

2000-2001 Institutional Effectiveness Plan

Department: Office of Vice President for Finance and Administrative Services

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Unit Mission Statement

The Office of the Vice President for Finance and Administrative Services (FAS) will provide "services for success" in innovative ways to ensure a cooperative relationship with all departments. The department which consists of business, purchasing, human resources, administrative services and facilities will be responsible for fiscal responsibility, for acquiring resources in a timely manner, for recruiting qualified personnel, for providing safe and adequate facilities and for all other support services necessary to ensure a productive learning and working environment.

List of Clients:

- Students
- Faculty and Staff
- Administrative and Executive Officers
- Instructional Divisions
- Instructional Support Units
- Administrative Units
- Business and Industry
- The Community
- Texas Higher Education Coordinating Board
- Southern Association for Colleges and Schools
- FAS Staff
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Intended Outcomes

Department: Office of Vice President for Finance and Administrative Services

Intended Outcome: 1

The FAS staff will receive the appropriate resources to provide effective services.

Intended Outcome: 2

The FAS staff will be satisfied with the leadership and guidance of the Vice President.

Intended Outcome: 3

The FAS staff will have the necessary skills and abilities to effectively perform their job functions.

Intended Outcome: 4

The FAS staff will implement IE Plans and achieve intended outcomes.

Intended Outcome: 5

The FAS staff will maintain reporting and regulatory compliance.

Intended Outcome: 6

Stakeholders will be satisfied with finance and administrative services.

Intended Outcome: 7

The FAS staff will work as a team in the spirit of cooperation to ensure a productive learning and working environment for the division.

Performance Indicators

Department: Office of Vice President for Finance and Administrative Services

Outcome: 1 The FAS staff will receive the appropriate resources to provide effective services.

Performance Indicator:	A	Input into staffing plan by all divisions.
Performance Standard		100% of FAS division will turn in staffing plan and prioritize needs in compliance with budget calendar.
Fall Activity Plan		Review forms and have division begin assessing department needs.
Resources Required to Support Fall Activities		Provide current data to departments for use in planning new staffing needs.
Spring Activity Plan		Submit prioritized staffing plan requests and finalize all staff requests and staffing plan for each division.
Resources Required to Support Spring Activities		Provide data (current) to departments for use in forecasting new staffing needs.
Summer Activity Plan		Submit as part of staffing plan for board approval
Resources Required to Support Summer Activities		Funding based on complete and accurate staffing plan.
Data Sources: (Most recent available unless otherwise noted)		Staffing Plan Forms/Provide electronic means for more efficient timely response.
Supporting Units:		FAS Division and Presidents Office

Performance Indicator:	B	Input into capital needs based on I.E. plan.
Performance Standard		100% of FAS division will submit capital requests based on prioritized needs with rationale for each request in compliance with budget calendar.
Fall Activity Plan		Review forms and have division begin assessing department needs.
Resources Required to Support Fall Activities		Provide current data to departments for forecasting new capital needs.
Spring Activity Plan		Submit prioritized capital requests and finalize all needs for each division.
Resources Required to Support Spring Activities		Provide current data to departments for planning new capital needs.
Summer Activity Plan		Compile will all other requests for board approval as part of the budget process.
Resources Required to Support Summer Activities		Finding based on needs.
Data Sources: (Most recent available unless otherwise noted)		Capital Request Forms/Provide electronic means for more efficient timely response.
Supporting Units:		FAS Division and Presidents Office

Performance Indicators

Department: Office of Vice President for Finance and Administrative Services

Outcome: 1 The FAS staff will receive the appropriate resources to provide effective services.

