

## Actual Outcomes & Implications

### Vice President for Finance and Administration

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.

#### Intended Outcome:

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

#### Performance Indicator:

01A 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.

#### Actual Outcome:

100 % of FAS division submitted staffing plan and prioritized needs in compliance with budget calendar

#### Implication for Next Year:

Continue to monitor the process. See 2A in 2001-02 IE Plan.

#### Performance Indicator:

01B 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.

#### Actual Outcome:

100% of FAS division submitted capital requests based on prioritized needs with rationale for each request in compliance with the budget calendar

#### Implication for Next Year:

Continue to monitor the process. See 2A in 2001-02 IE Plan.

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### Performance Indicator:

01C 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.

#### Actual Outcome:

100% of FAS division submitted operating and travel requests in compliance with the budget calendar

#### Implication for Next Year:

Continue to monitor the process. See 2A in 2001-02 IE Plan.

### Performance Indicator:

01D Include requests in Budget.

#### Performance Standard:

At least 85% of prioritized requests are included in the budget for FY 2001 and 2002 budget calendar.

#### Actual Outcome:

After divisional prioritization, 100% of the FAS division requests were included in the FY 2002 budget

#### Implication for Next Year:

Continue process See 2A in 2001-02 IE Plan.

### Intended Outcome:

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

### Performance Indicator:

02A Meet with Division Directors.

#### Performance Standard:

Meet with Division Directors at least twice a month.

#### Actual Outcome:

The VPFAS met with the division directors at least twice a month at the beginning of the fiscal year. It was later reduced to once a month. Standard was not fully met.

#### Implication for Next Year:

The meetings with division directors will continue once a month during FY 2002, as Activities in support of 3A - G in 2001-02 IE Plan.

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### Performance Indicator:

02B 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.

**Actual Outcome:**

Memos and emails to FAS staff were increased. Leadership development and team building training sessions were held with FAS staff. Purchased and disseminated leadership strategies newsletter to directors. Training materials were also purchased for FAS directors to use with staff.

**Implication for Next Year:**

Process will continue with two leadership training and planning sessions. See 3I in 2001-02 IE Plan.

### Performance Indicator:

02C Performance Evaluations

**Performance Standard:**

All directors will be evaluated yearly by the end of August.

**Actual Outcome:**

All directors were evaluated.

**Implication for Next Year:**

This process will continue as required by the STCC Human Resources guidelines. See 4F in 2001-02 IE Plan.

### Performance Indicator:

02D Vision and direction for division.

**Performance Standard:**

Directors will indicate at least 80% satisfaction with services of Vice President for FAS.

**Actual Outcome:**

During the evaluation process, directors were allowed the opportunity to provide feedback to the VPFAS. All directors have indicated satisfaction with services provided by the Office of the VPFAS.

**Implication for Next Year:**

Continue the process as a part of the evaluation process. See 4F and 3I.

### Intended Outcome:

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

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### Performance Indicator:

#### 03A Customer Service Training

**Performance Standard:**

100% of new FAS staff and 80% of existing staff (refresher) will be trained in effective customer service relations.

**Actual Outcome:**

100% of frontline staff participated in customer service training before each registration session.

**Implication for Next Year:**

FAS division will participate in the Advanced Connections training sessions coordinated throughout the Office of the VPSS&D. This training will be mandatory for all FAS staff. See 1B and C in 2001-02 IE Plan.

### Performance Indicator:

#### 03B Handling Conflict and Conflict Resolution Training.

**Performance Standard:**

At least 80% of FAS staff will be trained to handle conflict and resolve issues.

**Actual Outcome:**

The materials were ordered for directors to conduct the training. Standard was not met.

**Implication for Next Year:**

The VPFAS will continue to monitor the status of this initiative. A training schedule will be obtained from each of the directors. See 1B and 1C, 3H and 3I.

### Performance Indicator:

#### 03C IS Training

**Performance Standard:**

At least 85% of identified FAS staff will receive IS training by the end of August.

**Actual Outcome:**

Human Resources and Business Office staff participated in IS training during fiscal year 2001. Training included reporting options available to staff.

**Implication for Next Year:**

Continue training on new software features. These will include LMS, KIOSKS, Echeck, Salespoint, and the payroll updates. See 2C in 2001-02 IE Plan.

### Intended Outcome:

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

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### Performance Indicator:

04A Progress Reports

**Performance Standard:**

All FAS departments will submit progress reports.

**Actual Outcome:**

All FAS departments submitted the IE Mid Year Reports

**Implication for Next Year:**

Continue to monitor submission of IE Plans and Reports. See 4E in 2001-02 IE Plan.

