

SACRAMENTO STATE
ADMINISTRATION & BUSINESS AFFAIRS FAMILIES
2005/06 GOALS & MEASURES PROGRESS REPORT
DESTINATION 2010

VICE PRESIDENT FOR ADMINISTRATION (VPA) FAMILY

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress Report / June 30, 2006
Customers	Build a Welcoming Campus	Become ambassadors of the campus, providing first-rate customer service	Identify ABA division service standards and standards of communication	6/06	Standards developed, recommended, approved and communicated, implemented	<ul style="list-style-type: none"> • VPA has issued expectations and priorities related to service and communication, behaviors • Division developed and adopted a Shared Code of Conduct • Web page standards have been developed and communicated • Division telephone greeting standards are in the process of development • Customer Service focus at All Staff Professionals meeting of June 7 • Comprehensive standards for service, communication, professionalism developed, distributed to ABA D2010 Leadership Team for review • Goal for next year will be for families to review draft and establish standards at the family level <p style="text-align: right;">90%</p>
Processes	Build a Welcoming Campus	Create a safe campus environment	Identify training to promote an ABA <i>Code of Conduct</i> and work with HR to conduct division-wide training	8/05 1/06 6/06	<ul style="list-style-type: none"> • <i>Code of Conduct</i> finalized/communicated • Training scheduled • Training completed 	<ul style="list-style-type: none"> • Code of Conduct developed and communicated • ABA has successfully partnered with HR to capitalize on training opportunities that fill ABA's identified training needs • VPA has asked that all ABA managers attend Manager/Supervisor Leadership Development and Managers Toolkit training modules, and that all new employees attend Service & Communication, as schedules permit. • ABA managers will also attend the new executive leadership program, as schedules permit, in January 2007. <p>Additional training modules have been identified and included in HR annual training schedule that promote ABA priorities, such as: Performance Management, Service & Communication, Ethics & Accountability</p> <p style="text-align: right;">90%</p>
People	Build a Welcoming Campus	Develop high employee morale	Enhance ABA division <i>staff recognition programs</i> by identifying and developing more local and more frequent award opportunities	4/06	Implementation of additional program components	<ul style="list-style-type: none"> • Staff Recognition Program web page re-designed • Staff Recognition Program survey developed / results compiled • Three new award programs developed and launched in 05/06: <ul style="list-style-type: none"> • Management Valued Staff Professional Awards • Management Peer Awards • Staff Peer Awards <p style="text-align: right;">100%</p>

Stewardship & Image	Develop Community Support	Develop a meaningful presence and influence within metropolitan Sacramento	<ul style="list-style-type: none"> Develop professional standards Identify key agencies, professional/community organizations and associations with which we are currently involved and those with which to encourage participation 	6/06 8/05 6/06	<ul style="list-style-type: none"> Adopt professional standards Finalize list of current affiliations Develop list of proposed affiliations 	<ul style="list-style-type: none"> VPA has issued expectations, priorities. Professional standards drafted for consideration by D2010 Leadership Team ABA Code of Conduct adopted in 2005/06 sets forth standards of professional behavior for ABA managers and staff Current affiliation list for ABA Council completed No additional memberships called for at this time 	100%
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ADMINISTRATIVE SERVICES FAMILY

Common Management Systems (CMS)

