

SACRAMENTO STATE
ADMINISTRATION & BUSINESS AFFAIRS FAMILIES
2006/07 GOALS & MEASURES
DESTINATION 2010
PROGRESS REPORT DECEMBER 2006

ADMINISTRATIVE SERVICES FAMILY

Business Information Services (BIS)

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
Customers	Build a Welcoming Campus	Become ambassadors of the campus, providing first-rate customer service.	<ul style="list-style-type: none"> Enhance speed of nVision reports. Work with our Customers to create and enhance the usability of system tools for providing accurate and timely reporting data 	6/07	<ul style="list-style-type: none"> The extent to which nVison drills are sped up. The number of key reporting enhancements which are identified and delivered. 	60% a) Speed up the NVision drill down process. Final stages of implementing month-end instance to speed nVision response for drills b) Meet with customers to identify key reporting enhancements; determine possible alternative solutions; reach consensus and implement best solution. Implemented new-improved Financial open-item Aged Report Enhanced membership renewal process for Advancement Employee monthly Leave Balances posted to HR Self Service pages Utility Charge reports for monthly cost recovery charges (includes true-up capability) Enhanced new loans and advances file for ECSI vendor to help Student Financial Service Center Developing CSULink for web distribution of reports such as monthly LCD
Processes	Build a Welcoming Campus	Make the campus easy to navigate technologically and physically.	Support and train departmental users on web site maintenance, web template standards and accessibilities requirements for ABA and HR web infrastructure.	6/07	The number of ABA departments transitioned to the new template procedures and updating their own web pages – comparison from 2005/06 to 2006/07.	50% a) Continue to enhance the ABA and HR web sites; Develop training manuals that provides the departmental users with the techniques required to create and maintain web pages according to campus and departmental standards. ABA Web Quarterly Work: <ol style="list-style-type: none"> University Policy Manual (web) template created and working on conversion Construction web template developed – prototype planned Various forms converted to PDF, web pages updated (Budget, AP, etc) UTAPS Web Support HR Web Quarterly Work: <ol style="list-style-type: none"> HR Template conversion in progress Sabbatical project Ad-hoc web postings
People	Build a Welcoming Campus	Build a team of great leaders.	Maintain an annual professional development plan for each employee that focuses on enhancing skill set and improving proficiency of office operations.	6/07	The number of plans developed compared to the number of employees.	40% a) Work with individual employees to build a professional development plan that would improve employee knowledge and skills in areas identified for enhancements. This will be accomplished by completing a variety of seminars, on-line training, course work, campus training, specific product training, and working to increase interoffice knowledge and skills by cross-training. Staff is working towards professional goals and objectives.

Stewardship & Image	Develop Community Support	Maintain the highest standards in financial and operational systems management.	Provide first class software development and production support for enhancing business information processes. a) Support CMS implementations (ex: Student Financial, Financial Data Warehouse, Base Benefits). b) Migrate existing systems off the IBM mainframe. c) Support the implementation of UTAP's web-based citations payments, citations appeals, and parking permit sales. d) Upgrade existing Advance software to newest software update.	6/07	Completion of projects and number of milestones reached.	40% a) Support CMS Implementations (Student Financial, Financial Data Warehouse, Financial BRIO access, Base Benefits) Financial Data Warehouse cancelled, changed to Financial BRIO access. Student Financials on target for June. Base Benefits moved to next fiscal year. FIS rel. 60 implemented in Dec. HCM rel. 40 testing. b) Migrate existing systems off the IBM VPD completed. CCR Utilities complete; rest of service centers to follow in 3rd quarter. Tax Offset & BR misc systems to follow. c) Support the implementation of UTAP's web-based citations payments, citations appeals, and parking permit sales. Implementation moved to 3rd quarter to correspond with SA Student Center and web auth. d) Upgrade existing Advance software to newest software update. Will be done in Spring.
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Common Management Systems (CMS)

