

Non-Academic Units' Results 2021-2022

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Academic and Student Support - Athletics	1.1	The Department of Athletics will maintain a continuous progression for attaining NCAA Membership within five years.	The membership process goes through 3 phases; Exploratory (1-3 years), Provisional (2-3 years), Full Membership. Each process requires the NCAA Membership Committee to approve progression to the next step. The department will report results based on the data submitted to the NCAA Membership Committee.	Continued achievement of sport roster numbers. Baseball – 30 Women’s Cross Country – 7 Men’s Soccer – 24 Softball – 20 Women’s Volleyball – 14	2021 - 2022	Inconclusive	Coordinator did not provide.	Coordinator did not provide.
			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	2021 - 2022	Target Met	Baseball –25 (min) games (played) 33 games & Roster Size: 28 Women's Cross Country –5 (min) 5 events (played) & Roster Size: 8 Men’s Soccer –13 (min) games (played) 19 games & Roster Size: 21 Softball – 24 (min) games (played) 37 games & Roster Size: 24 Women’s Volleyball –17 (min) 19 matches (played) & Roster Size: 21 Men's Cross Country- 5 (min) events (played) 5 events & Roster Size: 7 Women's Soccer- 13 (min) games (played) 16 games & Roster Size: 21 Women's Basketball- 18 (min) games 18 (played) & Roster Size: 14 Men's Basketball- 18 (min) 18 games (played) & Roster Size: 21 Men's Golf- 6 (min) contests (played) 8 contests & Roster Size: 11	20.11.3.8 NCAA Division III Compliance for Minimum Contests and Participants Requirements for Sport sponsorship- 6 women teams and 6 men's teams with a team sport for each gender in the fall, winter and spring Baseball –25 (min) games Women's Cross Country –5 (min) Men’s Soccer –13 (min) games Softball – 24 (min) games Women’s Volleyball –17 (min) Men's Cross Country- 5 (min) events Women's Soccer- 13 (min) games Women's Basketball- 18 (min) games Men's Basketball- 18 (min) contests Men's Golf- 6 (min) contests Women's Tennis-10 (min) contests

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			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	2021 - 2022	Target Met	Women's Golf- 6 (min) contests (played) 7 contests & Roster Size: 4 Men's Tennis- 10 (min) contests (played) 16 contest & Roster Size: 13 Women's Tennis-10 (min) contests (played) 15 contest & Roster Size: 13 Men's Indoor Track- 5 (min) events (played) 2 events & Roster Size: 16 Women's Indoor Track-5 (min) events (played) 1events & Roster Size: 12 Men's Outdoor Track-6 (min) events (played) 0event & Roster Size: 12 Women's Outdoor Track-6 (min) events (played) 0 event & Roster Size: 11	contests Men's Indoor Track- 5 (min) events Women's Indoor Track-5 (min) events Men's Outdoor Track-6 (min) events Women's Outdoor Track-6 (min) events
	2.1	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	2021 - 2022	Target Not Met	Baseball –25 (min) with 37 games scheduled Women's Cross Country –5 (min) 7 events scheduled Men’s Soccer –13 (min) with 18 games scheduled Softball – 24 (min) games with 40 games scheduled Women’s Volleyball –17 (min) with 22 dates of competition scheduled Men's Cross Country- 5 (min) events with 7 events scheduled Women's Soccer- 13 (min) games with 16 games scheduled Women's Basketball- 18 (min) games with 25 games scheduled Men's Basketball- 18 (min) with 25 games scheduled Men's Golf- 6 (min) contests with 8 contests	Our achievement target is to continue to strive to meet required minimum number of dates of competition to meet sport sponsorship requirements and to meet the 70% regional competition mandate in order to compete in NCAA post-season competition. As full members of the St. Louis Intercollegiate Athletic Conference and NCAA Division III in the fall 2023; this significant change will provide schedules earlier which will provide assistance in achieving the NCAA sports minimums and the 70% regional competition requirement, as well. (08/25/2022

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	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	2021 - 2022	Target Not Met	scheduled Women's Golf- 6 (min) contests with 7 contests scheduled Men’s Tennis- 10 (min) contests with 16 contests scheduled Women's Tennis-10 (min) contests with 15 contest scheduled Men's Indoor Track- 5 (min) events with 5 events scheduled Women's Indoor Track-5 (min) events with 5 events scheduled Men's Outdoor Track-6 (min) events with 6 events scheduled Women's Outdoor Track-6 (min) events with 6 events scheduled	Our achievement target is to continue to strive to meet required minimum number of dates of competition to meet sport sponsorship requirements and to meet the 70% regional competition mandate in order to compete in NCAA post-season competition. As full members of the St. Louis Intercollegiate Athletic Conference and NCAA Division III in the fall 2023; this significant change will provide schedules earlier which will provide assistance in achieving the NCAA sports minimums and the 70% regional competition requirement, as well. (08/25/2022
	3.1	The Department of Athletics will increase revenue for sports and athletics’ needs, including facility expansion, student athlete programming, and operating costs.	The department will review and report the list of sponsorships through the Department of Athletics and Owls Fund Club donations	Increase donor participation by 7% each year.	2021 - 2022	Target Met	Beg. Bal. 2021 Revenue Expenses Surplus/ (Deficit) Ending Balance 26122 - Owls Fund Club \$83,116.81 \$21,127.61 \$29,253.49 (\$8,125.88) \$74,990.93 28095 - Owls Baseball \$8,982.04 \$4,002.34 \$6,205.18 (\$2,202.84)	We will continue to emphasize the golf outing, sponsorships, sport specific fundraising opportunities and cultivating relationships with prospective donors.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	3.1	The Department of Athletics will increase revenue for sports and athletics' needs, including facility expansion, student athlete programming, and operating costs.	The department will review and report the list of sponsorships through the Department of Athletics and Owls Fund Club donations	Increase donor participation by 7% each year.	2021 - 2022	Target Met	\$6,779.20 28096 - Owls Cross Country \$3,419.61 \$0.00 \$0.00 \$0.00 \$3,419.61 28097 - Owls Softball \$73,666.53 \$567.64 \$11,332.69 (\$10,765.05) \$62,901.48 28098 - Owls Men's Soccer \$6,731.08 \$0.00 \$532.77 (\$532.77) \$6,198.31 28099 - Owls Volleyball \$13,378.73 \$1,170.00 \$479.20 \$690.80 \$14,069.53 28125 - Owls Men's Basketball \$4,873.33 \$6,178.18 \$6,433.77 (\$255.59) \$4,617.74 28126 - Owls Women's Basketball \$8,164.64 \$6,025.00 \$400.00 \$5,625.00	We will continue to emphasize the golf outing, sponsorships, sport specific fundraising opportunities and cultivating relationships with prospective donors.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	3.1	The Department of Athletics will increase revenue for sports and athletics' needs, including facility expansion, student athlete programming, and operating costs.	The department will review and report the list of sponsorships through the Department of Athletics and Owls Fund Club donations	Increase donor participation by 7% each year.	2021 - 2022	Target Met	\$13,789.64 28127 - Owls Women's Soccer \$7,579.92 \$1,735.54 \$3,110.54 (\$1,375.00) \$6,204.92 28128 - Owls Golf \$4,545.43 \$5,000.00 \$0.00 \$5,000.00 \$9,545.43 28129 - Owls Tennis \$369.62 \$0.00 \$0.00 \$0.00 \$369.62 28167 - Owls Track & Field \$108.00 \$2,001.24 \$2,109.24 (\$108.00) \$0.00 28169 - Owls Sports Information \$643.00 \$0.00 \$0.00 \$0.00 \$643.00 28190 - Owls SAAC \$1,268.65 \$0.00 \$0.00 \$0.00 \$1,268.65	We will continue to emphasize the golf outing, sponsorships, sport specific fundraising opportunities and cultivating relationships with prospective donors.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	3.1	The Department of Athletics will increase revenue for sports and athletics' needs, including facility expansion, student athlete programming, and operating costs.	The department will review and report the list of sponsorships through the Department of Athletics and Owls Fund Club donations	Increase donor participation by 7% each year.	2021 - 2022	Target Met	<p>Total \$216,847.39 \$47,807.55 \$59,856.88 (\$12,049.33) \$204,798.06</p> <p>In 2020-2021 our revenues: \$11,170.02 In 2021-2022 our revenues: \$47,807.55</p> <p>2020 Jul-Dec 137 gifts Donors 2021 Jan-Jun \$ 2,140.04 43 gifts Donors Total for year 180 gifts Donors 2021 Jul-Dec \$33,175.02 101 2022 Jan-Jun \$107,755.04 148 gifts 94 Donors Total for year \$144,467.08 237 gifts 130 Donors</p>	We will continue to emphasize the golf outing, sponsorships, sport specific fundraising opportunities and cultivating relationships with prospective donors.
	4.1	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.	2021 - 2022	Target Met	Men's and Women's Basketball Camps Volleyball Camps	The department will review and report the recorded list of sponsored camps, clinics, and seminars that were hosted on campus and/or community venues. We will increase our minimums: The department will have a mandatory minimum of 6 camp/clinic offerings per year.
	5.1	The Department of Athletics will maintain	OASIS (Owls Academic Support and Individual Success) program	Consistently reducing the number of	2021 - 2022	Target Met	Baseball- had 9 in the Fall 2021 and 4 in Spring 2021 Softball- had 10 in the Fall	We will continue to strive to monitor and to support student-athletes with below

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	5.1	consistent expectations for students and staff with a goal-oriented focus and provide a high quality student-athlete experience.	monitors student-athletes who are first time freshman, have a cumulative GPA below 2.5, and/or have a semester GPA below 2.0. Participants are reported on 4 times throughout the semester by attendance, current grade, and progress comments by faculty. These reports will be reviewed and reported by the end of the academic year.	participants by 10% from fall to spring beyond the mandated term.	2021 - 2022	Target Met	<p>2021 and 2 in Spring 2021 Men's Soccer- had 2 in the Fall 2021 and 4 in the Spring 2021 Volleyball- had 7 in the Fall 2021 and 1 in the Spring 2021 Women's Cross Country- had 2 in the Fall 2021 and 1 in the Spring 2021 Men's Cross Country- had 0 in the Fall 2021 and 1 in the Spring 2021 Women's Tennis- had 2 in the Fall 2021 and 0 in the Spring 2021 Men's Tennis- had 0 in the Fall 2021 and 1 in the Spring 2021 Men's Golf- had 3 in the Fall 2021 and 0 in the Spring 2021 Women's Golf- had 0 in the Fall 2021 and 1 in the Spring 2021 Women's Soccer- had 1 in the Fall 2021 and 3 in the Spring 2021 Men's Basketball- had 2 in the Fall 2021 and 8 in the Spring 2021 Women's Basketball- had 6 in the Fall 2021 and 3 in the Spring 2021 Men's Track- had 2 in the Fall 2021 and 1 in the Spring 2021 Women's Track- had 2 in the Fall 2021 and 1 in the Spring 2021</p> <p>Total in Fall 2021- 48 Total in Spring 2021- 31 Reduced participants by 47 (less)</p>	a 2.5 cumulative GPA and/or below 2.0 semester GPA. Additional Action Item: to evaluate and create a plan of action to better support all of our student-athletes academically (e.g. identifying internships, workshops, utilizing the career and services-interview skills, resume development)