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	
Customers	Build a Welcoming Campus	Become ambassadors of the campus, providing first-rate customer service	Develop a campus-wide CMS User's Group that meets monthly to discuss direction of the project, gather input, share information, etc.	12/05 6/06	Initial <i>Focus Group</i> meetings Follow-up with one-on-one interviews, after group is meeting regularly	Focus Groups have been held with Department Chairs, Deans, Associate Deans and support staff regarding proposed registration changes and the new post payment procedure. Meetings were also held with Department scheduling coordinators to discuss the scheduling building process and training in CMS. Additional focus groups and meetings will be held in July/August 2006.
Processes	Build a Welcoming Campus	Make the campus easy to navigate, technologically and physically	Increase awareness of the CMS functionality by developing a <i>training strategy</i> . Training will include multiple methodologies and new, innovative approaches.	6/06	<i>Point of Service</i> Training Survey	Training strategies have been developed for each application. On-line training has been developed for Human Resources, Finance, 'My Sac State' and is being developed for the Student Administration implementation. Business Process documentation and training is being performed by the CMS Training Developers. In-person training has been improved and includes the use of multiple tools. An on-line training evaluation was developed and the overall score averages 4.4 out of 5.0.
People	Build a Welcoming Campus	Build a team of great leaders	Develop CMS Project standards which will include knowledge transfer, image, ambassador roles, etc.	5/06	<ul style="list-style-type: none"> Two <i>Team Development</i> activities Meetings to promote positive behavior 	CMS Project standards have been developed and shared with the team. Several team development activities have been held this past year and we continue to focus on team building. All of our project teams are working well together and have a positive attitude about our multiple projects.
Stewardship & Image	Develop Community Support	Maintain the highest standards in financial and operational systems management	Develop a <i>communication strategy</i> for the CMS project overall. Ensure that regular, consistent information is disseminated through various campus groups/individuals.	6/06	Schedule of communication on track	A communication strategy has been developed and we are on track with our communications with the university community. CMS Campus Forums are held quarterly, focus groups are on-going, meetings with key players take place regularly, monthly meetings with the Faculty Senate Chair and Student Administration Sponsor are calendared and of course regular meetings are held with the CMS Steering Committee and CMS Sponsors. Additionally, a committee was formed to develop a strategy for the New Post Payment Procedure and Proposed Registration Changes due to the Student Administration implementation and an extensive communication matrix is also included in this document.

Business Information Services (BIS)

Customers	Build a Welcoming Campus	Become ambassadors of the campus, providing first-rate customer service	Devote a minimum of 72 hrs each month, 8 hrs per employee, to ensure departmental, procedural and system documentation is current	6/06	Quarterly collect employee monthly workload stats, indicating hours spent on procedural/system	BIS spent an average of 76 hours per month doing procedural and system documentation.
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			and accurate		documentation	
Processes	Build a Welcoming Campus	Make the campus easy to navigate technologically and physically	Complete standardized web design for HR	6/06	Quarterly, track percentage of standard vs total number of web pages	We are currently in the process of retro fitting the HR web pages to meet the new campus branding/ templates. We have finished phase I of the ABA web project, and have begun phase II deployment.
People	Build a Welcoming Campus	Build a team of great leaders	Create an annual professional development plan for each employee by the July 1 each year, identifying one or more goals for training and growth opportunities with established time frames for meeting goals	6/06	Quarterly, track percentage of actual vs expected goals	With the exception of our new Programmer/Analyst new hire, all Developers are fully trained in PeopleSoft. ITC's are focusing on Web development classes and looking into classes on Advancement opportunities and cross training.
Stewardship & Image	Develop Community Support	Maintain the highest standards in financial and operational systems management	Ensure system security is administered timely	6/06	Quarterly, compute average days to process a security request, w/average computed from date user signs form to date access granted	A lot of work has been spent on ways to streamline granting increase security access. We are now able to track training requirements in LearnerWeb. This speeds up the process of checking the status of required training classes for certain roles. We have also enhanced the annual security process to make it more automated.