### Performance Indicator:

04B Assist with problems/resolutions.

**Performance Standard:**

At least 90% of problems will be resolved.

**Actual Outcome:**

All problems brought to the attention of the VPFAAS were resolved to the directors' satisfaction.

**Implication for Next Year:**

Continue to monitor internally. This will not be a part of the 2001-02 IE Plan.

### Intended Outcome:

05 The FAS staff will maintain reporting and regulatory compliance.

### Performance Indicator:

05A Financial Reports to the Board.

**Performance Standard:**

All financial reports will be presented to the Board and approved.

**Actual Outcome:**

All reports were presented monthly and were board approved.

**Implication for Next Year:**

Continue the process. See 4A in 2001-02 IE Plan.

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### Performance Indicator:

05B Agenda items

**Performance Standard:**

All FAS agenda items with supporting documentation will be submitted on a timely basis and approved by the board.

**Actual Outcome:**

All agenda items have been submitted and have been approved by the board.

**Implication for Next Year:**

Continue process. See 4A in 2001-02 IE Plan.

### Performance Indicator:

05C 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.

**Actual Outcome:**

An unqualified audit was issued for FY 2000. The findings in the management letter exceeded three. Standard was not fully met.

**Implication for Next Year:**

VPFAS will implement a process to monitor all findings and schedule a pre-audit to determine status of findings. The VPFAS will continue to work closely with the Comptroller to identify audit issues. See 4B in 2001-02 IE Plan.

### Performance Indicator:

05D 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.

**Actual Outcome:**

The decrease of 31% was noted from last year to this year in job related injuries:  
11 injuries were reported to HR during FY 2001;  
16 injuries were reported to HR during FY 2000;

**Implication for Next Year:**

The Office of Human Resources and Facilities, Operations and Maintenance will continue to conduct/coordinate safety training. Human Resources will continue to monitor job related injuries. See 4F in 2001-02 IE Plan.

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### Performance Indicator:

05E Chemical Handling and Disposal Training

**Performance Standard:**

Training 100% of departments handling chemicals will be trained by the end of August.

**Actual Outcome:**

Safety training was conducted in January 2001. This training included chemical handling and disposal.

**Implication for Next Year:**

The material standards data sheets will be updated and available at all sites. Training needs will be reviewed and training will be scheduled as needed throughout the year.

See 4F in 2001-02 IE Plan.

### Performance Indicator:

05F Record Retention and Disposal

**Performance Standard:**

Disposal of prior year(s) records will be completed by August 2001 as specified in the plan.

**Actual Outcome:**

The record retention plan has been developed. The disposal of records has not been conducted due to decentralized record storage. Standard was not fully met.

**Implication for Next Year:**

The record retention plan will be reviewed and a strategy for disposing of records will be implemented. Input will be requested from all VPs to schedule review and disposal of records. See 4F in 2001-02 IE Plan.

### Performance Indicator:

05G Budget Planning and Coordination

**Performance Standard:**

Conduct at least four meetings with the Budget Development Committee by August 2000.

**Actual Outcome:**

Four meetings were conducted with the Budget Development Committee on:

September 26, 2000

January 31, 2001

June 28, 2001

July 17, 2001

**Implication for Next Year:**

Continue to evaluate the Budget Development & Planning process; Develop budget calendar for FY 2003; Conduct formative evaluation of FY 2002 budget; Monitor integration of planning and budgeting; See 4C in 2001-02 IE Plan.

## Actual Outcomes & Implications

### Intended Outcome:

06 Stakeholders will be satisfied with finance and administrative services.

### Performance Indicator:

06A Business Office Services

#### Performance Standard:

At least 80% of Clients will be satisfied with Business Office services.

#### Actual Outcome:

According to the ACT Student Opinion Survey, 63% of student respondents were satisfied with billing and fee paying services at STCC. The Campus Quality Survey (of employees) results were not reported in percentages; however, the overall rating of Business Office services on the CQS increased from 3.21 last year to 3.42 this year (significance  $<.05$ ), on a scale where 5 is the highest rating and 1 the lowest. Standard does not appear to have been met.

#### Implication for Next Year:

Results will be used to develop strategic initiatives to address the concerns. See 3A in 2001-02 IE Plan.

### Performance Indicator:

06B Purchasing Services

#### Performance Standard:

At least 80% of Clients will be satisfied with Purchasing Services.

#### Actual Outcome:

Neither the ACT Student Opinion Survey nor the Campus Quality Survey specifically ask about Purchasing Svcs.-

#### Implication for Next Year:

The VPFA will work closely to develop a survey to obtain this information. See 3B in 2001-02 IE Plan.