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			OASIS (Owls Academic Support and Individual Success) program monitors student-athletes who are first time freshman, have a cumulative GPA below 2.5, and/or have a semester GPA below 2.0. Participants are reported on 4 times throughout the semester by attendance, current grade, and progress comments by faculty. These reports will be reviewed and reported by the end of the academic year.	Maintain a Student-Athlete Retention at 70% or higher	2021 - 2022	Inconclusive	Coordinator did not provide.	Coordinator did not provide.
Academic and Student Support - Campus Recreation	1.1	The Spring Fitness Challenge will motivate MUW students, faculty, staff, and Stark Recreation community members to live healthier lifestyles.	A Spring Fitness Challenge Survey will be distributed to students, faculty, and staff who successfully completed the challenge in its entirety. The results of this survey will be analyzed at the end of the Spring semester.	75% of Spring Fitness Challenge Survey participants will indicate that they are likely to continue their wellness goals after completing the fitness challenge.	2021 - 2022	Target Met	In Spring of 2022 we ran an eight-week challenge that showed that 78.6% of participants said they are likely to continue their wellness goals after completing the challenge.	With the new Wellness & Aquatics, Associate Director now hired on, we will continue to do the Spring Fitness Challenge with the same Achievement Target of 75%, but would like to see a greater impact by offering a more diversified challenge that could include nutrition and performance based challenges in addition to the weight loss goals.
	2.1	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.	2021 - 2022	Target Met	We implemented a Customer Service Satisfaction Survey in June of 2022; 97.4% of 38 participants surveyed found the Campus Recreation staff to be helpful and courteous.	We will continue to achieve excellent customer service and perpetuate the goal of having 90% of Customer Satisfaction Survey participant indicate that Campus Recreation staff was helpful and courteous.
			"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.					

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	Campus Recreation will provide a welcoming facility for guests through service in a thoughtful and proactive manner.	{Strongly Disagree, Disagree, No Opinion, Agree, Strongly Agree}"	90% of Customer Satisfaction Survey participants will indicate that Campus Recreation staff was helpful and courteous.	2021 - 2022	Target Met	We implemented a Customer Service Satisfaction Survey in June of 2022; 97.4% of 38 participants surveyed found the Campus Recreation staff to be helpful and courteous.	We will continue to achieve excellent customer service and perpetuate the goal of having 90% of Customer Satisfaction Survey participant indicate that Campus Recreation staff was helpful and courteous.
	3.1	Students who are employed at Stark Recreation Center will gain or improve their leadership skills.	An Employee Evaluation Form, which students are required to complete, is administered to each employee at the end of each regular academic semester. The results of this evaluation form for both semesters will be analyzed at the end of the Spring semester. "Through my employment with Campus Recreation, I have developed or improved my leadership skills. {Strongly Disagree, Disagree, No Opinion, Agree, Strongly Agree}"	90% of student employees will report on the Employee Evaluation Form that their leadership skills improved as a result of working for Campus Recreation.	2021 - 2022	Target Met	Our end of the year student evaluations were completed in April 2022. 92.9% of 21 students strongly agreed that their leadership skills have improved since being employed at MUW Campus Recreation.	Part of our mission at Campus Rec is to provide a culture of student development. We will continue to strive for the Achievement Target 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.
	4.1	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	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.	2021 - 2022	Target Met	98.8% of the 21 employee students who were evaluated at the end of the year in April 2022, strongly agree that their problem solving skills have improved.	Part of our mission at Campus Rec is to provide a culture of student development. We will continue to strive for the Achievement Target 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.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	4.1	Students employed at Stark Recreation Center will strengthen their problem-solving skills.	Agree}"	90% of student employees will report on the Employee Evaluation Form that their problem-solving skills improved as a result of working for Campus Recreation.	2021 - 2022	Target Met	98.8% of the 21 employee students who were evaluated at the end of the year in April 2022, strongly agree that their problem solving skills have improved.	Part of our mission at Campus Rec is to provide a culture of student development. We will continue to strive for the Achievement Target 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.
	5.1	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.	2021 - 2022	Target Not Met	Our 2022 Customer Satisfaction Survey was implemented in June 2022. Of the 38 participants who took the survey, only 65.8% agreed that our facilities are well maintained and clean.	For most of the 2021 - 2022 fiscal year, we were on track with achieving our Target of 90% as we had ascertained a dedicated custodial person to our facility. However, due to a campus-wide custodial contractual change our facility was neglected for approximately 8-10 weeks with little to no attention given to cleaning or maintenance. Post the survey, we have since been assigned a custodial member who comes most days and have seen a great turn around. Because clean facilities matter toward excellent customer service, we will again strive for a 90% of Customer Satisfaction Survey participants who strongly agree that we offer well maintained and clean facilities.
Academic and Student Support - Center for Teaching and Learning	1.1	The Kossen Center will offer pedagogical training on a variety of topics	The Kossen Center will offer individual consultations on a variety of topics to meet the needs of our faculty and	At least 45 individual consultations on any aspect of teaching or	2021 - 2022	Inconclusive	No follow-up surveys were distributed. A new KCTL Director was hired June 1st (6/1/2022)	The KCTL will track consultations with faculty and staff (direct) as well as administer consultation surveys at the end of each

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Academic and Student Support - Center for Teaching and Learning	1.1	throughout the academic year to encourage faculty development.	maintain a participation record to review at the end of the fiscal year.	instructional technology will be scheduled and completed annually.	2021 - 2022	Inconclusive	No follow-up surveys were distributed. A new KCTL Director was hired June 1st (6/1/2022)	consultation for feedback (indirect)
			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.	2021 - 2022	Inconclusive	Workshops were limited to a truncated faculty orientation and asynchronous online teaching academy. A total of 5 faculty signed up and participated in the Online Teaching Academy. No follow-up surveys were distributed. A new KCTL Director was hired June 1st (6/1/2022)	The KCTL will track attendance (direct) at all Development and General Workshops, as well as administer an assessment survey at the end of each session for feedback (indirect)
	1.2	Faculty will feel that their professional development needs for technology use are being met by the Kossen Center's offerings.	Faculty will be asked about their satisfaction with the developmental opportunities for online teaching offered by the Kossen Center in the annual Faculty Satisfaction Survey. Results will be compiled by the Office of Institutional Research and reviewed by the Kossen Center staff.	65% of Faculty Satisfaction Survey participants will "strongly agree" or "agree" that "The University supports online course delivery through faculty training and allocation of resources."	2021 - 2022	Target Met	78% of respondents indicated either Strongly Agree (18/59) or Agree (28/59). 14% (8/59) indicated disagree, 5% (3/59) indicated strongly disagree. 3% (2/59) selected NA.	The KCTL will continue to track faculty satisfaction using overall University-wide surveys, as well as with semester beginning and ending surveys distributed by the KCTL.
			"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 "I have access to the software I need to be an effective instructor."	2021 - 2022	Target Met	91% of respondents indicated either Strongly Agree (15/58) or Agree (38/58). 7% (4/58) indicated disagree, 2% (1/58) indicated strongly disagree. 0% (0/58) selected NA.	The KCTL will continue to track faculty satisfaction using overall University-wide surveys, as well as with semester beginning and ending surveys distributed by the KCTL.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			reviewed by the Kossen Center staff.	65% of Faculty Satisfaction Survey participants will “strongly agree” or “agree” that “I have access to the software I need to be an effective instructor.”	2021 - 2022	Target Met	91% of respondents indicated either Strongly Agree (15/58) or Agree (38/58). 7% (4/58) indicated disagree, 2% (1/58) indicated strongly disagree. 0% (0/58) selected NA.	The KCTL will continue to track faculty satisfaction using overall University-wide surveys, as well as with semester beginning and ending surveys distributed by the KCTL.
	1.3	Faculty will actually implement the skills and theories that they learn about at the Kossen Center in their classes.	Faculty will be asked about their self-assessed level of competency in using APIL Teaching strategies to lead to intellectual curiosity in the annual Faculty Satisfaction Survey. Results will be compiled by the Office of Institutional Research and reviewed by the Kossen Center staff.	60% of Faculty Satisfaction Survey participants will answer “Acceptable” or “Mastery” to the question “APIL Strategies involve Active learning, Problem-based learning, and Inquiry-based learning to cultivate Intellectual Curiosity. My self-assessed level of competency in these strategies is:”	2021 - 2022	Inconclusive	No follow-up surveys were distributed. A new KCTL Director was hired June 1st (6/1/2022)	Surveys will be distributed at the end of each semester to determine the extent of APIL training still utilized in courses. APIL training will be evaluated to determine how to best continue with the implementation of APIL strategies.
			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	The average faculty score on the implementation question on the randomly selected annual Follow-up Survey will be 3.5 out of 5.	2021 - 2022	Inconclusive	No follow-up surveys were distributed. A new KCTL Director was hired June 1st (6/1/2022)	Surveys will be distributed at the end of each semester to determine the extent of KCTL training utilized in courses.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			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.	2021 - 2022	Inconclusive	No follow-up surveys were distributed. A new KCTL Director was hired June 1st (6/1/2022)	Surveys will be distributed at the end of each semester to determine the extent of KCTL training utilized in courses.
	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.	2021 - 2022	Target Not Met	No needs consultation has been conducted. A new KCTL Director was hired June 1st (6/1/2022)	The KCTL will establish a procedure for needs consultation that will then be tested and evaluated during the 2022-2023 school year.
	2.2	Faculty will be satisfied with their ability to effectively use new instructional technology, both software and hardware, for face-to-face, online, and hybrid instruction.	Faculty who attend individual or group training sessions on using technology for instruction will complete the Instructional Technology Survey to assess their perceived skill level (novice, intermediate, competent, advanced). The survey data will be assessed by Kossen Center staff.	75% of faculty member's self-reported outgoing perceived skill level will be at least one level higher than their self-reported incoming perceived skill level on the Instructional Technology Survey.	2021 - 2022	Inconclusive	No follow-up surveys were distributed. A new KCTL Director was hired June 1st (6/1/2022)	The Instructional Technology Survey will be reviewed and distributed to faculty at the end of each semester.
			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	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.	2021 - 2022	Inconclusive	No follow-up surveys were distributed. A new KCTL Director was hired June 1st (6/1/2022)	The Instructional Technology Survey will be reviewed and distributed to faculty at the end of each semester.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			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.	2021 - 2022	Inconclusive	No follow-up surveys were distributed. A new KCTL Director was hired June 1st (6/1/2022)	The Instructional Technology Survey will be reviewed and distributed to faculty at the end of each semester.
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.	2021 - 2022	Target Met	At least 50 Students did participate in one campus-wide program.	The Counseling Center will develop, plan, execute, and evaluate all programs and how each met the requirements of this assessment. The numbers of program participation will be archived in Titanium
	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.	2021 - 2022	Target Met	Target met with various community agencies to expand Mental Health ideas and activities.	Met with several community agencies to promote Mental Health.
	2.1	Continue to offer accessible programming and service that promote creative, intellectual, and social opportunities using our liberal arts focus for a diverse variety of campus and	Ask various audiences for verbal or written evaluation.	Interact with at least 50 individuals from programming for verbal or written evaluation.	2021 - 2022	Target Met	Target Met. At least 50 individuals were queered as to the evaluation response for the program or presentation presented.	Present various programs to various populations of students, faculty and staff.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	community members.	Ask various audiences for verbal or written evaluation.	Interact with at least 50 individuals from programming for verbal or written evaluation.	2021 - 2022	Target Met	Target Met. At least 50 individuals were queered as to the evaluation response for the program or presentation presented.	Present various programs to various populations of students, faculty and staff.
	2.2	Using various methods of technology, the counseling center will be able to utilize tele-mental health to meet with clients as needed or desired.	We will document through Titanium whether clients are in-person or via tele-mental health.	Goal of 20 clients via tele-mental health per semester.	2021 - 2022	Target Met	The Counselors were able to meet with clients over Telemental Health method. The record of the sessions were archived in Titanium. The option of using Telemental Health was part of any presentation to students. This informed students of the opportunity of Telemental Health sessions. A total of 365 Telemental health sessions were conducted for 8.01.2020-07.30.2022.	To continue the use of Telemental Health sessions.
Academic and Student Support - Housing and Residence Life	1.1	The Office of Housing and Residence Life will increase the number of New Freshmen living on campus each academic year.	The Office of Housing and Residence Life will analyze the data produced by the Housing software (eRezLife) that will calculate our number of New Freshmen students living on campus to determine the retention each academic year.	50% of New Freshmen living on campus will return to live on campus Fall semester of their Sophomore year.	2021 - 2022	Target Met	The Office of Housing and Residence Life had a 56% retention rate of Freshman to Sophomore students to live on campus for Fall '21.	Housing and Residence Life will continue to recruit students to return to live on campus for their Sophomore year.
	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.	2021 - 2022	Target Met	The Office of Housing and Residence Life had 44.6% of Sophomores (Fall '20) to return to live on campus their Junior Year (Fall '22).	The Office of Housing and Residence Life will continue to actively recruit students to return to the residence halls. RAs and RDs will meet with students along with advertisements of why students should live on campus.
	2.1	The Office of Housing and Residence Life will increase the	Results from the (Association of College and University Housing Officers – International)	Increase the satisfaction mean to 5.6 on a scale of 1-7 (with 7 being	2021 - 2022	Inconclusive	The Office of Housing and Residence Life did administer the Resident Assessment survey.	The Office of Housing and Residence Life will use our EMI results from last year to look at where our students

