

# 1999-2000 Institutional Effectiveness Report

**Department:** Office of the Vice President for Finance and Administrative Services  
**Submitted by:** Diana A. Pena

## Unit Mission Statement

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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.

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### 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 the Vice President for Finance and Administrative Services**

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**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 regulatory compliance.

**Intended Outcome: 6**

Stakeholders will be satisfied with finance and administrative services.

## Performance Indicators

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

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

<b>Performance Indicator:</b> A	Input into staffing plan by all divisions.
<b>Performance Standard</b>	100% of FAS division will turn in staffing plan and prioritize needs
<b>Actual Outcome</b>	All requests were turned in and meetings held to prioritize needs prior to budget development requests included in the budget.
<b>Implications for Next Year's Plan</b>	Continue based on division needs.

<b>Performance Indicator:</b> B	Input into capital needs based on I. E. plan.
<b>Performance Standard</b>	100 % of FAS division will submit capital request based on prioritized needs.
<b>Actual Outcome</b>	All requests were turned in and meetings held to prioritize needs prior to budget development requests included in the budget.
<b>Implications for Next Year's Plan</b>	Continue based on division needs.

<b>Performance Indicator:</b> C	Input into operating and travel expenditures.
<b>Performance Standard</b>	100% of FAS division will submit operating and travel request with rationale for each request.
<b>Actual Outcome</b>	All requests were turned in and meetings held to prioritize needs prior to budget development requests included in the budget.
<b>Implications for Next Year's Plan</b>	Continue based on division needs.

<b>Performance Indicator:</b> D	Include requests in Budget.
<b>Performance Standard</b>	At least 85% of prioritized requests are included in the budget.
<b>Actual Outcome</b>	Approximately 90% of prioritized requests were included in the budget.
<b>Implications for Next Year's Plan</b>	Continue the process.

## Performance Indicators

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

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

<b>Performance Indicator:</b> A	Meet with Division Directors.
<b>Performance Standard</b>	Meet with Division Directors at least twice a month.
<b>Actual Outcome</b>	Meetings were held and division directors discussed action items, updated FAS Reports after every meeting and completed most tasks.
<b>Implications for Next Year's Plan</b>	Meet at least twice a month.

<b>Performance Indicator:</b> B	Communication-internal and external
<b>Performance Standard</b>	Increase number of memorandums sent to directors and other staff by 10 percent.
<b>Actual Outcome</b>	Increased memorandums by at least 10 percent.
<b>Implications for Next Year's Plan</b>	Send letters of commendation and thank you cards for special accomplishments.

<b>Performance Indicator:</b> C	Performance Evaluations
<b>Performance Standard</b>	All directors will be evaluated yearly.
<b>Actual Outcome</b>	Self-evaluations submitted. Pending Vice President's formal evaluations.
<b>Implications for Next Year's Plan</b>	Conduct evaluations and identify objectives for improvement.

<b>Performance Indicator:</b> D	Vision and direction for division.
<b>Performance Standard</b>	Client surveys results will indicate at least 80% satisfaction with FAS services "Services for Success".
<b>Actual Outcome</b>	Climate survey results showed Payroll Services is highest rated. Business Office services rated 15th, Maintenance and Custodial rated 11th of 30.
<b>Implications for Next Year's Plan</b>	Need to continue improvement process in all areas.

## Performance Indicators

Department: **Office of the 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.

<b>Performance Indicator:</b> A	Customer Service Training.
<b>Performance Standard</b>	At least 80% of identified FAS staff will be trained in effective customer service relations.
<b>Actual Outcome</b>	At least 80 percent of identified staff received training during professional development days.
<b>Implications for Next Year's Plan</b>	Continue training, - Spring 2000 ACT Student Opinion Survey ranked "attitude of the College non-teaching staff" in lowest 21 items.

<b>Performance Indicator:</b> B	Handling Conflict and Conflict Resolution Training.
<b>Performance Standard</b>	At least 80% of identified FAS staff will be trained to handle conflict and resolve issues.
<b>Actual Outcome</b>	Not accomplished.
<b>Implications for Next Year's Plan</b>	Need to provide training; continue indicator.

<b>Performance Indicator:</b> C	Time Management Skills Staff Development.
<b>Performance Standard</b>	All Directors of FAS and identified staff will be trained on the use of the Franklin Planner.
<b>Actual Outcome</b>	Not accomplished.
<b>Implications for Next Year's Plan</b>	Train on use of Palm Pilot instead of Franklin Planner.

<b>Performance Indicator:</b> D	IA Training
<b>Performance Standard</b>	At least 85% of identified FAS staff will received IA training.
<b>Actual Outcome</b>	More than 85% of identified staff trained. Training for Monarch report writing software that generates data from the mainframe system to create different reports was provided for Human Resources and Business Office staff.
<b>Implications for Next Year's Plan</b>	Identify other specific areas and staff that need training.

## Performance Indicators

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

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

<b>Performance Indicator:</b> A	Progress Reports
<b>Performance Standard</b>	All FAS divisions will submit progress reports.
<b>Actual Outcome</b>	Progress reports submitted by directors.
<b>Implications for Next Year's Plan</b>	Continue

<b>Performance Indicator:</b> B	Assist with problems/resolutions.
<b>Performance Standard</b>	At least 90% of problems will be resolved.
<b>Actual Outcome</b>	Resolved over 90% of problems. Assisted with resources and support to achieve outcomes.
<b>Implications for Next Year's Plan</b>	Continue to support directors.

