for lower level staff positions that are recruited locally and regionally.
	2.1	Human Resources will ensure that all regular, benefits-eligible, temporary and adjunct employees are provided with access to Code of Conduct training.	At the end of the fiscal year, Human Resources will compare the Current Employee List with the Work Place Answers Enrollees Report to ensure that all required employees have been provided with access to Code of Conduct training.	100% of current employees will be provided with access to Code of Conduct training.	2020 - 2021	Target Met	HR contracted with Traliant in August of 2020 to offer employee training. The Code of Conduct training is in the process of being implemented and will be offered to employees in August of 2021. It will be mandatory for all current employees and assigned to new hires as part of the onboarding process.	Implement Code of Conduct training to all employees in August 2021. Completion of the course will be monitored through reporting option available in the Traliant system.
	2.2	Human Resources will ensure that all regular, benefits-eligible, temporary, and adjunct employees are provided with access to Title IX training as new hires and every 4 years.	At the end of the fiscal year, Human Resources will compare the Current Employee List with the Work Place Answers Enrollees Report for continuing employees to ensure that every four years all required employees have been provided with access to Title IX training.	100% of current employees will be provided with access to Title IX training every four years upon hiring.	2020 - 2021	Target Met	HR contracted with Traliant in August of 2020 to offer employee training. Title IX, Preventing Discrimination & Sexual Harassment training was assigned to all current employee in October 2020. All new hires are assigned the training as part of the onboarding process.	Assign Title IX, Preventing Discrimination & Harassment Training to all new hires. Completion of the course will be monitored through reporting option available in the Traliant system.
			At the end of the fiscal year, Human Resources will compare the Current Employee List with the Work Place Answers Enrollees Report for new hires to ensure that all required employees have	100% of new employees will be provided with access to Title IX training upon hire.	2020 - 2021	Target Met	HR contracted with Traliant in August of 2020 to offer employee training. Title IX, Preventing Discrimination & Sexual Harassment training was assigned to all current employee in October 2020. All new hires	Assign Title IX, Preventing Discrimination & Harassment Training to all new hires. Completion of the course will be monitored through reporting option available in the Traliant system.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			been provided with access to Title IX training.	100% of new employees will be provided with access to Title IX training upon hire.	2020 - 2021	Target Met	are assigned the training as part of the onboarding process.	Assign Title IX, Preventing Discrimination & Harassment Training to all new hires. Completion of the course will be monitored through reporting option available in the Traliant system.
	3.1	Human Resources will continue to seek ways to provide the most efficient use of resources and time for biweekly payroll processes.	At the end of the fiscal year, Human Resources will analyze the processing time for biweekly payroll utilizing the dates on the Direct Deposit Payroll Transaction Forms provided to University Accounting.	Biweekly payroll processing time will be no more than 2.5 days on average throughout the fiscal year.	2020 - 2021	Target Met	It currently takes 2 days to process the biweekly payroll. The reduction in processing time is still due to the fact the number of student workers has not returned to pre-COVID numbers. The Payroll Accounting Assistant has been working with departments to phase in the time-entry time log. Currently, 39 units (unit = payroll voucher for a budget org) are using the new time log and 23 have not had student workers return since COVID. They will be phased in as their student workers return. The biweekly payroll for benefits eligible employees continues to grow because: (1) the higher salary threshold for FLSA exemption status and (2) when non-exempt monthly paid employees depart, those positions are moved from monthly to biweekly payroll. There was an 11% increase in benefits eligible employees on the biweekly payroll.	To continue to make the payroll process more efficient, the Payroll Accounting Assistant will work with the remaining departments to phase in the time entry time log for student workers.
Administrative Support - Information	1.1	Deliver information technology	Information Systems will analyze the results of the Faculty/Staff Technology	80% of staff participating in the Faculty/Staff	2020 - 2021	Target Met	The Faculty/Staff Technology Survey ran from March 4 through	Information Systems will remain committed to end user satisfaction by