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
Customers	Build a Welcoming Campus	Become ambassadors of the campus, providing first-rate customer service	Expand the self service offered on "My Sac State" throughout the completion of the Student Administration implementation.	6/07	Number of self service features offered through portal – compare 6/30/06 to 6/30/07.	75% Applicant Tab will be available mid-October. Have developed static pages to encourage use of the portal by current student, future student and faculty. Faculty and Student Center will be rolled out in April 07.
Processes	Build a Welcoming Campus	Make the campus easy to navigate technologically and physically.	Review the CMS Request for User Account process and develop a plan to redefine the procedure in preparation for SA implementation.	6/07	Completion of review and development of improved procedure.	100% Process reviewed by ISO and approved by Steve Garcia.
People	Build a Welcoming Campus	Develop high employee morale.	Improve customer service at the CMS Help Desk by expanding the training model established with the HR 8.9 upgrade. This will include the implementation of a cross-training plan for staff.	6/07	<ul style="list-style-type: none"> Number of staff trained Develop a survey to assess the level of service provided. 	50%
Stewardship & Image	Develop Community Support	Maintain the highest standards of financial and operational systems management.	<ul style="list-style-type: none"> Expand participation on system-wide committees and attendance at appropriate conferences to promote the image of the University. Implement three modules in HR: eRecruit, Absence Mgmt., and Benefits Administration Reach the following milestones in SA implementation: Catalog, Schedule of Classes, Recruitment, Admissions, Financial Aid, Registration, and Transfer Credit 	6/07	<ul style="list-style-type: none"> Comparison of systemwide committee participation and conference attendance – 2005/06 vs. 2006/07. Number of HR modules implemented Number of milestones reached* 	50% Teresa Mills will be participating in the SCO 21 st Century project and meetings will begin in December. Reach the following milestones in SA: Catalog, Schedule of Classes, Recruitment, Admissions, Financial Aid, Registration and Transfer Credit Catalog went live 7/31, Recruitment live 9/25, Schedule of Classes and Admissions live 10/2. This goal has changed since HR was not interested in implementing eRecruit, Benefits Administration and Absence Management at this time. We will be implementing Leave Balances by mid-November.

Strategic Planning & Quality Improvement

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
Customers	Build a Welcoming Campus	Become ambassadors of the campus, providing first-rate	Emphasize delivery of customer service in each ABA department and unit:	6/07	% of total ABA departments with customer service standards for their	60% Led exercises with the Management Council and all division staff to identify primary customers by family, customer expectations, and most

	Campus	customer service	<ul style="list-style-type: none"> Each department define first-rate customer service and establish standards START facilitate department processes as needed 		area established and posted on website	effective actions family department(s) can focus on to meet expectations and improve service. Information was summarized and presented to managers to follow up on in their departments.
Processes	Develop Community Support	Foster an informed campus respectful of compliance	<p>ABA managers complete required / mandated training:</p> <ul style="list-style-type: none"> Family heads identify training requirements for each manager Track training requirements and progress using Learner Web Family heads review quarterly Learner Web reports and follow-up to assure progress 	6/07	% of total required / mandated training courses complete (measure at beginning and end of fiscal year)	25% Mandatory training for ABA Council has been identified and status is available for review through Learner Web.
People	Build a Welcoming Campus	Develop High Employee Morale	<p>Increase participation in division recognition programs:</p> <ul style="list-style-type: none"> Extend lead time for nominations Publicize program/deadlines early/widely Promote program through managers Provide paper/electronic nominations forms Solicit recommendations for improvement from 05/06 peer award selection team Resurvey staff to evaluate enhancements Increase opportunities for show of appreciation (newsletter, thank-you cards) START recommend further improvements 	6/07	# of nominations submitted for winter and spring programs compared to 2005/06	45% Completed Winter staff and manager recognition awards process and had increased participation from 2005/06
Stewardship & Image	Develop Community Support	Maintain the highest standards in financial and operational systems management	<p>All University policies administered through ABA are current:</p> <ul style="list-style-type: none"> Review all division policies and <i>delegations of authority</i> Identify outdated policy and delegations Update outdated policy and process for posting to the University manual 	6/07	% of total policies/delegations reviewed and/or updated and posted	20% Update of University Manual into new web format is almost complete

