



2007-2008 Goals and Objectives

Administrative and
Financial Services

2007-2008 GOALS & OBJECTIVES
Administrative & Financial Services
Vice President & Chief of Staff

- 1) *Recruit, hire, and effectively bring onto the team new leadership in those areas where it is required.*
- 2) *Create a stronger Board of Commissioners for the Utah Summer Games.*
- 3) *Review and possibly re-work sponsorship relationships with the Utah Summer Games.*
- 4) *Research and propose merit/equity salary systems for the campus, through Human Resources.*
- 5) *Enhance the Public Relations value of H.R.'s on-line job application process.*
- 6) *Improve campus steam tunnel safety through implementation of findings from recent Heat Plant study.*
- 7) *Initiate work on comprehensive Campus Utilities Master Plan and Campus Master Plan.*
- 8) *Finalize plans to identify and recognize the athletic and academic accomplishments of Southern Utah University's student athletes, working to create a stronger sense of tradition regarding the athletic program.*
- 9) *Expand participation opportunities at Southern Utah University for student athletes; e.g. - work to add women's volleyball as an intercollegiate sports offering.*
- 10) *Provide financial analysis that assists decision-making processes in important institutional activities. (ex: financial aid, tuition rates, outreach opportunities, housing, academic directions, etc.)*
- 11) *Improve the accuracy and timeliness of investment reporting.*
- 12) *Re-invent the employee travel authorization and reimbursement process.*
- 13) *Produce internal financial statements and financial indicators report by September 30.*
- 14) *Complete review of the financial portion of the institution's policies and procedures manual.*
- 15) *Develop an annual calendar of dates for budget decisions and communications to campus in such areas as: motor pool and travel reimbursement rates, telephone charges, health and dental rates, etc.*
- 16) *Provide more frequent tuition revenue projections and cash reserve position forecasts to the Vice President and Chief of Staff's office in order to best manage and place institutional resources.*

- 17) *Target specific areas of enrollment for improved results. Continue to increase the number of ethnic minority students, the number of out-of-state students, and the percentage yield of ACT number 1's that enroll at Southern Utah University.*
- 18) *Automate Scholarship Program for more efficient awarding and reporting of financials, etc.*
- 19) *Streamline the loan process and increase communications efforts in an attempt to have fewer students financially unprepared at the beginning of the fall academic term.*
- 20) *Expand the Campus Recycling Program, with leadership coming from the Purchasing Office.*
- 21) *Develop RFP's and contracts for special projects, and provide institutional support for various real estate transactions.*
- 22) *Implement an external, anonymous reporting system and increase the corresponding output of the Internal Auditor Office.*
- 23) *Assist in the development and planning for the Utah Shakespearean Festival's future directions.*

2007-2008 GOALS & OBJECTIVES
Administrative & Financial Services
Budget Office

- 1) *Send Budget Variance Reports to departments quarterly. Provide necessary support to resolve variances.*
- 2) *Net tuition projections to the Vice President & Chief of Staff and to the Associate Vice President for Finance at 3rd week and end of term.*
- 3) *Provide the necessary reporting to the Vice President & Chief of Staff and the Associate Vice President of Finance to make informed financial decisions.*
- 4) *Obtain training and involve the expertise of key University employees as necessary to create a draft five-year budget model by fiscal year end.*
- 5) *Develop a calendar of dates for budget decisions and communications to campus in such areas as: motor pool rates, travel reimbursement rates, telephone charges, health and dental rates, etc.*
- 6) *Work directly with the Vice President & Chief of Staff's office throughout the year to provide updates of campus cash reserve position in order to best manage and place institutional resources.*
- 7) *Be available to work with the Human Resources office in developing scenarios and financial modeling recommendations for employee compensation changes.*
- 8) *Work with payroll office to maintain accurate salary encumbrances so that salary budget balances are stated correctly in Banner.*
- 9) *Continue development of enhanced forms, training material and other content for Budget Office website.*

