

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

VICE PRESIDENT FOR ADMINISTRATION (VPA) FAMILY

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress Report / March 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 Comprehensive standards for service, communication, professionalism developed, distributed to ABA D2010 Leadership Team for review 90%
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. HR training program presentation at ABA D2010 Leadership Team to communicate training opportunities VPA has emphasized training topics to meet this goal, including Performance Management, Service & Communication, Ethics & Accountability, Leadership & Supervisory training Families will schedule appropriate staff training 75%
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 survey developed / results compiled Staff Recognition Program web page re-designed Staff Honors & Awards page re-design being developed 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;">90%</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 Current affiliation list for ABA Council completed. Will work with ABA Council/Leadership Team to identify additional memberships to enhance our business relations and campus networking. 75%

ADMINISTRATIVE SERVICES FAMILY

Common Management Systems (CMS)

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress Report / March 2006
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	Staff were asked to express their interest in participating in a CMS Focus group for SA at the CMS Forums on 2/21 and 2/23

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	<ul style="list-style-type: none"> An on-line training evaluation has been developed and posted to the CMS website. HR on-line training has been developed and posted. We continue to research new training development tools. CMS website redesigned to reflect the new University branding.
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 	<ul style="list-style-type: none"> Project standards have been developed and were shared with the project team on 1/23. A staff development activity was held January 12, Alumni Center. Staff development luncheon held in Project Office on Feb 15.
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	<ul style="list-style-type: none"> Communications are on track. CMS Campus Forums held 2/21 and 2/23
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 and accurate	6/06	Quarterly collect employee monthly workload stats, indicating hours spent on procedural/system documentation	On track: Workload statistics indicate that BIS spent an average of 76 hours per month doing procedural and system 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	On track: We estimate that we are 70% finished with the HR web pages. HR web re-design is in process. Phase I of ABA web pages re-design is complete.
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	Developers are on target to become fully trained with PeopleSoft by the end of May, with the exception of our newest employee hired April 10th. ITC's have been focused on Web development, and are on target to complete PeopleSoft training by the end of May.
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	<p>On an average it takes 6 work days to complete a request; 3 days from the user to get the VP's signature and 3 days for the request to be completed in BIS and the user notified. This is a significant improvement from the 10.5 days previously reported. Delay's are due primarily to HR requests that cannot be completed until the User receives training. We may want to re-evaluate this goal, since administering system security is planned to move to the UCCS help desk function sometime in the late Fall.</p> <p>The PS Security Administrator position has been filled with an internal candidate, Jagan Pandarinathan, effective 2/1/06.</p>
BUSINESS OPERATIONS FAMILY						
Perspective	Destination	Outcome	Goal	Date	Measures	

	2010 Link					
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.
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 	Standards for Business Operations websites are close to being completed. We are on schedule to complete this goal by the target date. UTAPS has implemented a method for customers to pay parking citations on campus. Implementation was completed the second week of January 2006.
People	Build a Welcoming Campus	Build a team of great leaders	<p>Improve training opportunities by requiring a discussion of training needs/ opportunities in all employee evaluations</p> <p>Improve training of new employees and clarify primary/backup roles in Repro Services by creating/ maintaining job manuals for key positions</p>	6/06	<p>% evaluations that document training discussion</p> <ul style="list-style-type: none"> % training held compared to training identified Roles identified Job Manuals completed 	<ul style="list-style-type: none"> Business Operation is making progress on development of a training discussion document to include with staff performance evaluations. 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 	<ul style="list-style-type: none"> Custodial Services received training in January from a consultant on how the goals of Destination 2010 relate to custodial services staff. This training was effective and affordable and will be provided to other work groups in the department such as Grounds, Trades, and Engineering. Facilities Services is participating in the 2005/06 CSU Customer Satisfaction Survey and will be able to compare with 04/05 survey results. Reviewed options for electronically distributing department customer satisfaction survey using Famis software and determined that this was not an affordable option. Will implement survey using SurveyMonkey to implement in the last quarter of 05/06.
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	<ul style="list-style-type: none"> Master plan architect E.M. Kado has completed preliminary study. Victor Takahashi, Director of Facilities Planning and Construction, was hired and will begin work on developing the scope of the project. Department will review budget as part of year end process to identify available funding for additional study. Work has been initiated in development of a utility master plan for the campus. Wayfinder signage design has been designed with a consistent look that incorporates the elements of the new campus logo, helping to define the campus image.
Processes	Build a	Make the campus easy to	<ul style="list-style-type: none"> Develop concept and design for "Way- 	6/06	Percentage of project completed	<ul style="list-style-type: none"> The first phase of the signage prototypes are in fabrication.