BUSINESS OPERATIONS FAMILY

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	
Customers	Build a Welcoming Campus	Become ambassadors of the campus, providing first-rate customer service	Meet w/major campus departments at least once annually to discuss customer needs and SS department/unit processes	6/06	<ul style="list-style-type: none"> Number of meetings held % identified customer / process issues resolved 	Business Operations' managers and staff are attending various campus department meetings to help identify and resolve issues. This is a continuing effort and will remain as a Business Operations goal.
Processes	Build a Welcoming Campus	Make the campus easy to navigate, technologically and physically	<ul style="list-style-type: none"> Develop easy-to-use and current unit web sites Implement a method for customers to pay parking citations on campus 	6/06	<ul style="list-style-type: none"> Standards identified/standards met Process implemented 	Business Operations has completed this goal, and will continue to review the web pages to ensure they are updated. The UTAPS unit of Business Operations completed this goal in January of 2006.
People	Build a Welcoming Campus	Build a team of great leaders	<ul style="list-style-type: none"> Improve training opportunities by requiring a discussion of training needs/ opportunities in all employee evaluations Improve training of new employees and clarify primary/backup roles in Repro Services by creating/ maintaining job manuals for key positions 	6/06	<ul style="list-style-type: none"> % evaluations that document training discussion % training held compared to training identified Roles identified Job Manuals completed 	<ul style="list-style-type: none"> Business Operation has completed this goal. The staff of Business Operations has made their training desires known and they have been discussed during the 2006 performance evaluation process. Reprographics has completed job manuals for two of its four key positions.
Stewardship & Image	Develop Community Support	Develop a meaningful presence and influence within metropolitan Sacramento	Encourage/support staff to join professional and community groups whose purposes align with the University mission	6/06	Numbers of staff involved	Business Operations staff has increased membership and participation in organizations such as the California Association of Public Purchasing Officers, National Association of Education Buyers, National Parking Association, California Public Parking Association, Printing Industries of America, Sacramento Transportation Management Association, Downtown Transportation Management Association, Sacramento Metro Chamber of Commerce, and several others.

FACILITIES MANAGEMENT FAMILY

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	
Customers	Build a Welcoming Campus	Become ambassadors of the campus, providing first-rate customer service	<ul style="list-style-type: none"> Develop interactive training for staff Conduct the training (possibly with help from an outside instructor) Develop an electronic small-scale customer satisfaction survey to send to customers when they call in with facility and grounds problems 	6/06	<ul style="list-style-type: none"> Number of people trained Improved survey results over the year 	<p>82 Custodians attended training conducted by consultant, focus on role of custodians in building a welcoming campus by providing exceptional customer service</p> <p>Customer satisfaction survey developed, focus on level of satisfaction following close out of customer generated work order</p>
Customers	Build a Welcoming Campus	Build facilities and landscapes with a distinct architectural image	<ul style="list-style-type: none"> Develop a <i>scope of work</i> for an architectural planning consultant to assist in the definition of a distinct architectural image Hire architectural planning consultant to work w/Facilities Management and other appropriate parties to define and document the campus architectural image 	6/06	Completion of document with information suitable to give to all future designers hired by the University	Campus master plan architect developing architectural image parameters, carry goal forward development of architectural standards guidelines document
Processes	Build a Welcoming Campus	Make the campus easy to navigate technologically and physically	<ul style="list-style-type: none"> Develop concept and design for “Way-Finder” sign system Install first phase of the “Way-Finder” sign system based on funding available 	6/06	Percentage of project completed	Way-Finder sign system concept and design completed. Five prototype signs fabricated, installation scheduled fabrication of remainder of Phase I signs out to bid. 20% of project completed or in progress.
People	Build a Welcoming Campus	Develop high employee morale	<ul style="list-style-type: none"> Develop and conduct staff survey using CO website and other available resources Develop activities that improve morale, such as, employee recognition, employee BBQ Re-survey in one year 	6/06	Results of second survey compared to first	<p>CO customer service survey not prepared, currently developing strategy for future in house survey</p> <p>Focused on improving employee morale by hosting employee BBQ, Holiday activities and fund raiser for future employee recognition endeavors</p>
Stewardship & Image			There is a direct correlation between goal listed above, “Build facilities and landscapes with a distinct architectural image” and <u>Stewardship & Image</u> . Since FM is focusing on two goals under the category <u>Customer Service</u> which will positively affect the campus image, no specific goal is identified under the <u>Stewardship & Image</u> category.			

