

SACRAMENTO STATE
ADMINISTRATION & BUSINESS AFFAIRS FAMILIES
2007/08 GOALS & MEASURES
DESTINATION 2010

ADMINISTRATIVE SERVICES FAMILY

Strategic Planning & Quality Improvement

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
People	Build a Welcoming Campus	Support an engaged workforce	Increase understanding of ABA's strategic plan (Balanced Scorecard and Strategy Map) among division staff <ul style="list-style-type: none"> • Provide informational training to expanded START group • Work with START to identify effective methods to increase understanding level amongst staff 	6/30	Implement survey at Staff Professional meeting in fall 2007; survey again in fall 2008	
People	Build a Welcoming Campus	Support an engaged workforce	Increase participation in recognition programs (carry over goal from 06/07): <ul style="list-style-type: none"> • Work with START to review processes and get staff input for program improvement • Add team award to the Winter Awards process 	6/30	<ul style="list-style-type: none"> • Number of nominations compared to prior years' data • Number of team nominations (gather baseline data this year) 	
Processes	Build a Welcoming Campus	Build trust between ABA and our constituents	Implement PBViews as ABA's data assessment tool: <ul style="list-style-type: none"> • SPQI Director and Analyst to attend training • Enter existing data into PBViews and review with LC at quarterly meetings 	6/30	Successfully set up measures and data for 07/08 goals in PBViews and review with Leadership Council	

BUSINESS OPERATIONS FAMILY

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
Processes		<p>(a) Providing one more convenience to the campus to making it easier to use the parking permit machines.</p> <p>(b) Providing one more convenience to faculty staff and students to use their Sac State OneCard.</p> <p>(c) Better tracking of service for the users, and better service</p>	Enhance service delivery to the campus: <ul style="list-style-type: none"> (a) Install new daily parking permit machines with credit card capability in parking lots around the campus. (b) Implement online credit card deposits to OneCard using Cashnet. This is a continuing goal from 06/07 that was not accomplished because the software 	6/08	<ul style="list-style-type: none"> (a) When the machines are installed and credit card access is available. (b) When credit card deposits are available to the OneCard holders (c) When the system has been installed and the campus has been 	

		management for the Photocopy administration.	company did not release upgraded version of the software as announced. (c) Implement the HEAT call ticket system to track all service calls for Photocopy Services.		trained in it use.	
People		Compliance with Chancellor office and State of California regulations	Develop and implement the Accessibility Technology Initiative Procurement Plan for purchases of \$50,000.00 and above Set up training modules for use by the IT Technicians on the campus establishing policy and procedures for the purchase of IT equipment and software.	6/08	When the plan has been developed, communicated to the campus	

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 more training for customer service staff Continue with the data collection form the online survey 	6/08	<ul style="list-style-type: none"> Comparison of results with prior years Track training attendance of staff 	
Processes	Build a welcoming campus	Facilitate access to campus services	<ul style="list-style-type: none"> Update website with the latest information about the department and its services 	6/08	<ul style="list-style-type: none"> Publishing updated site on internet 	
Processes	Build a welcoming Campus	Make the campus easy to navigate technologically and physically	<ul style="list-style-type: none"> Develop concept and design for "Way-Finder" sign system 	6/08	<ul style="list-style-type: none"> Complete final phase of the project 	
People	Build a welcoming Campus	Develop high employee morale	<ul style="list-style-type: none"> Employee recognition programs that award staff for excellent staff Staff appreciation activities such as BBQ, Golf Day, Aloha Week, Hat Day, Halloween and Admin Staff Day 	6/08	<ul style="list-style-type: none"> Survey responses to activities Collect suggestions on improving program 	
Processes	Build a welcoming campus	Maintain the highest standards in financial and operational systems	<ul style="list-style-type: none"> Budget development and management of resources Improving project accounting 	6/08	<ul style="list-style-type: none"> MMS Usage Log Improved project tracking 	

		management				
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FINANCIAL SERVICES FAMILY

Accounting

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
Customers Processes	Build a Welcoming Campus	Facilitate access to campus services.	Provide volunteer mentors for College of Business Administration students to facilitate better student retention.	5/08	Number of volunteers involved.	
Processes	Develop Community Support	Maintain the highest standards in financial and operational systems management. Facilitate access to campus services. Build trust between ABA and our constituents.	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 Partners Round Tables.	4/08	Survey Campus Satisfaction with Departmental Website and Information provided by Accounting Services	
Processes	Develop Community Support	Facilitate access to campus services.	Streamline and thoroughly document Revenue Management Program (RMP) processes; Processes that are more efficient, effective and will assist in cross-training staff.	4/08	Complete AS Manual of RMP processes that is easy for back-up staff to follow.	

