

**SACRAMENTO STATE**  
**ADMINISTRATION & BUSINESS AFFAIRS FAMILIES**  
**2006/07 GOALS & MEASURES**  
**DESTINATION 2010**  
**PROGRESS REPORT MARCH 2007**

**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 nVision drills are sped up.</li> <li>• The number of key reporting enhancements which are identified and delivered.</li> </ul>	85%
<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.	75%
<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.	50%
<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. <ul style="list-style-type: none"> <li>a) Support CMS implementations (ex: Student Financial, Financial Data Warehouse, Base Benefits).</li> <li>b) Migrate existing systems off the IBM mainframe.</li> <li>c) Support the implementation of UTAP's web-based citations payments, citations appeals, and parking permit sales.</li> <li>d) Upgrade existing Advance software to newest software update.</li> </ul>	6/07	Completion of projects and number of milestones reached.	60%

**Common Management Systems (CMS)**

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	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.	80% Student and Faculty Center complete. Additional features will be added in June for Student Financials and October, Degree Audit. .

<b>Processes</b>	Build a Welcoming Campus	Make the campus easy to navigate technologically and physically.	Review the CMS Request for User Account process and develop a plan to redefine the procedure in preparation for SA implementation.	6/07	Completion of review and development of improved procedure.	100% Process reviewed by ISO and approved by Steve Garcia.
<b>People</b>	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>	100%
<b>Stewardship &amp; Image</b>	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>	80% Teresa Mills will be participating in the SCO 21 <sup>st</sup> Century project and meetings will begin in December. Registration and Transfer Credit Catalog went live 7/31, Recruitment live 9/25, Schedule of Classes and Admissions live 10/2, Registration, 4/23.
<b>Strategic Planning &amp; Quality Improvement</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	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	75% <b>Customer Service Standards:</b> Template has been developed to assist Management Council in completing Customer Service strategies and assessment plan. May 30 Management Council meeting agenda includes time for completion of the project. Summaries of work completed to date will be provided as well as other assistive documents.
<b>Processes</b>	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)	50% <b>Mandated Training for Managers:</b> All ABA training and professional development activities are now being reported through CETTS / Learner Web. ABA unit reps are CETTS trained to enter mandated and non-mandated requirements and completion data, as well as view and retrieve reports. Family heads will be asked to identify mandated training for all managers and track progress. Completion of this goal may carry over to 2007/08.
<b>People</b>	Build a Welcoming Campus	Develop High Employee Morale	Increase participation in division recognition programs: <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>	6/07	# of nominations submitted for winter and spring programs compared to 2005/06	60% <b>Recognition Programs:</b> Preparations for Staff Peer Award program began in March. Categories and criteria were revised based on input from PY selection committee and START. Selection process will be guided by director of SPQI to assure issues brought forward are addressed. Each ABA family is represented on the committee. Nomination form has been simplified (available hard-copy and electronic). Program is widely publicized and promoted via managers, promotional e-mails, web and newsletter. Thank-you card design in final review stage. Spring newsletter includes 23 thank-you notes. Year-end report will calculate participation rate.

<b>Stewardship &amp; Image</b>	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"> <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	50% <b>University/ABA Policy Updates:</b> Update of University Policy Manual to new web format is 100% complete. AVP completed initial data collection, revised policy and process for updating policies and posting to web, and dissemination of policy index with assignment of policy update/revision tasks University-wide. ABA deadline for submission of revisions is September 30, 2007. Consequently, completion of this goal will not occur until mid-year 2007/08.
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**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. *	100%
<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.	30%
<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.	25%
<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.	25%

**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 facility and grounds problems</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>	No progress reported
<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	No progress reported
<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</li> </ul>	6/07	Percentage of project completed  Percentage of project completed	No progress reported

			available			
<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	100%  <b>Engineering Services</b> The staff has attended offsite technical training for: boilers, air conditioning, variable frequency drives and ARC flash/electrical safety. <b>Customer Service</b> *Ongoing review of Online Customer Service Survey to better address problem areas and streamline the workflow.

**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	80% Meet 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	80% Shift 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	50% Informative Website 90% Create Quick Reference Guide (BMSS) 100% Participate in Business Partners Round Table Sessions
<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)	60%
<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, Action: 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)	80% Individual Training Plans. Professional Training Plans for each Staff Member. Please see Learner Web for more information.

**Accounts Payable**

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, Travel advance follow-up within 30 days of travel, Travel payments within two	4/07	% of deadlines met	100% Travel Advance Follow-Up within 30 days of Travel 100% Travel Payments within Two Weeks 80% Vendor Payments within 30 Days 100% Legal and GAAP YE Close by Announced Deadlines

			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.			
<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	95%
<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	90% Informative Website (Content 95% complete and Posting to Web should be 90% Create Quick Reference Guide (BMSS) 100% Participate in Business Partners Round Table 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)	65% Cross-Train Each Employee 65% 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).	80% Please see Learner Web for more information

**Student Financial Services**

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	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>	No progress reported
<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>	75%
<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> </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</li> </ul>	75%

			<ul style="list-style-type: none"> <li>• Install computer in SFSC cashiers lobby.</li> <li>• Improve communication of the “new” installment plan to increase awareness of deadlines.</li> </ul>		<ul style="list-style-type: none"> <li>• by being able to access Cashnet SmartPay on location and assess satisfaction.</li> <li>• Reduce the number of late fees.</li> </ul>	
<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