Performance Indicator:	C	Input into operating and travel expenditures.
Performance Standard		100% of FAS division will submit operating and travel requests with rationale for each request in compliance with FY 2001 and 2002 budget calendar.
Fall Activity Plan		Review forms and have division begin assessing department needs.
Resources Required to Support Fall Activities		Provide current data to departments for planning new operating and travel needs. Funding based on needs.
Spring Activity Plan		Submit prioritized operating and travel requests and finalize all needs for each division.
Resources Required to Support Spring Activities		Provide current data to departments for planning new operating and travel needs. Funding based on needs.
Summer Activity Plan		Compile all requests for board approval as part of the budget process.
Resources Required to Support Summer Activities		Funding as required based on final and accurate operating and travel data.
Data Sources: (Most recent available unless otherwise noted)		Operating and Travel Request Forms/Provide electronic means for more efficient timely response.
Supporting Units:		FAS Division and Presidents Office

Performance Indicator:	D	Include requests in Budget.
Performance Standard		At least 85% of prioritized requests are included in the budget for FY 2001 and 2002 budget calendar.
Fall Activity Plan		Review all preliminary requests.
Resources Required to Support Fall Activities		Funding based on requests.
Spring Activity Plan		Approve prioritized requests and submit for inclusion in the budget.
Resources Required to Support Spring Activities		Funding based on requests.
Summer Activity Plan		Include in final budget and present for board approval.
Resources Required to Support Summer Activities		Funding based on requests.
Data Sources: (Most recent available unless otherwise noted)		Budget data by classification and by account manager.
Supporting Units:		FAS Division and Presidents Office

Performance Indicators

Department: Office of Vice President for Finance and Administrative Services

Outcome: 2 The FAS staff will be satisfied with the leadership and guidance of the Vice President.

Performance Indicator:	A	Meet with Division Directors.
Performance Standard		Meet with Division Directors at least twice a month.
Fall Activity Plan		Plan Agendas for meetings and include FAS Reports/Input from Directors.
Resources Required to Support Fall Activities		None
Spring Activity Plan		Continue with agendas and evaluate items from the FAS Report for completion and follow up on issues pending.
Resources Required to Support Spring Activities		None
Summer Activity Plan		Submit as part of staffing plan for board approval
Resources Required to Support Summer Activities		None
Data Sources: (Most recent available unless otherwise noted)		Agendas and Administrative Reports Sign In Sheets.
Supporting Units:		President, Vice President

Performance Indicator:	B	Communication-internal and external
Performance Standard		Increase number of memorandums, e-mails, and training sessions with directors and other staff with training to be complete by June 2001.
Fall Activity Plan		Follow up with memorandums and e-mails on items that have not been resolved and provide training for directors on communication skills.
Resources Required to Support Fall Activities		Consultant Services-Technology services for power point presentation. \$300.00
Spring Activity Plan		Continue with training, memos on items that have not been addressed and thank you notes.
Resources Required to Support Spring Activities		\$300 estimated for consultant services.
Summer Activity Plan		Continue with training, memos on items that have not been addressed and commendation letters.
Resources Required to Support Summer Activities		Consultant services, materials \$600
Data Sources: (Most recent available unless otherwise noted)		Training sessions, agendas, and memorandums
Supporting Units:		Information and Technology Services

Performance Indicators

Department: Office of Vice President for Finance and Administrative Services

Outcome: 2 The FAS staff will be satisfied with the leadership and guidance of the Vice President.

Performance Indicator:	C	Performance Evaluations
Performance Standard		All directors will be evaluated yearly by the end of August.
Fall Activity Plan		Review objectives and areas for improvement.
Resources Required to Support Fall Activities		Evaluation instruments
Spring Activity Plan		Review and discuss areas for improvement identified on the Fall Activity Plan.
Resources Required to Support Spring Activities		Evaluation instruments
Summer Activity Plan		Conduct final evaluation and develop objectives for following year.
Resources Required to Support Summer Activities		Evaluation instruments
Data Sources: (Most recent available unless otherwise noted)		Completed Administrative Evaluation Instrument
Supporting Units:		FAS Directors and Human Resources

Performance Indicator:	D	Vision and direction for division.
Performance Standard		Directors will indicate at least 80% satisfaction with services of Vice President for FAS.
Fall Activity Plan		Meet to discuss issues and provide resolutions and monitor for completion of projects.
Resources Required to Support Fall Activities		None
Spring Activity Plan		Continue with process.
Resources Required to Support Spring Activities		None
Summer Activity Plan		Survey directors for effectiveness.
Resources Required to Support Summer Activities		Survey form
Data Sources: (Most recent available unless otherwise noted)		Survey forms
Supporting Units:		OIRE, FAS Division Directors

Performance Indicators

Department: **Office of Vice President for Finance and Administrative Services**

Outcome: 3 The FAS staff will have the necessary skills and abilities to effectively perform their job functions.