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Systems	1.1	products and services that meet the needs of the university to achieve a high level of customer satisfaction.	Survey at the end of the fiscal year to determine their level of satisfaction.	Technology Survey will give an overall satisfied rating for the Information Systems department.	2020 - 2021	Target Met	<p>March 15, 2021. Of the 396 enrollments, 253 responded to the survey - 63.89% participation rate (Last Year: 63.69%) Faculty - (155/253) 61.26% - Last Year: 57.73% Staff - (98/253) 38.74% - Last Year: 42.27%</p> <p>"Rate your satisfaction level with the services provided by the Department of Information Systems (supports administrative systems such as Ellucian's Banner, Canvas, and other smaller information systems)." Very Satisfied - (139/249) 55.82% Satisfied - (81/249) 32.53% Total - (220/249) 88.35% - Last Year: 85.71%</p> <p>Neutral - (24/249) 9.64% Dissatisfied - (1/249) 0.40% Very Dissatisfied - (4/249) 1.61%</p>	providing reliable technology tools, technology training opportunities, and customer-friendly support. Information Systems will continue 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 feedback as it seeks to improve information system services. (07/08/2021)
	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.	2020 - 2021	Target Met	Due to COVID restrictions, Information Systems provided ad hoc Banner trainings for new employees by way of a Banner 9 overview video and documentation, as well as one-on-one online training for specific Banner 9/Self-Service features.	Information Systems will seek to provide a greater focus in provisioning proactive training across the spectrum of technology offerings delivered by the department, including but not limited to the Banner 9 Student Information System.
	1.3	Enable communication and collaboration among information	Information Systems will review the Participation Log of the Mississippi Banner Users Group meetings at the end of the	One Information Systems staff will attend 80% of the Mississippi Banner Users Group	2020 - 2021	Target Not Met	Information Systems did not attend the Mississippi Banner User Group Conference due to cancellation because of the	Information Systems will continue to expand its skill set and knowledge base through continuous improvement, with hopes of

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.3	systems professionals and users of information technology at the state level.	fiscal year to determine the percentage of meetings attended by the staff member.	meetings.	2020 - 2021	Target Not Met	COVID pandemic. The Information Systems team did attend the online Ellucian Live Conference, as admissions for the conference was free due to the pandemic.	attending the annual Mississippi Banner User Group conference, once it is brought back online in the near future. Information Systems will look for alternatives methods of sharpening its skills until such conferences are back in session.
	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.	2020 - 2021	Target Not Met	<p>The Student Technology Survey was released in March 2021. Of the 2485 enrollments, 1613 responded to the survey - 64.91% participation rate (last year's participation rate: 49.28%).</p> <p>The Student Technology Survey reported out the following satisfaction ratings for services provided by the Information Systems department.</p> <p>*For the computer lab hours, Canvas, Portal, and Banner Web, those students' responses that were "Not Applicable" were taken out of the total number of responses amount.</p> <p>McDevitt Computer Lab Hours Very Satisfied - (330/1609) = 20.51% Satisfied - (245/1609) = 15.23% Total - (575/1609) = 35.74% - Last Year: 73.28</p> <p>Canvas</p>	Information Systems will look for proactive methods to increase end-user satisfaction 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 experience. Degree Works will give students a more modern and efficient tool to chart their degree path and monitor their academic progress with hopes of positively impacting student success rates. Information Systems plans to roll out tailored FAQ's in chatbot form that could provide students another avenue of assistance.