**University Budget Office**

<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	75%
<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.	100%
<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	40%
<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	60%
<b>People</b>	Build A Welcoming Campus	Build a team of great leaders	Continue cross training of new staff: <ul style="list-style-type: none"> <li>• Have them double check project data of existing staff’s work for quality control and helps new staff to learn the process</li> <li>• Existing staff learn any new processes that are given to the new staff</li> </ul>	6/07	Maintain a list of the projects completed, when it was reviewed, and number of times revisions were made	75%
<b>Process</b>	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"> <li>• System will generate data using various scenarios in regards to budget, revenues and expenditures.</li> </ul>	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**

<b>Perspective</b>	<b>Destination 2010 Link</b>	<b>Outcome</b>	<b>Goal</b>	<b>Date</b>	<b>Measures</b>	<b>Progress</b>
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<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.	75% Foot and bicycle patrols have been increased on the interior of campus and Three officers are assigned to ride the patrol bicycles and two additional of hours. The Director of Administrative position has been filled. Tony Lucas will s 2007. In addition to his administrative duties, Tony will play an integral pa community.
<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.	80% Developing two internal task forces to review spatial needs of the departme department recruitment of potential candidates. Approximately 490 campus employees have received training in the Nation (NIMS/SEMS/ICS). The majority that received the training are primary an Additional training will be provided for the advanced ICS courses which an  Communications Center Update: Construction has begun on the Communica equipment and supplies have been ordered for the project. All stake holder construction, and information systems equipment. The estimated completio 6/30/07.  Completed all paperwork and documentation for the purchase of two new p will enhance the department's ability to respond to calls for service and rot needed repairs and service. The vehicles will also increase the department's vehicles available on overlap days.  The Department General Orders Manual has been updated and distributed t  The Campus Multi-hazard Plan with attachments has been completed and c personnel. The manual will be available on the department website prior to  Assisted Facilities Services and the Residence Hall Staff by reviewing preli residence hall, including crime prevention issues.  The department is submitting paperwork to the Commission on Peace Offic receive accreditation for in-house instruction on Perishable Skills Training.
<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</li> </ul>	June 2007	Collect data on number of leadership development courses/programs completed.  Track number of personnel assigned/completed perishable skills	85% The department is developing two internal task forces to address the realloc recruitment of new candidates to fill vacant positions. Met with campus professor to discuss curriculum for department leadershi

			skills training (tactical communication, defensive driving, etc.)		training courses.	Perishable skills training has been scheduled for sworn personnel to meet additional needs.  POST DVD training completed by all sworn personnel on crowd control.  Department members received training or attended seminars on : Crowd Control, Interrogation, Bicycle Patrol Operations, Evidence and Property management, Public Safety, and better relationships at work, NIMS/SEMS/ICS, California Crime Prevention, P Assessment Workshop, Force Options Simulator.  All dispatch personnel completed NIMS/SEMS/ICS, Emergency Action Planning Program, and the new ICLETS System training.
<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.	70% Completed review of five pieces of legislation that have significant impact on the Sacramento Sheriff's Enforcement Branch. The review was part of the process of the Legislative Chiefs Group. The Office of Homeland Security completed its Desk Review Process of the department's disaster preparedness funds. The department passed the review and will receive \$1.5 million in 06/07 fiscal year. The funds will be used primarily for interoperability with other agencies.  Continue to work cooperatively with University Enterprises, Inc., the Sacramento Sheriff's Office to help local citizens to "target harden" the Ramona Avenue facility. Crime continuing to be a concern for property.

**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.	No progress reported
<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.	9/06	Professional training plans listed on each employee evaluation (In following year, measure % completion for each employee).	No progress reported
<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.	No progress reported
<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	No progress reported

					use Astra Schedule for production effective in Fall 2007.	
<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	Business Continuity Planning made substantial strides forward during the past two months as the student group nearly completed their one-year project to assemble a database and computer program which will track all campus organizations’ progress and enable us to work with them in a real-time basis.
<b>VICE PRESIDENT FOR ADMINISTRATION FAMILY</b>						
<b>Management 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	Revisit, develop & recommend updates to the current University Records Retention Policy	July 2007	Number of meetings held	20% Developing first rate customer service by updating current policies and creating/developing needed policies not currently established. Outcome goal met: developed a draft University Records Management Policy for review by the University Records Management Advisory Committee at the first meeting scheduled for June 1, 2007.
<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	60% Developed a power point presentation on “Records Management in an Electronic Age.” Presentation delivered to ABA Administrative Council, ABA Managers’ Toolkit and ABA Business Partners’ Roundtable. This meeting the outcome goal of fostering an informed campus respectful of compliance.
<b>Process</b>	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	50% Assisted VP in acquiring National recognition of ABA employees: NACUBO’s Rising Star Award, NACUBO’s Distinguished Business Officers Award, coordinated ABA employees participating in USA Staff Awards Recognition Program, attended an all day C/O seminar on Situational Leadership II to foster building a team of great leaders.
<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	<b>50%</b> In the area of developing community support and a meaningful presence and influence within metropolitan Sacramento, we have accomplished the following outcomes: Attended Sacramento’s 9 <sup>th</sup> Annual Exemplary Leader Award Dinner representing the University, toured Folsom Lake College (FLC) via invitation of college president, attended FLC’s presentation of their Performing Arts Center Proposal to the Folsom City Council, attended the Sacramento Black Chamber’s 5 <sup>th</sup> Annual Enterprising Womens’ Conference, attended dinner meetings with Sacramento community members.

<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	0% Meetings with Vice Presidents and Deans – pending
<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	70% Web Site – maintain content to be current, accurate, understandable, useful, and informative: on-going
<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>75%</b> Professional Development: Participation at Audit and Tax Seminars
<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	70% Participation in IIA Monthly Meetings: 3 meetings January – April 2007
						<b>March 2007</b>