FINANCIAL SERVICES FAMILY

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	
Accounting Services						
Customers	Build a Welcoming Campus	Become ambassadors of the campus, providing first-rate customer service	Serve customers effectively when primary staff is unavailable <i>Action:</i> Cross-train unit employees in all job duties	6/06	% of job duties backed up (Plan to increase this percentage annually)	<p>Percentage of Accounting Services Tasks with Back-Up:</p> <p>74 % - July 2005</p> <p>80 % - December 2005</p> <p>80 % - March 2006 (gained some, but lost Norman to Budget Office)</p> <p>87 % - June 2006</p>
Processes	Develop Community Support	Foster an informed campus, respectful of compliance	Provide a useful website for the campus <i>Action:</i> Work with Management Services to improve/maintain an informative website that	6/06	% compliant with ABA website standards List types of info that should be	<p>100% - June 2006 with ABA Phase I Standards</p> <p>Need to add more content and links during Phase II (Fall 2006)</p>

			meets ABA standards		posted, then count # of items included and assess currency (Plan to increase annually the # of current useful info items on the website)	Jenny Leung will maintain in Accounting Services.
People	Build a Welcoming Campus	Build a team of great leaders	Enhance the knowledge of the Accounting Services Office professionals through individual training plans. <i>Action:</i> Create/maintain/support professional training plans for each staff member.	6/06	Professional training plans listed on each employee evaluation (In following year, measure % completion for each employee)	100 % - June 2006 Professional Training Plans were listed on each employee evaluation. Please see ABA Monthly Professional Development Reports.
Stewardship & Image	Develop Community Support	Maintain the highest standards in financial and operational systems management	Help campus community navigate financial road blocks (rules/regulations) <i>Action:</i> Effectively communicate rules/regulations driving policies and assist department business managers to identify options. Tools may include (not limited to): <ul style="list-style-type: none"> • Participation in Financial Services “Round Table” (explain campus compliance restraints, answer questions, brainstorm to resolve issues) • Explain to unit staff the <i>why</i> behind policies and procedures Update website to address policy, procedure and compliance issues	6/06	Maintain a log of meetings/discussions with campus community (Log includes the campus area contacted/topics)	Continual Process (in Compliance) – June 2006 Participated in all Business Partners Round Table workshops. Log started of Campus Staff Training on “why” of policies and procedures. Website up with new ABA template. Updates will continue Fall 2006.
Accounts Payable						
Customers	Build a Welcoming Campus	Become ambassadors of the campus, providing first-rate customer service	Serve customers effectively with knowledgeable staff, regardless of primary office functions <i>Actions:</i> <ul style="list-style-type: none"> • Cross-train each employee to build knowledge base outside of primary duties • Effectively communicate with customers to assure satisfaction and provision of key information 	6/06	% of duties backed-up by two staff members (Increase percentage to 100 percent)	Percentage of Accounts Payable Tasks with at least two Back-Ups: 40 % - July 2005 60 % - December 2005 70% - March 2006 80% - June 2006
Process	Develop Community Support	Foster an informed campus respectful of compliance	Develop a customer-friendly online AP manual <i>Action:</i> Staff create website manual	9/05	List items to include (percentage of listed items posted)	75% - June 2006 3 out of 4 AP manuals are on the web.
People	Build a Welcoming Campus	Build a team of great leaders	Enhance the knowledge of the Accounts Payable Office professionals through individual training plans <i>Action:</i> Create, maintain and support personal training plans for each	6/05 6/06	Include professional training plans in each employee evaluation (Measure % of completion of each training plan next evaluation)	100 % - June 2006 (of available training – Excel was NOT offered in enough quantity on campus) Training plans were given at last evaluation time.
Stewardship & Image	Develop Community Support	Foster an informed campus respectful of compliance	Provide campus community with tools to increase knowledge/ability to process paperwork effectively/timely <i>Action:</i> Effectively	6/06	Maintain a log of training sessions (Log to include dept/division, topic, time allotted, attendance count)	Participated in all Business Partners Round Table workshops. We have 2 hour labs, twice a month for the campus. We will start keeping a

