

SPG - NonAcademic Report 2023-24 Final

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
(A.1.) Academic Excellence: Provide a comprehensive academic experience	Academic and Student Support - Library	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 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.	The library created 2 new LibGuides and updated and revised 51 guides, updated and revised 18 FAQs and added 4 new FAQ entries, and had a total of 175 virtual chat transactions (a 18.98% decrease from last year's 216). This year, the library focused more on meaningfully updating and revising guides and FAQs rather than adding to an already robust offering. This ensures that the information we are providing is current and accurate.	Target Not Met
				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.	In 2023-2024 the library conducted 43 in-person sessions, 2 video sessions, and created 7 custom Canvas modules for course-integrated instruction.	Target Met
	Administrative Support - Center for Education Support (renamed in 2023-24; formerly Outreach and	2.1	Enhance teacher effectiveness in participating K-12 school districts across the state by providing a comprehensive	Overall professional development and special conference CEU certificate sales sold will grow by at least 5% from the previous	From 7/1/22 to 5/10/23, 226 CEU certificates were sold. From 7/1/23 to 5/10/24, 348 CEU certificates were sold. Target met. Percent increase: 35%.	Target Met

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	Innovation)	2.1	program of professional development (Professional Learning Academy online courses) to increase content knowledge and instructional practices.	fiscal year.	From 7/1/22 to 5/10/23, 226 CEU certificates were sold. From 7/1/23 to 5/10/24, 348 CEU certificates were sold. Target met. Percent increase: 35%.	Target Met
				Overall, PLA courses sold will grow by at least 5% from the previous fiscal year.	From 7/1/22 to 5/10/23, PLA sold 783 courses. From 7/1/23 to 5/10/24, PLA sold 715 courses. Target not met. Percent decrease: 9%.	Target Met
				Overall, PLA dollars sold will grow by at least 5% from the previous fiscal year.	From 7/1/22 to 5/10/23, PLA sold \$41,265. From 7/1/23 to 5/10/24, PLA sold \$33,035. Target not met. Percent decrease: 20%.	Target Not Met
		2.2	Increase the rate of teacher satisfaction in Professional Learning Academy online course participants.	At least 75% of individuals participating in a Professional Learning Academy online course will report a high satisfaction rate upon completion	97% of PLA participants reported a high satisfaction rate upon completing their PLA course(s) during the 2022-2023 fiscal year. (05/24/2023) For the 2023-2024 (05/24/2024) cycle, the PLA satisfaction rate was 92.88%. Target met despite decrease.	Target Met
(A.2.) Academic Excellence: Prepare students to be life-long learners and contributing members of today's global economy	Academic and Student Support - Athletics	5.1	The Department of Athletics will maintain consistent expectations for students	Consistently reducing the number of participants by 10% from fall to spring beyond the mandated	The program stated is no longer in existence. It was eliminated in 21-22.	Inconclusive

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(A.2.) Academic Excellence: Prepare students to be life-long learners and contributing members of today’s global economy	Academic and Student Support - Athletics	5.1	and staff with a goal-oriented focus and provide a high quality student-athlete experience.	term.	The program stated is no longer in existence. It was eliminated in 21-22.	Inconclusive
				Maintain a Student-Athlete Retention at 70% or higher	F23 (# of student athletes to start the semester) SP24 (# of student athletes to end the semester) Baseball - FA23 – 31, SP24 – 34 +3 Women’s Cross Country - FA23 – 1, SP24 - 1 Men’s Cross Country - FA23 – 1, SP24 - 1 Men’s Soccer - FA23 – 24, SP24 - 17 -6 Softball - FA23 – 20, SP24 - 18 -2 Volleyball - FA23 – 20, SP24 - 11 -9 Men’s Basketball - FA23 – 15, SP24 - 13 -2 Women’s Basketball - FA23 – 14, SP24 - 12 -2 Men’s Golf - FA23 – 13, SP24 - 12 -1 Women’s Golf - FA23 – 7, SP24 - 7 Women’s Tennis - FA23 – 11, SP24 - 10 -1 Men’s Tennis - FA23 – 11, SP23 - 6 Women’s Soccer - FA23 – 23, SP24 - 22 -1 Men’s Track - FA23 – 8, SP24 - 10 +2 Women’s Track - FA23 – 8, SP24 - 9 +1 Total FA22 – 224, SP23 – 206 - Retention Rate for FA23-SP24 -	Target Met

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				Maintain a Student-Athlete Retention at 70% or higher	91% [more]	Target Met
	Academic and Student Support - Campus Recreation	3.1	Students who are employed at Stark Recreation Center will gain or improve their leadership skills.	90% of student employees will report on the Employee Evaluation Form that their leadership skills improved as a result of working for Campus Recreation.	Campus Recreation is a student led facility which allows students to not only have an income source, but allows for personal growth in many areas of their lives. Our goal is to offer leadership opportunities and real-world skills that students can take with them once they graduate. We do this through bi-annual employee trainings, bi-annual student/supervisor evaluations and have policies and procedures set in place that allows for accountability and teachable moments. This year we met our Achievement Target by achieving 91.6% of our students indicating that their leadership skills improved as a result of working for Campus Recreation.	Target Met
	Academic and Student Support - Study Abroad	2.1	The Study Abroad program will increase the number of first generation students who participate in summer/semester/year-long study abroad programs.	15% of the students studying abroad who participated in the Post Study Abroad Survey will be first generation study abroad students.	We will not know if this target was met or not until the students on the study abroad trip to Spain 2024 return and complete their surveys.	Inconclusive
(A.3.) Academic Excellence: Provide resources to foster excellence in teaching	Academic and Student Support - Center for Teaching and Learning	2.1	New instructional technology will be placed in classrooms across campus	Conduct a needs consultation and installation of new classroom technology, either hardware	Installation of the new Math Lab in Cromwell was completed. 10 study room computers were purchased for use in Fant Memorial Library, with installation scheduled for	Target Not Met

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(A.3.) Academic Excellence: Provide resources to foster excellence in teaching	Academic and Student Support - Center for Teaching and Learning	2.1	annually.	or software, in at least 8 classrooms on campus per year.	late May. The KCTL coordinated a total of 4 installations over the course of the fiscal year. 1 in EDHS regarding the current status of a Promethean Smartboard and it's removal and replacement, 2 classrooms as a part of the CAST Grant from PFS, 1 installation of equipment in Parkinson 103, and 1 installation still in progress for Painter Hall, consisting of two room updates (113 and 207).	Target Not Met
		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.	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.	No survey was developed, it is recommended that the outgoing director complete a survey for use by the center following all KCTL workshops and events	Inconclusive
				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.	No survey was developed, it is recommended that the outgoing director complete a survey for use by the center following all KCTL workshops and events	Inconclusive
	Academic and Student Support - Library	1.1	The library will continue to investigate and adopt	The library will expect a 5% increase in overall	The library sent out its Spring 2024 survey in April 2024, receiving 16 responses. 81% of respondents reported	Inconclusive

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	Academic and Student Support - Library	1.1	resources, services, and spaces to create a fertile environment for research, teaching, and learning.	satisfaction with the library's services on the Faculty Library Survey	satisfaction with the library's print resources. 94% of respondents reported satisfaction with the library's online resources.	Inconclusive
				The library will increase faculty requests by 2% overall.	124 of 838 (14.8%) titles purchased were by faculty request. This is an increase of 6.2% compared to last year's 37 out of 430 (8.6%). The results are largely due to the new Collections Librarian being hired in June of 2023 and making faculty outreach a priority. The library solicited requests from faculty in a variety of ways. We met with several departments in-person as part of our FaculTEAs series, asking them directly for requests and showing them where to locate the request form on the library's website. The library also distributed the request form via the faculty listserv at several points during the academic year. The library faculty continued to build relationships with their respective liaison departments, soliciting and receiving requests directly from faculty.	Target Met
(A.4.) Academic Excellence: Recruit and retain a diverse faculty and staff	Administrative Support - Human Resources	1.1	Human Resources will assist units in advertising positions through the most cost-effective, efficient means possible	100% of all employees will be provided with access to Search Committee Training and an annual email notice will be sent to	All employees are provided with access to both the printed material and video recording of Search Committee Training. Official employee announcements are sent once per semester reminding employees of the availability of the materials and that it is required to complete the	Target Met

