

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

**ADMINISTRATIVE SERVICES FAMILY**

**Business Information Services (BIS)**

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
<b>Customers</b>	Build a Welcoming Campus	Become ambassadors of the campus, providing first-rate customer service.	<ul style="list-style-type: none"> <li>Enhance speed of nVision reports.</li> <li>Work with our Customers to create and enhance the usability of system tools for providing accurate and timely reporting data</li> </ul>	6/07	<ul style="list-style-type: none"> <li>The extent to which nVison drills are sped up.</li> <li>The number of key reporting enhancements which are identified and delivered.</li> </ul>	<p><b>Progress 50% complete</b>  Identified a plan to speed drills for month-end data – expect implementation for Oct. month-end  <i>b) Meet with customers to identify key reporting enhancements; determine possible alternative solutions; reach consensus and implement best solution.</i>  In final stages of implementing a new-improved Financial open-item Aged Report</p>
<b>Processes</b>	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.	<p><b>Progress 25% complete</b>  ABA Web Quarterly Work:  1. FSC web handover – training provided, folder and software setup, web server cleanup  2. Procurement web handover – training provided, folder and software setup, web server cleanup  3. University Policy Template completed – worked with Abbi and Sarah to identify key elements needed  4. Construction web template developed – Worked w/Facilities to identify key elements needed  5. Business Partners Roundtable Quarterly posting – forms converted to PDF, web pages updated  HR Web Quarterly Work:  1. Benefits Forms converted to PDF  2. Sabbatical project  3. Ad-hoc web postings  4. Template conversion &amp; pages built to current site status</p>
<b>People</b>	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.	<p><b>Progress 15% complete</b>  Currently meeting with staff to develop a specialized plan for Professional Development.</p>
<b>Stewardship &amp; Image</b>	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.	6/07	Completion of projects and number of milestones reached.	<p><b>Progress 20% complete</b>  Financial Data Warehouse cancelled, changed to Financial BRIO access. Student Financials on target. Base Benefits in spring.  <i>b) Migrate existing systems off the IBM</i>  VPD completed. CCR expected next quarter. Tax Offset &amp; BR misc systems to follow.  <i>c) Support the implementation of UTAP's web-based citations payments, citations appeals, and parking permit sales.</i></p>

			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.			On Target, implementation next quarter. 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.	<b>Process 20% complete</b>
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.	<b>Progress 80% complete</b>
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"> <li>Number of staff trained</li> <li>Develop a survey to assess the level of service provided.</li> </ul>	<b>Progress 25% complete</b>
Stewardship & Image	Develop Community Support	Maintain the highest standards of financial and operational systems management.	<ul style="list-style-type: none"> <li>Expand participation on system-wide committees and attendance at appropriate conferences to promote the image of the University.</li> <li>Implement three modules in HR: eRecruit, Absence Mgmt., and Benefits Administration</li> <li>Reach the following milestones in SA implementation: Catalog, Schedule of Classes, Recruitment, Admissions, Financial Aid, Registration, and Transfer Credit</li> </ul>	6/07	<ul style="list-style-type: none"> <li>Comparison of systemwide committee participation and conference attendance – 2005/06 vs. 2006/07.</li> <li>Number of HR modules implemented</li> <li>Number of milestones reached*</li> </ul>	<b>Progress 50% complete</b>  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 customer service	Emphasize delivery of customer service in each ABA department and unit: <ul style="list-style-type: none"> <li>Each department define first-rate customer service and establish standards</li> <li>START facilitate department processes as needed</li> </ul>	6/07	% of total ABA departments with customer service standards for their area established and posted on website	Developed team exercise templates for delivery to Management Council and ABA Staff Professionals for identification of primary family customers, expectations, and five strategies for promoting Customer Service in each ABA family. Drafted presentation for VPA outlining the "impact of poor customer service." 10% complete
Processes	Develop Community Support	Foster an informed campus respectful of compliance	ABA managers complete required / mandated training: <ul style="list-style-type: none"> <li>Family heads identify training requirements for each manager</li> <li>Track training requirements and progress using Learner Web</li> <li>Family heads review quarterly Learner Web reports and follow-up to assure progress</li> </ul>	6/07	% of total required / mandated training courses complete (measure at beginning and end of fiscal year)	Currently reviewing mandatory training requirements for managers and data collection process, based on ABA Council mandatory training matrix. 10% complete
People	Build a	Develop High Employee	Increase participation in division recognition	6/07	# of nominations submitted for	Sent 2005 winter recognition program nomination forms to D2010 Leadership