2007-2008 GOALS & OBJECTIVES
Administrative & Financial Services
Associate Vice President for Financial Services/Treasurer

- 1) *Prepare funding models for different delivery methods of instruction that contain incentives for departments, yet protect the University's support operations.*
- 2) *Provide financial support information in pursuit of outreach opportunities.*
- 3) *Present appropriated fund budget scenarios that present impacts of various enrollment assumptions and waiver decisions.*
- 4) *Facilitate the funding and construction of Resident Living replacements.*
- 5) *Provide financial and related statutory, regulatory and policy considerations to the administration for decision-making purposes.*
- 6) *Continue pursuit of a better campus process for the budgeting, allocating, and reporting of institutional financial aid – communicating the ramifications of choices to constituent groups within the campus community.*
- 7) *Produce internal financial statements and financial indicators reports by September 30, 2007.*
- 8) *Produce standard and general interest monthly and quarterly reports for the administration that are informational, useful, and interesting. Produce monthly financial status reports on Building projects as well.*
- 9) *Re-invent the accounts payable process to streamline vendor payments; increase accuracy in encumbering, liquidating and expending funds; and increasing added value to the process.*
- 10) *Re-invent the employee travel authorization and reimbursement process – improving user-friendliness, and departmental cost information.*
- 11) *Improve accuracy of investments reporting.*

2007-2008 GOALS & OBJECTIVES
Administrative & Financial Services
Department of Intercollegiate Athletics

- 1) *Design and implement a new academic model designed to more effectively address academic progress (APR) rather than grade point average.*

- 2) *Work effectively with the new Athletic Council to better enhance the physical, educational and emotional well-being of our student athletes.*

- 3) *Formulate and implement a dynamic strategy to specifically develop minority and women leadership skills in athletics administration.*

- 4) *Secure an aggressive master plan for athletic facilities.*

- 5) *Update and implement current gender equity plan.*

- 6) *Finalize plans to identify and recognize the athletic and academic accomplishments of our former student athletes.*

- 7) *Work with campus and conference groups to launch a new athletic web page.*

- 8) *Set a new attendance (head count) record for the 2007 football season.*

2007-2008 GOALS & OBJECTIVES
Administrative & Financial Services
Purchasing

Mission Statement

The mission of the Purchasing Office is to support the University and all its operations in a proficient and professional manner. To effectively utilize the tools available to ensure the greatest value to the campus is realized. To provide specialized services in support of the University's mission, and ensure compliance with all governing requirements.

- 1) *Enhance services to the campus:*
 - a. *Develop and sign three (3) local vendor purchase contracts*
 - b. *Expand Campus Recycling Program to include Paper, both colored and white, and Plastic.*
 - c. *Greatly expand the campus training program for the Purchasing process and procedures; this will include maintaining the monthly sessions currently conducted and adding larger, more general opportunities.*
 - d. *Revise internal operating structure of the Surplus Property effort*
- 2) *Revise the Purchasing Policy to update specific requirements and address ambiguous segments such as the purchase of Gift Cards and related transactions.*
- 3) *Ensure the effort to place Travel Authorization Requests on-line is completed.*
- 4) *Assist the Controller's Office to evaluate and develop a process replacing and/or revising the Check Requisition.*
- 5) *Provide institutional support for various real estate transactions to be evaluated over the course of the coming year.*
- 6) *Develop RFP's and contracts for special projects, as assigned by the Vice President & Chief of Staff*
- 7) *Develop departmental employees through professional certifications:*
 - a. *CPM certificates for all professional employees by end of FY 07.*
 - b. *Identify and obtain other development opportunities for hourly employees.*

2007-2008 GOALS & OBJECTIVES
Administrative & Financial Services
Utah Summer Games

Create Financial Stability

- 1) *Have in reserve enough funds to pay for one year of operation in advance.*
 - a. *Continue a positive relationship with existing sponsorships*
 - b. *Work to value and acquire more silver and bronze sponsorships*
 - c. *Rework the value of sponsorship levels – 3 to 5 year plan*
 - d. *Focus on cash sponsors vs. trade*