Performance Indicator:	A	Customer Service Training
Performance Standard		100% of new FAS staff and 80% of existing staff (refresher) will be trained in effective customer service relations.
Fall Activity Plan		Customer Service Workshop
Resources Required to Support Fall Activities		OIRE (Professional Development Days)
Spring Activity Plan		Customer Service Workshop
Resources Required to Support Spring Activities		Trained Personnel within department will train others.
Summer Activity Plan		Continue with customer service workshops.
Resources Required to Support Summer Activities		Materials/FAS staff
Data Sources: (Most recent available unless otherwise noted)		In House questionnaire/Evaluation of training
Supporting Units:		OIRE (approval needed) and staff

Performance Indicator:	B	Handling Conflict and Conflict Resolution Training.
Performance Standard		At least 80% of FAS staff will be trained to handle conflict and resolve issues.
Fall Activity Plan		Training sessions (on-going)
Resources Required to Support Fall Activities		\$800-VP Training Seminar, HR, OIRE (Professional Development), Consultant Services
Spring Activity Plan		Training sessions
Resources Required to Support Spring Activities		None
Summer Activity Plan		Training sessions
Resources Required to Support Summer Activities		None
Data Sources: (Most recent available unless otherwise noted)		Evaluation forms/evaluation of training.
Supporting Units:		Supervisors and Executives

Performance Indicators

Department: **Office of Vice President for Finance and Administrative Services**

Outcome: 3 The FAS staff will have the necessary skills and abilities to effectively perform their job functions.

Performance Indicator:	C	IS Training
Performance Standard		At least 85% of identified FAS staff will receive IS training by the end of August.
Fall Activity Plan		More than 85% of identified FAS staff will be familiarized with IS environment.
Resources Required to Support Fall Activities		IS, System Analyst
Spring Activity Plan		Continue training.
Resources Required to Support Spring Activities		System Analyst
Summer Activity Plan		Continue training.
Resources Required to Support Summer Activities		None
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		ITS Vice President, Directors

Performance Indicators

Department: Office of Vice President for Finance and Administrative Services

Outcome: 4 The FAS staff will implement IE Plans and achieve intended outcomes.

Performance Indicator:	A	Progress Reports
Performance Standard		All FAS divisions will submit progress reports.
Fall Activity Plan		Review I.E. Plans for completeness.
Resources Required to Support Fall Activities		None
Spring Activity Plan		Monitor implementation.
Resources Required to Support Spring Activities		None
Summer Activity Plan		Review final evaluation reports for documentation of achievement of intended outcomes.
Resources Required to Support Summer Activities		None
Data Sources: (Most recent available unless otherwise noted)		FAS Division I.E. Plans
Supporting Units:		OIRE

Performance Indicator:	B	Assist with problems/resolutions.
Performance Standard		At least 90% of problems will be resolved.
Fall Activity Plan		Monitor and meet with directors.
Resources Required to Support Fall Activities		None
Spring Activity Plan		Follow-up on any problem areas. Identify solutions.
Resources Required to Support Spring Activities		None
Summer Activity Plan		Review and evaluate.
Resources Required to Support Summer Activities		None
Data Sources: (Most recent available unless otherwise noted)		FAS Division I.E. Plans
Supporting Units:		

Performance Indicators

Department: Office of Vice President for Finance and Administrative Services

Outcome: 5 The FAS staff will maintain reporting and regulatory compliance.

Performance Indicator:	A	Financial Reports to the Board.
Performance Standard		All financial reports will be presented to the Board and approved.
Fall Activity Plan		Review all financial reports and supporting documentation monthly before submitting to the President for inclusion in the Board Agenda. Keep on file with signed approval form.
Resources Required to Support Fall Activities		None
Spring Activity Plan		Review all financial reports and supporting documentation monthly before submitting to the President for inclusion in the Board Agenda. Keep on file with signed approval form.
Resources Required to Support Spring Activities		None
Summer Activity Plan		Review all financial reports and supporting documentation monthly before submitting to the President for inclusion in the Board Agenda. Keep on file with signed approval form.
Resources Required to Support Summer Activities		None
Data Sources: (Most recent available unless otherwise noted)		Board Minutes/Signed Approval Form
Supporting Units:		Business Office, Purchasing