	Welcoming Campus	Morale	<p>programs:</p> <ul style="list-style-type: none"> <li>• Extend lead time for nominations</li> <li>• Publicize program/deadlines early/widely</li> <li>• Promote program through managers</li> <li>• Provide paper/electronic nominations forms</li> <li>• Solicit recommendations for improvement from 05/06 peer award selection team</li> <li>• Resurvey staff to evaluate enhancements</li> <li>• Increase opportunities for show of appreciation (newsletter, thank-you cards)</li> <li>• START recommend further improvements</li> </ul>		winter and spring programs compared to 2005/06	Council to solicit recommendations for improvement, with anticipated deadlines identified; submitted stories about ABA's special award recipients to The Bulletin; posted additional Honors & Awards features to the ABA website. 10% complete
<b>Stewardship &amp; Image</b>	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"> <li>• Review all division policies and <i>delegations of authority</i></li> <li>• Identify outdated policy and delegations</li> <li>• Update outdated policy and process for posting to the University manual</li> </ul>	6/07	% of total policies/delegations reviewed and/or updated and posted	Reviewed current campus process for policy development; reviewed other CSU campus policy web pages; worked with BIS staff to develop process for updating University Policy Manual online – now in process; began converting all existing policies into Word documents to be updated; met with President's Office to review Presidential Memorandum process and Faculty Senate policies. 10% complete

### BUSINESS OPERATIONS FAMILY

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
<b>Customers</b>	Build a Welcoming Campus	Become ambassadors of the campus, providing first-rate customer service	Enhance information delivery at the campus information booths by adding internet capability.	6/7	The internet connected and functioning properly. *	<b>Progress 50% complete</b>
<b>Processes</b>	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.	<b>Progress 20% complete</b>
<b>People</b>	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.	<b>Progress 15% complete</b>
<b>Stewardship &amp; Image</b>		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.	N/A

### FACILITIES SERVICES FAMILY

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
<b>Customers</b>	Build a Welcoming Campus	Become ambassadors of the campus, providing first-rate customer service	<ul style="list-style-type: none"> <li>• Conduct the training (possibly with help from an outside instructor)</li> <li>• Develop an electronic small-scale customer satisfaction survey to send to customers when they call in with</li> </ul>	6/07	<ul style="list-style-type: none"> <li>• Number of people trained</li> <li>• Develop baseline and set target for improvement</li> </ul>	

			facility and grounds problems			
<b>Customers</b>	Build a Welcoming Campus	Build facilities and landscapes with a distinct architectural image	<ul style="list-style-type: none"> <li>Develop architectural standards document</li> </ul>	6/07	Completion of document with information suitable to give to all future designers hired by the University	
<b>Processes</b>	Build a Welcoming Campus	Make the campus easy to navigate technologically and physically	<ul style="list-style-type: none"> <li>Fabricate and Install fist phase of the “Way-Finder” sign system.</li> <li>Define phase two of sign system, fabricate and install second phase based on funding available</li> </ul>	6/07	Percentage of project completed  Percentage of project completed	Custodial: Purchased backpack blower to facilitate faster cleaning and greater efficiency thereby reducing injuries.
<b>People</b>	Build a Welcoming Campus	Develop high employee morale	<ul style="list-style-type: none"> <li>Continue activities that improve morale, such as, employee recognition, employee BBQ, ice cream social and Holiday luncheon</li> <li>Conduct focus group assessment</li> </ul>	6/06	Focus group recommendations	Custodial: Staff recognized in the spirit of International Housekeepers Appreciation Week 9/10-9/15

**FINANCIAL SERVICES FAMILY**

**Accounting Services**

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
<b>Stewardship &amp; Image</b>	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	<b>Progress 25% complete</b> Meeting established financial deadlines
<b>Stewardship &amp; Image</b>	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	<b>Progress 25% complete</b> Shifting financial operations to Revenue Management Program
<b>Processes</b>	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 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 Accounting Services	<b>Progress 25% complete</b> Informative website Create quick reference guides Participate in Business Partners Roundtable Sessions Individual training plans
<b>Customers</b>	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)	<b>Progress 25% complete</b> Cross-train all unit employees in all job duties.
<b>People</b>	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)	<b>Progress 25% complete</b> Individual training plans Professional training plans for each staff member

