

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

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 nVision drills are sped up. • The number of key reporting enhancements which are identified and delivered. 	100% Speed up the nVision drill down process; Meet with customers to identify key reporting enhancements; determine possible alternative solutions; reach consensus and implement best solutions
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.	100% Continue to enhance the ABA and HR Web sites; Develop training manuals that provide the departmental users with the techniques required to create and maintain web pages according to campus departmental standards.
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.	75% Work with individual employees to build a professional development plan that would improve employee knowledge and skills in areas identified for enhancements.
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. <ul style="list-style-type: none"> 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.	90% Support CMS Implementations (Student Financial, Financial BRIO access); Migrate existing systems off the IBM; Upgrade existing Advance software to the newest software update.

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.	90% Expand the self service offered on "My Sac State" throughout the completion of the Student Administration implementation. Student and Faculty Center complete. Additional features were added in June for Student Financials and the Degree Audit is scheduled for October. Additional training for faculty grading will be held in November.
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% Review the CMS Request for User Account process and develop a plan to redefine the procedure in preparation for the SA implementation. 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. 	100% 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.
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* 	100% Expand participation on system-wide committees and attendance at appropriate conferences to promote the image of the University. 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, Student Financials Catalog went live 7/31, Recruitment live 9/25, Schedule of Classes and Admissions live 10/2, Financial Aid, 3/19, Registration, 4/23, Student Financials 6/4.

Strategic Planning & Quality Improvement

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
Customers	Build a Welcoming Campus	Become ambassadors of the campus,	Emphasize delivery of customer service in each ABA department and unit: <ul style="list-style-type: none"> Each department define first-rate customer 	6/07	% of total ABA departments with customer service	100% Customer Service Standards: As of June 30, 2007, each ABA family

		providing first-rate customer service	service and establish standards <ul style="list-style-type: none"> START facilitate department processes as needed 		standards for their area established and posted on website	developed from one to five strategies tailored to family services and functions. An assessment plan to evaluate the effectiveness of family strategies was also identified. Posting to website in progress.
Processes	Develop Community Support	Foster an informed campus respectful of compliance	ABA managers complete required / mandated training: <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)	Mandated Training for Managers: Simplification of tracking, with ability to segment mandated training, allows easier tracking of non-compliance. Goal to monitor compliance will continue in 2007/08.
People	Build a Welcoming Campus	Develop High Employee Morale	Increase participation in division recognition programs: <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	100% Recognition Programs: Program deadlines published in ABA FOCUS, on webpage, multiple e-mails, at management meetings, paper/electronic format available, de-briefing with 05/06 team, staff resurvey shows 50 percent effective, 34 % somewhat effective, opportunities for thank you increased as follows -- VPA Distinguished Awards, ABA FOCUS thank you notes, START consulted. This year, 38 nominations were submitted for the Staff Peer award program for 33 people. Last year, 34 people were nominated. This year, 38 nominations were submitted for 34 nominations.
Stewardship & Image	Develop Community Support	Maintain the highest standards in financial and operational systems management	All University policies administered through ABA are current: <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	University/ABA Policy Updates: ABA deadline for submission of revisions is September 30, 2007. Consequently, completion of this goal will occur in 2007/08.

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. *	100%
Processes	Build a Welcoming	Make the campus easy to	Enhance on-line services to campus community by implementing on-line; citation payment,	6/7	The % of people that shift from the current	60%

	Campus	navigate, technologically and physically	OneCard deposits, and reprographic work orders.		off-line method to use of the on-line method.	
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.	60%
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.	40%

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 	100% 100%
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	25% In progress. will continue in 2008
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	100% 35% complete
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	100% will continue in 2008 No progress

FINANCIAL SERVICES FAMILY

Accounting Services

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
Stewardship & Image	Develop Community	Maintain the highest	Meet Established Financial Deadlines (Departmental, Financial Services, ABA, Sac	4/07	% of deadlines met	100%

	Support	standards in financial and operational systems management	State, Chancellor's Office and State of California). (e.g. reconciliations within 30 days – FISMA finding, Legal and GAAP YE Close by announced deadlines, etc.) <i>Action:</i> Insure resources (staff, training, tools) are available to fulfill this goal.			
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	95%
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 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	70% 100% 100%
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)	80%
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)	100% See Learner Web for more information

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 – FISMA 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	100% 100% 85% 100%
Stewardship & Image	Develop Community Support	Maintain the highest standards in	Shift Financial Operations to Trust (from Appropriations) – AKA Fee Revenue Management Program	6/07	FRMP Transition 100% Complete Zero balance in General	100%

		financial and operational systems management			Funds at YE Campus fully informed	
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	90% Content 95% complete and Posting to Web should be complete by 7/15/07 100% 100%
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)	75% 95%
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).	100% See Learner Web for more information