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(A.4.) Academic Excellence: Recruit and retain a diverse faculty and staff	Administrative Support - Human Resources	1.1	focusing on diverse hires.	employees with instructions for accessing the training.	training to serve on a search committee.	Target Met
(B.1.) Advancement Excellence: Continue a culture of giving	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.	Increase both number of donors and number of gifts donated by 15% from the previous fiscal year.	The number of donors decreased due to the lack of support for the name change. The number of donors will be determined on June 30.	Target Not Met
				Increase the number of donor contacts and therefore donor meetings by 25% from the previous fiscal year.	Phone calls- 5250 (includes telefund calls) Meetings-52 Mailings- 114 Email- 2798 to individuals for telefund and 465 birthday, fundraising, alumni events emails. Task/other- 26	Target Met
(B.2.) Advancement Excellence: Foster pride in the university and its programs	Academic and Student Support - Athletics	1.1	The Department of Athletics will maintain a continuous progression for attaining NCAA Membership within five years.	Continued achievement of sport roster numbers. Baseball – 30 Women’s Cross Country – 7 Men’s Soccer – 24 Softball – 20 Women’s Volleyball – 14	Over all student-athlete numbers increased to 239 total. This number is up from 212 student athletes the previous year., an increase of 27 Baseball Roster Size: 33 an increase of 2 from previous year Women's Cross Country Roster Size: 5 a decrease of 2 from previous year Men’s Soccer Roster Size: 24 and increase of 7 from previous year Softball Roster Size: 18 a decrease of 1 from previous year Women’s Volleyball Roster Size: 24 and increase of 8 from	Target Met

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(B.2.) Advancement Excellence: Foster pride in the university and its programs	Academic and Student Support - Athletics	1.1	The Department of Athletics will maintain a continuous progression for attaining NCAA Membership within five years.	Continued achievement of sport roster numbers.	previous year Men's Cross Country Roster Size: 8 an increase of 1 from previous year Women's Soccer Roster Size: 22 a decrease of 5 from previous year Women's Basketball Roster Size: 12 remained the same from previous year Men's Basketball Roster Size: 13 an increase of 2 from previous year Men's Golf Roster Size: 11 an increase of 3 from previous year Women's Golf- Roster Size: 7 remained the same from previous year Men's Tennis Roster Size: 12 increased 3 from previous year Women's Tennis Roster Size: 10 decreased 1 from previous year Men's Indoor Track Roster Size: 10 increased 2 from previous year Women's Indoor Track Roster Size: 10 increased 3 from previous year Men's Outdoor Track Roster Size: 10 increased 2 from previous year Women's Outdoor Track Roster Size: 10 increased 3 from precious year [less] [less] Notes: The stipulated roster sizes and varsity sports requirements are annual and must occur in order to remain eligible for the NCAA DIII. (06/20/2024)	Target Met
				Continued achievement of sport	Met all minimums for contests across 17 sports in 23-24	Target Met

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				sponsorship minimums for contests. Baseball – 25 games Cross Country – 5 events Men’s Soccer – 13 games Softball – 24 games Women’s Volleyball – 17 matches	Met all minimums for contests across 17 sports in 23-24	Target Met
	Academic and Student Support - Campus Recreation	2.1	Campus Recreation will provide a welcoming facility for guests through service in a thoughtful and proactive manner.	90% of Customer Satisfaction Survey participants will indicate that Campus Recreation staff was helpful and courteous.	The more Campus Recreation opened up post covid sanctions, the more our new student staff were exposed to a larger volume of members. This created a new excitement of returning to normal and lent itself to healthy interactions. Also, our employee training day was very helpful in educating staff on how important customer service is to Campus Recreation. Of the 40 members who participated in our Customer Service Satisfaction survey, 92.5% said they agree/strongly agree that our staff is helpful and courteous.	Target Met
	Academic and Student Support - Center for Women's Research and Public Policy	1.1	Newly trained student interviewers involved in the Women’s Oral Histories project will complete interviews of an MUW alumnae to be added to the University Archives. In the	Student mentors will instruct 5 new trainees to produce acceptable Women’s Oral Histories interviews.	Six students were recruited and trained to conduct oral history interviews during Homecoming (April) 2024. All students successfully completed and recorded at least one oral history interview, and a total of eight alumnae from the Class of 1974 were interviewed. Two students had an issue with a Zoom recorder that appears to be having trouble maintaining battery life, but they each	Target Met

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	Academic and Student Support - Center for Women's Research and Public Policy	1.1	process, students will learn about multigenerational women's accomplishments and challenges.	Student mentors will instruct 5 new trainees to produce acceptable Women's Oral Histories interviews.	managed to pause the interview and change batteries, resulting in two audio files that can be patched together using editing software. The CWRPP Director gathered the materials (Consent/Deed of Gift forms, Biographical Survey forms, photographs, and audio files) from all interviews and transmitted them to the Archivist in May.	Target Met
	Academic and Student Support - Library	4.1	The library will continue to work towards creating a center for research into Mississippi women's history and leadership.	The library will make available five new collections annually.	The Archives made available approximately 55 linear feet of new collections this year. Over the past year, the archives has focused its efforts internally. Work completed in previous years made it clear that the archives was lacking physical and intellectual control over the collection, a problem which needed to be addressed immediately. Most of the work completed in the past year has centered around creating new inventories and comparing them to legacy collection records and auditing the ASRS. Knowing what things are and where they are is essential to being able to provide access, since providing access requires that materials are findable and retrievable.	Target Met
	Administrative Support - Development and Alumni	3.1	The Office of Development and Alumni will increase 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.	The results are not complete.	Inconclusive
	Administrative	2.1	Institutional	30% overall	This year, there was a response	Target Not

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	Support - Institutional Research and Assessment	2.1	Research and Assessment will provide information to enhance university business processes among staff.	response rate for the annual Staff Satisfaction Survey.	rate of 23% (54 of 230 responding) for the 2023-24 Staff Satisfaction Survey. The response rate was 36% last year.	Met
		2.2	Institutional Research and Assessment will provide information to enhance university business processes among faculty.	50% overall response rate for the annual Faculty Satisfaction Survey.	This year, we had a response rate of 26% (39 of 148 responding) to the 2023-24 Faculty Satisfaction Survey. This compares to 41% last year.	Target Not Met
	Administrative Support - University Relations	1.1	Increase awareness of programs and offerings among faculty to encourage on-campus engagement through internal newsletter, web and social media postings and media boards.	75% of Faculty Satisfaction Survey participants will either “agree” or “strongly agree” that University Relations’ internal newsletters, web and social media postings and media boards increase their awareness of the University’s programs and offerings.	78% of Faculty Satisfaction Survey participants 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 offers	Target Met
				75% of Staff Satisfaction Survey participants will either “agree” or “strongly agree” that University	81% of Staff Satisfaction Survey participants either "agree" or "strongly agree" that University Relations' internal newsletters, web and social media postings and media boards increase their awareness of the	Target Met