BUSINESS OPERATIONS FAMILY

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
Customers	Build a Welcoming Campus	Become ambassadors of the campus, providing first-rate customer service	Enhance information delivery at the campus information booths by adding internet capability.	6/7	The internet connected and functioning properly. *	75% complete
Processes	Build a Welcoming Campus	Make the campus easy to navigate, technologically and physically	Enhance on-line services to campus community by implementing on-line; citation payment, OneCard deposits, and reprographic work orders.	6/7	The % of people that shift from the current off-line method to use of the on-line method.	25% complete
People	Build a Welcoming Campus	Build a team of great leaders	Identify critical function areas in Business Operations and cross train staff to ensure operation continuity	6/7	Number of functions identified and staff cross trained.	15% complete

Stewardship & Image		Foster an informed campus, respectful of compliance	Enhance communication of Business Operations services by: rewriting the Business Operations section of the University Manual; presenting at both employee, and student orientations	6/7	Completion of section rewrite; and positive survey results regarding knowledge of Business Operations services by the campus community.	25% complete
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FACILITIES SERVICES FAMILY

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
Customers	Build a Welcoming Campus	Become ambassadors of the campus, providing first-rate customer service	<ul style="list-style-type: none"> 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 	6/07	<ul style="list-style-type: none"> Number of people trained Develop baseline and set target for improvement 	On line customer service survey complete, begin analysis
Customers	Build a Welcoming Campus	Build facilities and landscapes with a distinct architectural image	<ul style="list-style-type: none"> Develop architectural standards document 	6/07	Completion of document with information suitable to give to all future designers hired by the University	RFP responses received for sustainability consultant to develop building sustainability campus standards
Processes	Build a Welcoming Campus	Make the campus easy to navigate technologically and physically	<ul style="list-style-type: none"> Fabricate and Install fist phase of the “Way-Finder” sign system. Define phase two of sign system, fabricate and install second phase based on funding available 	6/07	Percentage of project completed Percentage of project completed	75% of wayfinder sign system phase I installed Wayfinder sign system phase II RPF in development
People	Build a Welcoming Campus	Develop high employee morale	<ul style="list-style-type: none"> Continue activities that improve morale, such as, employee recognition, employee BBQ, ice cream social and Holiday luncheon Conduct focus group assessment 	6/06	Focus group recommendations	Staff BBQ and employee recognition awards ceremony September 2006 Holiday BBQ and staff pot luck luncheon held December 2006

FINANCIAL SERVICES FAMILY

Accounting Services

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
Stewardship & Image	Develop Community Support	Maintain the highest standards in financial and operational systems management	Meet Established Financial Deadlines (Departmental, Financial Services, ABA, Sac State, Chancellor’s Office and State of California). (e.g. reconciliations within 30 days – <i>FISMA</i> finding, Legal and GAAP YE Close by announced deadlines, etc.) <i>Action:</i> Insure resources (staff, training, tools) are available to fulfill this goal.	4/07	% of deadlines met	80% to date
Stewardship & Image	Develop Community Support	Maintain the highest standards in financial and operational systems management	Shift Financial Operations to Trust (from Appropriations) – AKA Fee Revenue Management Program	6/07	FRMP Transition 100% Complete Zero balance in General Funds at YE Campus fully informed	60% to date
Processes	Develop Community Support	Foster an informed campus, respectful of compliance	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	4/07	Survey Campus Satisfaction with Departmental Website and Information provided by Accounting Services	40% to date; participated in all Business Partners round Tables sessions and created Business Matters @ Sac State reference guides

			Sac State (BMSS) quick reference guides and participate in Business Partner Round Tables.			
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	4/07	% of job duties backed up (Plan to increase this percentage annually)	40% to date
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	4/07	Professional training plans listed on each employee evaluation (In following year, measure % completion for each employee)	50% to date