<b>Performance Indicator:</b> C	
<b>Performance Standard</b>	
<b>Actual Outcome</b>	
<b>Implications for Next Year's Plan</b>	

<b>Performance Indicator:</b> D	
<b>Performance Standard</b>	
<b>Actual Outcome</b>	
<b>Implications for Next Year's Plan</b>	

## Performance Indicators

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

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Outcome: 5 The FAS staff will maintain regulatory compliance.

<b>Performance Indicator:</b> A	Financial Reports to the Board.
<b>Performance Standard</b>	All financial reports will be presented to the Board and approved.
<b>Actual Outcome</b>	All reports were presented and approved monthly. Added Bid Solicitation Summary Report.
<b>Implications for Next Year's Plan</b>	Continue

<b>Performance Indicator:</b> B	Agenda items
<b>Performance Standard</b>	All FAS agenda items with supporting documentation will be submitted on a timely basis and approved by the board.
<b>Actual Outcome</b>	Agenda items submitted and board approved.
<b>Implications for Next Year's Plan</b>	Continue to improve process.

<b>Performance Indicator:</b> C	An unqualified audit opinion.
<b>Performance Standard</b>	No reportable findings in the audit report and no more than three findings in the management letter.
<b>Actual Outcome</b>	FY 00 Audit Report not due until December 2000.
<b>Implications for Next Year's Plan</b>	Continue indicator.

<b>Performance Indicator:</b> D	Number of Reported Safety and Environmental Incidents and Job Related Injuries.
<b>Performance Standard</b>	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.
<b>Actual Outcome</b>	A decrease of 21 percent in job related injuries (11).
<b>Implications for Next Year's Plan</b>	Continue to improve.

## Performance Indicators

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

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

<b>Performance Indicator: A</b>	Business Office Services
<b>Performance Standard</b>	At least 80% of Clients will be satisfied with Business Office Services.
<b>Actual Outcome</b>	Business Office services ranked 14th of 30, payroll services ranked 1st on Climate Survey.
<b>Impliations for Next year's Plan</b>	Continue to improve client satisfaction.

<b>Performance Indicator: B</b>	Purchasing Services
<b>Performance Standard</b>	At least 80% of Clients will be satisfied with Purchasing Services.
<b>Actual Outcome</b>	Not measured with formal survey.
<b>Impliations for Next year's Plan</b>	Include in survey to measure outcome.

<b>Performance Indicator: C</b>	Mail and Delivery of Goods
<b>Performance Standard</b>	At least 80% of Clients will be satisfied with Mail and Distribution Services.
<b>Actual Outcome</b>	Over 80 percent of clients satisfied - no complaints.
<b>Impliations for Next year's Plan</b>	Continue to improve services.

<b>Performance Indicator: D</b>	Facilities Maintenance
<b>Performance Standard</b>	At least 80% of Clients will be satisfied with Facilities Maintenance Services.
<b>Actual Outcome</b>	Maintenance and custodial services ranked 11th of 30 on climate survey.
<b>Impliations for Next year's Plan</b>	Continue to improve services.

<b>Performance Indicator: E</b>	Human Resources
<b>Performance Standard</b>	At least 80% of Clients will be satisfied with Human Resources Services.
<b>Actual Outcome</b>	Personnel/human resources services ranked in the lowest 10 (#10) on the climate survey.
<b>Impliations for Next year's Plan</b>	Need to continue to improve.

## Performance Indicators

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

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

<b>Performance Indicator: F</b>	Food Services
<b>Performance Standard</b>	At least 80 % of Clients will be satisfied with Food Services.
<b>Actual Outcome</b>	Food services ranked in the lowest 10 on the climate survey.
<b>Implications for Next year's Plan</b>	Need to continue to improve.

<b>Performance Indicator: G</b>	Facilities Planning and Construction
<b>Performance Standard</b>	At least 80 % of Clients will be satisfied with Facilities Planning and Construction Services.
<b>Actual Outcome</b>	Not measured with formal survey.
<b>Implications for Next year's Plan</b>	Continue with master plan and building program.

## Performance Indicators

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

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Outcome: 6 Continued

<b>Performance Indicator:</b> E	Human Resources
<b>Performance Standard</b>	At least 80% of Clients will be satisfied with Human Resources Services.
<b>Actual Outcome</b>	Personnel/human resources services ranked in the lowest 10 (#10) on the climate survey.
<b>Implications for Next Year's Plan</b>	Need to continue to improve.

<b>Performance Indicator:</b> F	Food Services
<b>Performance Standard</b>	At least 80 % of Clients will be satisfied with Food Services.
<b>Actual Outcome</b>	Food services ranked in the lowest 10 on the climate survey.
<b>Implications for Next Year's Plan</b>	Need to continue to improve.

<b>Performance Indicator:</b> G	Facilities Planning and Construction
<b>Performance Standard</b>	At least 80 % of Clients will be satisfied with Facilities Planning and Construction Services.
<b>Actual Outcome</b>	Not measured with formal survey.
<b>Implications for Next Year's Plan</b>	Continue with master plan and building program.

<b>Performance Indicator:</b> H	
<b>Performance Standard</b>	
<b>Actual Outcome</b>	
<b>Implications for Next Year's Plan</b>	