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				Relations' internal newsletters, web and social media postings and media boards increase their awareness of the University's programs and offerings.	University's programs and offers	Target Met
		1.2	Foster giving and raising awareness of the University by highlighting stories about students, faculty, staff and alumni and promoting an understanding of the University's program and offerings in Visions magazine, which is peer recognized.	65% of Alumni Survey participants will either agree or strongly agree that Visions increases their awareness of the University's programs and offerings and encourages them to give to the University.	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 agreed that Visions increases their awareness of the University's programs and offerings and encourages them to give to the university The alumni response rate was less than 10%. The survey was sent to about 2,000 alumni	Target Not Met
				Publish at least two issues per fiscal year -- budget/resource s permitting.	There were two issues of Visions published in 2023. The spring 2023 issue included five briefs about faculty/staff accomplishments. There were two student features, four faculty features and four alumni features. Additionally, there were numerous alumni announcements included in Class Notes. The fall 2023 issue included	Target Met

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(B.5.) Advancement Excellence: Enhance services to shape career-ready graduates	Academic and Student Support - Student Life	2.1	Student Life will increase the Leadership Program students' understanding of self and others through leadership programming opportunities.	strengths and weaknesses in their leadership styles as an aspect of demonstrating an understanding of self.	Students did not participate in a leadership program so we did not have a program exit survey. Due to staff vacancy most of the year, the leadership program is still under construction.	Target Not Met
				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.	Students did not participate in a leadership program so we did not have a program exit survey. Due to staff vacancy most of the year, the leadership program is still under construction. [more]	Target Not Met
				85% of students participating in the Leadership Programming Surveys will either agree or strongly agree to have an increased understanding of others.	Students did not participate in a leadership program so we did not have any surveys. Due to staff vacancy most of the year, the leadership program is still under construction.	Target Not Met
	Administrative Support - Development and Alumni	4.1	The Office of Development and Alumni will increase the number of	The number of Homecoming participants will increase by 5% from the	293 registered	Target Not Met

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	Administrative Support - Development and Alumni	4.1	participants at Homecoming each Spring.	previous year.	293 registered	Target Not Met
	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.	70% overall response rate for the annual Graduation Survey.	The 2022-23 Graduation Survey response rate is 72% with 582 of 811 recipients responding. This is lower than our response rate of 81% last year but exceeds our target of 70%.	Target Met
(C.1.) Community Connections: Cultivate collaborations to create healthy and vibrant communities.	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.	75% of Spring Fitness Challenge Survey participants will indicate that they are likely to continue their wellness goals after completing the fitness challenge.	Our 2024 Spring Fitness Challenge was reformatted to the Spring Wellness Challenge offering a holistic approach to include a fitness competition within it. 90% of surveyed participants said they would continue their wellness goals.	Target Met
	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.	At least 50 students will participate in one campus-wide mental health program offered by the Counseling Center.	On October 10, 2023 over 200 - 250 individuals attended our Mental Health and Wellness Fair	Target Met

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		1.2	The Counseling Center will build relationships within the community to ensure that resources are readily available to counseling center staff and students as needed.	Counseling Center staff will build a working relationship by obtaining a partnership with at least 1 program from a community agency.	We worked with over 27 community and campus agencies in our Third Health and Wellness Fair.	Target Met
	Academic and Student Support - Housing and Residence Life	2.1	The Office of Housing and Residence Life will increase the average satisfaction rating of programs/activities sponsored by our staff regarding social/educational/cultural programs conducted in the residence halls.	Increase the satisfaction mean to 5.6 on a scale of 1-7 (with 7 being "very satisfied") will be achieved on the ACUHO-I/Benchmarks Resident Assessment survey regarding the social/educational/cultural programs conducted in the residence halls.	For student satisfaction mean being raised to 5.6 with regards to Social/Educational/Cultural programs, we did not meet your target as we got a rating of 4.38 mean.	Target Not Met
		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.	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	Looking at the EBI Survey from Spring '24, we did not meet our satisfaction mean of 5.6 as we received a satisfaction result of 4.77.	Target Not Met

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		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.	offered by the department of Housing and Residence Life.	Looking at the EBI Survey from Spring '24, we did not meet our satisfaction mean of 5.6 as we received a satisfaction result of 4.77.	Target Not Met
	Academic and Student Support - Student Life	3.1	Student Life will increase educational opportunities through community service projects.	Four community service events/initiatives will be provided through Student Life each Fiscal Year.	Due to staff vacancy for most of the fall semester and part of the spring semester, the office was unable to host four community service events. The office publicized opportunities throughout the year, but only hosted two. We will commit to host more next year now that we are fully staffed.	Target Not Met
	Administrative Support - Police Department	1.2	The Police Department will promote reciprocal trust between the university community and the Police Department.	5% decrease in complaints submitted against the police department from the previous year.	The campus police received and investigated 1 departmental complaint. This was the first year that we reviewed Campus Satisfaction and Graduation Surveys. Results are attached in related document.	Target Not Met
		2.1	The Police Department will make an effort to provide a safe environment for faculty, staff, students, and visitors.	5% decrease in filed offense reports annually within MUW from the previous year.	The MUW Police Department from August 2023 through April 2024 had a total of 82 incident reports. This represents a 39.7% decrease over reporting year 2022-2023. Departmental meeting times and reports generated for the public remained the same.	Target Met
(C.2.) Community Connections: Provide outreach to underserved and diverse populations of our communities	Academic and Student Support - Student Life	3.1	Student Life will increase educational opportunities	Four community service events/initiatives will be	Due to staff vacancy for most of the fall semester and part of the spring semester, the office was unable to host four	Target Not Met

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(C.2.) Community Connections: Provide outreach to underserved and diverse populations of our communities	Academic and Student Support - Student Life	3.1	through community service projects.	provided through Student Life each Fiscal Year.	community service events. The office publicized opportunities throughout the year, but only hosted two. We will commit to host more next year now that we are fully staffed.	Target Not Met
(C.3.) Community Connections: Forge meaningful and engaged partnerships that provide real-life experiences for students	Academic and Student Support - Center for Women's Research and Public Policy	2.1	The CWRPP will train undergraduate college women to enter elected or appointed public service.	100% of students in LDR 250 will complete a public policy group project, including a mock presentation before a senate subcommittee.	LDR 250 was replaced with POL 365 and WS 365 in the 2020-2021 MUW Bulletin to make the course title "Mississippi Women in Politics" and subject-area symbol options (WS for women's studies or POL for political science) better reflect the course objectives and content. Eleven students enrolled in these courses (12 in POL; 2 in WS) in Summer 2023 and 100% completed the 2023 Action Project, including a mock legislative committee hearing. Students researched proposals to expand access to quality childcare in Mississippi and prepared testimony from the perspective of a fictional interest group coalition, with each group representing a different set of policy preferences. Their presentations included a Q&A session from a mock legislative committee whose members included the CWRPP's current and former directors, MUW's University Counsel, a former state representative who is now a District 11 Circuit Court Judge, a former staff attorney for the MS Senate and civil rights attorney for the MS Department of Child Protective Services who is now counsel for the City of Jackson, and a former county prosecutor who	Target Met

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(C.3.) Community Connections: Forge meaningful and engaged partnerships that provide real-life experiences for students	Academic and Student Support - Center for Women's Research and Public Policy	2.1	The CWRPP will train undergraduate college women to enter elected or appointed public service.	100% of students in LDR 250 will complete a public policy group project, including a mock presentation before a senate subcommittee.	is now a Circuit Court Judge in District 16 .	Target Met
				100% of students in LDR 250 will practice professional networking at a reception for elected-women officials in the state capital.	In 2023, the CWRPP Director continued to use grant funds to extend the time students spent in the state capital, Jackson, and to host a large networking reception on the second day in the city in addition to guest panels at the Capitol Building on the first day. Guests at the reception included women serving in elected and appointed office as well as government relations professionals representing industry, nonprofits, and government agencies. In addition, the Director partnered with university President Nora Miller to arrange a networking event with the International Women's Forum of Mississippi on the first evening of the group's trip to Jackson. Grant funds were also used to provide all students with personalized business cards, and program staff discussed networking basics with students on the charter bus ride to Jackson in order to prepare them for the event. After each guest panel, a 15-minute window for networking was scheduled, and students were encouraged to	Target Met