Performance Indicator:	B	Agenda items
Performance Standard		All FAS agenda items with supporting documentation will be submitted on a timely basis and approved by the board.
Fall Activity Plan		Review calendar with divisions and have divisions prepare and review agenda items with supporting documentation before submission. Review all documentation from the divisions.
Resources Required to Support Fall Activities		None
Spring Activity Plan		Update calendar and add any new items not previously included. Continue with the process.
Resources Required to Support Spring Activities		None
Summer Activity Plan		Evaluate for timeliness.
Resources Required to Support Summer Activities		None
Data Sources: (Most recent available unless otherwise noted)		Board Minutes, Board Packets
Supporting Units:		Business Office, Purchasing, Human Resources, and Facilities

Performance Indicators

Department: Office of Vice President for Finance and Administrative Services

Outcome: 5 The FAS staff will maintain reporting and regulatory compliance.

Performance Indicator:	C	An unqualified audit opinion.
Performance Standard		No reportable findings in the audit report and no more than three findings in the management letter issued by December 2001.
Fall Activity Plan		Meet with Business Office and Purchasing to review status of items for audit. Follow-up on corrective actions recommended by internal auditors and external auditors.
Resources Required to Support Fall Activities		None
Spring Activity Plan		Meet with departments to develop action plans for addressing findings and monitor for compliance monthly.
Resources Required to Support Spring Activities		None
Summer Activity Plan		Continue monitoring departments.
Resources Required to Support Summer Activities		None
Data Sources: (Most recent available unless otherwise noted)		Fiscal Year Audit Report, Management Letter, Internal Audit Reports
Supporting Units:		FAS Division, Division Directors

Performance Indicator:	D	Number of Reported Safety and Environmental Incidents and Job Related Injuries.
Performance Standard		There will be a decrease of at least 25 percent in job related injuries due to safety concerns and decrease in the safety and environmental incident reports.
Fall Activity Plan		Meet with the Director of Facilities to plan calendar of meetings for Safety Committee and training sessions for employees.
Resources Required to Support Fall Activities		Consultant Services fees, \$80 an hour
Spring Activity Plan		Follow-up to see if calendar was followed and training sessions held.
Resources Required to Support Spring Activities		Consultant Services fees, \$80 an hour
Summer Activity Plan		Evaluate and recommend changes using supporting documentation.
Resources Required to Support Summer Activities		Consultant Services fees, \$80 an hour
Data Sources: (Most recent available unless otherwise noted)		Workers Compensation Report, Incident Reports
Supporting Units:		Consultant/Risk Manager

Performance Indicators

Department: Office of Vice President for Finance and Administrative Services

Outcome: 5 The FAS staff will maintain reporting and regulatory compliance.

Performance Indicator:	E	Chemical Handling and Disposal Training
Performance Standard		Training 100% of departments handling chemicals will be trained by the end of August.
Fall Activity Plan		Identify separate area for chemical storage and conduct training for each department.
Resources Required to Support Fall Activities		Vault, transportation method
Spring Activity Plan		Training and communication for other departments.
Resources Required to Support Spring Activities		Supplier training
Summer Activity Plan		Continue training
Resources Required to Support Summer Activities		Consultant Services
Data Sources: (Most recent available unless otherwise noted)		Agendas
Supporting Units:		Facilities, Math Department, Science Department

Performance Indicator:	F	Record Retention and Disposal
Performance Standard		Disposal of prior year(s) records will be completed by August 2001 as specified in the plan.
Fall Activity Plan		Contract with company to dispose.
Resources Required to Support Fall Activities		\$10,000.00
Spring Activity Plan		Start by department to dispose.
Resources Required to Support Spring Activities		Included in above amount.
Summer Activity Plan		Continue by department to dispose.
Resources Required to Support Summer Activities		Included in above amount.
Data Sources: (Most recent available unless otherwise noted)		All departments
Supporting Units:		Contracted Company

Performance Indicators

Department: Office of Vice President for Finance and Administrative Services

Outcome: 5 The FAS staff will maintain reporting and regulatory compliance.

