

**SACRAMENTO STATE**  
**ADMINISTRATION & BUSINESS AFFAIRS FAMILIES**  
**2007/08 GOALS & MEASURES**  
**DESTINATION 2010**  
**3<sup>RD</sup> QUARTER**

**BUSINESS AND ADMINISTRATIVE SERVICES FAMILY**

**Strategic Planning & Quality Improvement**

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
<b>People</b>	Build a Welcoming Campus	Support an engaged workforce	<b>Increase understanding of ABA's strategic plan (Balanced Scorecard and Strategy Map) among division staff</b> <ul style="list-style-type: none"> <li>• Provide informational training to expanded START group</li> <li>• Work with START to identify effective methods to increase understanding level amongst staff</li> </ul>	6/30	Implement survey at Staff Professional meeting in fall 2007; survey again in fall 2008	<b>80%</b> Introduced START to ABA, Sac State and CSU quality improvement and strategic planning processes. Five START members and SPQI assistant attended the 2008 Symposium, and are enthusiastic about developing a proposal to use Lean processes in ABA. START members are sharing the information they are learning with family staff members and have developed e-mail lists to use for consistent communication with staff. Some START members share information at routine staff meetings, such as in RMS. SPQI conducted a Jeopardy game at the Fall 2007 Staff Professionals meeting to stimulate learning about ABA's organization and planning activities. Newsletters published in fall and spring promote further understanding of ABA's goals encompassed by its BSC and its strategy map.
<b>People</b>	Build a Welcoming Campus	Support an engaged workforce	<b>Increase participation in recognition programs (carry over goal from 06/07):</b> <ul style="list-style-type: none"> <li>• Work with START to review processes and get staff input for program improvement</li> <li>• Add team award to the Winter Awards process</li> </ul>	6/30	<ul style="list-style-type: none"> <li>• Number of nominations compared to prior years' data</li> <li>• Number of team nominations (gather baseline data this year)</li> </ul>	<b>80%</b> START is actively engaged in review of the staff recognition program process. They have reviewed survey results and interviewed prior year selection team members to identify areas for improvement. This winter, after consultation with the Destination 2010 Leadership Council, a team award was introduced. Seven nominations were received, and three awards were presented. D2010 Leadership Council members were in favor of the team award as a way to drive and reward team behavior.
<b>Processes</b>	Build a Welcoming Campus	Build trust between ABA and our constituents	<b>Implement PBViews as ABA's data assessment tool:</b> <ul style="list-style-type: none"> <li>• SPQI Director and Analyst to attend training</li> <li>• Enter existing data into PBViews and review with LC at quarterly meetings</li> </ul>	6/30	Successfully set up measures and data for 07/08 goals in PBViews and review with Leadership Council	<b>20%</b> Director and QI Assistant attended System Administrator training. <b>Tabled due to workload issues.</b>

**ADMINISTRATIVE SERVICES**

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
<b>Processes</b>		<p>(a) Providing one more convenience to the campus to making it easier to use the parking permit machines.</p> <p>(b) Providing one more convenience to faculty staff and students to use their Sac State OneCard.</p> <p>(c) Better tracking of service for the users, and better service management for the Photocopy administration.</p>	<p>Enhance service delivery to the campus:</p> <p>(a) Install new daily parking permit machines with credit card capability in parking lots around the campus.</p> <p>(b) Implement online credit card deposits to OneCard using Cashnet. This is a continuing goal from 06/07 that was not accomplished because the software company did not release upgraded version of the software as announced.</p> <p>(c) Implement the HEAT call ticket system to track all service calls for Photocopy Services.</p>	6/08	<p>(a) When the machines are installed and credit card access is available.</p> <p>(b) When credit card deposits are available to the OneCard holders</p> <p>(c) When the system has been installed and the campus has been trained in it use.</p>	<p><b>Photocopy Services – 90%</b> Install new daily parking permits machines with credit card capability in parking lots around the campus.</p> <p><b>OneCard – 10%</b> Implement online credit card deposits to OneCard using Cashnet. This is a continuing goal from 06/07 that was not accomplished because the software company did not release the upgraded version of the software as announced.</p> <p><b>Photocopy Services – 100%</b> Implement the HEAT call ticket systems to track all service calls.</p>