			<p>communicate processes/ procedures/deadlines for completing transactions. Include the following communication tools:</p> <ul style="list-style-type: none"> • Develop training plan/train department business managers bi-annually • Present specialty training sessions (travel, DPR, invoices, contracts) • Update website to address compliance issues, new policies and procedures 			<p>log of who attends.</p> <p>Assisted Procurement with new ProCard Training.</p> <p>Presented specialty training sessions to two colleges during fall 2005.</p> <p>Continuous Process - June 2006</p>
Student Financial Services						
Customers	Build a Welcoming Campus	Become ambassadors of the campus, providing first-rate customer service	Better serve the campus community <i>Action:</i> Improve/maintain ongoing communications with Admissions & Records and Financial Aid to increase mutual understanding of processes and procedures	6/06	% staff who can accurately answer 90% of questions on the <i>Most Frequently Asked Questions</i> list	Work completed by team. Follow-up survey to be distributed in Fall 2006 (September)
Process	Develop Community Support	Foster an informed campus respectful of compliance	Enhance communication w/students, faculty and staff, clarifying answers to <i>Frequently Asked Questions</i> about policy/procedures <i>Action:</i> Provide staff w/key information to assist understanding of reasons for rules. Create a mini Q/A manual/test for staff	6/06	% staff who can accurately answer 90% of questions on the <i>Most Frequently Asked Questions</i> list (measure accuracy of answers before and after manual and training)	80% work completed. Final training manual to be produced and distributed. Re-test to occur in August. Training manual to be used as an ongoing training tool.
People	Develop Community Support	Develop high employee morale	Recognize the excellence of unit staff <i>Action:</i> Develop a monthly <i>kudos</i> program and semester recognition program for internal staff	Fall 2005	% staff satisfaction with programs	100% work completed by team. Follow-up with satisfaction survey after first semester cycle (August 2006)
Stewardship & Image	Develop Community Support	Foster an informed campus respectful of compliance	Increase the number of faculty/academic staff knowledgeable of financial deadlines and policies about registration fees/refunds <i>Action:</i> Create an information source to communicate policies more effectively.	6/06	% campus ASCs accurately answering 85% of questions	100% work completed by team. Follow-up with ASC group with survey regarding information provided in Fall 2006 (late September)
University Budget Office						
Customers	Build a Welcoming Campus	Become ambassadors of the campus, providing first-rate customer services	Reduce the average budget transfer processing time from 2.3 to two business days (13% reduction) <i>Action:</i> Maintain log of transfer activity (date/time request received/posted/ department notified) and seek workload assistance when necessary to meet goal	6/06	% transfers processed in two business days	100% completed Meet and exceeded goal – average processing time reduced to .97 day(s)
Process	Build a Welcoming Campus	Make the campus easy to navigate technologically and physically	Enhance website visibility, access, appearance, ease of use, with more info and e-mail capability <i>Action:</i> Move link closer to CSUS Home Page (under Admin); Identify website items and document posting; add <i>Budget Transfer</i> form/ instructions; add e-mail link; post	6/06	% of improvements made as planned Date <i>one-click</i> access complete	100% - submitted for final edits

			charts/ data sheets; improve appearance/visible balance; add hit counter			
People	Build a Welcoming Campus	Build a team of great leaders	Enhance knowledge of staff professionals through individual training plans <i>Action:</i> Develop plans based on staff-identified needs/classes; training followed by staff presentations and written class summaries for reference	6/06	% training items completed for each staff professional	100% of planned training was completed.
Stewardship & Image	Develop Community Support	Maintain the highest standards in financial and operational systems management	Decrease average processing time for <i>Release Time</i> allocations from 2.5 to two months (20% decrease) <i>Action:</i> Log and track process, communicate w/principals to expedite, seek workload assistance when necessary to meet goal	6/06	% transactions complete within two-month period	100% completed Meet and exceeded goal – average processing time reduced to .97 day(s)