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	average satisfaction rating of programs/activities sponsored by our staff regarding social/educational/cultural programs conducted in the residence halls.	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}"	"very satisfied") will be achieved on the ACUHO-I/Benchmarks Resident Assessment survey regarding the social/educational/cultural programs conducted in the residence halls.	2021 - 2022	Inconclusive	However, "Q030. Hall/Apt. Activities - How satisfied are you with programs and activities sponsored by your hall/apt. building regarding: social/educational/cultural programs" was omitted from the survey this year.	want us to focus our programming efforts for this upcoming year. RD - Programming will continue to put on quality programs for the residents.
	2.2	The Office of Housing and Residence Life will increase the average satisfaction rating of programs/activities sponsored by our staff regarding quality of programs.	Results from the (Association of College and University Housing Officers – International) ACUHO-I/Benchworks Resident Assessment survey will be analyzed at the end of the Spring semester. "How satisfied are you with programs/activities sponsored by your hall/apt. building regarding: Quality of 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 quality of programs offered by the department of Housing and Residence Life.	2021 - 2022	Target Met	The Office of Housing and Residence Life achieved a 5.85 satisfaction rating for Quality of Programs for FY22 in our ACUHO-I/Benchworks Resident Assessment survey.	Housing will continue to work on meeting the goals set for our programming for each academic year.
Academic and Student Support	1.1	The library will continue to	The library will conduct a Faculty Library Survey	The library will expect a 5%	2021 - 2022	Inconclusive	Faculty Library Survey was not sent it out during the	Faculty survey will be sent out in fiscal year 2022-2023.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
- Library	1.1	investigate and adopt resources, services, and spaces to create a fertile environment for research, teaching, and learning.	annually to determine satisfaction with the library's resources and services. The library faculty will review and analyze the survey results to determine if the achievement target was met.	increase in overall satisfaction with the library's services on the Faculty Library Survey	2021 - 2022	Inconclusive	2021-2022 fiscal year.	Faculty survey will be sent out in fiscal year 2022-2023.
			The library will increase faculty participation in selecting library resources by prioritizing faculty requested monograph, serial, and electronic resource purchases.	The library will increase faculty requests by 2% overall.	2021 - 2022	Target Met	105 of 522 titles purchased this year were by faculty request. Compared to last year's 118 out of 772, this is a 5% increase in faculty requests.	Will continue to purchase at faculty request and promote this service.
	2.1	The library will continue to offer enriching co-curricular programs that address the needs of a diverse and growing university community.	The library will continue to grow its dynamic online reference help through continued creation of LibGuides, FAQ entries, and increased chat reference. Public Services faculty and staff will review the records each year to determine if the achievement target was met.	The library will add 15 new FAQ entries annually, based on failed searches and new resources or services, review and update 10 LibGuides annually based on faculty requests or patron needs and will increase usage of the synchronous virtual reference system by 5% each year.	2021 - 2022	Target Not Met	97 guides were updated during this fiscal year. 1 new FAQ was created during this fiscal year. There was a 2% increase in virtual reference requests this year.	Library will increase FAQ creation in the coming year and continue to promote virtual reference services.
			The library will continue to partner with faculty and staff across campus to foster course integrated instruction.	The library will conduct a minimum of 40 in person sessions per year, 5 co-curricular workshops per year, and review and update the instruction libguide with materials on a semester basis.	2021 - 2022	Target Met	The instruction libguide was updated during this fiscal year and conducting 53 in person sessions during that time, 40 of which were co-curricular.	Library will continue to offer course integrated instruction and co-curricular workshops throughout the year.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	3.1	The library will continue to prioritize inclusion, diversity, equity, and accessibility for services, resources, and programming.	The library will continue to offer accessible programming through the library's Inclusion, Diversity, Equity, and Accessibility (IDEA) Committee that engages the campus with common reading, discussions, and educational opportunities centered around gender, race, sexuality, and accessibility.	The library will host a minimum of two IDEA events, including book talks, speaker sessions, and workshops, per semester each year.	2021 - 2022	Target Met	The library held 9 book talks this fiscal year.	Library will continue book talks during the next fiscal year
	4.1	The library will continue to work towards creating a center for research into Mississippi women's history and leadership.	The library will continue to preserve and share the rich history of the university and work to make accessible collections within its archives which highlight Mississippi women's history and leadership.	The library will make available five new collections annually.	2021 - 2022	Target Met	7 collections were made available through the archives this year.	Library will continue to make collections available in the coming fiscal year
Academic and Student Support - Outreach and Innovation	1.1	Enhance Mississippi Governor's School effectiveness by providing a comprehensive program of academic, creative, and leadership experiences to increase a community of scholars who inspire in each other a discovery of self, a love of learning, and a desire 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.	2021 - 2022	Target Met	There was an 11% increase in the number of 2022 MGS applications (79) to the 2021 MGS applications (71). We feel as if there was still some hesitancy in applying due to potential COVID restrictions that were unpredictable at the time applications were due (December 2021).	We are continuously updating our marketing and recruiting plan in the hope of reaching applicants from new schools/counties across the state.
	1.2	Increase the rate of satisfaction in	At the end of the fiscal year, Outreach and	At least 75% of scholars	2021 - 2022	Target Met	99% of scholars participating in the 2022	We will continue to bring together high-potential

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	Mississippi Governor's School scholars.	Innovation will review the interest area course evaluation surveys submitted by MGS scholars and compare the rate of satisfaction to the previous fiscal year.	participating in MGS interest area course evaluation survey will report a high satisfaction rate upon completion.	2021 - 2022	Target Met	MGS reported a high satisfaction rate upon completion of their afternoon academic course.	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.	2021 - 2022	Target Met	91.75% of scholars participating in the 2022 MGS reported a high satisfaction rate upon completion of their morning academic 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 overall evaluation surveys submitted by MGS	At least 75% of scholars participating in MGS overall evaluation survey	2021 - 2022	Target Met	95.5% of scholars participating in the 2022 MGS reported a high satisfaction rate upon completion of the overall	We will continue to bring together high-potential learners from across the state for a quality two-week program that blends

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			scholars and compare the rate of satisfaction to the previous fiscal year.	will report a high satisfaction rate upon completion.	2021 - 2022	Target Met	MGS program.	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 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.	2021 - 2022	Target Met	There was a 35% increase in the number of PLA courses sold. July 1, 2020-June 30, 2021 = 803 July 1, 2021-June 30, 2022 = 1085	Several new PLA courses were created to support educator needs. PLA courses were moved to a new learning management system, TALENTLMS, which allows participants to download their CEU/SEMI/OSL certificate immediately following the completion (and grading) of all assignments.
			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.	2021 - 2022	Target Met	There was a 35% increase in PLA participation. July 1, 2020-June 30, 2021 = 413 PLA participants July 1, 2021-June 30, 2022 = 556 PLA participants	Several new PLA courses were created to support educator needs. PLA courses were moved to a new learning management system, TALENTLMS, which allows participants to download their CEU/SEMI/OSL certificate immediately following the completion (and grading) of all

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			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.	2021 - 2022	Target Met	There was a 35% increase in PLA participation. July 1, 2020-June 30, 2021 = 413 PLA participants July 1, 2021-June 30, 2022 = 556 PLA participants	assignments.
	2.2	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	2021 - 2022	Target Met	98% of PLA participants reported a high satisfaction rate upon completion of their PLA course(s) during the 2021-2022 fiscal year.	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 processes to online processes to promote timeliness and convenience for students.	At the end of the fiscal year, the Office of the Registrar will analyze the Graduation Survey's results regarding the overall Registrar process. "Overall, how would you rate the registrar processes (including updating personal/academic information, adding/dropping classes, degree audit processing, applying for graduation, transcript processing, etc.)? {Excellent, Good, Fair, Poor}"	85% of students participating in the Graduation Survey will find Registrar processes "good" or "excellent."	2021 - 2022	Target Met	Excellent (375/742) - 50.54% Good (287/742) - 38.68% Total (662/742) - 89.21% Fair (65/742) - 8.76% Poor (15/742) - 2.02%	The Registrar's Office will continue to improve processes. DegreeWorks will be released to the students fall 2022. This will improve the degree auditing process.
	1.2	The Office of the Registrar will save money by moving processes online.	At the end of the fiscal year, the unit budget manager will run a cost comparison report to determine if the achievement target was met.	There will be a 10% reduction in the cost of paper purchased by the Office of the Registrar.	2021 - 2022	Target Met	\$489.28 was spent on paper in the FY21 budget. \$354.09 was spent on paper in the FY22 budget. 27.63% decrease in cost of paper.	The Registrar's Office will continue to reduce cost of paper. With DegreeWorks being fully implemented, paper audits will cease to exist beginning fall 2022. This will reduce the cost of paper even more in the