### Performance Indicator:

06C Mail and Delivery of Goods

#### Performance Standard:

At least 85% of Clients will be satisfied with Mail and Distribution Services.

#### Actual Outcome:

Mail Svc. And delivery of purchased goods are not addressed on either the ACT Student Opinion Survey or the Campus Quality Survey. Standard does not appear to have been met.

#### Implication for Next Year:

The VPFA will work closely to develop a survey to obtain this information. See 3C in 2001-02 IE Plan.

## Actual Outcomes & Implications

### Performance Indicator:

#### 06D Facilities Maintenance

**Performance Standard:**

At least 80% of Clients will be satisfied with Facilities Maintenance Services.

**Actual Outcome:**

71% of students responding to the ACT Student Opinion Survey were satisfied with facilities maintenance. The Campus Quality Survey, used for employees, does not provide responses as percentages. However, the mean rating of facilities maintenance on the CQS increased from 3.25 last year to 3.58 this year, significant at the .05 level.

Standard does not appear to have been met.

**Implication for Next Year:**

Results will be used to develop strategic initiatives to address the concerns. See 3D in 2001-02 IE Plan.

### Performance Indicator:

#### 06E Facilities Custodial

**Performance Standard:**

At least 80% of Clients will be satisfied with Facilities Custodial Services.

**Actual Outcome:**

71% of students responding to the ACT Student Opinion Survey were satisfied with facilities maintenance. The Campus Quality Survey, used for employees, does not provide responses as percentages. However, the mean rating of facilities maintenance on the CQS increased from 3.25 last year to 3.58 this year, significant at the .05 level.

Standard does not appear to have been met.

**Implication for Next Year:**

Results will be used to develop strategic initiatives to address the concerns. See 3E in 2001-02 IE Plan.

### Performance Indicator:

#### 06F Human Resources

**Performance Standard:**

At least 80% of Clients will be satisfied with Human Resources Services.

**Actual Outcome:**

- The Campus Quality Survey, used for employees, does not provide responses as percentages. However, the mean rating of human resources services on the CQS increased from 2.9c last year to 3.34 this year, significant at the .05 level.

Standard does not appear to have been met.

**Implication for Next Year:**

The VPFA will work to develop a survey for this information. See 3F in 2001-02 IE Plan.

## Actual Outcomes & Implications

### Performance Indicator:

06G Food Services

**Performance Standard:**

At least 80% of Clients will be satisfied with Food Services.

**Actual Outcome:**

56% of student respondents to the ACT Student Opinion Survey were satisfied with food services. Employee responses on the Campus Quality Survey were not returned in percentages. However, the mean rating by employees of food services increased from 3.25 to 3.58 from last year to this, significant at .05. Standard does not appear to have been met.  
Standard does not appear to have been met.

**Implication for Next Year:**

Results will be used to develop strategic initiatives to address the concerns. See 3G in 2001-02 IE Plan.

### Performance Indicator:

06H 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.

**Actual Outcome:**

Increased commitment to students can be measured by the increased participation by staff in training coordinated by the FAS division.

**Implication for Next Year:**

The Advanced Connections training will be mandatory for all FAS staff. See 1B and C, 3H in 2001-02 IE Plan.

### Intended Outcome:

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

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### Performance Indicator:

07A 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.

#### Actual Outcome:

In lieu of walk-throughs, staff participated in collaboration sessions conducted by the Business Office, Purchasing, and Human Resources.

#### Implication for Next Year:

Each director will be asked to continue to provide updates and orientations in monthly FAS divisional meetings to discuss on going activities in each area. Follow-up and monitoring will continue on the FAS director's list of projects and activities. See 4E in 2001-02 IE Plan.

### Performance Indicator:

07B 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.)

#### Actual Outcome:

The Office of Human Resources has established a College Wide Employee Recognition Task Force to implement this strategy.

#### Implication for Next Year:

Review and implement recommendations forwarded by the Task Force. Provide resources necessary to implement program. Evaluate and assess success of program. See 3I in 2001-02 IE Plan. See also item 1B in the 2001-2002 Human Resources IE Plan.

### Performance Indicator:

07C Participation in Recruiting Activities

#### Performance Standard:

Minimal participation of 20% to go out to respective high schools for recruiting during high school nights.

#### Actual Outcome:

This standard was not met. Direct mailing of FAS information including services available were sent to all students.

#### Implication for Next Year:

Further assessment indicates that participation in recruiting activities at high schools by FAS staff is not required. Direct mailing will be continued. This will not be continued in 2001-02 IE Plan.