Accounts Payable

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
Processes	Develop Community Support	Maintain the highest standards in financial and operational systems management. Facilitate access to campus services. Build trust between ABA and our constituents.	Implement new system-wide Travel Model Practice as it applies to Sac State.	5/08	Meet system-wide deadline dates for surveys, participate in system-wide review meetings and implement per guidelines	
Processes	Develop Community Support	Maintain the highest standards in financial and operational systems management. Facilitate access to campus services. Build trust between ABA and our constituents.	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 Partners Round Tables.	4/08	Survey Campus Satisfaction with Departmental Website and Information provided by Accounts Payable	
Processes	Develop Community Support	Maintain the highest standards in financial and operational systems management. Facilitate access to campus services. Build trust between ABA and our constituents.	Improve CCE processing of Direct Payments Requests and Travel by developing processes that are more efficient and effective for CCE and Accounts Payable.	4/08	CCE and A/P satisfaction with transition and improved processing time	

University Budget Office

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
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Processes	Develop community support	Build trust between ABA and our constituents.	Provide useful financial data and expertise which allows the University Budget Advisory Committee to make informed decisions and processes.	6/08	University Budget Advisory Committee satisfaction with data and support provided by Budget Planning & Admin. Office.	
Processes	Develop community support	Build trust between ABA and our constituents.	Provide transparency of financial data to the University and beyond thereby creating an informed campus.	0/08	Publication of annual budget report.	
Stewardship & Image	Create a dynamic physical environment	Promote ABA's contributions toward achieving University goals.	Complete non-state capital project financing for Recreation Wellness Center.	6/08	Board of Trustees approval of Recreation Wellness Center.	
Processes	Build a welcoming campus	Promote responsible stewardship	Determine which budgeting software system will meet the office's budget planning needs and provide efficiencies in data gathering processes	6/08	Select budget software for implementation.	

Student Services Financial Center

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
Customers & Process	Build a Welcoming Campus	Facilitate access to campus services.	Implement a Financial Aid Direct Deposit program: <ul style="list-style-type: none"> Select and purchase a software system and service provided for the direct deposit program. Successfully implement the software, including the training of staff to support the program. Successfully communicate and enroll students on the program prior to the first spring 2008 term disbursement. 	6/08	<ul style="list-style-type: none"> Execute a contract for service in the required time frame. Make program available to students in the desired time frame. 40% enrollment in the first full term of implementation (spring '08). 	
Process	Build a Welcoming Campus	Facilitate access to campus services.	Complete implementation of the CMS Student Financials Module: <ul style="list-style-type: none"> Successfully implement all processes of the CMS Student Financials module on time. Successfully implement the Collections workflow module of Student Financials. Successfully reduce, and convert legacy obligations to the Student Financials module in Fall '07 	6/08	<ul style="list-style-type: none"> Meet required timeframes with expected process results. Meet required timeframes with no loss of services to borrowers/debtors. Meet required timeframes for conversion with the least amount of obligations, with not break in service 	
Customers	Build a Welcoming Campus	Facilitate access to campus services.	Complete implementation of the T-2 Power Park Flex Software in support of UTAPS. <ul style="list-style-type: none"> Successfully implement all processes required to sell, inventory and reconcile parking permits and collect citations in the new software. Successfully train all users of the software on proper cash handling related to the sale 	6/08	<ul style="list-style-type: none"> Meet required timeframes with expected process results. Meet required timeframes with no loss of service to borrowers/debtors. Meet required timeframes for sale of other types of permits as identified by UTAPS. 	