Accounts Payable

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
Stewardship & Image	Develop Community Support	Maintain the highest standards in financial and operational systems management	Meet Established Financial Deadlines (Departmental, Financial Services, ABA, Sac State, Chancellor's Office and State of California). (e.g. reconciliations within 30 days – <i>FISMA</i> finding, Travel advance follow-up within 30 days of travel, Travel payments within two weeks, Vendor payments within 30 days, Legal and GAAP YE Close by announced deadlines, etc.) <i>Action:</i> Insure resources (staff, training, tools) are available to fulfill this goal.	4/07	% of deadlines met	80% to date
Stewardship & Image	Develop Community Support	Maintain the highest standards in financial and operational systems management	Shift Financial Operations to Trust (from Appropriations) – AKA Fee Revenue Management Program	6/07	FRMP Transition 100% Complete Zero balance in General Funds at YE Campus fully informed	60%
Process	Develop Community Support	Foster an informed campus respectful of compliance	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 Partner Round Tables.	4/07	Survey Campus Satisfaction with Departmental Website and Information provided by Accounts Payable	50%
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 	4/07	% of duties backed-up by two staff members (Increase percentage to 100 percent)	50%
People	Build a welcoming Campus	Build a team of great leaders	Enhance the knowledge of the Account Payable Office professionals through individual training plans. <i>Action:</i> Create, maintain and support personal training plans for each	04/07	Include professional training plans in each employee evaluation (Measure % of completion of each training plan next evaluation).	40%

Student Financial Services

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
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Customers	Build a Welcoming Campus	Become ambassadors of the campus, providing first-rate customer service	Support increased employee training to better serve the campus community. <ul style="list-style-type: none"> Develop a plan to test and train on the campus map/departments in buildings. Successfully train staff on the CMS Student Financials module. Develop a training “check-up” for CMS Student Financials. 	6/07	<ul style="list-style-type: none"> Increase the number of correct departments/buildings identified. Meet required timeframes for training. Reduce the number of “re-trains”. 	30% completed as of 12/06
Process	Foster Community Support	Foster an informed campus, respectful of compliance	Support the move of fees to trust: <ul style="list-style-type: none"> Work with all Financial Services to implement necessary processes. 	6/07	<ul style="list-style-type: none"> Meet required timeframes for implementation. 	50% completed as of 12/06 Working with all Financial Services to implement Revenue management Program; Trained and prepared for banking change requiring significant process changes and satellite deposit consolidation beginning January 2, 2007.
Customers	Build a Welcoming Campus	Become ambassadors of the campus, providing first-rate customer service	Augment technology to provide improved customer service to the campus community. <ul style="list-style-type: none"> Successfully implement CMS Student Financials module on time. Successfully implement the new billing service for collections, ECSI. Install computer in SFSC cashiers lobby. Improve communication of the “new” installment plan to increase awareness of deadlines. 	6/07	<ul style="list-style-type: none"> Meet required timeframes for implementation. Meet required timeframes for implementation with no loss of service to borrowers/debtors. Count number of students served by being able to access Cashnet SmartPay on location and assess satisfaction. Reduce the number of late fees. 	Successfully balanced and “changed” Cashnet receipts on December 22, 2006 to accommodate banking roll over on January 2, 2007.
Customers	Build a Welcoming Campus	Become ambassadors of the campus, providing first-rate customer service	Evaluate and enhance the Money Management program “Your Money Matters!”: <ul style="list-style-type: none"> Institute an evaluation sheet for presentations. Develop a plan to enhance or expand the program based on survey suggestions 	6/07	<ul style="list-style-type: none"> Increased satisfaction on surveys. Initiate at least two enhancements/expansions this year. 	Completed presentation at Freshmen Seminar classes Fall ’06 and made presentation at Transfer Orientation; pending survey results.