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	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 paper purchased by the Office of the Registrar.	2021 - 2022	Target Met	\$489.28 was spent on paper in the FY21 budget. \$354.09 was spent on paper in the FY22 budget. 27.63% decrease in cost of paper.	FY23 budget.
	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.	2021 - 2022	Target Not Met	149 random audits were sampled. 56% were error free.	With the implementation of DegreeWorks, paper audits have been eliminated. This will reduce the percentage of auditing errors.
	2.2	The Office of the Registrar staff will attend conferences and/or webinars throughout the year to improve customer interaction.	At the end of the fiscal year, the Office of the Registrar will analyze the Registrar Student Satisfaction Survey's results regarding customer interaction. "Interaction with Registrar staff was prompt and courteous. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	80% of students participating in the Registrar Student Satisfaction Survey will agree or strongly agree that their interaction with the Office of the Registrar staff was prompt and courteous.	2021 - 2022	Inconclusive	No results were collected. Only the prior registrar had access to this survey.	A new Registrar survey will be created in Qualtrics for 2022-2023 year. Staff will attend various webinars and conferences.
	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	80% of faculty participating in the Faculty Satisfaction Survey will agree or strongly agree that the Office of the Registrar supports their needs.	2021 - 2022	Target Met	2021-2022 Faculty Satisfaction Survey Results Strongly Agree (22/58) - 38% Agree (30/58) - 52% Total (52/58) - 90% Disagree (3/58) - 5% Strongly Disagree (1/58) - 1% Not Applicable (2/58) - 3%	The Registrar's Office will continue to support faculty needs.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.3	The Office of the Registrar will provide support services to faculty.	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.	2021 - 2022	Target Met	2021-2022 Faculty Satisfaction Survey Results Strongly Agree (22/58) - 38% Agree (30/58) - 52% Total (52/58) - 90% Disagree (3/58) - 5% Strongly Disagree (1/58) - 1% Not Applicable (2/58) - 3%	The Registrar's Office will continue to support faculty needs.
Academic and Student Support - Sexual Misconduct & Title IX	1.1	The University 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.	2021 - 2022	Target Met	2022 Staff Satisfaction Survey Results: Strongly Agree - (42/87) 48% Agree - (45/87) 52% Total - (87/87) 100% Disagree - (0/87) 0% Strongly Disagree - (0/87) 0% Not Applicable - (0/87) 0%	Continue to offer trainings to new faculty and during the Fall and/or Spring Convocation re Title IX and faculty's responsibility to report; Continue to require faculty to publish information re Title IX and reporting in their course syllabi and offer model language through the Center for Teaching and Learning resource page and monitor this information in the staff satisfaction survey. Require all new faculty to complete online training re preventing discrimination and harassment that includes information on how to report.
			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.	2021 - 2022	Target Met	2022 Staff Satisfaction Survey Results: Strongly Agree - (36/87) 41% Agree - (45/87) 52% Total - (81/87) 93% Disagree - (5/87) 6% Strongly Disagree - (0/87) 0% Not Applicable - (1/87) 1%	Continue to offer trainings to new faculty and during the Fall and/or Spring Convocation re Title IX and faculty's responsibility to report; Continue to require faculty to publish information re Title IX and reporting in their course syllabi and offer model language through the Center for Teaching and Learning resource page and

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			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.	2021 - 2022	Target Met	2022 Staff Satisfaction Survey Results: Strongly Agree - (36/87) 41% Agree - (45/87) 52% Total - (81/87) 93% Disagree - (5/87) 6% Strongly Disagree - (0/87) 0% Not Applicable - (1/87) 1%	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 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.	2021 - 2022	Target Met	2022 Staff Satisfaction Survey Results: Strongly Agree - (41/87) 47% Agree - (46/87) 53% Total - (87/87) 100% Disagree - (0/87) 0% Strongly Disagree - (0/87) 0% Not Applicable - (0/87) 0%	Continue to offer trainings to new faculty and during the Fall and/or Spring Convocation re Title IX and faculty's responsibility to report; Continue to require faculty to publish information re Title IX and reporting in their course syllabi and offer model language through the Center for Teaching and Learning resource page and 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's policy on sexual harassment, sexual assault, domestic violence, dating violence, and stalking. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	85% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University's policy on sexual harassment, sexual assault, domestic violence, dating violence, and stalking.	2021 - 2022	Target Met	2022 Staff Satisfaction Survey Results: Strongly Agree - (40/87) 46% Agree - (47/87) 54% Total - (87/87) 100% Disagree - (0/87) 0% Strongly Disagree - (0/87) 0% Not Applicable - (0/87) 0%	Continue to offer trainings to new faculty and during the Fall and/or Spring Convocation re Title IX and faculty's responsibility to report; Continue to require faculty to publish information re Title IX and reporting in their course syllabi and offer model language through the Center for Teaching and Learning resource page and monitor this information in the staff satisfaction survey.
	1.2	The University will make an effort to	Results of the Faculty Satisfaction Survey will be	85% of Faculty Satisfaction survey	2021 - 2022	Target Met	2022 Faculty Satisfaction Survey Results:	Continue to offer trainings to new staff when hired and

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	increase awareness among faculty regarding the University's sexual misconduct (Title IX) policy.	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}"	participants will "strongly agree" or "agree" that they are aware they are responsible for reporting sexual misconduct of which they have been informed or have witnessed to the University's Title IX Coordinator.	2021 - 2022	Target Met	Strongly Agree - (36/58) 62% Agree - (19/58) 33% Total - (55/58) 98% Disagree - (2/58) 3% Strongly Disagree - (0/58) 0% Not Applicable - (1/58) 2%	during Fall and/or Spring Convocation for all staff and faculty re Title IX and continue to monitor this information in the staff satisfaction survey. Require all new staff to complete online training re preventing discrimination and harassment that includes information on how to report.
			Results of the Faculty Satisfaction Survey will be analyzed every Spring. "I am aware that the University has a designated person to coordinate the University's efforts to eliminate sexual misconduct on campus. {Strongly Agree, Agree, Disagree, Strongly	85% of Faculty Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University has a designated person to coordinate the University's efforts to eliminate sexual misconduct on campus.	2021 - 2022	Target Met	2022 Faculty Satisfaction Survey Results: Strongly Agree - (31/58) 53% Agree - (23/58) 40% Total - (54/58) 93% Disagree - (3/58) 5% Strongly Disagree - (1/58) 5% Not Applicable - (0/58) 0%	Continue to offer trainings to new staff when hired and during Fall and/or Spring Convocation for all staff and faculty re Title IX and 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.	2021 - 2022	Target Met	2022 Faculty Satisfaction Survey Results: Strongly Agree - (36/58) 62% Agree - (21/58) 36% Total - (57/58) 98% Disagree - (1/58) 2% Strongly Disagree - (0/58) 0% Not Applicable - (0/58) 0%	Continue to offer trainings to new staff when hired and during Fall and/or Spring Convocation for all staff and faculty re Title IX and 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	85% of Faculty Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University's policy on sexual	2021 - 2022	Target Met	2022 Faculty Satisfaction Survey Results: Strongly Agree - (36/58) 62% Agree - (20/58) 34% Total - (56/58) 96% Disagree - (1/58) 2%	Continue to offer trainings to new staff when hired and during Fall and/or Spring Convocation for all staff and faculty re Title IX and 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
			assault, domestic violence, dating violence, and stalking. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	misconduct covers sexual harassment, sexual assault, domestic violence, dating violence, and stalking.	2021 - 2022	Target Met	Strongly Disagree - (0/58) 0% Not Applicable - (1/58) 2%	Continue to offer trainings to new staff when hired and during Fall and/or Spring Convocation for all staff and faculty re Title IX and continue to monitor this information in the staff satisfaction survey.
	2.1	The University 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.	2021 - 2022	Target Met	2021-2022 Graduation Survey Results: Yes - (593/751) 78.96% No - (158/751) 21.04%	Continue to offer trainings and programs for targeted populations, i.e. athletics, residence life, UN 101, to increase students' awareness. Continue to require faculty to publish information re Title IX in course syllabi. Create new awareness campaign by placing reporting information in all public restrooms and in residence hall bathrooms.
			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.	2021 - 2022	Target Met	2021-2022 Graduation Survey Results: Yes - (709/748) 94.79% No - (39/748) 5.21%	Continue to offer trainings and programs for targeted populations, i.e. athletics, residence life, UN 101, to increase students' awareness. Continue to require faculty to publish information re Title IX in course syllabi.
			Results of the Graduation Survey will be analyzed at the end of every academic year. "Do you know what Title IX means? {Yes, No}"	75% of Graduation Survey participants will state that they were aware of what Title IX means.	2021 - 2022	Target Met	2021-2022 Graduation Survey Results: Yes - (613/744) 82.39% No - (131/744) 17.61%	Continue to offer trainings and programs for targeted populations, i.e. athletics, residence life, UN 101, to increase students' awareness. Continue to require faculty to publish information re Title IX in course syllabi.
	2.2	The Behavioral Intervention Team (BIT) will increase awareness among the staff regarding	Results of the Staff Satisfaction Survey will be analyzed every Spring. "I am aware that the	90% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they	2021 - 2022	Target Not Met	2022 Staff Satisfaction Survey Results: Strongly Agree - (27/87) 31% Agree - (48/87) 55%	Our office will continue to add layers to the publicity plan. Digital boards, face-to-face meetings/trainings, and listserv messaging will