PUBLIC SAFETY FAMILY

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures
Customers	Build a Welcoming Campus	Become ambassadors of the campus, providing first-rate customer service	Fully implement a community policing and problem-oriented policing program: <ul style="list-style-type: none"> • Provide training for all employees in customer service and problem solving • Implement a bicycle patrol team • Implement a comprehensive problem-oriented policing program w/police officers and CSOs assigned to specific buildings/areas, to enhance visibility/ problem-solving efforts through direct involvement and personal interest 	6/06	Programs initiated, tracked using statistical data, monitored through feedback from surveys, and maintained through training updates and regular feedback to the participants <u>80% of goals completed for 2005-2006</u> <ul style="list-style-type: none"> • All sworn personnel completed ethics reality-based training and problem-solving with PMW Associates consultant, June, 2006. Used POST training tapes to provide leadership, problem-solving, ethical considerations, and up-to-date information concerning legal issues. • <i>Bicycle Patrol Program:</i> Three officers have been assigned and are currently working Bicycle Patrol through June 30, 2006. New bicycle storage compound has been built and is currently being utilized for the program. Program has been a complete success and will continue at its current staffing levels. Two new bicycles and additional equipment have been purchased. • Received and issued all police officers sports cards for distribution as part of our sports card implementation plan. Cards have been distributed and program has been well received by the campus community. • <i>Inner Campus Patrol Program</i> was initiated during the winter break utilizing police officers, Community Service Officers, and Facilities Management personnel. The program was instituted during the break to reduce the number of unsecured doors/buildings, property taken, and enhanced visibility. To date, no crimes have been reported during the program's time frame. • Implemented a comprehensive traffic program including enforcement and educational aspects. The number of traffic accidents decreased due to increased enforcement and visibility.

						<ul style="list-style-type: none"> Completed formulation, approval process, and printing of departmental customer satisfaction survey postcards to poll the campus community on efficiency and effectiveness of police department's services. Met with all Deans to discuss issues, available police services and ways to work more cooperatively with each one of the 7 colleges.
Process	Build a Welcoming Campus	Create a safe campus environment	<p>Ensure a safe environment conducive to living, learning and academic freedom:</p> <ul style="list-style-type: none"> Increase Customer Satisfaction survey results (2005 to 2007), establishing benchmarks from previous surveys Solicit input from stakeholders (the community) on how to improve perception of campus crime problems Conduct more presentations on crime prevention, disaster response and readiness, personal safety for faculty, staff, students 	6/06	<ul style="list-style-type: none"> Monitor Customer Satisfaction survey results and provide feedback Solicit feedback from stakeholders who attend presentations 	<p><u>95% of goals completed for 2005-2006</u></p> <p>Progress:</p> <p>Results from the 2005 CSU Customer Satisfaction Survey showed a dramatic increase in satisfaction with police services from prior years. Sacramento State finished 2nd for the highest overall rating of all of the CSU campuses who participated in the survey. Results/comments and proposed initiatives were posted on the Police Department's website in June 2006. A comparison and analysis will be made when the 2006 customer satisfaction survey statistics are received to determine if there was a positive impact from new programs that were initiated.</p> <ul style="list-style-type: none"> Town hall meetings were held on three different dates to address concerns and initiate dialogue with campus residents regarding safety, crime prevention, and emergency preparedness. Climate surveys have been developed and will be distributed randomly to the campus community on campus during the Fall Semester 2006. Provided additional personal and property protection Training for Resident Hall Life. Created and implemented a new Resident Hall Liaison Officer assignment. Violence in the Workplace Prevention training was conducted in March and April 2006. Continued meetings with Building Coordinators to update emergency plans and disaster preparedness. Provided training and information for Emergency Operations Center staff including distribution of ID/Access card, vehicle placard, and updated duties booklet. Conducted evacuation drill for 11 campus buildings. Approximately 475 people participated in the evacuation drill. A review and debriefing will be held in July 2006.