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				100% of students in LDR 250 will practice professional networking at a reception for elected-women officials in the state capital.	introduce themselves, exchange business cards, and later follow up with guest speakers whose career aligned with their interests. At the networking event, program staff helped introduce students and facilitate conversations during the "mix and mingle" reception and then over lunch. The events were a huge success, with students actively engaged and proudly exchanging their business cards throughout the trip. At the IWF networking event, the president of the organization specifically mentioned how impressed she was with the students' use of the business cards. In program evaluations, students praised the trip to Jackson and encouraged the Director to continue purchasing business cards. In their written feedback, three separate students mentioned how helpful the staff were in helping them to make connections and network confidently while others highlighted the networking events as special strengths of the program. However, one student wrote that she wished she had been given "a little more direction for networking" and suggested that we "match students with specific people and help introduce them." Obviously, not every student will feel confident and comfortable walking up to a stranger and finding out whether they have anything in common, but the program does seem to help	Target Met

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				100% of students in LDR 250 will practice professional networking at a reception for elected-women officials in the state capital.	most, if not all, of the students get better at overcoming the awkwardness of networking.	Target Met
		2.2	Enhance the New Leadership Program to give graduate students the opportunity to practice hands-on development of other women leaders.	At least one graduate student in Women's Leadership will complete a practicum connected to the Mississippi New Leadership Program earning 1-3 hours of graduate credit.	One Women's Leadership graduate student worked with the CWRPP during the 2023-2024 assessment year to complete her practicum, but her work was mostly devoted to preparing, promoting, and executing the Martha Swain Speaker Series lecture in March 2023. This focus was driven by student interest and suggests a need for this assessment target to be more flexibly measured. As the CWRPP's programming expands, so too should our measurements. The graduate student who worked on the Swain Series lecture gained invaluable experience in preparing for an academic presentation, gained public speaking experience by moderating the Q&A segment that followed the guest lecture, and practiced professional networking skills over dinner with the guest lecturer and faculty.	Target Not Met
		2.3	In partnership with the MUW Development Office, the director will seek new business	One new business partnership will be established as financial sponsors each fiscal year.	The CWRPP Director pursued professional development related to donor engagement and fundraising throughout the year and worked with the Alumni and Development Office to promote the Center's	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		2.3	partnerships as financial sponsors of Faculty In Residence (FIRS) in NEW Leadership	One new business partnership will be established as financial sponsors each fiscal year.	programs and create a giving page on the website where the Center's fund is pre-filled for donors but did not pursue corporate sponsors.	Target Not Met
	Academic and Student Support - Study Abroad	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.	The coordinator will secure at least one new international partner school in the next three academic years.	This target was not met. We met with administrators from a university in Ireland to explore creating a bilateral exchange with their institution but after many conversations, the higher administration at their institution was not interested as they felt they had a sufficient amount of programs in the U.S. However, we shifted focus and began working on creating more agreements with third-party providers, i.e., ISA and Maximo Nivel.	Target Not Met
		3.2	The Study Abroad program will provide a safe environment for study abroad students.	There will be no reported incidents.	During the summer of 2023, there were no incidents reported on the study abroad programs to Spain and Ireland.	Target Met
	Administrative Support - Center for Education Support (renamed in 2023-24; formerly Outreach and Innovation)	1.1	Enhance Mississippi Governor's School (MGS) effectiveness by providing a comprehensive program of academic, creative, and leadership experiences to cultivate a community of	Overall, MGS initial applications will grow by at least 5% from the previous fiscal year.	From 7/1/22 to 5/10/23, MGS had 60 applicants and 192 initial applicants. 220% increase in applicants. Number of unique schools increased from 36 to 41. Gender distribution: 37 females and 23 males in 2024, compared to 38 females and 20 males in 2023.	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	Administrative Support - Center for Education Support (renamed in 2023-24; formerly Outreach and Innovation)	1.1	scholars who inspire each other to discover themselves, love learning, and use their gifts and talents to improve society.	Overall, MGS initial applications will grow by at least 5% from the previous fiscal year.	From 7/1/22 to 5/10/23, MGS had 60 applicants and 192 initial applicants. 220% increase in applicants. Number of unique schools increased from 36 to 41. Gender distribution: 37 females and 23 males in 2024, compared to 38 females and 20 males in 2023.	Target Met
		1.2	Increase the overall satisfaction rate of the Mississippi Governor's School (MGS) program.	Satisfaction Rate: 75% or above overall satisfaction rate.	MGS 2022 satisfaction rate was 95.5% MGS 2023 satisfaction rate was 91% Target met despite a 5% decrease Based on initial data (approximately 50% collected as of 6/27/24) from the 2024 MGS cohort, the overall satisfaction rating has returned to pre-pandemic levels.	Target Met
	Administrative Support - Police Department	1.1	The Police Department will promote awareness of its employees and responsibilities throughout the university.	5% increase in interactions/meetings with student organizations (including Student Government Association) from the previous year.	The campus police department met with 18 organizations to discuss campus safety information. This is a 38.5% increase from the previous year.	Target Met
		2.2	The Police Department will make an effort to broaden the communication among outside agencies to promote safety.	The Police Department will maintain open communications through meetings year-round with all of the MOU partners by holding 10 meetings collectively	Due to changes with administration in the Columbus Police Department and Columbus Fire Department, we were unable to regularly meet.	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
(D.1.) Degree Completion: Recruit a diverse student body to ensure a vital university community	Academic and Student Support - Admissions	2.2	The Police Department will make an effort to broaden the communication among outside agencies to promote safety.	across the agencies.	Due to changes with administration in the Columbus Police Department and Columbus Fire Department, we were unable to regularly meet.	Target Not Met
		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 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.	The number of visits by students will increase by 3% over a two-year period.	Our tour platform is working pretty seamlessly in Slate for more accurate reporting. Through this platform we have managed to capture more visitors to campus as well as their campus tour experience. Fall 2022, Spring 2023, Fall 2023, Spring 2024. Fall 2022 152- personal tours 1 – group tours Spring 2023 193- personal tours 8- group tours Fall 2023 129- Personal tours 11- group tours Spring 2024 186- personal 16- group tours	Target Met
		1.2	The Office of Admissions will attempt to yield (enroll) more high school students who complete an official MUW campus visit.	60% of enrolled students will complete a campus visit prior to their first day of class.	With the recent hiring of a Slate Coordinator our Slate capabilities have grown immensely. The Coordinator has expanded our capacity, which has also opened the possibilities of our Tour Coordinator.	Target Met
		1.3	Admissions	1% growth rate	We had a slight downward tick	Target Not