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	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.	University has a Behavioral Intervention Team (BIT). {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	are aware that the University has a Behavioral Intervention Team (BIT).	2021 - 2022	Target Not Met	Total - (75/87) 86% Disagree - (9/87) 10% Strongly Disagree - (1/87) 1% Not Applicable - (2/87) 2%	be added to the plan.
	2.3	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).	2021 - 2022	Target Met	2022 Faculty Satisfaction Survey Results: Strongly Agree - (30/58) 52%% Agree - (23/58) 40% Total - (53/58) 92% Disagree - (4/58) 7% Strongly Disagree - (0/58) 0.0% Not Applicable - (1/58) 2%	Our office will continue to add layers to the publicity plan. Digital boards, face-to-face meetings/trainings, and listserv messaging will be added to the plan.
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.	2021 - 2022	Inconclusive	The New Member Workshop Survey was not done for the online training.	The department will conduct the survey after the hazing prevention training on August 22nd and the results will be analyzed.
	2.1	Student Life will increase the Leadership Program students' understanding of self and others through leadership	Student Life will analyze results of the Program Exit Survey for graduating seniors at the end of each academic semester.	85% of Leadership Program students participating in the Program Exit Survey will rate that they agree or strongly agree to	2021 - 2022	Inconclusive	The program did not conduct the Exit Survey.	The program has staff and fewer covid interruptions and can proceed with conducting the survey.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	programming opportunities.	Student Life will analyze results of the Program Exit Survey for graduating seniors at the end of each academic semester.	being comfortable articulating their strengths and weaknesses in their leadership styles as an aspect of demonstrating an understanding of self.	2021 - 2022	Inconclusive	The program did not conduct the Exit Survey.	The program has staff and fewer covid interruptions and can proceed with conducting the survey.
			Student Life will analyze results of the Program Exit Survey for graduating seniors at the end of each academic semester.	85% of Leadership Program students participating in the Program Exit Survey will rate that they agree or strongly agree to being comfortable describing their leadership style as an aspect of demonstrating an understanding of self.	2021 - 2022	Inconclusive	The program did not conduct the survey.	The Leadership Program will have a permanent full-time advisor to ensure the survey is conducted.
			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.	2021 - 2022	Inconclusive	Due to Advisor/staff transitions, we did not conduct the exit survey.	The Leadership Program will have a permanent full-time advisor to ensure the survey is conducted at the end of the spring semester.
	3.1	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.	2021 - 2022	Target Not Met	We submitted the logged hours from campus departments and Engage online management system. However, we did not host four community service events.	We have two community service events planned for the fall.
	4.1	Student Life will increase awareness of diverse and	Student Life will analyze evaluation results from the Diversity Programming Survey to assess student	85% of students participating in the Diversity Programming	2021 - 2022	Inconclusive	The department hosted Diversity programming but did not administer surveys to students that	The department will continue to host diversity and educational programming and conduct

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	4.1	underrepresented populations through educational events.	learning from diversity/educational programs.	Survey will either agree or strongly agree that they have an increase cultural knowledge of diversity as a result of the diversity/educational programs.	2021 - 2022	Inconclusive	participated.	the surveys afterward.
Academic and Student Support - Student Success Center	1.1	The Student Success Center will enhance the student onboarding process by providing a high-quality orientation experience for incoming freshmen and transfer students.	Students participating in New Student Orientation (online and in-person) will be asked to complete the Orientation Survey to measure the effectiveness of the program. The Student Success Center will analyze the survey's results at the end of each orientation cycle. "This (Online/On-Campus Orientation gave me a good understanding of all the services offered at The W." {strongly agree, agree, somewhat agree, disagree, strongly disagree}	90% of those participating will indicate that Orientation provides a good understanding of services by rating "strongly agree" or "agree".	2021 - 2022	Target Met	569 students participated in the Orientation survey in sessions offered from July 2021 through June 2022. Of those students, 553 (97.2%) either selected 'Strongly Agree' (373) or 'Agree' (180) with the statement "This (Online/On-Campus) Orientation gave me a good understanding of all the services offered at The W."	The results show that students participating in both the online and in-person orientations feel that they have a good understanding of the services offered at MUW. The SSC will continue to provide a high-quality orientation experience for students in both the online and in-person offerings.
	2.1	The Student Success Center will support the undergraduate academic advising process.	Undergraduate students participating in the academic advising process will be given the MUW Academic Advising Survey to measure the effectiveness of academic advising on campus. The Student Success Center will analyze the survey's results at the end of each academic year. "Overall, I rate the quality of the academic advising I received as: {very poor,	80% of those participating in the Academic Advising Survey will rate the quality of their academic advising received as "good" or "very good."	2021 - 2022	Target Met	243 undergraduate students participated in the Academic Advising survey during the 2022 Spring semester. Of those surveyed, students rated the quality of their advising as Very Good - 165 (67.9%), Good - 32 (13.17%), Acceptable - 30 (12.35%), Poor - 11 (4.53%) or Very Poor - 5 (2.06%). A total of 197 (81.07%) students surveyed rated the quality of their advising as Very Good or Good, meeting the	The SSC will continue to work with Navigators and faculty advisors to maintain and improve the quality of academic advising offered at MUW.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	The Student Success Center will support the undergraduate academic advising process.	poor, acceptable, good, very good}"	80% of those participating in the Academic Advising Survey will rate the quality of their academic advising received as "good" or "very good."	2021 - 2022	Target Met	target.	The SSC will continue to work with Navigators and faculty advisors to maintain and improve the quality of academic advising offered at MUW.
	2.2	The Student Success Center (SSC) will provide enhanced support for students on academic probation.	SSC staff will gather data on success rates of students enrolled in the Academic Recovery Courses (UN 098) at the end of each academic semester to determine if the achievement target was met.	65% of students enrolled in the Academic Recovery course (UN 098) will return to good academic standing or be placed on continuing probation after completion of the program.	2021 - 2022	Target Not Met	Of the 72 students enrolled in the Academic Recovery course (UN 098), 25 returned to good academic standing, 15 were placed on continuing probation and 32 were placed on academic suspension. The combined total of students who returned to good standing or continuing probation equaled 55.5% of the total enrollment of the course, which did not meet the set goal of 65%.	The SSC will evaluate the differences in performance between in-person and online sections to see where improvements can be made.
	2.3	The Student Success Center will provide access to course-connected academic support to students	SSC Staff will gather data on success rates of students participating in Peer Mentoring provided for selected courses at the end of the fall semester to determine if the achievement target was met.	75% of students participating in 3 or more Peer Mentor meetings will receive a grade of "C" or higher in the designated course.	2021 - 2022	Target Not Met	Of the 46 students who participated in 3 or more Peer Mentoring sessions, 32 (69.5%) received a grade of "C" or higher. The grades of student participants are as follows: A (12), B (13), C (7), D (6), F (0), W (7)	The SSC will work to increase the number of students participating in multiple Peer Mentoring sessions in the coming academic year. While the target of 75% was not met, no student who met with a Peer Mentor at least 3 times received an "F" in the designated course.
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.	2021 - 2022	Target Not Met	Study Abroad was on hold this year due to Covid-19 so our office did not solicit proposals.	We will resume soliciting proposals this fall for the spring and summer study abroad programming.
	2.1	The Study Abroad	At the end of the fiscal	15% of the	2021 - 2022	Inconclusive	We do not have sufficient	We will have the

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	program will increase the number of first generation students who participate in summer/semester /year-long study abroad programs.	year, the Study Abroad Coordinator will review the Post Study Abroad Survey results.	students studying abroad who participated in the Post Study Abroad Survey will be first generation study abroad students.	2021 - 2022	Inconclusive	data for this information due to the fact only one student participated in a study abroad program in the 2021.	opportunity to collect this data this fall after students return this fall from the honors study abroad trip to Ireland.
	3.1	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.	2021 - 2022	Target Not Met	This target was not met given the uncertainty of travel due to Covid-19 restrictions and the reluctance of university to expand or incur new exchange programs.	This will be top priority for the coming academic year. I have already reached out to a university in Ireland and we are planning to hold a Zoom meeting this fall to talk about establishing a program.
	3.2	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.	2021 - 2022	Target Met	There were no incidents reported during the summer 2021.	This information was collected from our one student who studied abroad in Spain during the summer of 2021. At the time of the submission of this report she had not returned to the U.S. Upon returning, she reported that she did not experience any safety issues while abroad. We will continue this measure.
Administrative Support - Admissions	1.1	The Office of Admissions will make an effort to increase the number of campus visits for high school and community college students through mail and email	The number of campus visits for high school students and community college 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	The number of visits by students will increase by 3% over a two-year period.	2021 - 2022	Target Met	Comparing three years we saw more than a 3% increase in tours. Some months we saw double due to the loosening of Covid regulations. There was more campus engage with prospective from faculty and staff and students had a better sense of campus	By introducing a new method by which to book campus through our new CRM (Slate), we will further have better means to asses how many tours we book, the success of those tours and if those tour continued the admissions process. (We are starting a more detailed

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Administrative Support - Admissions	1.1	campaigns, advertisements on the MUW website and social media, and individual contacts at high schools. With implementing a new CRM (Slate) students will have easier access to our tour module.	made yearly looking back at the previous two years of data. Slate will provide a better record and better accuracy of the number of tours. Also, it will make it much easier to follow a tour through the admissions process.	The number of visits by students will increase by 3% over a two-year period.	2021 - 2022	Target Met	life due to the ability to engage for campus offices and buildings.	assessment plan for recording tours by utilizing Slate. Slate can better record and report more accurately the number of tours attended and allow for better follow-up. Tours continued to increase and engagement went up during this period and we began using a new touring method.
	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.	2021 - 2022	Inconclusive	Due to switching and implementation of a new CRM, these numbers were not calculated; therefore, an accurate assessment is not attainable.	We will continue to build out the tour platform in Slate, in order to establish a more concise tour module and to be able to have more accurate reporting. (06/29/2022)
	1.3	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.	2021 - 2022	Target Not Met	The overall enrollment was of high importance this year, so there were no targeted enrollment efforts specific to males. We were limited to virtual recruitment and allowed minimal access to face to face recruitment.	With more access to schools across the state and the ability to host on campus events the hope is to host more event specific programs for students. We are also looking in to marketing the university in a way that is more inclusive, despite our current name. (06/29/2022)
			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.	2021 - 2022	Target Not Met	See final enrollment report to see the decrease experienced this year. Growth is doable but the focus will need to be on marketing other programs that students could view as attainable.	Marketing other viable programs on campus. Getting programs to do individual recruitment for their areas.
	2.1	Admissions	Final freshmen enrollment	1% growth rate in	2021 - 2022	Target Not Met	Out of statement	The plan for this upcoming

