

# A&F Goals (FY 2020-2021) - FINAL

Revised: 5/20/2020

## DIVISION GOALS

Administration & Finance FY2020-21 Goals	University Strategic Plan Alignment
1. Improve business processes to support the needs of the University	<i>USP 3 &amp; 4</i>
2. Remove barriers for students, and ensure a safe learning environment	<i>USP 1 &amp; 2</i>
3. Equip division staff to provide excellent customer service, expertise, and effective communication	<i>USP 2, 3, 4</i>
4. Strengthen emergency preparedness and business continuity planning to manage future challenges	<i>USP 2, 3, &amp; 4</i>
5. Promote diversity, equity, and inclusion throughout the division	<i>USP 4</i>
6. <b>Multi-Year Goal:</b> Strategically position the campus for future growth (2019 to 2023)	<i>USP 4</i>

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## **DIVISION STRATEGIES**

*Note: Strategies marked "COVID-19" address impacts from the campus' COVID-19 virtual instruction environment.*

### **1. Improve business processes to meet the needs of the University**

- 1.1. Review and improve divisional business processes and forms
  - 1.1.a. Develop workflow for Expenditure Transfers, Request for Invoice, and Chartfield Requests including converting essential forms to electronic **(FSAS)**
  - 1.1.b. Continue to convert all permit sales to online **(P&TS)**
  - 1.1.c. Update and convert contactless forms to Adobe Sign **(P&TS)**
  - 1.1.d. Identify ways to improve ASC processes, including Titan Shops' online order fulfilment process (COVID-19) and creating workflows for check requests/purchase orders **(ASC)**
- 1.2. Utilize Internal Audit to educate and proactively minimize risk
  - 1.2.a. Periodically provide independent monitoring of compliance with the procurement card program requirements **(VP)**
- 1.3. Improve travel request, approval, and reimbursement process and system
  - 1.3.a. Increase awareness of Direct Deposit services for travel reimbursement (COVID-19) **(FSAS)**
  - 1.3.b. Evaluate p-card and travel practices with division COOs to determine best course of action for possible implementation of travel p-card **(C&P)**
  - 1.3.c. Roll-out Concur to Academic Affairs/Colleges the semester after campus returns to full attendance (i.e. if campus returns to full attendance Spring 2021, rollout to start Fall 2021) **(C&P)**
- 1.4. Improve budget transparency, management, and transactions
  - 1.4.a. Utilize workflow application for Payroll Expense **(RPB)**
  - 1.4.b. Formalize policies that provide information about the Self-Support & Auxiliary Organizations Budget Review process **(RPB)**
  - 1.4.c. Continue streamlining processes: consolidate financial activities in operating fund and closing fund to eliminate non-value added activities **(RPB)**
- 1.5. Improve systems
  - 1.5.a. Implement rollout and develop communication strategy of campus employee and student access to the TMA work order system **(CPFM)**
  - 1.5.b. Develop plans and prioritize upgrades of outdated systems to improve efficiency and reliability **(FSAS)**

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## 2. Remove barriers for students, and ensure a safe, clean, and secure learning environment

- 2.1. Ensure student physical safety
  - 2.1.a. Implement lighting enhancements identified in safety lighting walks **(CPFM, P&TS)**
  - 2.1.b. Support crime prevention and awareness for emergency preparedness by increasing positive engagement between students and law enforcement **(UPD)**
  - 2.1.c. Increase safety awareness through marketing, PR, and communications **(UPD)**
  - 2.1.d. Explore use of drone technology to supplement patrol operations **(UPD)**
  - 2.1.e. Implement procedures to routinely sanitize/disinfect high touch areas and conduct deep sanitization and disinfection of areas identified with positive COVID-19 employees and students (COVID-19) **(CPFM)**
  - 2.1.f. Implement inspection program for restrooms and classrooms to improve overall cleanliness **(CPFM)**
  - 2.1.g. Coordinate Campus Safety Walk Inspections to identify physical hazards with Re-Entry plans (COVID-19) **(CPFM)**
- 2.2. Expand safety training opportunities
  - 2.2.a. Implement an EHS training program for COTA similar to the NSM and Engineering models **(CPFM)**
- 2.3. Expand Student Business Services' capacity
  - 2.3.a. Increase marketing efforts of the online chat feature, virtual services, and physical distancing protocols for customer service center (COVID-19) **(FSAS)**
  - 2.3.b. Increase use of Student Activity Guides to maximize collection efforts, protect the university, and increase student awareness of financial responsibility **(FSAS)**
- 2.4. Improve campus facilities and grounds
  - 2.4.a. Identify and update new areas to improve campus equipment, facilities, and fields **(CPFM)**
  - 2.4.b. Replace damaged banners **(VP)**
- 2.5. Improve parking access and options for students
  - 2.5.a. Rename student and employee parking lots to enhance way-finding **(P&TS)**
  - 2.5.b. Implement strategies to address space loss due to Housing and Corp Yard Project **(P&TS)**
- 2.6. Establish policies and practices for vehicles and carts to drive on campus
  - 2.6.a. Continue to implement the Vehicle Free Zone Task Force **(CPFM)**
  - 2.6.b. Provide vehicle escorts within the Vehicle Free Zone along designated travel paths **(P&TS)**
  - 2.6.c. Designate parking areas for all state-owned vehicles and electric carts **(P&TS)**
- 2.7. Improve dining options to better serve students
  - 2.7.a. Identify areas for new food/convenient stores **(ASC)**