**FACILITIES SERVICES FAMILY**

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
<b>Customers</b>	Build a welcoming campus	Become ambassadors of the campus, providing first-rate customer service	<ul style="list-style-type: none"> <li>Conduct more training for customer service staff</li> <li>Continue with the data collection form the online survey</li> </ul>	6/08	<ul style="list-style-type: none"> <li>Comparison of results with prior years</li> <li>Track training attendance of staff</li> </ul>	100% *All training is now tracked using the CETTS system 50% We have organized for all FS staff to attend a mandatory workshop called "Respect and Professionalism in the Workplace" which will be presented by Jennifer Brown Shaw, Esq. on April 23 & 30, 2008 and May 2, 20 & 30, 2008.
<b>Processes</b>	Build a welcoming campus	Facilitate access to campus services	<ul style="list-style-type: none"> <li>Update website with the latest information about the department and its services</li> </ul>	6/08	<ul style="list-style-type: none"> <li>Publishing updated site on internet</li> </ul>	50% Our ITC has begun working on updating the FS website
<b>Processes</b>	Build a welcoming Campus	Make the campus easy to navigate technologically and physically	<ul style="list-style-type: none"> <li>Develop concept and design for "Way-Finder" sign system</li> </ul>	6/08	<ul style="list-style-type: none"> <li>Complete final phase of the project</li> </ul>	100% All phases of the Way Finder project are now complete
<b>People</b>	Build a welcoming Campus	Develop high employee morale	<ul style="list-style-type: none"> <li>Employee recognition programs that award staff for excellent staff</li> <li>Staff appreciation activities such as BBQ, Golf Day, Aloha Week, Hat Day, Halloween and Admin Staff Day</li> </ul>	6/08	<ul style="list-style-type: none"> <li>Survey responses to activities</li> <li>Collect suggestions on improving program</li> </ul>	75% FS has held several employee morale boosting events in the past nine months of the quarter including Aloha Week, the summer BBQ, the Holiday Lunch, Hat Day, T-shirt day, Favorite Team Cap Day, the Halloween Potluck, the annual Martin Luther King golf tournament, the Ice Cream Social and the annual Cesar Chavez golf tournament. During the final one, there will be the following events: Ninth Annual Facilities Services Golf Tournament, the Summer BBQ and the Hawaiian Shaved Ice event *The Customer Service Center continues to collect the survey responses submitted through our online survey.

<b>Processes</b>	Build a welcoming campus	Maintain the highest standards in financial and operational systems management	<ul style="list-style-type: none"> <li>Budget development and management of resources</li> <li>Improving project accounting</li> </ul>	6/08	<ul style="list-style-type: none"> <li>MMS Usage Log</li> <li>Improved project tracking</li> </ul>	50% We are currently in the preparation stages before a wholesale conversion of our Maintenance Management System to FacilityMax.

**FINANCIAL SERVICES FAMILY**

**Accounting**

<b>Perspective</b>	<b>Destination 2010 Link</b>	<b>Outcome</b>	<b>Goal</b>	<b>Date</b>	<b>Measures</b>	<b>Progress</b>
<b>Customers Processes</b>	Build a Welcoming Campus	Facilitate access to campus services.	Provide volunteer mentors for College of Business Administration students to facilitate better student retention.	5/08	Number of volunteers involved.	N/A
<b>Processes</b>	Develop Community Support	Maintain the highest standards in financial and operational systems management. Facilitate access to campus services. Build trust between ABA and our constituents.	Provide useful Accounting information for the campus. <i>Action:</i> Work with Business Information Services to improve/maintain an informative website, Create Business Matters at Sac State (BMSS) quick reference guides and participate in Business Partners Round Tables.	4/08	Survey Campus Satisfaction with Departmental Website and Information provided by Accounting Services	85%
<b>Processes</b>	Develop Community Support	Facilitate access to campus services.	Streamline and thoroughly document Revenue Management Program (RMP) processes; Processes that are more efficient, effective and will assist in cross-training staff.	4/08	Complete AS Manual of RMP processes that is easy for back-up staff to follow.	50%

**Accounts Payable**

<b>Perspective</b>	<b>Destination 2010 Link</b>	<b>Outcome</b>	<b>Goal</b>	<b>Date</b>	<b>Measures</b>	<b>Progress</b>
<b>Processes</b>	Develop Community Support	Maintain the highest standards in financial and operational systems management. Facilitate access to campus services. Build trust between ABA and our constituents.	Implement new system-wide Travel Model Practice as it applies to Sac State.	5/08	Meet system-wide deadline dates for surveys, participate in system-wide review meetings and implement per guidelines	100% Waiting for CO call the next meeting. Suzanne Green on the committee.
<b>Processes</b>	Develop Community Support	Maintain the highest standards in financial and operational systems management. Facilitate access to campus services. Build trust between ABA and our constituents.	Provide useful Accounts Payable information for the campus. <i>Action:</i> Work with Business Information Services to improve/maintain an informative website, Create Business Matters at Sac State (BMSS) quick reference guides and participate in Business Partners Round Tables.	4/08	Survey Campus Satisfaction with Departmental Website and Information provided by Accounts Payable	85%