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.	2020 - 2021	Target Not Met	<p>Very Satisfied - (715/1613) = 44.33%</p> <p>Satisfied - (638/1613) = 39.55%</p> <p>Total - (1354/1613) = 83.94% - Last Year: 85.94</p> <p>Portal W Connect</p> <p>Very Satisfied - (656/1610) = 39.97%</p> <p>Satisfied - (564/1610) = 39.25%</p> <p>Total - (1220/1610) = 75.77% - Last Year: 79.22</p> <p>Mobile App</p> <p>Very Satisfied - (613/1609) = 38.10%</p> <p>Satisfied - (463/1609) = 28.78%</p> <p>Total - (1076/1609) = 66.87% - First year reporting</p> <p>Banner Web</p> <p>Very Satisfied - (648/1602) = 40.45%</p> <p>Satisfied - (587/1602) = 36.64%</p> <p>Total - (1235/1602) = 77.10% - Last Year: 80.14</p> <p>Support Provided</p> <p>Very Satisfied - (338/892) 37.89%</p> <p>Satisfied - (226/892) 25.34%</p> <p>Total - (564/892) 63.23% - Last Year: 75.89</p> <p>Total Overall Satisfaction Average - (35.74 + 83.94 + 75.77 + 66.87 + 77.10 + 63.23)/6 = 67.11%</p> <p>Last Year: 78.89%</p>	Information Systems will look for proactive methods to increase end-user satisfaction 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 experience. Degree Works will give students a more modern and efficient tool to chart their degree path and monitor their academic progress with hopes of positively impacting student success rates. Information Systems plans to roll out tailored FAQ's in chatbot form that could provide students another avenue of assistance.

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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.	2020 - 2021	Target Met	The 2020-21 Graduation Survey response rate is 83% with 812 of 980 recipients responding. This matches our rate of 83% last year.	Based on the result of this year's 2020-21 Graduation Survey and those from prior years, we will keep our AT at 70%. We will continue to communicate results to our department staff and the university.
	1.2	Institutional Research and Assessment will encourage staff to present pertinent data/information to appropriate campus groups.	Staff will be asked to present survey results and other essential information throughout the year to groups, such as PIE Council. Institutional Research and Assessment will keep a record of presentations made.	The Office of Institutional Research and Assessment will conduct four data presentations to campus groups each fiscal year.	2020 - 2021	Target Not Met	This year, our office did not present to various campus groups and committees due to COVID-19 complications.	We plan to resume presentations once meetings are on a more regular schedule. In the meantime, we do continue to share information through email and other means as necessary. This information is shared within our department and with the university.
	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.	2020 - 2021	Target Met	This year, there was a response rate of 43% (83 of 191 responding) for the 2020-21 Staff Satisfaction Survey.	We will continue to communicate the results of the survey to our department staff and the university.
	2.2	Institutional Research and Assessment will provide information to enhance university business processes among faculty.	Institutional Research and Assessment will administer the annual Faculty Satisfaction Survey to assess faculty satisfaction with specific university processes, such as planning/budgeting.	50% overall response rate for the annual Faculty Satisfaction Survey.	2020 - 2021	Target Met	This year, we had a response rate of 78% (119 of 152 responding) to the 2020-21 Faculty Satisfaction Survey.	Based on the result of this year's 2020-21 Faculty Satisfaction Survey and those from prior years, we will keep our AT at 50%. We will continue to communicate the results of the survey to our department staff and the university.
Administrative Support - Outsourced	1.1	Facilities Management Work Orders will	At the end of the fiscal year, Outsourced Enterprises will review the	Facilities Management Work Orders will have a	2020 - 2021	Inconclusive	Results not entered by coordinator	Results not entered by coordinator

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Enterprises (bookstore, food service, facilities management)	1.1	be addressed in a timely manner and completed to the requestor's satisfaction.	work order completion rate in the work order system.	completion ratio of 95%.	2020 - 2021	Inconclusive	Results not entered by coordinator	Results not entered by coordinator
	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.	2020 - 2021	Inconclusive	Results not entered by coordinator	Results not entered by coordinator
	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.	2020 - 2021	Inconclusive	Results not entered by coordinator	Results not entered by coordinator
	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.	2020 - 2021	Inconclusive	Results not entered by coordinator	Results not entered by coordinator
	2.2	Bookstore will improve its overall function to increase customer satisfaction.	At the end of the fiscal year, Outsourced Enterprises will review the bookstore's overall satisfaction score documented by the annual Barnes & Noble survey.	Each fiscal year, the Bookstore will earn at least a 95% overall satisfaction score on the Barnes & Noble Survey.	2020 - 2021	Inconclusive	Results not entered by coordinator	Results not entered by coordinator
	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	Each fiscal year, Food Service will earn a 90% or higher score on Sodexo's annual Food Safety Audit	2020 - 2021	Inconclusive	Results not entered by coordinator	Results not entered by coordinator