University Budget Office

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
Customers	Develop Community Support	Foster an informed campus, respectful of compliance	Converting campus operations under “Fees to Trust” if approved.	6/07	Have the campus fully converted into Trust by the end of the 2006-07 fiscal year by charting completion of processes along the way	40% • Convert campus operations (RMP)
Process	Develop Community Support	Foster an informed campus, respectful of compliance	Meeting the State and CSU financial year end close deadline of July 15, 2006	6/07	Identify when final reports are sent to the State and Chancellor’s Office to determine if target has been met.	100% • Meeting the State & CSU financial deadline of July 15, 2007
People	Create a Dynamic Physical Environment	Develop a meaningful presence and influence within metropolitan Sacramento	Obtaining debt issuance approval from the CSU Board of Trustees on the Capital Projects (e.g. Fieldhouse, Recreation and Wellness Center, and Student Housing)	6/07	Document when each Capital Project is presented to the Board of Trustees and indicate whether project is passed or not	15% • Obtain debt issuance approval for Fieldhouse, Recreation/Wellness Center and the Student Housing Project
Stewardship & Image	Build a Welcoming Campus	Become ambassadors of the campus, providing first-rate customer service	Designing a Lottery procedure (in conjunction with Academic Affairs and Accounting Services) which will ensure timely allocation of	6/07	List when budget have been posted for the rollover balances and document when revenues were	50% • Designing a Lottery procedure

			funds: <ul style="list-style-type: none"> • Post budget for revenue transfers in the month it has been received; • Post rollover fund balances by September's month-end. 		received and when it was posted	
People	Build A Welcoming Campus	Build a team of great leaders	Continue cross training of new staff: <ul style="list-style-type: none"> • Have them double check project data of existing staff's work for quality control and helps new staff to learn the process • Existing staff learn any new processes that are given to the new staff 	6/07	Maintain a list of the projects completed, when it was reviewed, and number of times revisions were made	35% Continue cross-training of new staff
Process	Develop Community Support	Maintain the highest standards in financial and operational systems management	Investigate the possibility of purchasing a third party budgeting system to interface with CMS <ul style="list-style-type: none"> • System will generate data using various scenarios in regards to budget, revenues and expenditures. 	6/07	Provide the necessary information to Financial Services so that a decision can be made on whether a budgeting software system should be purchased to meet the family's needs by the end of the fiscal year.	N/A

PUBLIC SAFETY FAMILY

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
Customers	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> Provide additional training for all employees in customer service/satisfaction and problem-solving. Increase number of foot patrols and police bicycle patrols on the interior of campus and buildings	June 2007	Track training and development courses and information provided. Distribute customer satisfaction survey cards and questionnaires and review comments for improvements. Collect and analyze data on the number of log entries/time spent on specific patrols.	70% Increase number of foot patrols and police bicycle patrols in the interior campus and selected buildings. Three officers were assigned to the bicycle patrol program. Additional officers were assigned to increase foot patrol in the Residential Life area and parking lots. Department instituted the second annual winter break saturation patrol program in conjunction with Facilities Services. Buildings and grounds were patrolled by Police Officers, Community Service Officers and Facilities Custodial Services to ensure that buildings were properly locked and secured from unauthorized access. Completed recruitment and interviews for new Dispatcher position to enhance services and coverage for campus community members and Police Officers on patrol. Started interview process for a new Director of Administrative Services position for Public Safety. This position will add stabilization and assistance in completing projects and effective delivery of services to the campus community. Two Community Service Officers were selected to attend a University sponsored Cultural Diversity Class.
Process	Build a Welcoming Campus	Create a safe campus environment	Ensure a safe environment conducive to living, learning and academic freedom. <i>Action:</i>	March 2007	Monitor progress and specify timelines with consultant and appropriate campus departments and	70% Completed development and student guide for National Incident Management System (NIMS/SEMS) training complete for approximately 350 employees. Additional training will occur during the Spring 2006 semester.