**Accounts Payable**

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
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<b>Stewardship &amp; Image</b>	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	<b>Progress 25% complete</b> 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
<b>Stewardship &amp; Image</b>	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	<b>Progress 25% complete</b> <b>Progress 25% complete</b> Shift Financial Operations to Revenue Management Program
<b>Process</b>	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	<b>Progress 15% complete</b> Informative website Create quick reference guides Participate in Business Partners Roundtable Sessions
<b>Customers</b>	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"> <li>• Cross-train each employee to build knowledge base outside of primary duties</li> <li>• Effectively communicate with customers to assure satisfaction and provision of key information</li> </ul>	4/07	% of duties backed-up by two staff members (Increase percentage to 100 percent)	<b>Progress 25% complete</b> Cross-train each employee. Effectively communicate with customers
<b>People</b>	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).	<b>Progress 25% complete</b> Create, maintain and support personal training plans for each employee

**Student Financial Services**

<b>Perspective</b>	<b>Destination 2010 Link</b>	<b>Outcome</b>	<b>Goal</b>	<b>Date</b>	<b>Measures</b>	<b>Progress</b>
<b>Customers</b>	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"> <li>• Develop a plan to test and train on the campus map/departments in buildings.</li> <li>• Successfully train staff on the CMS Student Financials module.</li> <li>• Develop a training “check-up” for CMS Student Financials.</li> </ul>	6/07	<ul style="list-style-type: none"> <li>• Increase the number of correct departments/buildings identified.</li> <li>• Meet required timeframes for training.</li> <li>• Reduce the number of “re-trains”.</li> </ul>	<b>Progress</b> Test and train on the campus map/departments in buildings Train staff on the CMS Student Financials module Training “check-up” for CMS Student Financials Successfully implement CMS Student Financials module Successfully implement the new billing service for collections 80% Install computer in SFSC cashiers lobby 50% Improve communication of installment plan to increase awareness of deadlines Institute an evaluation sheet for Money Management program Develop a plan to enhance or expand the Money Management

						program based on survey suggestions
<b>Process</b>	Foster Community Support	Foster an informed campus, respectful of compliance	Support the move of fees to trust: <ul style="list-style-type: none"> <li>Work with all Financial Services to implement necessary processes.</li> </ul>	6/07	<ul style="list-style-type: none"> <li>Meet required timeframes for implementation.</li> </ul>	<b>Progress 10% complete</b> Work with all Financial Services to implement Revenue Management Program
<b>Customers</b>	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"> <li><b>Successfully</b> implement CMS Student Financials module on time.</li> <li>Successfully implement the new billing service for collections, ECSI.</li> <li>Install computer in SFSC cashiers lobby.</li> <li>Improve communication of the “new” installment plan to increase awareness of deadlines.</li> </ul>	6/07	<ul style="list-style-type: none"> <li>Meet required timeframes for implementation.</li> <li>Meet required timeframes for implementation with no loss of service to borrowers/debtors.</li> <li>Count number of students served by being able to access Cashnet SmartPay on location and assess satisfaction.</li> <li>Reduce the number of late fees.</li> </ul>	N/A
<b>Customers</b>	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"> <li>Institute an evaluation sheet for presentations.</li> <li>Develop a plan to enhance or expand the program based on survey suggestions</li> </ul>	6/07	<ul style="list-style-type: none"> <li>Increased satisfaction on surveys.</li> <li>Initiate at least two enhancements/expansions this year.</li> </ul>	N/A
<b>University Budget Office</b>						
<b>Perspective</b>	<b>Destination 2010 Link</b>	<b>Outcome</b>	<b>Goal</b>	<b>Date</b>	<b>Measures</b>	<b>Progress</b>
<b>Customers</b>	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	
<b>Process</b>	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.	<b>Progress</b> Convert campus operations <b>30% complete</b> Meeting the State & CSU financial deadline of 7/15/07 <b>100% complete</b> Designing a Lottery procedure <b>50% complete</b> Purchasing a third party budgeting system to interface with CMS
<b>People</b>	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	<b>Progress 15% complete</b> Continue cross-training of new staff