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		1.3	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.	in male freshmen students over a two-year period.	by a little over 2% in Non-Residents of MS (04/25/2024). We increased the number of bought names from 10,000 prospective students to 50,000, most being from MS but we targeted states such as AL, TN, MO, in hopes to bring more awareness to more students.	Met
				1% growth rate in male transfer students over a two-year period.	There was a slight increase in our transfer numbers compared to last year. Recruitment efforts out of state picked up a bit as again the focus is about increasing overall numbers as opposed to gender.	Target Met
	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.	50% of New Freshmen living on campus will return to live on campus Fall semester of their Sophomore year.	The Office of Housing and Residence Life had 47 Freshmen return to live on campus from their Fall '22 semester to Fall '23 semester. There was a total of 125 New Freshmen living on campus in Fall '22. This resulted in a 37.6% return rate for New Freshmen to live on campus their Sophomore year.	Target Not Met
		1.2	The Office of Housing and Residence Life will increase the number of Returning Students living on campus each academic year.	35% of Sophomores living on campus will return to live on campus Fall semester of their Junior year.	The Office of Housing and Residence Life had 42 Sophomores return to live on campus from their Fall '22 semester to Fall '23 semester. There was a total of 62 Sophomores living on campus in Fall '22. This resulted in a 67.7% return rate for Sophomores to live on campus their Junior year.	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	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.	90% of those participating will indicate that Orientation provides a good understanding of services by rating "strongly agree" or "agree".	<p>Students completing an online orientation session between April 2023 and January 2024 were presented with the following statement in their evaluation survey: "This Online Orientation gave me a good understanding of all the services offered at The W." Possible responses included Strongly Agree, Agree, Somewhat Agree, Disagree, and Strongly Disagree. Of the 378 student respondents, 363 (96.0%) either selected Strongly Agree or Agree indicating target of 90% was surpassed. Of those that selected Strongly Agree or Agree, 249 (65.9%) selected Strongly Agree while 114 (30.2%) selected Agree.</p> <p>Students responding to an evaluation survey after attending a face-to-face orientation session between April 2023 and January 2024 were presented with a different but related question: "Overall, I feel prepared for my time at The W." Answer options included Strongly Agree, Agree, Somewhat Agree, Disagree, and Strongly Disagree. Of the 136 respondents, 134 (98.5%) selected either Strongly Agree or Agree. 103 (75.5%) respondents selected Strongly Agree, while 31 (22.8%) respondents selected Agree. (Students completing an online session during this time period were also presented with this question but with a "Yes" or "No" response. Of the 378 respondents, 368 (97.4%)</p>	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	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.	90% of those participating will indicate that Orientation provides a good understanding of services by rating "strongly agree" or "agree".	selected “Yes.”) Though the question was different, the measure approximates the one stated in the achievement target and the total who strongly agree or agree exceeds the target percentage of 90%.	Target Met
	Administrative Support - University Relations	2.1	Increase social media traffic/engagement.	15% increase from previous year.	Overall social media engagement rate was up 6.5 percent, Facebook +5.8 percent, X (formerly Twitter) +123.1 percent, Instagram +45.7 percent, LinkedIn 38.5%	Target Not Met
		2.2	Increase the average contact points and length of contact with prospective students through improved website content and engagement.	This is the baseline year.	The web communications director's position is in transition with hopes of a replacement being in place by the summer. A decision was made to wait on determining the best metrics/analytics when the new webmaster is in place.	Inconclusive
(D.2.) Degree Completion: Provide equal access to advising, mentoring, and support services to all students	Academic and Student Support - Registrar	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	100% of the samples will be audited correctly.	Not available.	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
(D.2.) Degree Completion: Provide equal access to advising, mentoring, and support services to all students	Academic and Student Support - Registrar	2.1	accuracy.	100% of the samples will be audited correctly.	Not available.	Target Not Met
		2.2	The Office of the Registrar staff will attend conferences and/or webinars throughout the year to improve customer interaction.	80% of students participating in the Registrar Student Satisfaction Survey will agree or strongly agree that their interaction with the Office of the Registrar staff was prompt and courteous.	Not available	Inconclusive
		2.3	The Office of the Registrar will provide support services to faculty.	80% of faculty participating in the Faculty Satisfaction Survey will agree or strongly agree that the Office of the Registrar supports their needs.	Strongly agree (19/39) - 49% Agree (14/39) - 36% Total (33/39) - 85% Disagree (4/39) - 10% Strongly Disagree (1/29) - 3% Not applicable (1/29) - 3%	Target Met
	Academic and Student Support - Student Success Center	2.1	The Student Success Center will support the undergraduate academic advising process.	80% of those participating in the Academic Advising Survey will rate the quality of their academic advising received as "good" or "very good."	Near the end of the 2024 Spring semester, 268 undergraduate students participated in the Academic Advising survey. Of the 268 who began the survey, 228 answered the question asking for an explicit evaluation on the overall quality of advising. Of those answering this specific question, students rated the quality of their advising as Very Good - 182 (80%), Good - 25 (11%), Acceptable - 10 (4%), Poor - 5 (2%) or Very Poor - 6 (3%). A total of 207 (91%) students surveyed rated the	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	Academic and Student Support - Student Success Center	2.1	The Student Success Center will support the undergraduate academic advising process.	80% of those participating in the Academic Advising Survey will rate the quality of their academic advising received as "good" or "very good."	quality of their advising as Very Good or Good, meeting the target.	Target Met
		2.2	The Student Success Center (SSC) will provide enhanced support for students on academic probation.	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.	Of the 48 students enrolled in the Academic Recovery course (UN 098), 24 returned to good standing (50%), 12 were placed on continuing probation (25%), and 12 were placed on academic suspension (25%). The combined total of students who returned to good standing or were placed on continuing probation equaled 75% of the total enrollment of the course, which is an improvement over 2022-2023 and exceeded the stated achievement target of 65%. The face-to-face sections of the courses enrolled 28 students, of whom 15 returned to good standing (54%) and six were placed on continuing probation (21%), for a combined total of 14 (75%). In the online sections with 20 students total, eight returned to good standing (40%) and six were placed on continuing probation (30%), for a combined total of 14 (70%). There were more students enrolled in the face-to-face section this year compared to last, but both modalities yielded significant increases from last year. and met the target goal.	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		2.3	The Student Success Center will provide access to course-connected academic support to students	75% of students participating in 3 or more Peer Mentor meetings will receive a grade of "C" or higher in the designated course.	Of the 70 students who participated in 3 or more Peer Mentoring sessions, 55 (79%) received a grade of C or higher in the associated course, so the target of 75% was met. The grades of student participants were as follows: A (17), B (18), C (20), D (5), F (8), WP (1) WF(1). More students in this year's cohort completed the associated course with higher grades. 35 of the 70 students received a B or higher in the associated course (50%), compared to 53.5% for 2022-2023. Overall 8 students did receive an F in the associated course (12%), while in 2022-2023 when 11% of students participating in Peer Mentoring at this level received an F. Two students students (3%) withdrew from the course, which was the same percentage in 2022-2023. Another important additional observations about this year's results: 1 Overall use of Peer Mentoring at the rate of three or more sessions increased from 28 in 2022-2023 to 70 this year. Relative to enrollment, this equals 3.14% of students (total enrollment of 2,227) using Peer Mentoring services 3 or more times compared to 1.2% of students in 2022-2023 (total enrollment of 2339) compared to 1.85% of students using Peer Mentoring in 2021-2022 (total enrollment of 2477).	Target Met
	Academic and Student	2.1	Systems & Network will	75% of students participating in	Office 365: Very Satisfied (3/12) 25.00%	Inconclusive