			<ul style="list-style-type: none"> Develop/update Dispatch Communications Center to meet current standards and community needs. Develop and train appropriate campus personnel on disaster preparedness and new mandated requirements. 		<p>private vendors.</p> <p>Track number of programs/participants that received training.</p>	<p>Significant progress has occurred in the development of a state of the art Communications Center. Preliminary floor plans, location, infrastructure and technical aspects for the new Communications Center have been completed. Numerous meetings have occurred with numerous key stakeholders and vendors, Sacramento Police Department, Specialized Communications, University Media Services, Telecom, Facilities Services, Sacramento State Police Department and Qibec. Estimated time of completion April 2007.</p> <p>Purchased and installed two traffic calming devices (speed monitors) on State University Drive East and State University Drive West to reduce traffic speeds and accidents.</p> <p>Assisted Facilities Services by reviewing plans for ingress/egress to the new Parking Structure III and the Recreation Wellness Center.</p> <p>Completed update and distribution of the campus Multi-Hazard- Emergency Preparedness Plan to EOC personnel and management.</p>
People	Build A Welcoming Campus	Build a team of great leaders	<p>Provide “cutting-edge” training in leadership and POST mandated perishable skills updates.</p> <p><i>Action:</i></p> <ul style="list-style-type: none"> Develop training plan for leadership skills Schedule all personnel for perishable skills training (tactical communication, defensive driving, etc.) 	June 2007	<p>Collect data on number of leadership development courses/programs completed.</p> <p>Track number of personnel assigned/completed perishable skills training courses.</p>	<p>60% Department members received training in Assertive Supervision, High Tech Investigations, NIMS/SEMS, Sexual Assault Response, Legal Updates, Perishable Skills, Traffic Accident Investigations, Crime Scene Investigations, Bomb-Terrorism Recognition and Leadership Development.</p> <p>Training-schedule additional Perishable Skills training for sworn personnel.</p>
Stewardship & Image	Develop Community Support	Maintain the highest standards in financial and operational systems management	<p>Provide mechanism for monitoring and enhancing efficiency and effectiveness in responding to community requests for service.</p> <p><i>Action:</i></p> <ul style="list-style-type: none"> Analyze and improve current procedures for timeliness (efficiency) in responding to calls for service based on staffing levels 	June 2007	<p>Compare response times from 2004/05 and 2005/06 to 2006-07 for selected calls for service.</p>	<p>65% Continue review and updating of department Strategic Plan through 2010. Officers have been instructed to be cognizant of the need to increase effectiveness in responding to community request for service. The department has made available customer survey cards to receive input on services provided and comments regarding suggestions for additional services.</p> <p>The department has completed and submitted its preliminary documentation as requested by the Office of Homeland Security regarding the use of Disaster Preparedness funds.</p> <p>Worked cooperatively with University Enterprises, INC., Sacramento Police Department and local citizens to “target harden” the Ramona Avenue property.</p>

RISK MANAGEMENT SERVICES FAMILY

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	
Customer	Build a welcoming Campus	Foster an informed campus respectful of compliance.	To improve communication and consistency, revise SM Policies and Procedures. <i>Action:</i> Revise and implement Policy on Use of University Facilities.	4/07	Submitted to campus administration, through VP for ABA, for review and approval.	Developed draft document which outlines the scope, purpose, and authority of Space Management.
People	Build a	Build a team of great leaders	Enhance the knowledge of the RMS	9/06	Professional training plans listed on	Plans have been developed for each employee.

	welcoming Campus		professionals through individual training plans. Action: Create/maintain/support professional training plans for each staff member relevant to their responsibilities.		each employee evaluation (In following year, measure % completion for each employee).	
Process	Build a welcoming Campus	Make the campus easy to navigate, technologically and physically.	LMS enhancement: Create a Professional Learning Track module in LearnerWeb. Update IIPP and EAP.	12/06 6/06	WBT development of an Emergency Action Program for campus wide use. Install on LearnerWeb. New script for WBT of IIPP.	The PD Module has been completed. RMS, with MaxIT, is currently in the process of testing the new Learner Web feature.
Process	Build a welcoming Campus	Make the campus easy to navigate, technologically and physically.	Develop and establish CMS/PS facilities scheduling requirements and new Astra Schedule scheduling software for campus-wide use for academic class scheduling and final exam scheduling. Action: Install and test interface.	10/M 07	Develop and establish PS and Astra academic process and report requirements. Develop and establish facilities foundation tables, security setup and user access for Astra Schedule. Initiate events scheduling plans to use Astra Schedule for production effective in Fall 2007.	CMS/Astra Schedule Academic Training: completed two training manuals; trained 90 dept schedulers on facilities scheduling for classes; ongoing consultation and customer service with depts; trained 8 non-academic dept space approvers on how to approve use of their space for classes; new Admin Analyst hired and started training Dec 1; CMS/Astra "Go Live" was 11/6. CMS/Astra training continues for Space Mgmt. Online CMS and Astra tutorial drafted and edited.
Stewardship & Image	Build A welcoming Campus	Foster an informed campus respectful of compliance.	Develop a "master" Business Continuity Plan (BCP). Action: Complete draft of master template and submit to CSEH Committee for comment. Post master plan on RMS web page. Schedule department training on plan.	6/07	Draft BCP submitted to CSEHC	RMS is working with ECS students to develop an on-line BCP development tool. RMS has completed a model BCP for our unit which will be used as the basis for developing the SQL database. The project schema has been developed and reviewed. Programming will begin February of 07.