Student Financial Services

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
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”. 	
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. 	100% Completed
Customers	Build a Welcoming Campus	Become ambassadors of the campus, providing first-	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. 	6/07	<ul style="list-style-type: none"> • Meet required timeframes for implementation. • Meet required 	97% Complete

		rate customer service	<ul style="list-style-type: none"> • 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. 		<p>timeframes for implementation with no loss of service to borrowers/debtors.</p> <ul style="list-style-type: none"> • Count number of students served by being able to access Cashnet SmartPay on location and assess satisfaction. • Reduce the number of late fees. 	
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. 	100% Complete
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	100%
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%
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	100%
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 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. 	6/07	List when budget have been posted for the rollover balances and document when revenues were received and when it was posted	100%

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	100%
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.	10%

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.	85% <i>Action:</i> <ul style="list-style-type: none"> Provide additional training for all employees in customer service/satisfaction and problem-solving. The Director of Administrative position has been filled. Tony Lucas will start in the position on April 16, 2007. In addition to his administrative duties, Tony will play an integral part in outreach programs to the community. Foot and bicycle patrols have been increased on the interior of campus and in the Residence Hall areas. <ul style="list-style-type: none"> Three officers are assigned to ride the patrol bicycles and two additional officers are riding during peak hours. The department provided consultation and security services, physical security and dignitary protection for several significant community events such as the 2006 gubernatorial debate, the NCAA national track and field championships, the President's Green and Gold Gala and the Matsui

						<p>Dedication event.</p> <ul style="list-style-type: none"> • Provide proactive crime prevention and personal safety training classes for Students, Staff, Faculty and the Campus Community. Provided over 100 training classes/briefings in 2006/7.
Process	Build a Welcoming Campus	Create a safe campus environment	<p>Ensure a safe environment conducive to living, learning and academic freedom.</p> <p><i>Action:</i></p> <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. 	March 2007	<p>Monitor progress and specify timelines with consultant and appropriate campus departments and private vendors.</p> <p>Track number of programs/participants that received training.</p>	<p>95% Action</p> <ul style="list-style-type: none"> • Develop/update Dispatch Communications Center to meet current standards and community needs. <ul style="list-style-type: none"> ○ Communications Center Update: Construction has begun on the Communication Center. Over 50% of the equipment and supplies have been ordered for the project. All stake holders have had input into the design, construction, and information systems equipment. The estimated completion date has been changed to 6/30/07. • Develop and train appropriate campus personnel on disaster preparedness and new mandated requirements <ul style="list-style-type: none"> ○ Department members completed training (train the trainer), development of student guide for National Incident Management System to train campus first responders. ○ Approximately 530 campus employees have received training in the National Incident Management System (NIMS/SEMS/ICS). The majority that received the training are primary and secondary responders. Additional training will be provided for the advanced

						<p>ICS courses which are due prior to 10/01/07.</p> <ul style="list-style-type: none"> ○ The Campus Multi-hazard Plan with attachments has been completed and distributed to all appropriate personnel. The manual will be available on the department website prior to June 1, 2007. ○ All dispatch personnel completed NIMS/SEMS/ICS, Emergency Action Planning, Injury Illness Prevention Program, and the new ICLETS System training. ○ The Office of Homeland Security completed its Desk Review Process of the Police Departments use of disaster preparedness funds. The department passed the review and will receive a \$20,000 grant for the 06/07 fiscal year. The funds will be used primarily for interoperability with allied agencies. <ul style="list-style-type: none"> ● Completed all paperwork and documentation for the purchase of two new police vehicles. These vehicles will enhance the department's ability to respond to calls for service and rotate vehicles out of the fleet for needed repairs and service. The vehicles will also increase the department's visibility by having more vehicles available on overlap days. ● The Department General Orders and Field Training Officer (FTO) Manual has been updated and distributed to all department personnel. ● Ensure that Public Safety perspective is discussed and considered in the
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						<p>planning processes of new proposed initiatives and development (ie... 65th street Lofts, Ramona Property etc...)</p> <ul style="list-style-type: none"> • The department took measures to enhance Police visibility on the interior portions of campus by implementing programmed activities that included increased foot, bicycle and vehicular patrols. • The department planned and implemented a traffic calming project by purchasing and installing 2 radar devices to monitor/advise drivers of their speed and the posted limit. <p>The department completed development and implementation of a police officer sports card distribution program to increase personal contact and interaction with campus community.</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>90%</p> <p><i>Action:</i></p> <ul style="list-style-type: none"> • Develop training plan for leadership skills <ul style="list-style-type: none"> ○ Met with campus professor to discuss curriculum for department leadership training course. ○ Department members received training in Assertive Supervision ○ Designed curriculum and established training dates with Sacramento State Professor Estensen in Leadership for department members. • Schedule all personnel for perishable skills training (tactical communication, defensive driving, etc.) <ul style="list-style-type: none"> ○ Perishable skills training has been scheduled for sworn personnel to meet additional mandated requirements.