Performance Indicator:	G	Budget Planning and Coordination
Performance Standard		Conduct at least four meetings with the Budget Development Committee by August 2000.
Fall Activity Plan		Meet to conduct formative evaluation of FY 00 4th quarter and FY 01 1st quarter.
Resources Required to Support Fall Activities		Members of Committee
Spring Activity Plan		Meet to conduct formative evaluation and review FY 02 budget requests.
Resources Required to Support Spring Activities		Members of Committee
Summer Activity Plan		Meet to conduct formative evaluation and finalize FY 02 budget.
Resources Required to Support Summer Activities		Members of Committee
Data Sources: (Most recent available unless otherwise noted)		Budget, State Auditors Database
Supporting Units:		ITS, Instruction, Student Services

Performance Indicators

Department: **Office of Vice President for Finance and Administrative Services**

Outcome: 6 Stakeholders will be satisfied with finance and administrative services.

Performance Indicator:	A	Business Office Services
Performance Standard		At least 80% of Clients will be satisfied with Business Office services.
Fall Activity Plan		Develop a departmental survey.
Resources Required to Support Fall Activities		OIRE and Survey
Spring Activity Plan		Conduct the survey.
Resources Required to Support Spring Activities		OIRE, Survey, Mailroom & Copy Center
Summer Activity Plan		Collect and analyze
Resources Required to Support Summer Activities		OIRE
Data Sources: (Most recent available unless otherwise noted)		Survey
Supporting Units:		OIRE

Performance Indicator:	B	Purchasing Services
Performance Standard		At least 80% of Clients will be satisfied with Purchasing Services.
Fall Activity Plan		Develop a departmental survey.
Resources Required to Support Fall Activities		OIRE and Survey
Spring Activity Plan		Conduct the survey.
Resources Required to Support Spring Activities		OIRE, Survey, Mailroom & Copy Center
Summer Activity Plan		Collect and analyze
Resources Required to Support Summer Activities		OIRE
Data Sources: (Most recent available unless otherwise noted)		Survey
Supporting Units:		OIRE

Performance Indicators

Department: Office of Vice President for Finance and Administrative Services

Outcome: 6 Stakeholders will be satisfied with finance and administrative services.

Performance Indicator:	C	Mail and Delivery of Goods
Performance Standard		At least 85% of Clients will be satisfied with Mail and Distribution Services.
Fall Activity Plan		Modify the current survey.
Resources Required to Support Fall Activities		OIRE, Survey and Staff
Spring Activity Plan		Conduct the survey.
Resources Required to Support Spring Activities		OIRE
Summer Activity Plan		Collect and analyze
Resources Required to Support Summer Activities		OIRE
Data Sources: (Most recent available unless otherwise noted)		Survey
Supporting Units:		OIRE

Performance Indicator:	D	Facilities Maintenance
Performance Standard		At least 80% of Clients will be satisfied with Facilities Maintenance Services.
Fall Activity Plan		Develop a departmental survey.
Resources Required to Support Fall Activities		OIRE, Survey and Staff
Spring Activity Plan		Conduct the survey.
Resources Required to Support Spring Activities		OIRE, Survey, Mailroom & Copy Center
Summer Activity Plan		Collect and analyze
Resources Required to Support Summer Activities		OIRE
Data Sources: (Most recent available unless otherwise noted)		Survey
Supporting Units:		OIRE

Performance Indicators

Department: Office of Vice President for Finance and Administrative Services

Outcome: 6 Stakeholders will be satisfied with finance and administrative services.