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	Support - Systems and Network	2.1	look for possible ways to provide high levels of student satisfaction.	the Student Technology Survey will give an overall satisfied rating with the services offered through the Systems & Network department.	<p>Satisfied (8/12) 40.63% Satisfaction Rating (11/12) 91.67% - Last Year: 65.63%</p> <p>GoogleDocs: Very Satisfied (3/12) 45.45% Satisfied (7/12) 42.42% Satisfaction Rating (10/12) 83.33% - Last Year: 87.88%</p> <p>Portal: Very Satisfied (4/13) 29.73% Satisfied (5/13) 48.65% Satisfaction Rating (9/13) 69.23% - Last Year: 78.38%</p> <p>Internet/WiFi: Very Satisfied (3/12) 24.32% Satisfied (1/12) 24.32% Satisfaction Rating (4/12) 33.33% - Last Year: 48.65%</p> <p>Tech Support: Very Satisfied (3/12) 26.92% Satisfied (1/12) 34.62% Satisfaction Rating (4/12) 33.33% - Last Year: 61.54%</p> <p>Overall Satisfaction Rating (91.67+83.33+69.23+33.33)/5 = 62.18% Last Year: 68.41%</p>	Inconclusive
(D.3.) Degree Completion: Assist students to maintain financial, physical, emotional, and mental well-being	Academic and Student Support - Campus Recreation	4.1	Students employed at Stark Recreation Center will strengthen their problem-solving skills.	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.	Campus Recreation is a student led facility which allows students to not only have an income source, but allows for personal growth in many areas of their lives, including problem-solving skills. Our goal is to offer leadership opportunities and real-world skills that students can take with them once they graduate. We do this through bi-annual employee trainings, bi-annual	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
(D.3.) Degree Completion: Assist students to maintain financial, physical, emotional, and mental well-being	Academic and Student Support - Campus Recreation	4.1	Students employed at Stark Recreation Center will strengthen their problem-solving skills.	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.	student/supervisor evaluations and have policies and procedures set in place that allows for accountability and teachable moments. This year proved to be very successful as our Achievement Target was met with 94.45% of our students indicating that their problem solving skills improved as a result of working for Campus Recreation.	Target Met
	Academic and Student Support - Counseling Services	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 community members.	Interact with at least 50 individuals from programming for verbal or written evaluation.	<p>We lead several various programs where more than 50 students participated.</p> <p>Walk of Hope Suicide - Collaboration with Nursing September over 150 student participated</p> <p>Third Mental Health and Wellness Fair October over 150 - 200 students participated and 27 Campus and Community Vendors</p> <p>Evaluations were verbally received from participants in each activity.</p> <p>Local television station also were present at both evernts.</p>	Target Met
		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.	Goal of 20 clients via tele-mental health per semester.	Using the Telemental Health ability the counselors were to connect with over 70 students. Two of the counselors also presented on "Ethics and Telemental Health the Beginning, The Middle, and The Future" at Mississippi Counseling Association in November 2023 and Delta State Woodall Conference March 2024.	Target Met
	Academic and Student	2.1	The University will make an	75% of Graduation	76.7% indicated awareness by selecting yes on the graduation	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	Support - Sexual Misconduct & Title IX	2.1	effort to increase awareness among students regarding the University’s sexual misconduct (Title IX) policy.	Survey participants will state that they were aware of how to file a sexual misconduct report.	survey.	Target Met
				75% of Graduation Survey participants will state that they were aware of what Title IX means.	84.05% indicated awareness by selecting agree or strongly agree on the graduation survey. Yes: 84.05% No: 15.95%	Target Met
				75% of Graduation Survey participants will state that they were aware that MUW has a sexual misconduct policy.	93.94% indicated awareness by selecting yes on the graduation survey.	Target Met
		2.2	The Behavioral Intervention Team (BIT) will increase awareness among the staff regarding the team and reporting measures in order to strengthen reporting of student behaviors in which the team can intervene and work to	90% of Staff Satisfaction survey participants will “strongly agree” or “agree” that they are aware that the University has a Behavioral Intervention Team (BIT).	Only 77% of staff marked strongly agree or agree to indicate awareness of the BIT.	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		2.2	retain the student.	90% of Staff Satisfaction survey participants will “strongly agree” or “agree” that they are aware that the University has a Behavioral Intervention Team (BIT).	Only 77% of staff marked strongly agree or agree to indicate awareness of the BIT.	Target Not Met
		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.	85% of Faculty Satisfaction survey participants will “strongly agree” or “agree” that they are aware that the University has a Behavioral Intervention Team (BIT).	92% of faculty marked either strongly agree or agree to indicate awareness of BIT.	Target Met
	Academic and Student Support - Student Life	1.1	Student Life will increase awareness of the university hazing prevention statement among students that are new members of social organizations.	90% of students participating in the Social Organization New Member Workshop Survey will either agree or strongly agree that they have an understanding	The data from the fall 2023 survey shows that 99% of students either agreed or strongly agreed that they have an understanding of the current Hazing Prevention Statement.	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	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.	of the hazing prevention statement.	The data from the fall 2023 survey shows that 99% of students either agreed or strongly agreed that they have an understanding of the current Hazing Prevention Statement.	Target Met
(E.1.) Diversity, Equity & Inclusion: Create an inclusive and equitable campus climate reflective of the growing diversity in our communities, state and nation	Academic and Student Support - Admissions	2.1	Admissions Counselors will make an effort to recruit, admit, and enroll more out of state students (in contiguous states).	.25% growth rate in out-of-state contiguous transfer students over a two-year period.	Admitted Transfers MS: 722 Contiguous states: 51 Other states: 21 International: 9 Overall transfer enrollment was 519 vs 515 for Fall 2022 Overall admitted from transfers was 801 vs 2035	Target Not Met
				1% growth rate in out-of-state contiguous freshmen students over a two-year period.	Admitted Freshmen MS: 426 Contiguous states: 58 Other States: 53 Int: 7 Overall number of students admitted- 529 vs 411 for Fall 22 Overall enrollment from Freshmen was 162 vs 120 for Fall 22	Target Met
	Academic and Student Support - Athletics	4.1	The Department of Athletics will collaborate with community constituents to offer continuous opportunities for individuals to attend sponsored	Host at least one camp/clinic with a minimum participation of 15 individuals per camp/clinic per sport.	There has been a large turnover in staff on the coaching level and the administrative level. The goal of 1 camp per sport was not a realistic goal based on the lack of staffing on various levels throughout the year. Moving forward a more realistic goal would be to set a goal of 5 camps across the 17 sports.	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	Academic and Student Support - Athletics	4.1	camps, clinics, and seminars by sport.	Host at least one camp/clinic with a minimum participation of 15 individuals per camp/clinic per sport.	There has been a large turnover in staff on the coaching level and the administrative level. The goal of 1 camp per sport was not a realistic goal based on the lack of staffing on various levels throughout the year. Moving forward a more realistic goal would be to set a goal of 5 camps across the 17 sports.	Target Not Met
	Administrative Support - Human Resources	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.	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..	Human Resources and Traliant audit the employee list based on invoicing to ensure all eligible employees are in Traliant. We contracted with Traliant in August 2020 and will start the process of re-assignment of Discrimination/Harassment Training in Fall 2024.	Target Met
				100% of new employees will be provided with access to Discrimination/Harassment Compliance Training upon hiring and appropriate/recommended compliance intervals thereafter.	All benefits eligible and temporary new hires are assigned Discrimination/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.	Target Met
(E.3.) Diversity, Equity & Inclusion: Connect internal and external constituencies to opportunities at the university	Academic and Student Support - Athletics	2.1	The Department of Athletics will establish sports	Maintaining required minimum number of dates	All target competition goals were met.	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
(E.3.) Diversity, Equity & Inclusion: Connect internal and external constituencies to opportunities at the university	Academic and Student Support - Athletics	2.1	schedules for each athletics team.	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	All target competition goals were met.	Target Met
(E.4.) Diversity, Equity & Inclusion: Capture, promote and enhance overall curriculum and programming that enhances multicultural awareness and understanding	Academic and Student Support - Library	3.1	The library will continue to prioritize inclusion, diversity, equity, and accessibility for services, resources, and programming.	The library will host a minimum of two IDEA events, including book talks, speaker sessions, and workshops, per semester each year.	During 2023-2024 the library hosted 8 book talk events in association with the Community Read and two speaker sessions, engaging campus and community members in discussion.	Target Met
	Academic and Student Support - Student Life	4.1	Student Life will increase awareness of diverse and underrepresented populations through educational events.	85% of students participating in the Diversity Programming Survey will either agree or strongly agree that they have an increase cultural knowledge of diversity as a result of the diversity/educational programs.	Some events were assessed, but Diversity programming was removed from The Office of Student Life when our staff was re-structured in fall 2023 and we do not have access to all of the assessment.	Inconclusive
	Academic and Student Support - Study Abroad	1.1	The Study Abroad program will encourage faculty in lesser	Study Abroad will receive a minimum of 1 proposal for study abroad	We did not receive any proposals to offer study abroad programs this year. I believe faculty are still reluctant to move forward with study	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	Academic and Student Support - Study Abroad	1.1	represented study abroad areas to submit proposals to offer study abroad programs.	programs from faculty.	abroad/away programs.	Target Not Met
(F.1.) Financial Sustainability: Develop a strategic budget model	Academic and Student Support - Athletics	3.1	The Department of Athletics will increase revenue for sports and athletics' needs, including facility expansion, student athlete programming, and operating costs.	Increase donor participation by 7% each year.	We have develop a new Sponsorship program to more accurately track giving to Athletics both at the donor level and sponsorship level. We will continue to work toward a goal of increasing participation by 7% annually.	Target Not Met
	Administrative Support - Outsourced Enterprises (bookstore, food service)	2.1	Food Service will improve its overall function to increase customer satisfaction.	55% of Graduation Survey participants will answer "good" or "excellent" regarding the effectiveness of food service on campus.	Coordinator did not enter.	Inconclusive
				Food Service will score at least a 4.1 in overall satisfaction	Coordinator did not enter.	Inconclusive
		2.2	Bookstore will improve its overall function to increase customer satisfaction.	Each fiscal year, the Bookstore will earn at least a 95% overall satisfaction score on the Barnes & Noble Survey.	Coordinator did not enter.	Inconclusive
		2.3	Food Service	Catering and	Coordinator did not enter.	Inconclusive