Create a Better Overall Experience for Athletes & Their Families During Their Stay

- 1) *Enhance Athlete Social*
More entertainment / activities
- 2) *Continue to enhance opening and closing ceremonies*
Relevant / exciting entertainment
- 3) *Work to enhance medal ceremonies*
 - a. *Involve sponsors or other dignitaries*
 - b. *Train sport coordinators*
 - c. *Utilize medal stands*
- 4) *Continue to work with qualified officials*
- 5) *Housing Opportunities*
 - a. *Alliance Reservation Network*
 - b. *Homes / Apartments for rent*

Enhance Sponsor Relationships

- 1) *Timely end of season reports*
Accountability folders
 - *Advertisements and/or affidavits*
 - *Photos*
- 2) *Invitation to experience the Utah Summer Games*
 - a. *Opening Ceremonies*
 - b. *Hall of Honor Banquet*
 - c. *Medal Ceremonies*
 - d. *Athlete Participation*

Enhance Board of Commissioners Involvement and Effectiveness

- 1) *Add minimum of three to five more commissioners to the Utah Summer Games Board*
Emphasis on state wide participation
- 2) *Organize board into three-year terms*
- 3) *Advance agendas and or relevant information for meetings*
- 4) *Task Force Involvement*

Work to Value Volunteers

- 1) *Personal expressions of appreciation*
- 2) *Volunteer Party*

2007-2008 GOALS & OBJECTIVES
Administrative & Financial Services
Controller's Office

Mission Statement

As a team of professionals, our mission is to provide accurate, timely, and meaningful information to the administration, faculty, staff, and students of Southern Utah University in a dependable and courteous manner to assist them in their management and educational activities. Central to our stewardship is to formulate, administer, and communicate policies and procedures of the University to maintain and enhance compliance with applicable laws, rules, regulations, and generally accepted practices.

Controller Office

- 1) *Produce financial reports detailing tuition, appropriated fund, and major fund activities in conjunction with projections and trend analysis for the administration on a timely basis.*
- 2) *Provide draft financial statements and supportive schedules to Utah State Finance and Utah State Auditor's Office as requested. Prepare the institution to meet the requirements of SAS 112, internal controls readiness.*
- 3) *Establish and implement appropriate Internal Controls to complete process providing students with the option of direct deposit for student refunds.*
- 4) *Complete review of assigned institutional policies and recommend changes where appropriate.*

Payroll

Update the payroll procedure manuals for each position to provide an efficient and effective means of training new personnel in payroll issues. Provide training for new personnel across campus in payroll procedures.

Accounts Payable

Re-engineer Accounts Payable processes and communicate with departments to ensure that the employees are following University policies and procedures to strengthen existing Internal Controls. Put into place an efficient means of training new personnel across campus so they are aware of the required processes and procedures.

Inventory

Ensure that all real property titles are recorded properly in the University's name and consolidate titles to include all of the main campus properties where prudent.

Cashier's Office

- 1) *Improve service, especially at the beginning of each term, by offering more services online, e.g. parking decal, and post office boxes.*
- 2) *Upgrade parking meters and benchmark parking rates with peer institutions.*

Centrum Ticket Office

- 1) *Equip all ticketing terminals in the Centrum Ticket Office with credit card readers to eliminate the need for clerks to leave their terminals to process credit card transactions preventing bottle-necks on event dates.*
- 2) *Enhance ticket office revenue by selling the advertising space on the back of our ticket stock and raising awareness of Smith Tix outlet service availability.*
- 3) *Obtain cost estimates and projections for two additional ticket booths at the south end of Eccles Coliseum and submit request to the University capital improvements committee for consideration.*

Mail Services:

- 1) *Implement processes and training to improve mail delivery to departments striving for 95 percent accuracy level.*
- 2) *Improve customer service through informational/sales calls to SUU departments and development of a web-based campus newsletter with information about the Post Office and Mail Services.*
- 3) *Examine rate structures and do a comparison of pricing at other Colleges and Universities.*

2007-2008 GOALS & OBJECTIVES
Administrative & Financial Services
Internal Auditor

“Internal Auditing is an independent objective assurance and consulting activity designed to add value and improve an organizations operations. It helps an organization accomplish its objective by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes.” (Definition of Internal Audit by the Institute of Internal Auditors, Inc.)