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	Counselors will make an effort to recruit, admit, and enroll more out of state students (in contiguous states).	comparison reports will be analyzed and compared to the previous two years' data to determine growth in out-of-state (in contiguous states) market segments. Measurements will be made yearly looking back at the previous two years of data.	out-of-state contiguous freshmen students over a two-year period.	2021 - 2022	Met	recruitment was down due to Covid and students wanting to stay closer to home and the lack of access to schools. We realize that our best asset is face to face engagement with students, especially students that are out of state.	year is to travel more out of state and extend the borders. I would like to attend more national recruitment fairs the include states outside of MS. While MS is our largest recruitment area, we definitely need more focus out of state, especially since travel has reopened.
			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.	2021 - 2022	Target Not Met	We were down overall 25% for out of state recruitment. We will develop more feeder programs outside of Nursing to continue to see growth in transfer recruitment as a whole.	Our efforts will continue in the next year to recruitment transfer students while attempting to extend the recruitment area beyond bordering states.
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.	2021 - 2022	Target Met	The total number of action items were 930 which is a 60% increase over prior year. The percentage of donors didn't increase by 25%. We increased by two donors so we remained flat for the year.	We will continue to work on the number of donors.
			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	Increase both number of donors and number of gifts donated by 15% from the previous fiscal year.	2021 - 2022	Inconclusive	Coordinator did not provide.	Coordinator did not provide.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			current fiscal year.	Increase both number of donors and number of gifts donated by 15% from the previous fiscal year.	2021 - 2022	Inconclusive	Coordinator did not provide.	Coordinator did not provide.
	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.	2021 - 2022	Target Met	We increased our social media presence.	Coordinator did not provide.
			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.	2021 - 2022	Target Not Met	We did not add any new chapters or groups in FY 2022	Coordinator did not provide.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			Count the total number of active alumni affinity groups, as listed on the office website. Count the number of new alumni affinity groups listed on the office website that have been added or disbanded in the current assessment period. Report all numbers: total, disbanded and new this year (with the focus being on the newly added groups).	Add one new active alumni affinity group each year.	2021 - 2022	Target Not Met	We did not add any new chapters or groups in FY 2022	Coordinator did not provide.
	3.1	The Office of Development and Alumni will increase students' interest in joining the Alumni Association.	At the end of the fiscal year, the Office of Development and Alumni will analyze the results from the Graduation Survey regarding students' interest in joining the Alumni Association.	65% of students participating in the Graduation Survey will state that they have plans of joining the Alumni Association.	2021 - 2022	Target Not Met	47.47%- yes 52.53%- no	Coordinator did not provide.
			"Do you plan to join the MUW Alumni Association? {Yes, No}"					
	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.	2021 - 2022	Target Met	HC participants was 367	Coordinator did not provide.
Administrative Support - Financial Aid	1.1	Financial Aid office employees will participate in training and webinars to increase understanding in federal	Financial Aid Office staff will keep a sign-in sheet of all trainings and/or webinars that are participated in.	At least 3 federal regulations trainings and/or webinars will be completed by each Financial Aid Office staff member.	2021 - 2022	Target Not Met	Employee A: 3 Employee B: 2 Employee C: 4 Employee D: 4 Employee E: no longer employed that The W	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. (06/30/2022)

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Administrative Support - Financial Aid	1.1	regulations.	Financial Aid Office staff will keep a sign-in sheet of all trainings and/or webinars that are participated in.	At least 3 federal regulations trainings and/or webinars will be completed by each Financial Aid Office staff member.	2021 - 2022	Target Not Met	Employee A: 3 Employee B: 2 Employee C: 4 Employee D: 4 Employee E: no longer employed that The W	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. (06/30/2022)
	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.	2021 - 2022	Target Met	28% 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.	2021 - 2022	Target Met	Yes: 88.47% No: 11.53% total responded: 746 (77.47%)	We will continue to use the Graduation Survey to analyze if students were aware of financial aid policies, student deadlines, and disbursement dates.
	2.3	The Financial Aid Office will utilize the CampusLogic software to automate and simplify the verification process, which will lead to awards being made in a timely manner.	The Financial Aid office will analyze the verification spreadsheet on the first day of the fall semester.	5% or more verifications will be processed by the first day of the fall semester.	2021 - 2022	Inconclusive	Due to COVID, Department of education waived the requirements for verification. Only students with conflicting data are required to submit paperwork.	We will continue to use the CampusLogic software to make awards in a timely manner, when verification is required again.
Administrative Support - Human Resources	1.1	Human Resources will assist units in advertising positions through	At the end of the fiscal year, Human Resources will review and evaluate the data from diverse	75% of diverse hires will select a diverse advertising method on how	2021 - 2022	Target Not Met	Based on the calculation method we used, the number of applicants hired as a result of diversity ads	We will continue to use the Military Upgrade to our advertising options through HigherEd Jobs and to

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Administrative Support - Human Resources	1.1	the most cost-effective, efficient means possible focusing on diverse hires.	hires' applications, regarding diversity ads. "How did you hear about this position?"	they heard about the position.	2021 - 2022	Target Not Met	was 20%. Although this number is lower than last year, our total number of diverse hires increased 133%. With the addition of Facilities, employees hired for those positions had knowledge of the job openings through internal department announcements as opposed to diversity ads. We consistently used the Military Upgrade to our advertising options through HigherEd Jobs and advertised faculty and upper level staff positions through this national advertising medium in an effort to increase diverse hires. As part of the posting process in HR, all job posting links are emailed to a contact at CAFB who sends the job information to military spouses and dependents through their communication channels and social media. We have also sent job information locally to the WIN Job Center. These two efforts continue to broaden recruitment efforts for lower level staff positions that are recruited locally and regionally.	advertise faculty and upper level staff positions through this national advertising medium in an effort to increase diverse hires. We will email job openings to our contact at Columbus Air Force Base to broaden recruitment efforts for lower level staff positions that are recruited locally and regionally. We also have been in contact with the WIN Job Center to promote staff positions and will continue this throughout the year. We will explore advertising options with The Chronicle of Higher Education in conjunction with Academic Affairs.
	2.1	Human Resources will ensure that all regular, benefits-eligible, temporary and adjunct employees are provided with	At the end of the fiscal year, Human Resources will compare the Current Employee List with the Traliant Users Report to ensure that all required employees have been	100% of current employees will be provided with access to Code of Conduct training.	2021 - 2022	Target Met	All benefits eligible and temporary new hires are assigned The Code of Conduct Essentials mandatory training as part of the HR onboarding process. HR runs reports	Add new hires in the Traliant system and assign Code of Conduct training to all new hires as part of the onboarding process. Completion of the course will be monitored through

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	access to Code of Conduct training.	provided with access to Code of Conduct training.	100% of current employees will be provided with access to Code of Conduct training.	2021 - 2022	Target Met	from Traliant at the end of the fiscal year and periodically throughout the fiscal year to determine who has not completed the training. Employees are emailed a reminder to complete any outstanding mandatory training.	reporting option available in Traliant.
	3.1	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 Traliant Users Report for continuing employees to ensure that every four years all required employees have been provided with access to Discrimination/Harassment Compliance Training.	100% of current employees will be provided with access to Discrimination/Harassment Compliance Training every four years upon hiring and appropriate/recommended compliance intervals thereafter..	2021 - 2022	Target Met	All benefits eligible and temporary new hires are assigned Preventing Discrimination and Harassment mandatory training as part of the HR onboarding process. HR runs reports from Traliant at the end of the fiscal year and periodically throughout the fiscal year to determine who has not completed the training. Employees are emailed a reminder to complete any outstanding mandatory training. HR has a schedule to re-assign the training every 4 years.	HR will run reports at the end of the fiscal year to compare the employee list to users in Traliant and check that all current employees have been assigned to applicable training courses.
			At the end of the fiscal year, Human Resources will compare the Current Employee List with the Traliant Users Report for new hires to ensure that all required employees have been provided with access to Discrimination/Harassment Compliance Training.	100% of new employees will be provided with access to Discrimination/Harassment Compliance Training upon hiring and appropriate/recommended compliance intervals thereafter.	2021 - 2022	Target Met	All benefits eligible and temporary new hires are assigned Preventing Discrimination and Harassment mandatory training as part of the HR onboarding process. HR runs reports from Traliant at the end of the fiscal year and periodically throughout the fiscal year to determine who has not completed the training. Employees are emailed a reminder to complete any outstanding mandatory training. Additionally, a	Add new hires in the Traliant system and assign Preventing Discrimination and Harassment training to all new hires as part of the onboarding process. Completion of the course will be monitored through reporting option available in Traliant.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			At the end of the fiscal year, Human Resources will compare the Current Employee List with the Traliant Users Report for new hires to ensure that all required employees have been provided with access to Discrimination/Harassment Compliance Training.	100% of new employees will be provided with access to Discrimination/Harassment Compliance Training upon hiring and appropriate/recommended compliance intervals thereafter.	2021 - 2022	Target Met	separate Title IX training will be implemented in Fall of 2022.	Add new hires in the Traliant system and assign Preventing Discrimination and Harassment training to all new hires as part of the onboarding process. Completion of the course will be monitored through reporting option available in Traliant.
	4.1	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.	2021 - 2022	Target Not Met	It currently takes 3 days to process the biweekly payroll. This is an increase from the two previous years due to (1) the number of students returning to employment after COVID, (2) when non-exempt monthly paid employees depart, those positions are moved from monthly to biweekly payroll and (3) the addition of Facilities Management in February 2022 which added 19 benefits eligible positions to the biweekly payroll. Additionally, maintenance employees who serve on-call submit two time sheets and it requires more time by the Payroll Accounting Assistant (PAA) to check for accuracy and to enter time. Custodial services are being brought back in-house under both Facilities Management and Housing and Residence Life, adding 20 more benefits eligible	Human Resources will continue to look for ways to increase efficiency in the biweekly payroll process within the constraints of our payroll system. We plan to research options and feasibility of either additional Banner modules and/or a payroll system that would integrate with Banner.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	4.1	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.	2021 - 2022	Target Not Met	positions. The biweekly payroll for students has increased 17% from the same time last year and 34% for full-time and part-time employees. The PAA has been training the Employment Services Specialist (ESS) in certain biweekly payroll functions in an effort to expedite the processing time; however, these positions do not have the same level of responsibility, limiting the duties that can be transferred to the ESS. The PAA has implemented a time entry time sheet in all departments and while it does help to reduce errors, it does not eliminate errors.	Human Resources will continue to look for ways to increase efficiency in the biweekly payroll process within the constraints of our payroll system. We plan to research options and feasibility of either additional Banner modules and/or a payroll system that would integrate with Banner.
Administrative Support - Information Systems	1.1	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.	2021 - 2022	Target Met	Information Systems (IS) rebooted the MUW - Information Systems YouTube channel for the intent of posting training videos. IS developed a number of reports for the Envisions reporting software to relaunch the channel and will continue to release new videos in the future. IS developed training documentation to post on the ITS Banner Help website.	IS will continue to develop training documentation for the ITS website and training videos to post to the YouTube channel for students, faculty, and staff, spanning the spectrum of software systems provided by the University.
	1.2	Enable communication and collaboration among information systems professionals and	Information Systems will review the Participation Log of the Mississippi Banner Users Group meetings at the end of the fiscal year to determine the percentage of	One Information Systems staff will attend 80% of the Mississippi Banner Users Group meetings.	2021 - 2022	Target Not Met	Information Systems did not attend the Mississippi Banner User Group Conference due to a second cancellation brought on by a new wave of COVID.	Information Systems will continue to expand its skill set and knowledge base through continuous improvement, with hopes of attending the annual Mississippi Banner User

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	users of information technology at the state level.	meetings attended by the staff member.	One Information Systems staff will attend 80% of the Mississippi Banner Users Group meetings.	2021 - 2022	Target Not Met		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.	2021 - 2022	Target Met	<p>The Student Technology Survey was released in March 2022. Of the 2362 enrollments, 209 responded to the survey - 8.84% participation rate (last year's participation rate: 64.91%).</p> <p>The Student Technology Survey reported out the following satisfaction ratings for services provided by the Information Systems department. *For the computer lab hours, Canvas, Portal, and Banner Web, those students' responses that were "Not Applicable" were taken out of the total number of responses amount.</p> <p>McDevitt Computer Lab Hours Very Satisfied - (33/89) = 37.08% Satisfied - (30/89) = 33.70% Total - (66/89) = 74.15% - Last Year: 35.74</p> <p>Canvas Very Satisfied - (91/206) = 44.33% Satisfied - (93/206) =</p>	Action Information Systems will continue to 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. Banner Self-service 9 is continuing to release new features that will provide more efficient and intuitive student planning and registration capability for a more productive experience. New features in the latest Portal release will provide more tailored services for students in the individualized student portal experience.