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.3	Food Service and Facilities Management will enhance their safety practices.	Service.	on safety practices in their accounts.	2020 - 2021	Inconclusive	Results not entered by coordinator	Results not entered by coordinator
	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.	2020 - 2021	Inconclusive	Results not entered by coordinator	Results not entered by coordinator
Administrative Support - Plymouth Bluff	1.1	Plymouth Bluff will offer public cultural and educational programming.	At the end of the fiscal year, Plymouth Bluff will review program documents (mailings, Facebook posts, news releases, and attendance records) to determine if achievement target was met.	At least once per quarter, public cultural and/or educational programming will be offered at no cost for attendance.	2020 - 2021	Target Not Met	Due to Covid19, we were not able to offer any public cultural or educational programming	Continue assessment.
	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.	2020 - 2021	Inconclusive	Results not entered by coordinator	Action not entered by coordinator
	1.3	Plymouth Bluff will maintain its 4+ miles trail system.	At the end of the fiscal year, Plymouth Bluff will review the Trail System's monthly inspection reports.	12 Monthly Trail System Inspections will be completed each fiscal year, including corrective actions.	2020 - 2021	Target Met	We continue to monitor the trails and repair them as we have the resources to do so.	We will continue to monitor the trails and make needed repairs.
	1.4	Plymouth Bluff will	At the end of the fiscal	Plymouth Bluff will	2020 - 2021	Inconclusive	We will continue to market	Action not provided by

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	1.4	do presentations and make the facility available to groups such as the Boy Scouts and other educational organizations at no charge.	year, Plymouth Bluff will review monthly reports to determine the number of weekly visits.	average 50 visits per week by people walking the grounds and trails.	2020 - 2021	Inconclusive	the Bluff to different groups	assessment coordinator
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.	2020 - 2021	Target Not Met	In 2020-2021, The MUW PD was able to provide departmental updates and a variety of safety information to the campus community. The PD met with or presented to 4 different groups on campus. This is a decrease from the previous year. The decrease is due to a lack of in person activities on campus. (07/01/2021)	The police department will continue to seek out opportunities to meet with campus organizations in person and through online formats.
	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.	2020 - 2021	Target Met	The police department did not receive any complaints through July 2020-June 2021.	The police department will continue to participate in departmental and individual professional development training.
	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.	2020 - 2021	Target Met	The police department filed 77 incident reports, this is a decrease from 151 the previous year-49% 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	The Police Department will maintain and review meeting records with Memorandum of Understandings (MOU) partners throughout the	The Police Department will maintain open communications through meetings year-round with all	2020 - 2021	Target Met	The police department scheduled monthly meetings both in person and online with the Columbus Police Department and quarterly	The police department will continue to conduct regular meetings with local first responding agencies.

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	2.2	agencies to promote safety.	fiscal year to determine if the achievement target was met.	of the MOU partners by holding 10 meetings collectively across the agencies.	2020 - 2021	Target Met	meetings with the Lowndes County Sheriff's Department and Columbus Fire and Rescue. Upcoming events, trends and departmental updates were discussed during meetings.	The police department 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%.	2020 - 2021	Target Met	Resources Management trained 22 staff in the areas that RM is responsible for.	We will continue to train staff in the areas of purchasing, P-cards, and fleet
	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%.	2020 - 2021	Target Not Met	Due to the large number of Covid 19 supplies we used more purchase orders to allow us to track PPE supplies in a more efficient manner	No action provided by assessment coordinator
	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.	2020 - 2021	Inconclusive	Results not provided by coordinator	Action not provided by coordinator
	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%.	2020 - 2021	Inconclusive	Results not provided by coordinator	Action not provided by coordinator
Administrative Support -	1.1	Systems & Network will	Systems & Network will verify Active Directory	100% of AD services account	2020 - 2021	Target Met	Per HR e-mail non-employment notice	Systems & Networks continues to verify and