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		2.3	will increase catering and door sales.	Door Sales will increase by 8% from the fiscal year.	Coordinator did not enter.	Inconclusive
		2.4	The Bookstore will increase the sales of non-text/sundry items.	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.	Coordinator did not enter.	Inconclusive
(F.2.) Financial Sustainability: Enhance and maintain campus infrastructure and facilities	Academic and Student Support - Campus Recreation	5.1	Campus Recreation will maintain functional, well-equipped, clean and safe facilities.	90% of Customer Satisfaction Survey participants will indicate that Campus Recreation facilities are well maintained and clean.	Unfortunately, our goal of 90% of our members was not met, we only made it to 85%. Being low on student staff availability has made it difficult to utilize student staff in ways that we have in the past. Having one custodian, who works 2-3 buildings per day has proven challenging, but we will need to adjust his priorities within the facility on a daily basis in order to make sure all expectations are being met.	Target Not Met
	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.	85% of students participating in the Graduation Survey will find Registrar processes "good" or "excellent."	Strong Agree (19/39) - 49% Agree (14/39) - 36% Disagree (4/39) - 10% Strongly Disagree (1/39) - 3% Not Applicable (1/39) - 3%	Target Met
		1.2	The Office of the Registrar will save money by moving	There will be a 10% reduction in the cost of paper purchased	\$273.40 was spent on paper in the FY23 budget. \$199.40 was spent on paper in the FY24 budget.	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		1.2	processes online.	by the Office of the Registrar.	44% decrease in the cost of paper.	Target Met
	Academic and Student Support - Systems and Network	1.1	Systems & Network will perform annual audit of user account access against HR e-mail non-employment notices.	100% of AD services account access is disabled for non-employed user accounts without emeritus status.	Per HR e-mail non-employment notice validations, audit of user account deactivation (without emeritus status) resulted in 53 out of 53 (100%) accounts deactivated.	Target Met
		1.2	Systems & Network will evaluate and optimize Internet bandwidth to support advancing business processes and the campus infrastructure.	Consistent bandwidth values less than 50% of total available Internet circuit bandwidth throughout the fiscal year.	Based on In/Out Traffic Utilization analysis of bandwidth transmitted between 02/01/2024-04/40/2024, average bandwidth utilization reported around 300Mbps (30%) of available 1Gbps Internet circuit. In/Out Bits/Traffic Utilization graphs are included to show reported results.	Target Met
		1.3	Systems & Network will assess and monitor campus needs and provide training videos as needed.	Provide 2 new online training videos for users.	Systems & Networks provided online training videos and/or documentation for respective users.	Target Met
	Administrative Support - Human Resources	4.1	Human Resources will continue to seek ways to provide the most efficient use of resources and time for biweekly payroll processes.	Biweekly payroll processing time will be no more than 2.5 days on average throughout the fiscal year.	On average, it does take an average of 2.5 days with some payrolls taking 3 days to process depending on how many additional student workers are on the the biweekly payroll. The Payroll Accounting Assistant (PAA) has been consistent in enforcing the payroll deadline in order to meet the timeline. The PAA has trained the Employment Services Specialist (ESS) to help with certain biweekly payroll	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	Administrative Support - Human Resources	4.1	Human Resources will continue to seek ways to provide the most efficient use of resources and time for biweekly payroll processes.	Biweekly payroll processing time will be no more than 2.5 days on average throughout the fiscal year.	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 been in this position for almost 6 years and has streamlined the process as much as possible given the manual nature. The biweekly payroll continues to grow and this will be even more of a factor when the new DOL overtime rule takes effect in two phases, July 2024 and January 2025. This will increase the number of staff who will be non-exempt and will eventually be moved to the biweekly payroll.	Target Met
	Administrative Support - Information Systems	2.1	Deliver information technology products and services that meet the needs of the students to achieve a high level of customer 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.	The Student Technology Survey was released May 15, 2024 and ran for a week through May 22, 2024. Of the 2130 enrollments, only 13 responses were tallied. Therefore, we have established a scheduled date in February 2025 to run the Student Technology Survey for better results.	Target Not Met
		2.2	Deliver information technology products and services that meet the needs of the university to achieve a high level of customer satisfaction.	80% of staff participating in the Faculty/Staff Technology Survey will give an overall satisfied rating for the Information Systems department.	The Faculty/Staff survey ran from May 8, 2024 through May 15, 2024 with 81 total respondents. This represents a 20.15% response rate. Faculty Responses - (37/81) 46% / Year 2021: 45.75% Staff Responses - (42/81) 52% / Year 2021: 54.24% "Rate your satisfaction level	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		2.2	Deliver information technology products and services that meet the needs of the university to achieve a high level of customer satisfaction.	80% of staff participating in the Faculty/Staff Technology Survey will give an overall satisfied rating for the Information Systems department.	with the services provided by the Department of Information Systems (supports administrative systems such as Ellucian's Banner ERP, Canvas, and other smaller information systems):" Very Satisfied - (56/81) - 69% Satisfied - (17/81) - 21% Total - (73/81) - 90% / Year 2021: 93.33% Neutral - (2/81) - 2.46% Dissatisfied - (0/81) - 0% Very Dissatisfied - (0/81) %	Target Not Met
	Administrative Support - Outsourced Enterprises (bookstore, food service)	1.1	Food Service and Facilities Management will enhance their safety practices.	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.	97%	Target Met
				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.	Coordinator did not enter.	Inconclusive
	Administrative Support - Resources Management	2.1a	Ensure that all student packages are delivered in a timely manner.	Deliver 95% of the packages on time.	Since hiring a part-time employee, 100% of packages have been delivered same or next day	Target Met
(F.3.) Financial Sustainability: Invest in faculty and staff hiring and development	Academic and Student Support - Center for	1.1	The Kossen Center will offer pedagogical training on a	At least 25 group workshops or multi-day	The KCTL conducted 14 workshops over Fall 2024, starting with fall development sessions following convocation:	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
(F.3.) Financial Sustainability: Invest in faculty and staff hiring and development	Teaching and Learning	1.1	variety of topics throughout the academic year to encourage faculty development.	seminars will be offered annually with an average attendance rate of at least 3 people per session.	New Faculty Orientation - 8/8/23 - 15 attendees - Fall Development - 8/9/2023 QEP Workshop - 7 total attendees Degreeworks - 5 total attendees Meet the SSC - 7 total attendees AI Tools, Keeping the Discussion Going - 5 total attendees HR Wellness - 5 total attendees Banner Self-Service - 4 total attendees Watermark - 12 total attendees Conversations About AI Tools - Guidance and Examples - 9/13/2023, 6 total attendees Faculty Advising Fellows Session - 9/20/2023, 11 total attendees ADA Compliance and Canvas - 9/27/2023, 5 total attendees Promotion & Tenure Panel - 10/5/2023, 16 total attendees What is Regular Substantive Interaction (RSI) and Why Does it Matter? - 10/18/2023, 12 total attendees The KCTL conducted 6 workshops over Spring 2024, starting with spring development sessions following spring convocation: Banner Self-Service Training (Registration/Faculty View) - 1/8/24, attendance not tracked Banner Self-Service Training (Employee View) - 1/8/24, attendance not tracked The Quality Enhancement Plan	Target Not Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
(F.3.) Financial Sustainability: Invest in faculty and staff hiring and development	Academic and Student Support - Center for Teaching and Learning	1.1	The Kossen Center will offer pedagogical training on a variety of topics throughout the academic year to encourage faculty development.	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.	- 1/8/24, 6 total attendees Canvas Prep: Grade Weights and New Quizzes - 1/8/24, 3 total attendees Regular Substantive Interaction - 1/8/24, 6 total attendees Regular Substantive Interaction and Canvas Help - 1/9/24, 12 total attendees	Target Not Met
				At least 45 individual consultations on any aspect of teaching or instructional technology will be scheduled and completed annually.	A total of 623 consultations were recorded, ranging from Canvas support to W Books + support (Aug - 68, Sept - 67, Oct - 40, Nov - 56, Dec - 42, Jan - 128, Feb - 59, Mar - 50, Apr - 80, May - 33)	Target Met
		1.2	Faculty will feel that their professional development needs for technology use are being met by the Kossen Center's offerings.	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."	Of the 39 faculty surveyed, the average score for online course delivery evaluation was 2, agree.	Target Met
				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."	Of the 39 faculty surveyed, the average score for online course delivery evaluation was 2, agree.	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		1.3	Faculty will actually implement the skills and theories that they learn about at the Kossen Center in their classes.	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:”	With the end of the previous QEP this question has been removed from distributed surveys.	Inconclusive
				The average faculty score on the implementation question on the randomly selected annual Follow-up Survey will be 3.5 out of 5.	No survey was developed, it is recommended that the outgoing director complete a survey for use by the center following all KCTL workshops and events.	Inconclusive
	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.	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	93% indicated awareness by selecting agree or strongly agree on the staff satisfaction survey.	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	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.	University's efforts to eliminate sexual misconduct on campus.	93% indicated awareness by selecting agree or strongly agree on the staff satisfaction survey.	Target Met
				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.	97% indicated awareness of the policy by selecting agree or strongly agree on the staff satisfaction survey.	Target Met
				85% of Staff Satisfaction survey participants will "strongly agree" or "agree" that they are aware that the University's policy on sexual misconduct covers sexual harassment, sexual assault, domestic violence, dating violence, and stalking.	95% of staff acknowledged awareness through the satisfaction survey, selecting agree or strongly agree.	Target Met
				85% of Staff Satisfaction survey participants will	95% indicated awareness by selecting agree or strongly agree on the staff satisfaction survey.	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
				“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.	95% indicated awareness by selecting agree or strongly agree on the staff satisfaction survey.	Target Met
		1.2	The University will make an effort to increase awareness among faculty regarding the University’s sexual misconduct (Title IX) policy.	85% of Faculty Satisfaction survey participants will “strongly agree” or “agree” that they are aware that the University has a designated person to coordinate the University’s efforts to eliminate sexual misconduct on campus.	94% indicated awareness by selecting agree or strongly agree on the faculty satisfaction survey.	Target Met
				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.	100% of faculty indicated awareness of the policy by selecting agree or strongly agree on the faculty satisfaction survey.	Target Met
				85% of Faculty Satisfaction survey	97% indicated awareness by selecting agree or strongly agree on the faculty	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
				participants will “strongly agree” or “agree” that they are aware that the University’s policy on sexual misconduct covers sexual harassment, sexual assault, domestic violence, dating violence, and stalking.	satisfaction survey.	Target Met
				85% of Faculty Satisfaction survey participants will “strongly agree” or “agree” that they are aware they are responsible for reporting sexual misconduct of which they have been informed or have witnessed to the University’s Title IX Coordinator.	100% indicated awareness by selecting agree or strongly agree on the faculty satisfaction survey.	Target Met
	Administrative Support - Human Resources	2.1	Human Resources will ensure that all regular, benefits-eligible, temporary and adjunct employees are provided with access to Code of Conduct training.	100% of current employees will be provided with access to Code of Conduct training.	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 from Trailiant 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	Target Met