						<ul style="list-style-type: none"> • Established EOC list-serve for notification to EOC staff. • Met with various vendors, facilities management and consultant to review and begin finalization of new Communications Center and radio system upgrade to ensure better coverage and response to campus related calls for service. • Attended/participated in System Wide Emergency Preparedness Task Force Meeting (as group member) to discuss current topics and projects as they relate to disaster preparedness and planning. Participated in the Campus Emergency Preparedness Fair. • Formed EOC workgroup to review and make recommendations for updating the campus Multi-Hazard Plan. • Continued collaboration with Avian/Pandemic Flu Steering Committee to review and finalize business continuity plan for the university. • Provided security presentations for the University Union on security issues, crime prevention techniques and provided safety brochures. Participated in fire drill exercise and assisted with evacuating University Union Building. • Received grant with Women's Resource Center for collaborative pamphlets on women's safety. Ordered and distributed 6 new public safety pamphlets on safety on campus, crime prevention (personal/property) and general safety. <p><i>MAJOR CRIMINAL CASES</i></p> <ul style="list-style-type: none"> • Grand Theft, Forgery, Embezzlement of Student Funds-major Investigation and preparation for prosecution of suspects involved in the misappropriation of student funds • Resident Hall Life child porn case-involved extra investigations and multi-agency coordination in suspect arrest, impending federal prosecution. • Resident Hall Life discharge of firearm-involved student discharging a weapon in the resident halls; evacuation, implementation of ICS, investigation and subsequent arrest of suspect. • Numerous arrest from alcohol grant with multi-agency participation <p><i>MAJOR EVENTS</i></p> <p>Participated and provided security in the planning, organizing, and staffing of numerous major events on campus:</p>
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						<ul style="list-style-type: none"> • The Causeway Classic (UCD/Sac State Football Game) • The President's 1st Annual Green & Gold Gala • The NCAA Track & Field Championships • Coordination, protection & security for Presidential and Dignitary visits
People	Build a Welcoming Campus	Build a team of great leaders	Routinely provide training in leadership and mentoring	6/06	Establish a baseline for all personnel and reinforce training through reviews at meetings and briefings	<p><u>60% of goals completed for 2005-2006</u></p> <p>Progress:</p> <ul style="list-style-type: none"> • Four new Field Training Officers have been selected and trained and have begun training new officers in our Field Officer Training Program. • Focus group meets regularly to discuss current department issues and needs and to disseminate timely information to assist department personnel in performing their duties. • Designing leadership and mentoring training component for training with PMW Associates. • Promoted two officers to Corporal positions to assist supervisors and provide leadership and training to officers and the campus community. • Held community wide Police Officer and Dispatcher Swearing In Ceremony.
Stewardship & Image	Develop Community Support	Maintain the highest standards in financial and operational systems management	<ul style="list-style-type: none"> • Conduct reality-based training in <i>Police Ethics</i> for all employees • Develop an up-to-date policy manual, inform and hold employees accountable for adherence to policies • Maintain integrity in evidence gathering, processing and maintenance of chain of custody through training, policy updating, familiarization and accountability. Train at least two sworn officers to be crime scene investigators. 	6/06	Establish a baseline for all personnel and reinforce training through regular policy and <i>Code of Ethics</i> reviews at meetings/briefings	<p><u>90% of goals completed for 2005-2006</u></p> <p>Progress:</p> <ul style="list-style-type: none"> • Completed reality-based training in police ethics and leadership with PMW, 3 days, June 2006. • Policy manual (General Orders Manual) has been reviewed and updated and is currently being finalized for distribution and implementation. Field Training Officer Program being updated and manuals revised. • Updated evidence and property policies. Sergeant has successfully completed property and evidence course and is now in charge of handling evidence including processing and releasing to victim/suspects. • Conducted inventory and audits of all police department property with special emphasis on firearms and evidence.