						<ul style="list-style-type: none"> ○ The department is submitting paperwork to the Commission on Peace Officers Standards and Training to receive accreditation for in-house instruction on Perishable Skills Training. ○ POST DVD training completed by all sworn personnel on crowd control. ○ Department members received training or attended seminars on: Crowd Control, Interview and Interrogation, Bicycle Patrol Operations, Evidence and Property management, firearms, People – building better relationships at work, NIMS/SEMS/ICS, California Crime Prevention, POST Special Needs Assessment Workshop, Force Options Simulator. ○ Department members were trained by Corporal Vincent on Tactical Response to potential incidents of terrorism and hostage situations. The Department also received training from Sacramento PD on Active Shooter Scenarios. ○ Community Service Officers were selected and attended a University Sponsored course on Cultural Diversity.
Stewardship & Image	Develop Community Support	Maintain the highest standards in financial and operational	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"> • Analyze and improve current 	June 2007	Compare response times from 2004/05 and 2005/06 to 2006-07 for selected calls for service.	85% <i>Action:</i> <ul style="list-style-type: none"> • Analyze and improve current procedures for timeliness (efficiency) in responding to calls for service based on staffing levels

		systems management	procedures for timeliness (efficiency) in responding to calls for service based on staffing levels			<ul style="list-style-type: none"> Completed review of five pieces of legislation that have significant impact of the CSU and the Law Enforcement Branch. The review was part of the process of the Legislative Analysis Group within the CSU Chiefs Group Continue to work cooperatively with University Enterprises, Inc., the Sacramento Police Department and local citizens to “target harden” the Ramona Avenue facility. Crime continues to increase on or about the property. Participated in a joint press release/news conference with Sacramento County Sheriff’s Department, Sacramento City Police Department, Alcohol Beverage Control Agency, Sacramento State Alcohol Advisory Committee Members to promote alcohol education and enforcement during the first two weekends of school. The department completed the initial meetings of two new internal work groups. The two groups will work separately on producing an integrated Recruitment process and space utilization recommendations. Group members have been identified and will be meeting in June.
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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. Action: Revise and implement Policy on Use of University Facilities.	4/07	Submitted to campus administration, through VP for ABA, for review and approval.	50% Final revisions developed on SPAG policy and submitted to VP for approval; Finalized updates on web pages; Finalized services draft for ABA Guide to Services; Developed SM annual accomplishments statements for ABA reports for 2006 2007.
People	Build a welcoming Campus	Build a team of great leaders	Enhance the knowledge of the RMS professionals through individual training plans. Action: Create/maintain/support professional training plans for each staff member relevant to their responsibilities.	9/06	Professional training plans listed on each employee evaluation (In following year, measure % completion for each	100% Plans have been developed for each employee. Employees have completed professional development training as assigned.

					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.	100% The PD Module has been completed. RMS, with MaxIT, is currently in the process of testing the new LearnerWeb feature. All deficiencies have been identified and the final release of the upgrade is schedule for mid May, 2007.
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.	49% Astra Schedule/ CMS room and system configuration, installation, interface, protocols, security, user setup; Astra Schedule/CMS implementation of academic scheduling, final exams, reports, business processes (see below), optimizer, related training & documentation; Astra Schedule configuration, implementation, and training for events scheduling and related modules begun.
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	100% The BCP application is complete.

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	75% Developing first rate customer service by updating current policies and creating/developing needed policies not currently established. Outcome goal met: developed a draft updating current University Records Management Policy. Draft reviewed by the University Records Management Advisory Committee at the first meeting held on June 1, 2007. Further discussion and consultation needed before finalizing.
Process	Develop Community Support	Foster an informed campus, respectful of compliance / Make the	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	Dec	Number of workshops held	60% Developed a PowerPoint presentation on “Records Management in an Electronic Age.” Presentation delivered to ABA Administrative Council, ABA Managers’ Toolkit and ABA Business Partners’ Roundtable. This meets the outcome goal

		campus easy to navigate, technologically and physically	University Counsel and University Archivist. Update policy on University Records Management program Update Records Retention Schedule	2007		of fostering an informed campus respectful of compliance. 25% Researched other CSU and UC websites for content.
Process	Build a welcoming campus	Build a team of great leaders	Attend ARMA Annual Conference to maintain currency in field. Track mandated training for ABA Administrative Council Members.	July 2007	Number of training sessions/conferences/meetings attended	100% Attended Annual ARMA Conference October 2006, and ARMA E-Discovery & Beyond: Harnessing the Power of Collaboration Conference in June 2007. Attended seminar on Situational Leadership II to foster building a team of great leaders. CETTS software installed to track ABA Administrative Council members mandated training; ran one report in March.
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	100% In the area of developing community support , we have accomplished the following outcomes: Attended two ARMA Sacramento Chapter meetings and a seminar on Document Retention & Destruction in Age of Electronic .
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	1: Larry Gilbert; 7%
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	Completed -- Quarterly review and updates/revisions to web site

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	Completed -- McCoy: 2 Conferences – Audit and FOA; 7 Audit meetings/seminars; HR Managers’ Toolkit – Compliance; FOA CSU 101 McConnell: 7 webcasts on tax and audit topics; 1 tax seminar
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	Completed -- Attended 4 monthly meetings; Attended seminar by CSU Office University Auditor
						June 2007