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.	2021 - 2022	Target Met	<p>39.55% Total - (184/206) = 89.32% - Last Year: 83.94</p> <p>Portal W Connect Very Satisfied - (75/208) = 39.97% Satisfied - (95/208) = 39.25% Total - (170/208) = 81.73% - Last Year: 75.77</p> <p>Mobile App Very Satisfied - (62/185) = 38.10% Satisfied - (54/185) = 28.78% Total - (116/185) = 62.70% - Last Year: 66.87</p> <p>Banner Web Very Satisfied - (78/207) = 40.45% Satisfied - (87/207) = 36.64% Total - (165/207) = 79.71% - Last Year: 77.10</p> <p>Support Provided Very Satisfied - (36/82) 37.89% Satisfied - (36/82) 25.34% Total - (72/82) = 87.80% - Last Year: 63.23</p> <p>Total Overall Satisfaction Average - (74.15 + 89.32 + 81.73 + 62.70 + 79.71 + 87.80)/6 = 79.24% Last Year: 67.11%</p>	Action Information Systems will continue to 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. Banner Self-service 9 is continuing to release new features that will provide more efficient and intuitive student planning and registration capability for a more productive experience. New features in the latest Portal release will provide more tailored services for students in the individualized student portal experience.
	2.2	Deliver information technology products and services that meet	Information Systems will analyze the results of the Faculty/Staff Technology Survey at the end of the fiscal year to determine	80% of staff participating in the Faculty/Staff Technology Survey will give an overall	2021 - 2022	Target Met	The Faculty/Staff Technology Survey ran from March 4 through March 15, 2022. Of the 372 enrollments, 153	Information Systems will remain committed to end user satisfaction by providing reliable technology tools,

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	the needs of the university to achieve a high level of customer satisfaction.	their level of satisfaction.	satisfied rating for the Information Systems department.	2021 - 2022	Target Met	<p>responded to the survey - 41.13% participation rate (Last Year: 63.89%)</p> <p>Faculty - (70/153) 45.75% - Last Year: 61.26%</p> <p>Staff - (83/153) 54.24% - Last Year: 38.74%</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)."</p> <p>Very Satisfied - (88/150) 58.66%</p> <p>Satisfied - (52/150) 34.66%</p> <p>Total - (140/150) 93.33% - Last Year: 88.35%</p> <p>Neutral - (9/150) 6%</p> <p>Dissatisfied - (1/150) 0.01%</p> <p>Very Dissatisfied - (0/150) 0%</p>	<p>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.</p>
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.	2021 - 2022	Target Met	The 2020-21 Graduation Survey response rate is 80% with 768 of 963 recipients responding. This is slightly lower than our response rate of 83% last year.	Based on the result of this year's 2021-22 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 to assist in their decision making processes.
	2.1	Institutional Research and Assessment will provide information to	Institutional Research and Assessment will administer the annual Staff Satisfaction Survey to assess staff satisfaction	30% overall response rate for the annual Staff Satisfaction Survey.	2021 - 2022	Target Met	This year, there was a response rate of 39% (87 of 224 responding) for the 2021-22 Staff Satisfaction Survey. The response rate	We will keep our achievement target at 30% based on current and prior year results. We will also continue to communicate

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	enhance university business processes among staff.	with specific university processes, such as planning/budgeting.	30% overall response rate for the annual Staff Satisfaction Survey.	2021 - 2022	Target Met	was 43% last year.	the results of the survey to our department staff and the university. The results of the survey are published on the office website so that employees can easily view the results.
	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.	2021 - 2022	Target Not Met	This year, we had a response rate of 29% (60 of 206 responding) to the 2021-22 Faculty Satisfaction Survey. This compares to 78% last year.	Based on the result of this year's 2021-22 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. This year's response rate was probably low due to COVID-19 and the fact that the survey time period partially overlapped with Spring Break. Next year, we will not schedule the survey this way. The results of the survey are published on the office website so that employees can easily view the results.
	3.1	Institutional Research & Assessment will promote professional development within the office.	Institutional Research & Assessment will track the professional development activities that office employees participate in each year.	Each employee will participate in at least one external professional development experience each year (i.e. conference).	2021 - 2022	Target Not Met	Our office has experienced turnover and restructuring over the last last year. The office staff consists of the director and two data and assessment analysts. The director has participated in professional development opportunities through the SAIR organization. She attended the fall conference in Louisville. She was also served on the SAIR Board as the Secretary attending monthly Board meetings virtually and attending the Winter	Our office will continue to encourage professional development. With consistent staffing and stable funding, we would like for each staff member to participate in at least one professional development activity each academic year. COVID-19 and employee turnover prevented that this past year. Our office has encouraged employees to participate in professional development activities in prior years.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	3.1	Institutional Research & Assessment will promote professional development within the office.	Institutional Research & Assessment will track the professional development activities that office employees participate in each year.	Each employee will participate in at least one external professional development experience each year (i.e. conference).	2021 - 2022	Target Not Met	Planning Meeting in New Orleans. The data and assessment analyst that we hired in spring 2021 also attended the SAIR fall conference. At the conference, she attended a full-day Newcomer's workshop. Our newest data and assessment analyst was hired in December of 2021. She has not had the opportunity to attend professional development activities yet.	Our office will continue to encourage professional development. With consistent staffing and stable funding, we would like for each staff member to participate in at least one professional development activity each academic year. COVID-19 and employee turnover prevented that this past year. Our office has encouraged employees to participate in professional development activities in prior years.
Administrative Support - Outsourced Enterprises (bookstore, food service, facilities management)	1.1	Facilities Management Work Orders will be addressed in a timely manner and completed to the requestor's satisfaction.	At the end of the fiscal year, Outsourced Enterprises will review the work order completion rate in the work order system.	Facilities Management Work Orders will have a completion ratio of 95%.	2021 - 2022	Target Met	Work order completion rate is tracked by SchoolDude, maintenance software. Report generated by SchoolDude was reviewed for completion ratio (08/30/2022)	Continue to monitor Report generated by SchoolDude with Director of Facilities Services
	1.2	Food Service and Facilities Management will enhance their safety practices.	At the end of each fiscal year, Outsourced Enterprises will review the annual Food Safety Audit score from the audit conducted on Food Service.	Each fiscal year, Food Service will earn a 90% or higher score on Sodexo's annual Food Safety Audit on safety practices in their accounts.	2021 - 2022	Target Met	Reviewed the Inspection results for food safety items and found to be in compliance with the target (08/30/2022)	Continue to review the Inspection results for food safety items and discussions with Sodexo management
			At the end of each fiscal year, Outsourced Enterprises will review the annual Physical Safety Audit score from the audit conducted on Food Service.	Each fiscal year, Food Service will earn a 90% or higher score on Sodexo's annual Physical Safety Audit score on safety practices in their accounts.	2021 - 2022	Target Met	Reviewed the Inspection results for Physical safety items and found to be in compliance with the target	Continue to review the Inspection results for physical safety items and discussions with Sodexo management
			At the end of the fiscal year, Outsourced Enterprises will review the annual Safety Training	At least 12 safety training sessions will be conducted over the fiscal year	2021 - 2022	Target Met	Reviewed safety training documentation provided by ABM. Monthly safety meetings were held	Continue to provide safety training to employees in the facilities management department

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
			Sessions Log from the facilities management outsourced company to determine if the achievement target was met.	to facilities management employees.	2021 - 2022	Target Met	Reviewed safety training documentation provided by ABM. Monthly safety meetings were held	Continue to provide safety training to employees in the facilities management department
	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 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.	2021 - 2022	Target Met	67.43% rated food services fair to excellent. 5.76% rated poor. 26.81% rated N/A, likely students not on meal plan. Removing N/A, it appears greater than 75% overall satisfaction.	Continue review of surveys and discussions with Sodexo Management for strategies for improvements
			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.	2021 - 2022	Target Met	67.43% rated food services fair to excellent. 5.76% rated poor. 26.81% rated N/A, likely students not on meal plan. Removing N/A, it appears greater than 75% overall satisfaction.	Continue review of surveys and discussions with Sodexo Management for strategies for improvements.
	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.	2021 - 2022	Inconclusive	Barnes and Noble did not provide results of survey for 21-22. Discussed with Barnes and Noble importance of feedback in the future	Continue to work with assessment results and B&N management for improvements
	2.3	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.	2021 - 2022	Inconclusive	Monthly catering and door sales statement provided by Sodexo - Due to COVID19, many events were not held as in the past; therefore, catering sales not comparable to prior years pre-COVID. Same with Door Sales.	Discuss with Sodexo management ways for improvement.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.4	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.	2021 - 2022	Inconclusive	Barnes and Noble did not provide monthly results for 21-22. Discussed with Barnes and Noble importance of feedback in the future	Request and maintain log of Monthly sales statements
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.	2021 - 2022	Target Met	The university police department met with 12 different campus and non-campus organizations from July 2021 through June 2022, providing departmental updates and various safety topics. This is a 200% increase from the previous year.	The university police department will continue to seek out opportunities to meet with campus and non-campus organizations to promote safety awareness.
	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.	2021 - 2022	Target Met	The police department did not receive any complaints through July 2021-June 2022.	The university police department will continue to engage campus and community to maintain the already established reciprocal trust.
	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.	2021 - 2022	Target Not Met	70% increase of incident reports due to increased campus population as a result of Covid 19 protocols.	With the increase of the student body population back to pre-Covid protocol levels, the University Police Department will continue to actively patrol on campus and educate the campus community on best personal safety practices.
	2.2	The Police Department will make an effort to broaden the communication among outside agencies to promote safety.	The Police Department will maintain and review meeting records with Memorandum of Understandings (MOU) partners throughout the fiscal year to determine if the achievement target	The Police Department will maintain open communications through meetings year-round with all of the MOU partners by holding	2021 - 2022	Target Met	The police department continued to conduct regular meetings with local first responding agencies.	The university police department will continue to maintain good working relationships with local first responder agencies through regular meetings and correspondence.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.2	The Police Department will make an effort to broaden the communication among outside agencies to promote safety.	was met.	10 meetings collectively across the agencies.	2021 - 2022	Target Met	The police department continued to conduct regular meetings with local first responding agencies.	The university police department will continue to maintain good working relationships with local first responder agencies through regular meetings and correspondence.
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%.	2021 - 2022	Target Met	Resources Management trained 27 employees in the areas that RM is responsible for.	We will continue to provide training in the areas of purchasing, property, Virtual EMS, 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%.	2021 - 2022	Inconclusive	We are working with IT to be able to run a report that will give us the information we need to determine the percent of increase. We will continue to work with IT to determine a better way to track the number of purchase orders processed each fiscal year.	All employees who participate in the P-Card system will be trained on how to use the P-cards more efficiently to reduce the number of purchase orders. We will continue to train departments on the use of P-cards to reduce both employee time spent on purchases and the expense of purchasing low-value items. We will educate departments on the benefits to the University by eliminating invoices to be paid, handling and mailing. We will work on reducing the effort spent on the procurement process without eliminating necessary controls. We will work on requiring all items purchased with a P-card to always be shipped to the campus of MUW to reduce misuse of funds. We will continue to provide training in the areas of Purchasing to

