

**USF SARASOTA-MANATEE
ASSESSMENT PLANNING RECORD
2015-16**

UNIT:	Business and Financial Affairs (Ben Ellinor, Regional Vice Chancellor)
MISSION:	The mission of Business and Financial Affairs is to support the campus' principal functions of instruction, research, and community service by providing leadership, expertise, and responsible management of fiscal resources, human resources, administrative resources, and physical resources.
2015-20 USFSM STRATEGIC PLAN GOALS:	<p>STRATEGIC GOAL #1: Student Success Ensure student retention, timely completion, employment success, and student satisfaction.</p> <p>STRATEGIC GOAL #2: Campus Life Foster an intentional culture of campus engagement.</p> <p>STRATEGIC GOAL #3: Intentional Enrollment Management Strategically recruit and retain students by growing existing programs and creating new programs of strategic emphasis or demonstrated demand.</p> <p>STRATEGIC GOAL #4: Teaching and Learning Explore and implement innovative technologies and pedagogical methods that increase student engagement in the learning process and improve student learning outcomes.</p> <p>STRATEGIC GOAL #5: Scholarly Activity Recognize and support diverse faculty and student research activities.</p> <p>STRATEGIC GOAL #6: Community Engagement Build and be known for a community engagement identity in partnership with a variety of organizations throughout the service area.</p> <p>STRATEGIC GOAL #7: Resources Preserve, grow, and diversify the human, physical, financial, private, and other resources, aligning them to support the strategic goals.</p>

UNIT GOALS:		<ol style="list-style-type: none"> 1. Provide accurate and timely financial and cash collection services for the campus community. (Aligns with USFSM Goal7, Strategy 7.2) 2. Provide a quality Human Resources unit, which attracts the best talent, recognizes employee success, and provides opportunities for professional development and personal enrichment. (Aligns with USFSM Goals 2,7; Strategies 2.6, 2.9. 7.2) 3. Provide administrative leadership to the campus business services, which include Parking Services, Purchasing, Cashiering, Copy Services, Postal and Courier Services, Bookstore, and Campus Security. (Aligns with USFSM Goal 7; Strategies 7.1, 7.2, 7.6, 7.9) 4. Provide leadership, support, guidance and oversight in budget and financial management. (Aligns with USFSM Goal 7, Strategy 7.2) 5. Provide a safe environment for students, faculty, staff, and visitors. (Aligns with USFSM Goals 2,6; Strategies 2.8, 6.5) 6. Develop and implement the USF Sarasota-Manatee Campus Facilities 10-Year Master Plan (Aligns with USFSM Goal 2,4,7; Strategies 2.1, 2.2, 2.3, 2.4, 4.3, 7.10) 7. Develop and implement improvements for enhanced cost and work effort efficiencies in facilities operations and promote sustainability. (Aligns with USFSM Goal 7.1) 			
OUTCOMES	Unit Goal	Means of Assessing Outcomes	Assessment Data Due June 1, 2016	Plan Resulting from Analysis of Assessment	Chancellor's Response (Dr. Sandra Stone)
Outcome 1. Enhanced safety on campus.	5	Install internal emergency notification system by August 2015.	Completed. System installed and functional.	Completed August 2015	Tests support that the system is working well.
		Install additional external emergency notification system by December 2015.	Completed. Second external notification speaker installed and updated voice announcement capabilities.	Completed July 2015	
		Submit a joint Legislative Budget Request with New College of Florida for expanded police staffing and equipment upgrades of \$770,000 for FY 16-17 (Outcome 2.8)	Submitted but not funded by the legislature.		BOG also did not advocate for a larger SUS request for improvements in safety across the entire system.
		Develop and contract for an external vendor to prepare safety handbook	Not completed pending completion of USF System Emergency Operations Plan. Product developed and under	Contract for an external vendor to prepare safety handbook to be available to	Good! Much needed.

		to be available to all employees and students for fall 2015 term.	review for final approval. Development of handbook is completed.	all employees and students for fall 2016 term.	
Outcome 2. Designated student-friendly space in existing building.	6	Install second science modular building, furnish it, and provide the faculty with proper equipment and materials to conduct effective research safely by beginning of Fall Semester 2015.	Completed and operational.	Completed August 2015	This was a needed addition.
	3, 6	Facilities Planning and Operations work with student government to explore options for enhanced student activity. Contract for improved Information Commons for fall 2015.	Plans developed, meeting coordinated with representatives of student government to authorize funding and final plans. Construction began May 2016 for new Student Commons area estimated at \$1.9M. Information Commons project completed.	Completed August 2015	These projects are wonderful and greatly enhance student space. Students here have been engaged in the planning and design and are very excited about the finished products – great job!
		Complete Student Life Artwork Project and Spirit Wall by fall 2015.	Project completed, with ability to expand artwork throughout facility as new resources are available.	Completed August 2015	
		Work with Compass Group USA (dba Canteen) to enhance quality and satisfaction of food service and/or explore other vendors.	Annual Customer Service Survey completed April 2016 that included students, employees and Lifelong Academy members completed with consistent results related to overall experience. Overall all score of 3.7 (Range of 1 to 5)		Food service is a work in progress. We will keep trying to determine the right fit for our campus.
		Complete new Master Plan.	Completed process through the USF System, 2015-2025 USFSM Campus Master Plan was adopted by the Board of Trustees in December 2015.	Now being reviewed by Manatee County Commission for approval in 2016.	Good job getting the Master Plane done and approved by the BOT.
Outcome 3. Models of efficiencies across functional areas.	2.7	Require quality service training and determine means to measure faculty/staff improvement (Strategy 2.6).	Customer Service Training, “The Service Excellence” workshop was held once in 2016 with approximately 25 attendees.	We are scheduling the session again and plan to continue offering it several times per year.	This is an ongoing need. Quality service is something all can improve on.

		Utilize functional experts in shared service-type arrangements (i.e., purchasing, travel, human resources, and inventory (Strategy 7.1).	Numerous training sessions held by USFSM and USF System staff in areas of purchasing, travel, and HR for support staff at USFSM		We need to continuously be looking for ways to streamline work smarter and increase efficiency.
Outcome 4. Improved diversity within faculty and staff (Outcome 2.10)	2	Increase percentage of non-white faculty and staff (Strategy 2.9). 15-16 Goal = 16%	Outcome 2.10 14-15 = 373 total all employees fall 2014, 80 total non-white (21.5%) 15-16 = 384 total all employees fall 2015, 89 total non-white (23.2%)		We are doing better and exceeded the goal for 15-16 – good job!