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
	Administrative Support - Human Resources	2.1	Human Resources will ensure that all regular, benefits-eligible, temporary and adjunct employees are provided with access to Code of Conduct training.	100% of current employees will be provided with access to Code of Conduct training.	outstanding mandatory training.	Target Met
	Administrative Support - Information Systems	1.1	Enable communication and collaboration among information systems professionals and users of information technology at the university.	Information Systems will offer at least one Banner training session throughout the year to staff and/or faculty as refresher sessions or new updates.	Information Systems partnered with the Kossen Center for Teaching and Learning and the Staff Council to provide training for the new Banner Self-Service modules. This training covered new student features, faculty/advisor features, and employee features. The training was provided both in-person and by video conference with recordings being made in specific ones.	Target Met
		1.2	Enable communication and collaboration among information systems professionals and users of information technology at the state level.	One Information Systems staff will attend 80% of the Mississippi Banner Users Group meetings.	The Director of Information Systems attended all but one of the MBUG meetings, including the Annual MBUG Conference held in Biloxi. Three other IS department team members also attended for the purposes of gaining professional development.	Target Met
	Administrative Support - Resources Management	1.1	Provide ongoing purchasing, p-card, property & Virtual EMS training as needed to all departments.	Train/assist employees in the area of purchasing by an increase of 5%.	The Director of Resources Management retired, and a staff member resigned leaving only myself in the office. Due to amount of work and no help, I have not been able to review training sessions.	Inconclusive

Goal	Assessment Unit Name	Outcome Name	Outcome	Achievement Target	Result and Analysis	Result Type
		1.2	Reduce purchasing transaction volume. Eliminate the need for small dollar purchase orders.	Reduce the number of purchase orders printed each year by 5%.	The Director of Resources Management retired, and a staff member resigned leaving only myself in the office. Due to amount of work and no help, I have not been able to review purchase order reports to determine if we had an increase/decrease in the number of purchase orders.	Inconclusive