Internal Audit at Southern Utah University is a service organization which provides both traditional audits and non-traditional services including consulting and analysis. Although audits are based on the past and present, the main focus of an audit is improving procedures and practices in the future.

1) *Implement an External, Anonymous Reporting System*

Implement a truly anonymous 24/7 hotline system available to all stakeholders of the university.

2) *Develop an Internal Audit Procedures Manual*

Develop an internal audit procedures manual to help streamline the audit process and prepare for the expansion of the Internal Auditor's office.

3) *Finish Developing the Risk Assessment Training and Present It to the Campus*

Complete the Risk Assessment Training noted in the new risk assessment process and present it to the campus.

4) *Increase Internal Audit Output*

Streamline the audit process and focus on precise audit objectives in order to increase audit output.

2007-2008 GOALS AND OBJECTIVES
Administrative & Financial Services
Enrollment Management

Enrollment Management seeks to attract, admit, enroll, and help retain academically prepared students to Southern Utah University. This is done through multiple forms of communication, seeking innovative ways of introducing families to campus, processing admissions applications in a timely and efficient manner, always providing a high level of service, and helping families finance college.

Admissions – Recruitment

- 1) *Continue to improve customer satisfaction from beginning to end of the campus tour process.*

Action:

- a. *The Admissions Office has constantly received high marks on campus tour evaluations. The following enhancements will be implemented during the summer of 2007:*
 - b. *E-mail tentative schedule/confirmation to visitors no later than 48 hours [business day] of them signing up for a tour [August 2007].*
 - c. *Update tour presentation to reflect new publication style [August 2007].*
 - d. *Have all staff members sit in on another team member's tour presentation each semester.*
 - e. *Add "SUU parking permit" in the subject line of confirmation email [June 2007].*
 - f. *Create a checklist of things "to do" before visiting campus on website and confirmation emails [August 2007].*
 - g. *Update the campus map and driving directions to be more user-friendly [June 2007].*
 - h. *Have 10 "Secret Shoppers" throughout the year to ensure Ambassadors are giving quality tours.*
 - i. *Take photo with prospective student(s) and tour guide [August 2007].*
 - j. *Create coupon for a free "ThunderRoll" for all campus tour participants [July 2007].*
- 2) *Enhance campus event programs by increasing attendance by 10% and improving yield rates by 2% at Senior Expos and Overnights. Maintain attendance and yield rates from Distinguished Scholars Day and Leadership Weekends.*

Action:

- a. *Incorporate 20% discount from bookstore for attending an event and completing evaluations [September 2007].*
 - b. *In addition to printed publications, emails, and phone calls, create a web video to prospective students and families to encourage visiting campus [October 2007].*
 - c. *Continue to use tele-counselors to promote campus events.*
 - d. *Post a photo slideshow of participants on the web shortly after each event.*
 - e. *Create a "we missed you" postcard for individuals who registered but did not attend the event, for the purpose of rescheduling for a future visit [October 2007].*
- 3) *Establish a Graduate Recruitment and Communication plan to increase graduate enrollment.*

Action:

- a. *Send the Graduate Recruitment Coordinator to a graduate recruitment conference [July 2007].*
- b. *Organize a graduate recruitment committee under the direction of the Graduate Recruitment Coordinator [September 2007].*
- c. *Develop a comprehensive communication plan that incorporates web, printed materials, emails, and phone calls [August 2007].*
- d. *Develop a coordinated recruitment plan that incorporates appropriate departments [August 2007].*

4) *Develop and improve Transfer Orientation and Transfer Days.*

Action:

- a. *Increase attendance at Transfer Orientation by marketing more effectively through newspaper, advisors, emails, phone calls, and posters [January 2007].*
- b. *Develop a structured and streamlined Transfer Day (campus visit program for transfer students) to better meet the needs of students [August 2007]*
- c. *Invite community college advisors to participate in the SUU Counselor Conference. A specific track designed for college transfer advisors will be added [July 2007].*

5) *Make visits to community colleges more effective.*

Action:

- a. *Establish relationships with community college faculty and department chairs to identify programs that naturally lead to a SUU program.*
- b. *Establish relationships with program coordinators for international students.*
- c. *Coordinate travel with departments who recruit at community colleges.*
- d. *Utilize Tele-counselors to make phone calls prior to visits.*

6) *Continue to be innovative with the Admissions Website.*

Action:

- a. *Hire a diverse group of student workers to blog on the Admissions website [August 2007].*
- b. *Create a video spotlight for programs (e.g. academic programs, climbing wall, finance lab, AHEC) utilizing our student web intern.*
- c. *Add web videos as they are developed for the communication plan.*

7) *Improve yield rate of ACT #1's by 3%.*

Action:

- a. *Send a personalized campus visit piece using variable data technology [October 2007].*

- b. *Territory managers will create specific initiatives to focus on this group of students [August 2007].*

8) *Increase proportion of men enrolling at SUU.*

Action:

- a. *Use market research in the design of recruitment communication to increase the appeal to prospective male students [September 2007].*
- b. *Develop extra touches in the form of phone calls, mailings, and email.*

9) *Continue to increase the number of ethnic minority students who enroll at SUU.*

Action:

- a. *Target all students of color who submit an ACT score through personal contacts.*
- b. *Involve current students and past participants to increase participation in the Multicultural Overnight.*
- c. *Conduct outreach to area church's, in conjunction with the Hispanic Center for Excellence.*
- d. *Territory managers create specific initiatives to focus on this group of students [August 2007].*

10) *Increase the number of out-of-state students.*

Action:

- a. *Collaborate with alumni and the Alumni Association to help recruit students to SUU (e.g. represent SUU at college fairs, host open houses, etc.).*
- b. *Continue name purchases for out-of-state students.*
- c. *Create and send a resource packet to out-of-state schools once a student has been admitted [October 2007].*

11) *Improve relationships with guidance counselors.*

Action:

- a. *Send out three web based newsletters throughout the year via email.*
- b. *Send information regarding students who have applied or been admitted to SUU.*
- c. *Increase participation in SUU's annual counselor conference by adding a summer session.*

Admissions – Processing

- 1) *Continue to improve customer service.*

Action:

Use communication skills, good phone etiquette, and proper English and grammar when speaking with prospective students, students, parents, and the community. We will develop key phrases and questions that will help each staff member respond in a positive manner to meet their needs. A training meeting will be held on May 24, 2007, again in August, and monthly thereafter. We will also compile a list of organizations and contacts in order to provide better information.

- 2) *Gain more efficiency in all aspects of services provided.*

Action:

We will improve training at the time staff and students are hired using a manual and an improved training process. We will hold monthly training meetings to review and/or introduce new methods. All tasks will be documented to allow others to do each task correctly and to facilitate cross-training. A program for recognizing good work or positive achievement will be developed and implemented.

- 3) *Improve accuracy*

Action:

As part of initial and ongoing training each person will be encouraged to be more attentive to details and to develop critical thinking skills. Efforts will be made to reduce unnecessary distractions that can cause error or inefficiency.

- 4) *Organization*

Action:

We will review all admissions processes in an effort to improve and/or streamline performance. Special consideration will be given to peak times of admission applications. Procedures ensuring smooth transition for programs offered on or in conjunction with other campuses or through UEC will be developed.

Financial Aid and Scholarships

- 1) *Automate Scholarships Program for more efficient awarding and reporting.*

Action:

New methods will be created to make SUU's scholarships program work within Banner. This process has already started, but we will work with the IT department to complete it by the next awarding cycle.