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Systems and Network	1.1	perform annual audit of user account access against HR e-mail non-employment notices.	(AD) services account status is disabled for unemployed users.	access is disabled for non-employed user accounts without emeritus status.	2020 - 2021	Target Met	validations, audit of user account deactivation (without emeritus status) resulted in 34 out of 34 (100%) accounts deactivated.	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.	2020 - 2021	Target Met	Based on In/Out Traffic Utilization analysis of bandwidth transmitted between 01/01/2021-06/30/2021, average bandwidth utilization reported below 300Mbps (30%) of available 1Gbps Internet circuit. In/Out Bits/Traffic Utilization graphs are included to show reported results.	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.	2020 - 2021	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.	2020 - 2021	Target Not Met	The Student Technology Survey was released in March 2021. Of the 2485 enrollments, 1610 responded to the survey - 64.79% participation rate (last year's participation rate: 49.28%). Participation increases/decreases are likely subject to influences from Covid-19. The Student Technology Survey reported out the following satisfaction ratings for services	Systems & Networks will continue to look for possible ways to provide high levels of student satisfaction.

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	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.	2020 - 2021	Target Not Met	<p>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 & 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 (612/1602) 38.20% Satisfied (473/1602) 29.53% Satisfaction Rating (1085/1602) 67.73% - Last Year: 80.79</p> <p>GoogleDocs: Very Satisfied (619/1602) 38.64% Satisfied (466/1602) 29.09% Satisfaction Rating (1085/1602) 67.73% - Last Year: 79.26</p> <p>Portal: Very Satisfied (656/1610) 40.75% Satisfied (564/1610) 35.03% Satisfaction Rating (1220/1610) 75.78% - Last Year: 79.22</p>	Systems & Networks will continue to look for possible ways to provide high levels of student satisfaction.

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	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.	2020 - 2021	Target Not Met	Internet/WiFi: Very Satisfied (341/1605) 21.25% Satisfied (304/1605) 18.94% Satisfaction Rating (645/1605) 40.19% - Last Year: 61.37 Tech Support: Very Satisfied (393/1584) 24.81% Satisfied (285/1584) 17.99% Satisfaction Rating (678/1584) 42.80% - Last Year: 68.69 Overall Satisfaction Rating (67.73+67.73+75.78+40.19+42.80)/5 = 58.84% Last Year: 73.87%	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.	2020 - 2021	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	Conduct a survey of faculty and staff to determine whether they have a clear understanding of the University's Travel Policies	90% of the survey participants will have a clear understanding of the University's Travel Policy and	2020 - 2021	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	being followed and reimbursement requests are not delayed due to improper submission.	and Procedures.	Procedures.	2020 - 2021	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.	2020 - 2021	Target Met	Comparing FY21 to FY20, the target has been met. FY 20 \$223,442.13 FY 21 \$121,640.17	We plan to continue with this assessment method.
	2.1	Reduce the time it takes to process a Request for Reversal of Fees with a Request for Reversal of Fees Form to streamline the process.	Keep a spreadsheet that accounts for all Account Inquiries that logs the type and time of submissions and the date of process completions. Original files will be held in the office of University Accounting.	At least 85% of the Reversal for Fees Request will be processed in 5 business days or less.	2020 - 2021	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.	2020 - 2021	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 even to slightly up with previous years until spring 2020, when numbers declined. Our team will continue to work closely with admissions to seek guidance