<b>Processes</b>	Develop Community Support	Maintain the highest standards in financial and operational systems management. Facilitate access to campus services. Build trust between ABA and our constituents.	Improve CCE processing of Direct Payments Requests and Travel by developing processes that are more efficient and effective for CCE and Accounts Payable.	4/08	CCE and A/P satisfaction with transition and improved processing time	50%
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**Budget Planning & Administration**

<b>Perspective</b>	<b>Destination 2010 Link</b>	<b>Outcome</b>	<b>Goal</b>	<b>Date</b>	<b>Measures</b>	
<b>Processes</b>	Develop community support	Build trust between ABA and our constituents.	Provide useful financial data and expertise which allows the University Budget Advisory Committee to make informed decisions and processes.	6/08	University Budget Advisory Committee satisfaction with data and support provided by Budget Planning & Admin. Office.	<ul style="list-style-type: none"> <li>90% Prepared revenue and expenditure projections, carry forward balances, and budget call documents to aid in UBAC deliberations in the budget process</li> </ul>
<b>Processes</b>	Develop community support	Build trust between ABA and our constituents.	Provide transparency of financial data to the University and beyond thereby creating an informed campus.	0/08	Publication of annual budget report.	<ul style="list-style-type: none"> <li>95% Completed the Annual Report of Budget, Expenditures and Financial Information and sent to Reprographics for duplication</li> </ul>
<b>Stewardship &amp; Image</b>	Create a dynamic physical environment	Promote ABA's contributions toward achieving University goals.	Complete non-state capital project financing for Recreation Wellness Center.	6/08	Board of Trustees approval of Recreation Wellness Center.	
<b>Processes</b>	Build a welcoming campus	Promote responsible stewardship	Determine which budgeting software system will meet the office's budget planning needs and provide efficiencies in data gathering processes	6/08	Select budget software for implementation.	<ul style="list-style-type: none"> <li>100% Reviewed and chosen a Budget Planning Module software for implementation</li> </ul>

**Procurement & Contract Services**

<b>Perspective</b>	<b>Destination 2010 Link</b>	<b>Outcome</b>	<b>Goal</b>	<b>Date</b>	<b>Measures</b>	<b>Progress</b>
<b>Processes</b>	Build a welcoming campus	Maintain the highest standards in financial and operational systems management. Facilitate access to campus services.	Accessibility Technology Initiative (ATI) procurement plan and implementation for purchases of \$50,000.00 and above Set up training modules for use by the IT Technicians on the campus establishing policy and procedures for the purchase of IT equipment and software.	06/08	When the plan has been developed, communicate to the campus	80% The ATI (Accessible Technology Initiative) procurement plan has been implemented into the bid process on procurements of \$50,000.00 and above. The web based training modules is the next step to complete this goal. The Chancellor's Office and the ATI campus representatives are currently working on the training module.

SFSC

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	
<b>Customers &amp; Process</b>	Build a Welcoming Campus	Facilitate access to campus services.	Implement a Financial Aid Direct Deposit program: <ul style="list-style-type: none"> <li>• Select and purchase a software system and service provided for the direct deposit program.</li> <li>• Successfully implement the software, including the training of staff to support the program.</li> <li>• Successfully communicate and enroll students on the program prior to the first spring 2008 term disbursement.</li> </ul>	6/08	<ul style="list-style-type: none"> <li>• Execute a contract for service in the required time frame.</li> <li>• Make program available to students in the desired time frame.</li> <li>• 40% enrollment in the first full term of implementation (spring '08).</li> </ul>	60%
<b>Process</b>	Build a Welcoming Campus	Facilitate access to campus services.	Complete implementation of the CMS Student Financials Module: <ul style="list-style-type: none"> <li>• Successfully implement all processes of the CMS Student Financials module on time.</li> <li>• Successfully implement the Collections workflow module of Student Financials.</li> <li>• Successfully reduce, and convert legacy obligations to the Student Financials module in Fall '07</li> </ul>	6/08	<ul style="list-style-type: none"> <li>• Meet required timeframes with expected process results.</li> <li>• Meet required timeframes with no loss of services to borrowers/debtors.</li> <li>• Meet required timeframes for conversion with the least amount of obligations, with not break in service</li> </ul>	85%
<b>Customers</b>	Build a Welcoming Campus	Facilitate access to campus services.	Complete implementation of the T-2 Power Park Flex Software in support of UTAPS. <ul style="list-style-type: none"> <li>• Successfully implement all processes required to sell, inventory and reconcile parking permits and collect citations in the new software.</li> <li>• Successfully train all users of the software on proper cash handling related to the sale and collection of parking permits and citations.</li> <li>• Support UTAPS in the addition of faculty/staff permits being sold through the online service of T-2 Power Park Flex.</li> </ul>	6/08	<ul style="list-style-type: none"> <li>• Meet required timeframes with expected process results.</li> <li>• Meet required timeframes with no loss of service to borrowers/debtors.</li> <li>• Meet required timeframes for sale of other types of permits as identified by UTAPS.</li> </ul>	100%