						<ul style="list-style-type: none"> Two officers are scheduled to attend training in crime scene investigation in fall, 2006. Completed full inventory of department evidence area and addressed two minor discrepancies. Completed full inventory of department equipment, including firearms with no discrepancies.
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RISK MANAGEMENT SERVICES FAMILY

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	
Customer	Build a Welcoming Campus	Become ambassadors of the campus, providing first-rate customer service	To improve communication and consistency, revise SM Policies and Procedures. Action: Revise and implement SPAG Policy, revise and implement Policy on Use of University Facilities	4/06	New policies revised, approved, implemented, posted on web page	SPAG Policy revised and submitted to VP. Special events procedure completed.
Customer	Build a Welcoming Campus	Make the campus easy to navigate, technologically and physically	To ensure employees understand their Learning Track assignments and completion status, design and implement an employee auto email process	10/05	New auto email process developed, installed, and successfully launched via LearnerWeb®	Two new auto email process has been completed and tested: Supervisor's Report & Employees LT Progress Report.
Process	Build a Welcoming Campus	Make the campus easy to navigate technologically and physically	For ease of customer navigation, redesign web page to reflect new RMS organization and to improve navigational ease. Action: Web schemes obtained from PA, define page layout	1/06	New page operational	RMS page has been designed and implemented.
Process	Build a Welcoming Campus	Make the campus easy to navigate, technologically and physically	For customer ease of use, revise/create IIPP and EA Courses Action: Solicit funding via grants, solicit funding from other campuses, convert to Lectora or VCB for CBT authoring	4/06	Revised presentations successfully integrated with LearnerWeb®	Secured funding for web based Emergency Action Program (EAP) developments. Wrote EAP script. Submitted script to Creative Services for WBT development. Working on IIPP script.
Process	Build a Welcoming Campus	Create a safe environment	Summarize the risk reduction processes on the RMS web page. Action: Explain audit process, training, accident investigations, contractor safety, codes of safe work practices	1/06	New information page operational	All documents have been revised and are posted on the RMS web page.
Process	Build a Welcoming Campus	Create a safe environment	Map process for the implementation of an Environmental Management System (EMS) as encouraged by EPA. Begin initial coordination for design, development and implementation. Action: Map EMS elements, prioritize EMS elements, identify EMS team, hold first EMS team meeting by 10/05, approve EMS policy/implementation process by end of 12/05	5/06	EMS policy approved, "actions" completed	Completed draft mapping of EMS process. Developed an EMS policy. Waiting for formation of Campus Safety & Environmental Compliance Committee charge to be finalized and committee to be assembled.
Stewardship & Image	Develop Community Support	Foster an informed campus respectful of compliance	Create Risk Analysis Strategy/Process for use in assessing the university's exposure to proposed 3 rd party campus events. Action: Identify formal risk analysis programs in use by CSU; develop	4/06	Existence of a written Risk Analysis Strategy	Not addressed.

			categories of risk based on types of events (minimal, moderate, high risk); determine the feasibility and scope of conducting a formal risk analysis on all third party events, etc.			
Stewardship & Image	Develop Community Support	Foster an informed campus respectful of compliance	Develop a “master” Continuity of Operations Program (COOP). <i>Action:</i> Complete draft and submit to CSEH Committee for comment, post master plan on RMS web page, assist Program Centers with development of plans	11/05	Existence of a master COOP	Developed draft Pandemic Influenza Plan (PIP) BCP. Provided training to departments. Distributed PIP to department for feedback to be provided by June 30, 2006. Creation of a campus master BCP was preempted by the development of the Pandemic Influenza Plan.
Revised December 2005						