<b>Stewardship &amp; Image</b>	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 funds: <ul style="list-style-type: none"> <li>• Post budget for revenue transfers in the month it has been received;</li> <li>• Post rollover fund balances by September's month-end.</li> </ul>	6/07	List when budget have been posted for the rollover balances and document when revenues were received and when it was posted	<b>Progress 5% complete</b> Obtaining debt issuance approval for the Fieldhouse, Recreation/Wellness Center, and Student Housing Project
<b>PUBLIC SAFETY FAMILY</b>						
<b>Perspective</b>	<b>Destination 2010 Link</b>	<b>Outcome</b>	<b>Goal</b>	<b>Date</b>	<b>Measures</b>	<b>Progress</b>
<b>Customers</b>	Build a Welcoming Campus	Become ambassadors of the campus, providing first-rate customer service.	Implement a customer satisfaction training program for all employees. <i>Action:</i> 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.	<b>Progress 65% complete</b> Enhanced Bicycle Patrol Program by outfitting police bicycle storage with lighting and power outlets.  Began paperwork to recruit the two new Police Officer positions granted this year and to fill two vacant Police Officer positions created by two internal promotions. Anticipate physical agility and written exam the week of November 2006. The new officers will meet our goal of increasing the number of officers on patrol and increasing visibility.  Advertising/recruiting for a new Director of Administrative Services position for Public Safety to add stabilization and assistance in completing projects and becoming more effective in providing customer services.  Began recruitment for new dispatcher position for better coverage and enhanced services for the campus community and police officers on patrol.
<b>Process</b>	Build a Welcoming Campus	Create a safe campus environment	Ensure a safe environment conducive to living, learning and academic freedom. <i>Action:</i> <ul style="list-style-type: none"> <li>• Develop/update Dispatch Communications Center to meet current standards and community needs.</li> <li>• Develop and train appropriate campus personnel on disaster preparedness and new mandated requirements.</li> </ul>	March 2007	Monitor progress and specify timelines with consultant and appropriate campus departments and private vendors.  Track number of programs/participants that received training.	<b>Progress 40% complete</b> Completed development and student guide for National Incident Management System (NIMS/SEMS). Trained approximately 120 campus employees on mandated topics.  Participated in a joint press release/news conference with Sacramento County Sheriff's Department, Sacramento City Police Department, Alcoholic Beverage Control Agency, Sacramento State Alcohol Advisory Committee members to promote alcohol education and enforcement during the first two weekends of school.  Investigator Lowry convened a joint alcohol abatement project at the Residence Halls with Alcoholic Beverage Control and the Sacramento Police Department.  Provided Townhall Meeting in Desmond Hall regarding current crime issues and how to work better collaboratively with students and staff in the Resident Halls.

						Communications Center - Design and planning meetings continue to finalize location, infrastructure, and technical aspects for the new Communications Center. Estimated time of completion - April 2007.
<b>People</b>	Build A Welcoming Campus	Build a team of great leaders	Provide "cutting-edge" training in leadership and POST mandated perishable skills updates. <i>Action:</i> <ul style="list-style-type: none"> <li>Develop training plan for leadership skills</li> <li>Schedule all personnel for perishable skills training (tactical communication, defensive driving, etc.)</li> </ul>	June 2007	Collect data on number of leadership development courses/programs completed.  Track number of personnel assigned/completed perishable skills training courses.	<b>Progress 65% complete</b> Department members were trained by Corporal Vinson on tactical response to potential incidents of terrorism and hostage situations.  Training - Schedule has been developed for personnel to attend "Perishable Skills Training" (Tactical Communications, Defensive Driving, Arrest Techniques, etc.). Training scheduled to start in October 2006.
<b>Stewardship &amp; Image</b>	Develop Community Support	Maintain the highest standards in financial and operational systems management	Provide mechanism for monitoring and enhancing efficiency and effectiveness in responding to community requests for service. <i>Action:</i> <ul style="list-style-type: none"> <li>Analyze and improve current procedures for timeliness (efficiency) in responding to calls for service based on staffing levels</li> </ul>	June 2007	Compare response times from 2004/05 and 2005/06 to 2006-07 for selected calls for service.	<b>Progress 60% complete</b> In process of revising, updating department Strategic Plan through 2011. Officers have been advised to increase foot patrol and distribution of sports cards to enhance response times and community interactions.  Department received information that we were chosen as one of the first agencies to complete an audit on disaster preparedness funding received from the Office of Homeland Security. Document due by 10/5/06.