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## 3. Equip division staff to provide excellent customer service, expertise, and effective communication

- 3.1. Use the Customer Satisfaction Survey Assessment to support improvements
  - 3.1.a. Identify and create action items on minimum two areas for improvement and celebrate two strengths using Customer Satisfaction Survey data. **(ALL)**
  - 3.1.b. Conduct the 2021 Customer Satisfaction Survey (CSS) **(VP)**
  - 3.1.c. Use CSS benchmark data to collect and share best practice information **(VP)**
- 3.2. Provide customer service training and tools to staff
  - 3.2.a. Conduct the annual customer service training event to frontline staff **(VP)**
- 3.3. Raise awareness of division services, activities, and expertise while fostering collaboration
  - 3.3.a. Create outreach opportunities with partners within the division and across campus, where possible, utilizing technology **(ALL)**
  - 3.3.b. Update division website content and design **(VP)**
  - 3.3.c. Enhance existing orientation and onboarding process for division employees to learn about Admin and Finance (i.e. A&F 101) **(VP)**
  - 3.3.d. Prioritize mentorship by connecting new division employees with an A&F staff member to educate and be a resource **(VP)**
- 3.4. Improve flow of information and reporting of projects
  - 3.4.a. Provide a Customer Service Communications Kit for A&F staff with templates and tools to adapt to their department needs **(VP)**
  - 3.4.b. Develop a shared project matrix to organize information and status updates **(VP)**
- 3.5. Support professional development
  - 3.5.a. Expand A&F CommShare (division customer service group) to offer presentations and workshops to division staff on leadership, communication, and customer service skills specific to division functions **(VP)**
  - 3.5.b. Coordinate training, conference participation, and at least 2 LinkedIn workshops per quarter to optimize resources (COVID-19) **(ALL)**

## 4. Strengthen emergency management and business continuity planning to manage future challenges

- 4.1. Increase awareness and practice of the Emergency Management Plan
  - 4.1.a. Increase outreach, marketing, and social media efforts to promote preparedness **(UPD)**
- 4.2. Business Continuity Plans
  - 4.2.a. Develop procedures for a division-level Business Continuity Plan **(VP)**
  - 4.2.b. Establish definitions and criteria of essential services with guidance from HRDI **(VP)**
  - 4.2.c. Implement battery energy storage phase for a future campus microgrid to optimize use of energy resources and enable campus operation in grid-connected or island-mode **(CPFM)**
  - 4.2.d. Conduct space audit to ensure accuracy of information used for reporting and projecting modified use of space (COVID-19) **(CPFM)**

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- 4.3. Assess impact of changes related to the COVID-19 pandemic
  - 4.3.a. Conduct a division-wide assessment of operational impacts to inform business continuity planning **(VP)**
  - 4.3.b. Assess budget impacts of COVID-19 **(VP)**
  - 4.3.c. Evaluate staffing and work assignments **(ALL)**
  - 4.3.d. Monitor impact to commute behavior **(P&TS)**
  - 4.3.e. Evaluate and update at least 1-2 operational strategies **(ALL)**

## 5. Promote diversity, equity, and inclusion throughout the division

- 5.1. Partner with the Office of Diversity, Inclusion and Equity Programs (DIEP) to develop custom trainings and workshop sessions to instill the importance and expectations of employees **(VP)**
- 5.2. Provide employees with opportunities to serve on DEIP task forces to carry out diversity initiatives and programs **(ALL)**
- 5.3. Identify opportunities to work with campus partners to ensure all departments support a campus of inclusion **(VP)**
- 5.4. Conduct an equity review of policies and practices to ensure diversity measures are incorporated **(VP)**

## 6. Strategically position the campus for future growth (2019-20 to 2022-23)

- 6.1. Improve the campus infrastructure
  - 6.1.a. Develop long-term plans for campus renovations and improvements **(CPFM)**
  - 6.1.b. Assess campus activity levels during off-peak times to better optimize use of infrastructure **(CPFM, P&TS, VP)**
- 6.2. Develop the Transportation Demand Management Plan **(P&TS)**

END □