- 2) *Enact a "Clean Office Policy" to protect student privacy.*

Action:

Shred all documents no longer needed by the Office of Financial Aid and Scholarships (due to imaging) and create files where all documents will be placed in a secure area at the end of each work day. No documents will be left out where security or cleaning personnel may be able to see them. This system will be in place by the start of Fall Semester, 2007.

- 3) *Surpass current early awareness efforts about financial aid and scholarships.*

Action:

The Office of Financial Aid and Scholarships will evaluate the number of contacts we made during the 06-07 academic year and make additional contacts to both new students and current students during 07-08. Goals will be established for each month using prior year data and we will combine our efforts with the recruitment team to reach those goals.

- 4) *Streamline loan processing.*

Action:

Additional efforts will be made to communicate to students the necessity of loan counseling prior to the beginning of fall semester, starting on July 1. Students who have not completed the loan process will continue to be contacted about this process periodically throughout the academic year. The first memo will be sent to students on July 9th with follow-up emails going out every week thereafter to students with uncertified loans.

- 5) *Automate loan letters.*

Action:

Current practices will be evaluated to enhance and streamline the process of informing students about their indebtedness and subsequent responsibilities. This is an effort to keep SUU's default rate low, and graduate students in a better financial situation.

6) *Stay on top of loan changes.*

Action:

The student loan industry is changing. Actions will be taken to ensure that SUU is in complete compliance with all the changes brought on by the federal government. This is an ongoing goal.

7) *Encourage a Family Finance Center.*

Action:

Work with President Benson and other relevant offices around campus to create a center where students can be educated about financial management and debt control, fulfilling a need not currently met in the homes of many of our students. This is an ongoing goal.

8) *Encourage students to be involved in the legislative process.*

Action:

Create a bulletin board that will inform students of legislative changes and what those changes mean to them, and provide students an avenue to contact their elected representatives. The bulletin board will be updated monthly, or as new legislation arises.

9) *Assist students in avoiding excessive student loans from outside sources.*

Action:

As loans are certified from alternative lenders, a member of the Office of Financial Aid and Scholarships team will contact students to inform them of other options and help them find every other avenue of funding prior to taking out higher levels of debt. This will take place as alternative loans are certified.

2007-2008 GOALS & OBJECTIVES
Administrative & Financial Services
Facilities Management

Vision:

Southern Utah University Facilities Management is the leader in service by responsiveness, timeliness, communication, and feedback to the customer. Facilities Management provides service to the University in such a manner that learning is enhanced, safety is assured, conservation of physical and financial resources are maximized, improvement by change becomes a constant, and each individual understands his/her role as a leader.

Mission:

Our mission is to promote excellence in providing operations and maintenance services required to fulfill the University's strategic needs for high quality facilities which are functional, accessible, and beautiful.

Facilities Management Administration

- 1) *With financial support from Facilities Management, work with Communications to create a video on "Excellence in Grounds and Gardens" for instruction on Best Practices and presentation at the 2008 RMA (Rocky Mountain APPA) Conference.*
- 2) *Develop a site plan and schematic drawings for a Facilities Management Administration Building located on the Master Plan. Work to secure funding through Capital Improvements in order to combine Facilities Management divisions in one area and to return the currently occupied Facilities Management space, at the center of campus, for academic purposes.*
- 3) *Develop a Customer Service position that will incorporate all work orders, maintenance reporting, telephone billing, oversight of student telephone operators and Call Center, which will assist with comprehensive deferred maintenance planning reporting and scheduling.*

Business Operations Coordinator

- 1) *Set-up and implement database for tracking of Work Order specific expenses.*
- 2) *Continue to refine the process of managing the Facilities Management accounts payable and receivable information and take on added financial tracking including credit card transactions.*
- 3) *Implement an enhanced process for budget tracking which will encompass the additional financial tracking responsibilities coming to my office with the retirement of the Telephone System Coordinator.*
- 4) *Work with Planning Committee representatives and Controller's office to quickly set-up project specific accounts before expenses are incurred for projects.*