VICE PRESIDENT FOR ADMINISTRATION FAMILY

Management Services

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	
Customer	Build a welcoming campus	Become ambassadors of the campus, providing first-rate customer service	Revisit, develop & recommend updates to the current University Records Retention Policy	July 2007	Number of meetings held	N/A
Process	Develop Community Support	Foster an informed campus, respectful of compliance / Make the campus easy to navigate, technologically and physically	Develop campus-wide workshops on Records Management & University Archives to update management & administrative support staff on legal requirements and ramifications of non compliance in conjunction with University Counsel and University Archivist. Update policy on University Records Management program Update Records Retention Schedule	Dec 2007	Number of workshops held	N/A
Process	Build a	Build a team of great	Attend ARMA Annual Conference to	July	Number of training	60% Part of the division goal to "build a team of great leaders" has been

	welcoming campus	leaders	maintain currency in field. Track mandated training for ABA Administrative Council Members.	2007	sessions/conferences/meetings attended	met by my attending the Annual ARMA Conference in October 2006 to maintain currency in the field of Records Management. Also attended "Leadership in Action" six (6) training program in November to meet our "build a team of great leader's goal." Attended the Annual Multi-Cultural Business Forum (October 2006) sponsored by the Asian, Black and Hispanic chambers of Commerce. In meeting our division goal of "building a team of great leaders" this forum provided knowledge and information on the importance and relevance of diversity issues in the business community.
Stewardship & Image	Develop Community Support	Develop a meaningful presence and influence within metropolitan Sacramento	Participate in the Sacramento Chapter of ARMA – attend at least 2 monthly meetings and 1 seminar Develop introduction page for Records Management Web Site. Have web site activated for campus-wide access.	July 2007	Number of monthly meetings and seminars attended Website progress	80% Attended a seminar on "Document Retention & Destruction in the Age of Electronic Documents" in October 2006. This meets the goal of attending at least one seminar by July 2007. Attended business luncheon with Vice President and community member, Jesse Bravo in October. This ties into our goal of developing community support, including the development of a meaningful presence within metropolitan Sacramento.

Auditing Services

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	
Customer	Build a welcoming campus	Become ambassadors of the campus, providing first-rate customer service	Meet with Vice Presidents and Deans at least annually to discuss audit's role and their needs	July 2007	Number of meetings held	0% Meetings with Vice Presidents and Deans -- none at this time
Process	Develop Community Support	Foster an informed campus, respectful of compliance / Make the campus easy to navigate, technologically and physically	Update Auditing Services' web page to ensure content is current, accurate, understandable, useful, informative; and meets ABA Standards	July 2007	Updates/revisions to web site	10% Maintain web page content -- current, accurate, understandable, useful, informative
People	Build a welcoming campus	Build a team of great leaders	Attend professional development courses to maintain currency in field: Staff: at least one tax and one audit program Director: maintain professional designation (40 hours per year)	July 2007	Number of training sessions attended	50% Professional Development: McConnell: Tax Updates (3 hours)
Stewardship & Image	Develop Community Support	Develop a meaningful presence and influence within metropolitan Sacramento	Participation in Sacramento chapter of Institute of Internal Auditors – attend at least two monthly meetings, and one seminar	July 2007	Number of monthly meetings and seminars attended	0% Participation in IIA -- none at this time