**RISK MANAGEMENT SERVICES FAMILY**

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	
<b>Customer</b>	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.	N/A
<b>People</b>	Build a welcoming Campus	Build a team of great leaders.	Enhance the knowledge of the RMS Professionals through individual training plans. <i>Action:</i> create/maintain/support professional training plans for each staff member relevant to their responsibilities.	4/06	Professional training plans listed on each employee evaluation (in following year, measure % completion of each employee)	N/A
<b>Process</b>	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.	N/A
<b>Process</b>	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. <i>Action:</i> 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.	<b>Progress 40% complete</b> CMS/Astra Implementation for Academic Scheduling: Establish business processes for depts., develop academic dept. reports, install and test interface, foundation facility tables, course section data, security roles and user access, configure Astra Schedule for academic scheduling.

<b>Stewardship &amp; Image</b>	Build A welcoming Campus	Foster an informed campus respectful of compliance.	Develop a “master” Business Continuity Plan (BCP). <i>Action:</i> 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	<p><b>Progress 25% completed</b> Developed new academic business processes for depts. for academic facilities scheduling in CMS/Astra and started academic report development for depts. (part of Processes section above)</p> <p>Goal: 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. Due to Campus Safety and Environmental Health (CSEH) Committee: June 2007</p> <p>Comment: The Pandemic Flu BCP, which will become an annex to the campus Business Continuity Plan, was submitted in draft form to the Chancellor’s Office May 31st. Since that time it has been 99 % updated with inputs from all program centers. After final edits, the pan flu plan will be submitted to the CSEH Committee in October.</p>
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**VICE PRESIDENT FOR ADMINISTRATION FAMILY**

**Management Services**

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	
<b>Customer</b>	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	<p><b>10%</b> Facilitated a Parent to Parent Freshman Orientation in July to answer questions about the campus to parents of incoming freshman students. Meets goal of becoming ambassadors of the campus and providing first-rate customer service.</p> <p>Met with community member, Judy Bravo, and niece, Kelly, on campus in September. Niece interested in graduate work at Sac State. They were interested in using our Library. Took them on tour of the campus. This is in line with our divisions's and the University's goal of building a welcoming campus. This also meets the division's goal for all of us to become ambassadors of the campus and providing first-rate customer service.</p>
<b>Process</b>	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  Update/revisions to website	<p><b>15%</b> Met with University Counsel on development of campuswide Records Management workshops and discussed revision of Records Management Policy PM 95-05. Left Counsel with copy of "Records Retention and Disposal Manual" for Higher Education.</p> <p>Met with new employee who will be assisting in meeting our goal to revisit, develop and recommend updates to the current University Records Retention Policy. Also met with the University Counsel regarding history of the Records Management Program on campus and next steps. No changes as yet to policy or retention schedule.</p>
<b>Process</b>	Build a	Build a team of great	Attend ARMA Annual Conference to	July	Number of training	<b>20%</b> No ARMA Sacramento Chapter Meetings have been attended as of September 2006.

	welcoming campus	leaders	maintain currency in field. Track mandated training for ABA Administrative Council Members.	2007	sessions/conferences/meetings attended	
<b>Stewardship &amp; Image</b>	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	Attended, with the Vice President, a Sacramento Hispanic Chamber of Commerce Member to Member Business Expo Mixer in July.  Sponsored Univision T.V. Station with event on campus. Assisted them with arrangements for their talent show event.
<b>Auditing Services</b>						
<b>Perspective</b>	<b>Destination 2010 Link</b>	<b>Outcome</b>	<b>Goal</b>	<b>Date</b>	<b>Measures</b>	
<b>Customer</b>	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	<b>Progress 0% complete</b> Meetings with Vice Presidents and Deans -- none at this time
<b>Process</b>	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	<b>Progress 10% complete</b> Maintain web page content -- current, accurate, understandable, useful, informative
<b>People</b>	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	<b>Progress 50% complete</b> Professional Development: McConnell -- Day long tax seminar (August 2006) McCoy -- Annual Auditor Conference, 4 days (September 2006)
<b>Stewardship &amp; Image</b>	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	<b>Progress 0% complete</b> Participation in IIA -- none at this time
						<b>September 2006</b>