Utilities Services

- 1) *Improve steam tunnel safety by implementing ventilation systems and adding emergency egress.*
- 2) *Implement a more comprehensive chemical water treatment program across campus for all heating and cooling water loops that will extend the life of mechanical systems through corrosion inhibition.*
- 3) *Improve power and gas meter reading capability and accuracy via meter modernization and an automated meter reading system.*
- 4) *Develop the reporting capability of the computerized maintenance management system (CMMS) in order to maximize program effectiveness and capability.*
- 5) *Begin a phased approach to eliminate outdated electrical sectionalizers and replace with high voltage switching on campus to allow isolation of individual buildings and sections of campus. Phase I: Accomplish design and engineering, and establish a financial plan for future progress.*

Grounds and Gardens

- 1) *Phase II campus tree farm, add 50 more trees.*
- 2) *Clean and re-landscape area around equipment shed, and area south and west of the fence line.*
- 3) *Upgrade campus tree tour and inventory.*
- 4) *Coordinate site plan and landscape north of President's home.*
- 5) *Add more Xeriscape: Area northwest of PE building, area west of Business Building*
- 6) *Provide material for Excellence in Grounds and Gardens RMA presentation.*

Building Maintenance and Renovation

- 1) *Improve concrete throughout campus by ensuring concrete meets state specifications. Any pour over three yards will be tested. We will replace 25 yards of deteriorated concrete throughout campus beginning with safety issues. All information will be tracked and*

documentation will be kept on file in the repairs shop.

- 2) *Improve customer service by contacting the individual who submits a work order within 24 hours.*

Custodial Services

- 1) *Green Cleaning: Green cleaning is gaining momentum in the industry. Will research changing core cleaning chemicals to more environmentally preferred cleaning products. We are currently implementing micro-fiber technologies into our cleaning procedures.*
- 2) *Develop Area Supervisor Clusters: Would like to see clusters work together to achieve cleaning goals and objectives. Currently the supervisors take pride in their buildings but are not involved in helping each other succeed. Will accomplish more teamwork within the area clusters.*
- 3) *Develop Inventory Control and Measurement: Generate up-to-date inventory cost reports as well as usage reports for each building. Work closely with Custodial Supply to develop a system which tracks delivery of supplies, with costs associated, to individual buildings.*
- 4) *Phase II - Implement Info-Clean software: Implement Info-Clean software to analyze staffing workload in remaining maintained buildings. (Approximately 50% completed during previous year.)*

Construction Services

- 1) *Complete contractor, consultant, architect, and engineer data to be included on Facilities Management web site.*
- 2) *Complete a Project Management Guide which will include pre-project evaluations from Facilities Management, schematic design check lists, design review check lists, pre-bid documents, pre-construction meeting agendas, contractor sign in sheets and check list sheets. The Guide will also have digging permits, hazardous material signoff sheets, parking sign off sheets and. punch list completion forms with follow-up.*
- 3) *Take at least one training course to update skills on current safety and building codes.*

Space Planning, Safety & Risk, Fire Marshal

- 1) *Assess areas of greatest liability exposure, and find reasonable cost effective solutions to associated problems.*

- 2) *Attend Fire Marshal and Risk Management training provided by state agencies.*
- 3) *Review and update all written safety programs and emergency preparedness plans to insure they are in compliance with current regulations.*
- 4) *Upgrade the facilities campus fire alarm systems in phases with the goal being to have a networked system.*

Motor Pool/Receiving

- 1) *Purchase and implement new inventory tracking software to coincide with existing receiving software. In addition, we will research and possibly purchase new hand-held signature devices for easier customer use when delivering packages.*
- 2) *Analyze fuel and maintenance costs associated with minivan fleet and adjust rental prices accordingly. Also, add one additional sedan to the Motor Pool rental fleet in order to meet customer demand.*
- 3) *Learn and implement state-mandated software for tracking and documenting accidents involving University-owned vehicles.*
- 4) *Update and refine on-line Materials Request form to include lights and other items.*