	Welcoming Campus	navigate technologically and physically	Finder” sign system <ul style="list-style-type: none"> Install first phase of the “Way-Finder” sign system based on funding available 			<ul style="list-style-type: none"> The entry-way signage design has been completed by Osaki Design and signs are in fabrication – expected to be installed in April 2006.
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	<ul style="list-style-type: none"> The department has reviewed the previous employee recognition program and has drafted a new program. The first awards will be given at a June 2006 department event. Work groups within the department have been rewarded for teamwork and accomplishments with pizza lunches.
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)	Percentage of Accounting Services Tasks with Back-Up: 74 % - July 2005 80 % - December 2005 80 % - March 2006 (gained some, but lost Norman to Budget Office)
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 meets ABA standards	6/06	% compliant with ABA website standards List types of info that should be posted, then count # of items included and assess currency (Plan to increase annually the # of current useful info items on the website)	60% - March 2006 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)	75% - March 2006 Professional Training Plans were listed on each employee evaluation. Progress has been made on these individualized training lists. 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	6/06	Maintain a log of meetings/discussions with campus community (Log includes the campus area contacted/topics)	<ul style="list-style-type: none"> Continual Process in Compliance – March 2006 Participated in all Business Partners Round Tables. Log started of Campus Staff Training on “why” of policies and procedures. Web policy, procedure and compliance updates are just beginning. Jenny Leung started on November 28th and is assisting with the Trust Foundation transition and then will begin working with BIS to update the Accounting Services webpage.

			compliance issues			
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
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% - March 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)	75% - March 2006 Training plans were given at last evaluation time. All of the Technicians are half way or have completed their training. Some of the staff has requested to take other trainings.
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 communicate processes/ procedures/deadlines for completing transactions. Include the following communication tools: <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 	6/06	Maintain a log of training sessions (Log to include dept/division, topic, time allotted, attendance count)	<ul style="list-style-type: none"> Participated in the Business Partners Round Table on October 28, 2005. We have 2-hour labs twice a month for the campus. We will start keeping a log of who attends. Presently working with Procurement on new Procurement Card Training. Presented specialty training sessions to two colleges during fall 2005. 75% - March 2006
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	% of correct answers to questions recorded. Next step is to determine how to effectively disseminate information among key offices to better serve the campus community. Finalizing the document to disseminate information to all offices. Project 70% complete
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)	Survey conducted on the “whys” behind the work. Compiling % of correct answers. Finalizing document to use as a training manual/Q/A manual to enhance the knowledge of the “whys”. Project 70% complete.
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	<u>Team Supreme</u> Completed Implementation. Final survey to assess satisfaction to be conducted in June. Project 100% complete. Final assessment

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	Met with a variety of department staff as facilitated by the AAS group. Surveyed the knowledge of financial deadlines for a baseline measure. Elicited vehicles to disseminate information from the group. Final document in draft. Setting up a schedule for “meetings” with this group to help disseminate the information. Project 80% complete. Final survey to assess improvement to be completed in September 2006
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	Our quarterly average is 1.24 days, met target.
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 charts/ data sheets; improve appearance/visible balance; add hit counter	6/06	% of improvements made as planned Date <i>one-click</i> access complete	Converted to new look and feel, 70% complete.
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	We are 73% complete, addition of two new employees.
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	Our quarterly average is 1.11 months, met target.
PUBLIC SAFETY FAMILY						
Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	
Customers	Build a Welcoming	Become ambassadors of the campus, providing first-rate	Fully implement a community policing and problem-oriented policing program:	6/06	Programs initiated, tracked using statistical data, monitored through	<ul style="list-style-type: none"> Scheduled ethics reality-based training in customer service and problem-solving with PMW Associates consultant. Use of POST training tapes to

	Campus	customer service	<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 		feedback from surveys, and maintained through training updates and regular feedback to the participants	<p>provide leadership, problem-solving and up-to-date information concerning legal issues.</p> <ul style="list-style-type: none"> • Bicycle Patrol Program: 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. • Received and issued all police officers sports cards for distribution as part of our sports card implementation plan. • Inner Campus Patrol Program 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. • Completed formulation and review process for postcard survey to poll the campus community on efficiency and effectiveness of police department services.
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 	<ul style="list-style-type: none"> • Results from 2005 Customer Satisfaction Survey showed a dramatic increase in satisfaction with police services. Results/comments will be posted on the Police Department's website. 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 initiatives. • 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 Spring Semester 2006. <ul style="list-style-type: none"> ○ Provided additional safety training and property protection for Resident Hall Life students. • Created a new Resident Hall Liaison Officer assignment. • Violence in the Workplace Prevention training was conducted in March 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. • 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. • Continued collaboration with Avian/Pandemic Flu Steering Committee to review and finalize business continuity plan for the university.

						<ul style="list-style-type: none"> • 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 new public safety pamphlets (6) on safety on campus, crime prevention (personal/property) and general safety.
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	<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.
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	<ul style="list-style-type: none"> • Finalized 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. • 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.

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
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®
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	1/06	New page operational

			schemes obtained from PA, define page layout			
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®	
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	
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	
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 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.	4/06	Existence of a written Risk Analysis Strategy	
Stewardship & Image	Develop Community Support	Foster an informed campus respectful of compliance	Develop a “master” Continuity of Operations Program (COOP). Action: 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	
						Revised December 2005