**PUBLIC SAFETY FAMILY**

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
<b>Customers</b>	Build a Welcoming Campus	Become ambassadors of the campus, providing first-rate customer service.	Implement a customer satisfaction training program for all employees. <i>Action:</i> <ul style="list-style-type: none"> <li>Provide additional training for all employees in customer service/satisfaction and problem-solving.</li> </ul>	May 2008	Track training and development courses and information provided.  Distribute customer satisfaction survey cards and questionnaires and review comments for improvements.	20% Provide additional training for all employees in customer service/solving
<b>Process</b>	Build a Welcoming Campus	Create a safe campus environment	Ensure a safe environment conducive to living, learning and academic freedom. <i>Action:</i> <ul style="list-style-type: none"> <li>Develop and implement plan to streamline and accelerate recruitment process. (reduce vacancies, increase responsiveness)</li> <li>Develop and train appropriate campus personnel on disaster preparedness and new mandated requirements.</li> </ul>	March 2008	Map Internal Recruitment Process – collect data on time and steps  Track Vacancies and time to fill  Track number of programs/participants that received training.	50% Develop and implement plan to streamline and accelerate recruitment 90% Develop and train appropriate campus personnel on disaster preparedness mandated requirements
<b>People</b>	Build A Welcoming Campus	Build a team of great leaders	Provide “cutting-edge” training in leadership and POST mandated perishable skills updates. <i>Action:</i> <ul style="list-style-type: none"> <li>Develop training plan for leadership skills</li> </ul> Develop Internally consistent Business and Operational Processes. <ul style="list-style-type: none"> <li>Develop Process Mapping skill sets to improve continuity and consistency</li> </ul>	June 2008	Collect data on number of leadership development courses/programs completed.  Track number of Business Processes Mapped and Implemented	80% Develop training plan for leadership skills 25% Develop Process Mapping skill sets to improve continuity and consistency 50% Develop Internally consistent Business and Operational processes
<b>Stewardship &amp; Image</b>	Develop Community Support	Maintain the highest standards in financial and operational systems management	Provide mechanism for monitoring and enhancing efficiency and effectiveness in responding to community requests for service. <i>Action:</i> <ul style="list-style-type: none"> <li>Implement updated ARMS Computer Aided Dispatch system</li> </ul>	June 2008	Number of new query/reports created with increased levels of detail and granularity	100% Implement updated ARMS CAD system and train personnel on new system 80% Update ARMS with new locations and track calls for service with increased detail 60% Provide mechanism for monitoring and enhancing efficiency and effectiveness in responding to community requests for service.

			<ul style="list-style-type: none"> <li>and train personnel on new system</li> <li>Update ARMS with new locations and track calls for service with increased granularity</li> </ul>			
RISK MANAGEMENT SERVICES FAMILY						
Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
Processes	Build a welcoming Campus	Make the campus easy to navigate, technologically and physically.	<b>LMS Enhancement:</b> Improve the accuracy of LMS Learning Tracks (LT). <b>Action:</b> Work with MaxIT, Inc. to develop an automated self assessment tool that will auto assign LT requirements based on employee responses.	6/08	Implementation and beta testing by January 08.  Count the number of LT surveys, as a function of the number of employees, which have been completed.	
Process	Build a welcoming Campus	Make the campus easy to navigate, technologically and physically.	Astra Schedule Software: Develop and implement events scheduling, related events services, event billing, and event reporting.	6/08	Events scheduling configured, tested, and implemented beginning with fall 2007 term based on completion of project plan tasks.	90% Astra Schedule Software: Develop and implement events scheduling, related events services, event billing, and event reporting. (Billing process and reports, and documentation)
Process	Build a Welcoming Campus	Make the campus easy to navigate, technologically and physically.	Astra Schedule/CMS Software: Develop and implement a final exam schedule and process for fall and spring terms starting with fall 2007.	6/08	Final exam schedule and process developed, tested, and implemented beginning with fall 2007 term.	95% Astra Schedule/CMS Software: Develop and implement a final exam schedule and process for fall and spring terms starting with fall 2007. (Documentation still needs to be completed.)
Processes	Build a welcoming Campus	Make the campus easy to navigate, technologically and physically.	Develop and Implement BCP database for capturing departmental BCP procedures and measuring the level of campus compliance.	6/08	Count the number of training presentations completed.  Identify and assign department to complete BCPs.  Compare the number of assigned departments to the number of BCP submitted and approved by RMS.	50% In November, we received the Chancellor's Office (Witt and Associates) evaluation of the Campus Pandemic BCP. Revisions to the plan which can be made by RMS are now more than half finished. Estimate to complete revisions: February 2008. Inputs from departments will take longer.  All departments within ABA are currently working on their departmental business continuity plans, and are making progress, albeit slowly. Staci Louie works closely with the department representatives to move them forward.