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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.	2020 - 2021	Target Not Met	Web Page Views -8.76; Sessions -7.02; Users +4.82%	<p>on ways our team can support their recruitment efforts.</p> <p>We also plan to overhaul the look of the website.</p>
			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.	2020 - 2021	Target Met	Social Media: Facebook +14.4 percent, Twitter +43.7%, Instagram -11.1 percent, and LinkedIn +67 percent	<p>Overall, social media's net audience growth was up 15.4%.</p> <p>More content was shared on LinkedIn following a discussion with the alumni office and as a response to alums wanting to see more content shared through LinkedIn.</p> <p>Total social media sent messages were up 28.6 percent and total received messages were up 3.3 %.</p> <p>UR has been more intentional about sharing more videos with hopes of engaging more audience members. Video views were up 11.8%.</p> <p>UR plans to update its university marketing video done about three years ago for recruitment purposes. The goal is to launch the</p>

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			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.	2020 - 2021	Target Met	Social Media: Facebook +14.4 percent, Twitter +43.7%, Instagram -11.1 percent, and LinkedIn +67 percent	video in the spring.
	1.2	Increase alumni donations, as well as that of friends of the University, by highlighting stories about students, faculty, staff and alumni and promoting an understanding of the University's programs and offerings in Visions magazine, which is peer recognized.	At the end of the fiscal year in which the survey is offered, University Relations will review and analyze the Alumni Survey results to determine if achievement target was met. The Alumni Survey is offered every three years in the Spring. The last Survey was offered in Spring of 2016. "Please rate the following statements according to their accuracy: Visions increases my awareness of the University's programs and offerings and encourages me to give to the University. {Strongly Agree, Agree, Disagree, Strongly Disagree}"	65% of Alumni Survey participants will either "agree" or "strongly agree" that Visions increases their awareness of the University's programs and offerings and encourages them to give to the University.	2020 - 2021	Inconclusive	The Alumni Survey isn't scheduled to take place again until Spring 2022. Will report results then.	Results will be reported after the spring 2022 results are released. In the meantime, UR will produce Visions three times a year, including spring, summer and fall. Additionally each issue will feature stories about faculty, staff, students and 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	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).	2020 - 2021	Target Not Met	There was a decrease in the amount of advertising dollars spent via national, regional and local outlets, including radio spots, newspapers, magazines, billboards and social media platforms. \$60,309 was spent in 2020-21 compared to \$83,835 spent in 2019-2020. in 2020-19. UR was	At the end of the fiscal year, University Relations will review the collected data on its national, regional and local media outlets to determine an increase/decrease in advertisements

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	2.1	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).	2020 - 2021	Target Not Met	also in need of new video and camera equipment. A decision was made to reallocate some of the marketing funds for new equipment. \$9,132 was spent on much needed equipment. In 2018, Ruffalo Noel Levitz suggested that more advertising dollars be shifted toward social media marketing for a better return on our investment. That shift has continued. \$8,214 was spent on advertising with Facebook and Google.	At the end of the fiscal year, University Relations will review the collected data on its national, regional and local media outlets 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 media boards.	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. "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 Faculty Satisfaction Survey participants will either "agree" or "strongly agree" that University Relations' internal newsletters, web and social media postings and media boards increase their awareness of the University's programs and offerings.	2020 - 2021	Target Met	34.78% Strongly Agree 55.65% Agree Total: 90.43%	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
			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.	75% of Staff Satisfaction Survey participants will either "agree" or "strongly agree" that University Relations' internal	2020 - 2021	Target Met	24.9% Strongly Agree 59.26 Agree Total: 83.95%	75% of Staff Satisfaction Survey participants will either "agree" or "strongly agree" that University Relations' internal newsletters, web and social media postings and media

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			“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}”	newsletters, web and social media postings and media boards increase their awareness of the University’s programs and offerings.	2020 - 2021	Target Met	24.9% Strongly Agree 59.26 Agree Total: 83.95%	boards increase their awareness of the University’s programs and offerings.