Performance Indicator:	E	Facilities Custodial
Performance Standard		At least 80% of Clients will be satisfied with Facilities Custodial Services.
Fall Activity Plan		Develop a departmental survey.
Resources Required to Support Fall Activities		OIRE, Survey and Staff
Spring Activity Plan		Conduct the survey.
Resources Required to Support Spring Activities		OIRE, Survey, Mailroom & Copy Center
Summer Activity Plan		Collect and analyze
Resources Required to Support Summer Activities		OIRE
Data Sources: (Most recent available unless otherwise noted)		Survey
Supporting Units:		OIRE

Performance Indicator:	F	Human Resources
Performance Standard		At least 80% of Clients will be satisfied with Human Resources Services.
Fall Activity Plan		Develop a departmental survey.
Resources Required to Support Fall Activities		OIRE, Survey and Staff
Spring Activity Plan		Conduct the survey.
Resources Required to Support Spring Activities		OIRE, Survey, Mailroom & Copy Center
Summer Activity Plan		Collect and analyze
Resources Required to Support Summer Activities		OIRE
Data Sources: (Most recent available unless otherwise noted)		Survey
Supporting Units:		OIRE

Performance Indicators

Department: Office of Vice President for Finance and Administrative Services

Outcome: 6 Stakeholders will be satisfied with finance and administrative services.

Performance Indicator:	G	Food Services
Performance Standard		At least 80% of Clients will be satisfied with Food Services.
Fall Activity Plan		Develop a departmental survey.
Resources Required to Support Fall Activities		OIRE, Survey and Staff
Spring Activity Plan		Conduct the survey.
Resources Required to Support Spring Activities		OIRE, Survey, Mailroom & Copy Center
Summer Activity Plan		Collect and analyze
Resources Required to Support Summer Activities		OIRE
Data Sources: (Most recent available unless otherwise noted)		Survey
Supporting Units:		OIRE

Performance Indicator:	H	Positive Impact on Students
Performance Standard		A 100% commitment by FAS staff to make a positive impact on students encountered during the course of the day.
Fall Activity Plan		All staff will interact positively with students.
Resources Required to Support Fall Activities		None
Spring Activity Plan		All staff will interact positively with students.
Resources Required to Support Spring Activities		None
Summer Activity Plan		All staff will interact positively with students.
Resources Required to Support Summer Activities		None
Data Sources: (Most recent available unless otherwise noted)		Ombudsperson report, OIRE Surveys.
Supporting Units:		OIRE, Student Services

Performance Indicators

Department: Office of Vice President for Finance and Administrative Services

Outcome: 7 The FAS staff will work as a team in the spirit of cooperation to ensure a productive learning and working environment for the division.

Performance Indicator:	A	At least 50% participation of employees in FAS area unit walk-throughs.
Performance Standard		Participation of employees in a walk-through of each FAS area to educate them of our purpose and the manner in which they can use our services by the end of August 2001.
Fall Activity Plan		Schedule the departments to be visited and the staff from visiting departments.
Resources Required to Support Fall Activities		\$100 for refreshments
Spring Activity Plan		Continue with process.
Resources Required to Support Spring Activities		Refreshments
Summer Activity Plan		Continue with process.
Resources Required to Support Summer Activities		Refreshments
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		All college units

Performance Indicator:	B	Honoring Employees (Rewards)
Performance Standard		80% participation in brown bag activities with special guests such as president, vice president's, division directors to honor employees that participate in the successful completion of special projects and provide recognition through uniform (symbol, mug, pen, etc.)
Fall Activity Plan		Plan and schedule activities based on projects.
Resources Required to Support Fall Activities		Funding for lunch (\$300-\$500)
Spring Activity Plan		Plan and schedule activities based on projects.
Resources Required to Support Spring Activities		Funding for lunch (\$300-\$500)
Summer Activity Plan		Plan and schedule activities based on projects.
Resources Required to Support Summer Activities		Funding for lunch (\$300-\$500)
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		Each FAS division, ITS, Student Services, Instruction, President

Performance Indicators

Department: Office of Vice President for Finance and Administrative Services

Outcome: 7 The FAS staff will work as a team in the spirit of cooperation to ensure a productive learning and working environment for the division.

Performance Indicator:	C	Participation in Recruiting Activities
Performance Standard		Minimal participation of 20% to go out to respective high schools for recruiting during high school nights.
Fall Activity Plan		Plan with Outreach for participation in recruiting activities at local high schools staff.
Resources Required to Support Fall Activities		Staff
Spring Activity Plan		Plan with Outreach for participation in recruiting activities at local high schools staff.
Resources Required to Support Spring Activities		Staff
Summer Activity Plan		Plan with Outreach for participation in recruiting activities at local high schools staff.
Resources Required to Support Summer Activities		Staff
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		Student Services