Public Safety

- 1) *Continue a community-based policing style that will provide an openness and willingness to work together between our department and others on campus. Re-design and enhance our department's webpage, enabling us to provide more up to date information and statistics.*
- 2) *Obtain another full-time officer. Information will be provided which supports the need for this position.*
- 3) *Upgrade office space and officers equipment to be in compliance with all state laws and regulations.*
- 4) *Develop a parking policy that is clear and concise; one that will require faculty and staff to be accountable for parking citations they receive.*

2007-2008 GOALS & OBJECTIVES
Administrative & Financial Services
Human Resources

Mission Statement:

Southern Utah University is an outstanding university; our goal is to make it an "outstanding" place in which to work. We strive to deliver quality services in a dependable, courteous and timely manner to all faculty and staff. We also provide services to former and future employees and all others who interact with our office. We serve as a resource to the University providing such services as: recruiting, salary and benefits administration, training, employee relations, ensuring compliance with state and federal regulations, and the formulation and communication of employment policies and procedures.

- 1) *Review and revise the staff classification system.*
 - a. *Research staff classification systems at peer institutions. Review best practices at CUPA-HR's Knowledge Center.*
 - b. *Propose a new staff classification system to the University Administration.*
 - c. *Review the current staff classifications and make recommendations for appropriate changes.*

- 2) *Research and propose a new merit / equity salary system for faculty and staff.*
 - a. *Research merit / equity salary systems at peer institutions. Review best practices at CUPA-HR's Knowledge Center.*
 - b. *Propose a new merit / equity salary system to the University Administration.*

- 3) *Develop updated job descriptions across campus.*

- 4) *Update and improve HR marketing and branding.*
 - a. *Work with Information Public Relations and Information Technology to update the HR web pages with consistent marketing and branding to promote the University.*
 - b. *Work with Public Relations and Information Technology to improve the online recruiting messages.*
 - c. *Work with PeopleAdmin, Public Relations and Information Technology to make the application process a campus personnel recruitment process.*
 - d. *Work with PeopleAdmin to stream line the application process for University applicants.*

- 5) *Communicate new 401(a) retirement options to faculty and staff.*

Coordinate on campus investment seminars and individual counseling sessions to education faculty and staff regarding the new retirement options through TIAA/CREF, Vanguard, and Fidelity.

6) *Research and propose new employee programs for faculty and staff.*

Present possibilities including:

- *Cafeteria benefits plans*
- *Childcare*
- *Wellness program*
- *Flexible work schedules*
- *Recognition and incentive ideas for supervisors*

7) *Develop an HR office that is seen as a greater campus partner and player in meeting campus needs.*

- a. *Self identify issues and present potential solutions.*
- b. *Check and double check information prior to sending out.*
- c. *Focus more on critical thinking skills; bring forward items fully researched, analyzed, and discussed, – prior to bringing forward issues and recommendations.*
- d. *Manage the University / vendor issues in order to protect the interests of the University and insure vendor performance.*
- e. *Partner with associates from Risk Management, Marketing/Public Relations, Staff Association, Controller's Office, Academic Affairs, Faculty Senate, and Career Services to identify and solve campus issues.*

8) *Leverage the use of technology to improve department customer service, efficiency, and the management of information.*

Implement document work flow technology applications for faculty / staff overloads in cooperation with the Provost Office and Information Technology Department.

2007-2008 GOALS & OBJECTIVES
Administrative & Financial Services
Utah Shakespearean Festival

Mission Statement:

The Utah Shakespearean Festival presents professional repertory theatre to illuminate the human condition and propel us to artistic excellence. Playgoers engage in a stimulating festival atmosphere where they can watch, participate in, and be immersed in experiences which entertain, enrich, and educate.

The Utah Shakespearean Festival, (USF) and its board will be undertaking long-range planning efforts and a review of their by-laws in the coming year; once the organization's permanent Executive Director is identified.