



## Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY21. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY22.

### Objective 1

8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Banner 9 Self-Service Advising Module will be implemented.
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9. Objective 1: Detail how your department

measured this objective? (Surf2tht rr O548 0.48 re f 7235.3 (90 S(in)2.3 (g)2 (f2tht)83 (rv).t (rv).tD 6 g (le)-3.

Objective 2

<p>14. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>EIS will receive an 80% overall satisfactory rating from faculty and staff endusers based on a survey.</p>
<p>15. Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>Survey</p>
<p>16. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>80% satisfaction</p>
<p>17. Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</p>	<p>95 percent</p>
<p>18. Objective 2: Did your department meet this objective?</p>	<p>The department exceeded this objective.</p>
<p>19. Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>The endusers are pleased with our performance and support. We will continue doing what we are doing and try to be even more timely in providing results.</p>

Objective 3

<p>20. Objective 3: What was this department's th objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>EIS will complete 75% of tickets under the Banner Support category within 3 business days of the request.</p>
<p>21. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>Banner Helpdesk Report</p>
<p>22. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>75 percent</p>
<p>23. Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees,</p>	<p>233.28 40.32 re W n BT -0.004 1589.0497</p>

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#### Objective 4

26. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	N/A
27. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	N/A
28. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	N/A
29. Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	N/A
30. Objective 4: Did your department meet this objective?	The department met this objective.
31. Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	N/A

#### Future Plans

32. Please identify and detail three to four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples. 1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department of X will provide training in ABC for at least 73 MGA faculty and staff.	<ol style="list-style-type: none"> <li>1. Banner 9 self-service advising module will be implemented in production.</li> <li>2. Automatic job scheduler software will be implemented in production for use by Financial Aid.</li> <li>3. EIS will complete 70% of tickets under the Banner Support category within 3 business days of the request.</li> </ol>
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