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	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%.	2021 - 2022	Inconclusive	We are working with IT to be able to run a report that will give us the information we need to determine the percent of increase. We will continue to work with IT to determine a better way to track the number of purchase orders processed each fiscal year.	include advantages to using P-cards instead of purchase orders for small dollar purchases. We will continue to provide training as needed to all campus departments.
	2.1	Account for at least 90% of inventory.	The number of items successfully accounted for during self-audit.	90%	2021 - 2022	Target Met	Staff in the area of Property conducted a 100 percent self-audit. All items on inventory were accounted for.	We will conducts self-audits twice a year to ensure all MUW property is accounted for.
	2.2	Coordinator did not provide.	Coordinator did not provide.	Coordinator did not provide.	2021 - 2022	Inconclusive	Coordinator did not provide.	Coordinator did not provide.
Administrative Support - Systems and Network	1.1	Systems & Network will perform annual audit of user account access against HR e-mail non-employment notices.	Systems & Network will verify Active Directory (AD) services account status is disabled for unemployed users.	100% of AD services account access is disabled for non-employed user accounts without emeritus status.	2021 - 2022	Target Met	Per HR e-mail non-employment notice validations, audit of user account deactivation (without emeritus status) resulted in 59 out of 59 (100%) accounts deactivated.	Systems & Networks continues to verify and audit AD account access against HR e-mail non-employment notices.
	1.2	Systems & Network will evaluate and optimize Internet bandwidth to support advancing business processes and the campus infrastructure.	Throughout the fiscal year, IT staff will monitor Internet gateway router bandwidth speeds to determine circuit bandwidth usage.	Consistent bandwidth values less than 50% of total available Internet circuit bandwidth throughout the fiscal year.	2021 - 2022	Target Met	Based on In/Out Traffic Utilization analysis of bandwidth transmitted between 08/21/2021-02/22/2022, average bandwidth utilization reported around 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	Provide 2 new online training videos for users.	2021 - 2022	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.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.3	Systems & Network will assess and monitor campus needs and provide training videos as needed.	& Network will review the number of new online training videos provided for users.	Provide 2 new online training videos for users.	2021 - 2022	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.	2021 - 2022	Target Not Met	<p>The Student Technology Survey was released in March 2022. Participation increases/decreases are likely subject to influences from Covid-19 and new voluntary based Qualtrics survey versus previous year survey required upon Canvas login.</p> <p>The Student Technology Survey reported out the following satisfaction ratings for services provided by the Systems and Network department. *For the Office 365, GoogleDocs, Portal, and 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 (77/188) 40.95%</p>	Systems & Networks will continue to look for possible ways to provide high levels of student satisfaction.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	2.1	Systems & Network will look for possible ways to provide high levels of student satisfaction.	Systems & Network will analyze the results of the Student Technology survey at the end of the fiscal year to determine their level of satisfaction.	75% of students participating in the Student Technology Survey will give an overall satisfied rating with the services offered through the Systems & Network department.	2021 - 2022	Target Not Met	<p>Satisfied (70/188) 37.23% Satisfaction Rating (147/188) 78.19% - Last Year: 67.73%</p> <p>GoogleDocs: Very Satisfied (73/182) 40.11% Satisfied (71/182) 39.01% Satisfaction Rating (144/182) 79.12% - Last Year: 67.73%</p> <p>Portal: Very Satisfied (75/208) 36.06% Satisfied (95/208) 45.67% Satisfaction Rating (170/208) 81.73% - Last Year: 75.78%</p> <p>Internet/WiFi: Very Satisfied (44/134) 32.84% Satisfied (31/134) 23.13% Satisfaction Rating (75/134) 55.97% - Last Year: 40.19%</p> <p>Tech Support: Very Satisfied (39/124) 31.45% Satisfied (36/124) 29.03% Satisfaction Rating (75/124) 60.48% - Last Year: 42.80%</p> <p>Overall Satisfaction Rating (78.19+79.12+81.73+55.79+60.48)/5 = 71.06% Last Year: 58.84%</p>	Systems & Networks will continue to look for possible ways to provide high levels of student satisfaction.
Administrative Support - University Accounting	1.1	Provide ongoing budget training to all Budget Managers and Administrative Assistants to	University Accounting will keep an attendance record of all budget training sessions and review the record to determine if achievement	University Accounting will provide one budget training session per year for budget managers and	2021 - 2022	Target Not Met	No group budget training sessions were held this year, however, 2 individual training sessions were conducted. No group training sessions were held	We'll continue with the same assessment for the next year.

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Administrative Support - University Accounting	1.1	ensure that they are well-equipped to have a clear understanding of the budget(s) under their authority.	target was met.	administrative assistants, one in the Fall semester. Also, the department will provide individualized training as needed.	2021 - 2022	Target Not Met	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 budget training in the past requested individual training.	We'll continue with the same assessment for the next year.
	1.2	Provide training on the University's Travel Policy and Procedures to ensure that State Travel Policies are being followed and reimbursement requests are not delayed due to improper submission.	Conduct a survey of faculty and staff to determine whether they have a clear understanding of the University's Travel Policies and Procedures.	90% of the survey participants will have a clear understanding of the University's Travel Policy and Procedures.	2021 - 2022	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 General Fund (fund 10) purchase orders (in total dollars) that roll over at the end of each fiscal year.	At the end of the fiscal year the Open Encumbrance Report will be ran for the General Fund (fund 10) to determine the total amount of open encumbrances rolling over.	The total amount of purchase orders rolling over each fiscal year will be 3% less than the total amount rolling over from the previous fiscal year.	2021 - 2022	Target Not Met	Comparing FY22 to FY21, the target has not been met. FY21 \$121,640.17 FY22 \$240,942.41	We plan to continue this assessment method.
	2.1	Electronically send out invoices to students with an Accounts Receivable Balance once a month to keep them informed of their student account balance.	Provide documentation from Transact to show that electronic invoices are sent each month.	Electronically mail out student invoices to all students once a month.	2021 - 2022	Inconclusive	Data collection did not occur.	We will collect data in the upcoming year.
Administrative Support - University	1.1	Increase awareness of programs and	At the end of the fiscal year, University Relations will review and analyze	75% of Faculty Satisfaction Survey participants will	2021 - 2022	Target Met	91% of faculty "strongly agree" or "agree" that University Relations'	Based on the data gathered this fiscal year, UR will continue to assess these

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
Relations	1.1	offerings among faculty to encourage on-campus engagement through internal newsletter, web and social media postings and media boards.	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}"	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.	2021 - 2022	Target Met	internal newsletters, web and social media postings and media boards increase their awareness of MUW's programs and offerings.	results to get trending data for future use to determine if a new target should be put into place.
			At the end of the fiscal year, University Relations will review and analyze the Staff Satisfaction Survey's results to determine if achievement target was met. "Please rate the following statement according to its accuracy: University Relations' internal newsletters, web and social media postings and media boards increase my awareness of MUW's programs and offerings. {Strongly Agree, Agree, Disagree, Strongly Disagree, Not Applicable}"	75% of Staff Satisfaction Survey participants will either "agree" or "strongly agree" that University Relations' internal newsletters, web and social media postings and media boards increase their awareness of the University's programs and offerings.	2021 - 2022	Target Met	87% of Staff Satisfaction Survey participants "strongly agree" or "agree" that University Relations' internal newsletters, web and social media postings and media boards increase their awareness of the University's programs and offerings.	Based on the data gathered this fiscal year, UR will continue to assess these results to get trending data for future use to determine if a new target should be put into place.
	1.2	Foster giving and raising awareness of the University by highlighting stories about students, faculty, staff and alumni and promoting an	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 the achievement target was met.	65% of Alumni Survey participants will either agree or strongly agree that Visions increases their awareness of the University's programs and	2021 - 2022	Target Not Met	The Alumni Survey was administered in Spring 2022. While the 65% target was not met, over half of alumni (52%) who participated in the Alumni Survey agreed or strongly agree that Visions increases	Layout improvements have been made to the university magazine. It now features perfect binding versus saddle stitch. University Relations will continue to work with alumni to highlight stories about

Unit Name	Outcome Name	Outcome	Assessment Method	Achievement Target	Reporting Period	Result Type	Result and Analysis	Action
	1.2	understanding of the University's program 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 the achievement target was met.	offerings and encourages them to give to the University.	2021 - 2022	Target Not Met	their awareness of the University's programs and offerings and encourages them to give to the university. As part of the survey, UR also asked alumni to share which university social media platforms they follow. The majority stated Facebook (89%), Instagram (52%), Twitter (10%, YouTube 8%), TikTok (9%), LinkedIn (24%)	alumni. UR will report out the results from the Alumni Survey in 2025.
			University Relations will publish Visions	Publish at least two issues per fiscal year -- budget/resources permitting.	2021 - 2022	Inconclusive	There were two issues of Visions published highlighting stories about students, faculty, staff and alumni promoting an understanding of the University's program and offerings.	Results will have to be reviewed and analyzed when Alumni Survey is published
	2.1	Increase social media traffic/engagement.	Social media analytics will be used to track traffic and engagement to digital media presence.	15% increase from previous year.	2021 - 2022	Target Met	Social Media: Facebook +65.4 percent, Twitter - 34.1 percent, Instagram - 0.2 percent, LinkedIn -8.8	Based on the data gathered for the fiscal year, UR will continue to assess these results to get trending data for future use.
	2.2	Increase the average contact points and length of contact with prospective students through improved website content and engagement.	Utilize Ping/Slate analytics to track contact points and length of contact with prospective students through improved website content and engagement.	This is the baseline year.	2021 - 2022	Inconclusive	This is a new target	On Aug. 8, UR plans to launch its new website, along with its new tagline and new marketing video.