			<p>and collection of parking permits and citations.</p> <ul style="list-style-type: none"> Support UTAPS in the addition of faculty/staff permits being sold through the online service of T-2 Power Park Flex. 			
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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.	<p>Implement a customer satisfaction training program for all employees.</p> <p><i>Action:</i></p> <ul style="list-style-type: none"> Provide additional training for all employees in customer service/satisfaction and problem-solving. 	May 2008	<p>Track training and development courses and information provided.</p> <p>Distribute customer satisfaction survey cards and questionnaires and review comments for improvements.</p>	
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 and implement plan to streamline and accelerate recruitment process. (reduce vacancies, increase responsiveness) Develop and train appropriate campus personnel on disaster preparedness and new mandated requirements. 	March 2008	<p>Map Internal Recruitment Process – collect data on time and steps</p> <p>Track Vacancies and time to fill</p> <p>Track number of programs/participants that received training.</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 <p>Develop Internally consistent Business and Operational Processes.</p> <ul style="list-style-type: none"> Develop Process Mapping skill sets to improve continuity and consistency 	June 2008	<p>Collect data on number of leadership development courses/programs completed.</p> <p>Track number of Business Processes Mapped and Implemented</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"> Implement updated ARMS Computer Aided Dispatch system and train personnel on new system 	June 2008	Number of new query/reports created with increased levels of detail and granularity	

			<ul style="list-style-type: none"> Update ARMS with new locations and track calls for service with increased granularity 			
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RISK MANAGEMENT SERVICES FAMILY

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
Processes	Build a welcoming Campus	Make the campus easy to navigate, technologically and physically.	LMS Enhancement: Improve the accuracy of LMS Learning Tracks (LT). Action: Work with MaxIT, Inc. to develop an automated self assessment tool that will auto assign LT requirements based on employee responses.	6/08	Implementation and beta testing by January 08. Count the number of LT surveys, as a function of the number of employees, which have been completed.	
Process	Build a welcoming Campus	Make the campus easy to navigate, technologically and physically.	Astra Schedule Software: Develop and implement events scheduling, related events services, event billing, and event reporting.	6/08	Events scheduling configured, tested, and implemented beginning with fall 2007 term based on completion of project plan tasks.	
Process	Build a Welcoming Campus	Make the campus easy to navigate, technologically and physically.	Astra Schedule/CMS Software: Develop and implement a final exam schedule and process for fall and spring terms starting with fall 2007.	6/08	Final exam schedule and process developed, tested, and implemented beginning with fall 2007 term.	
Processes	Build a welcoming Campus	Make the campus easy to navigate, technologically and physically.	Develop and Implement BCP database for capturing departmental BCP procedures and measuring the level of campus compliance.	6/08	Count the number of training presentations completed. Identify and assign department to complete BCPs. Compare the number of assigned departments to the number of BCP submitted and approved by RMS.	

VICE PRESIDENT FOR ADMINISTRATION FAMILY

Management Services & Special Projects

Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
People	Build a Welcoming Campus	Improve employee morale	Enhance knowledge and skills through professional development.	June 2008	Number of professional development training sessions attended.	
Process	Build a Welcoming Campus	Foster an informed campus, respectful of compliance	Develop a comprehensive Records Management Program.	June 2008	Number of Records Management Advisory Committee meetings attended; Number of campus-wide training sessions held; Develop & launch Records Management web site; maintain currency of	

					content.	
Stewardship & Image	Develop Community Support	Develop a meaningful presence and influence within metropolitan Sacramento	Participate in community organization events/activities. Participate in Association of Records Management Administrators (ARMA) via Sacramento Chapter meetings and ARMA seminars and conferences.	June 2008	Number of events/activities attended and number of monthly meetings/conferences/seminars attended.	
Auditing Services						
Perspective	Destination 2010 Link	Outcome	Goal	Date	Measures	Progress
Process	Build a Welcoming Campus	Promote Responsible Stewardship	Maintain Auditing Services' web page to ensure content is current, accurate, understandable, useful, informative; and meets ABA Standards	June 2008	Updates/revisions to web site	
Stewardship & Image	Build a Welcoming Campus	Maintain highest standards in financial & operational systems management	Meetings with Vice Presidents and Deans at least annually, to discuss audit's role and their needs	June 2008	Number of meetings held	
						July 2006