

Hatcher Conference Center

Office or Department of Fiscal Affairs

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Institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

6. What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	The mission of the Middle Georgia State University Hatcher Conference Center is to provide businesses, state agencies, and the general public, a great service by providing meeting space and services to fit their needs.
7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	<ol style="list-style-type: none">1. To be recognized as the primary resource in the Middle Georgia region for community meetings and events.2. To project the mission and brand of the University through civic and professional gatherings.3. To provide excellent customer service to its clients.4. To support the strategic budgeting processes of MGA.

<p>20. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>The Hatcher Conference Center will work to improve overall customer satisfaction scores year over year, which will be measured by our online survey clients complete after each event.</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>Surveys and email responses</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>FY21 target outcome was 80% client satisfaction</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, 75% engagement)</p>	<p>In FY21, 100% of the returned surveys were satisfied based on the survey results, comments, and email responses.</p>
<p>24. Objective 3: Did your department meet this objective?</p>	<p>The department exceeded this objective.</p>
<p>25. Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>In the midst of a global pandemic, clients were just happy to be able to meet in person, and that we were "open for business". The returning customers from FY21 mostly met monthly, so next year we will make sure all returning guests have the same satisfaction. Because FY21 was mostly monthly repeat customers, our goal for next year will stay at 80%.</p>

26. Objective 4: What was this department's fourth objective for this fiscal year? Objectives