**VICE PRESIDENT FOR ADMINISTRATION FAMILY**

**Management Services & Special Projects**

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
<b>People</b>	Build a Welcoming Campus	Improve employee morale	Enhance knowledge and skills through professional development.	June 2008	Number of professional development training sessions attended.	Number of professional development training sessions attended: <ul style="list-style-type: none"> <li>Completed Sexual Harassment On-line training, January 23, 2008.</li> <li>Completed NIMS/SEMS/ICS training for first responders, February 28, 2008.</li> </ul>
<b>Process</b>	Build a Welcoming Campus	Foster an informed campus, respectful of compliance	Develop a comprehensive Records Management Program.	June 2008	Number of Records Management Advisory Committee meetings attended; Number of campus-wide training sessions held; Develop & launch Records Management web site; maintain currency of content.	%75 Number of Records Management Advisory Committee meetings held: None Number of campus-wide training sessions held: three (3) <ul style="list-style-type: none"> <li>February 1, 2008, "Records Management in an Electronic Age" presentation given to the ABA Administrative Council</li> <li>February 7, 2008, ABA/HR Compliance Toolkit; "Records Management in an Electronic Age" presentation given to University managers</li> <li>February 18, 2008, "Records Management in an Electronic Age" presentation given to President's Cabinet</li> </ul> Develop and launch Records Management web site: <ul style="list-style-type: none"> <li>Met with IRT web person twice (Feb/Mar) to discuss web site template</li> <li>Phone meeting with IRT web master on status of web site: on target for June 1, 2008</li> </ul>
<b>Stewardship &amp; Image</b>	Develop Community Support	Develop a meaningful presence and influence within metropolitan Sacramento	Participate in community organization events/activities. Participate in Association of Records Management Administrators (ARMA) via Sacramento Chapter meetings and ARMA seminars and conferences.	June 2008	Number of events/activities attended and number of monthly meetings/conferences/seminars attended.	90% Number of events/activities attended and number of monthly meetings/conference/seminars attended: community organization events/activities and ARMA International and local meetings: <ul style="list-style-type: none"> <li>Attended funeral mass for ABA employee, MaryJo Puthuff's, father, January 10, 2008, Placerville, CA.</li> <li>Member of CSU Facilities Management Conference Steering Committee; 1<sup>st</sup> meeting January 16, 2008, 9:30 a.m. – 2:30 p.m. via teleconference.</li> <li>Attended ARMA Sacramento Chapter meeting, February 13, 2008, Clarion Hotel, Sacramento, CA.</li> <li>Attended the Sacramento Hispanic Chamber of Commerce Annual Gala, February 23, 2008</li> <li>Attended Debby Colberg, Volleyball Coach, retirement dinner, February 24, 2008</li> <li>Attended CSU Quality Improvement Symposium, February 26- 27, 2008.</li> <li>Facilitated 1<sup>st</sup> IRA Advisory Committee Meeting, March 5, 2008.</li> </ul>

						<ul style="list-style-type: none"> <li>Member of CSU Facilities Management Conference Subcommittee for Keynote Speakers: Teleconference meeting held March 17, 2008.</li> </ul> Attended funeral of Facilities Management employee, David Landis, March 27, 2008, Marysville, CA.
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**Auditing Services**

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
<b>Process</b>	Build a Welcoming Campus	Promote Responsible Stewardship	Maintain Auditing Services' web page to ensure content is current, accurate, understandable, useful, informative; and meets ABA Standards	June 2008	Updates/revisions to web site	Web site content: current, accurate, understandable, informative: PENDING
<b>Stewardship &amp; Image</b>	Build a Welcoming Campus	Maintain highest standards in financial & operational systems management	Meetings with Vice Presidents and Deans at least annually, to discuss audit's role and their needs	June 2008	Number of meetings held	Meetings: ISO Jeff Williams
						<b>July 2006</b>