

## EVP for Finance & Operations

### Fiscal Affairs

#### Administrative Unit Assessment

FY 19 (July 2018-July 2019)

#### Department and Assessment Report Information

|   |                                      |
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| Prepared on:6/27/2019 1:39:51 PM  | By:nancy.stroud@mga.edu              |
| For which department or area are you reporting?                                   | EVP for Finance & Operations         |
| What is the name and MGA email address of the person responsible for this report? | Nancy Stroud<br>nancy.stroud@mga.edu |

#### Departmental Mission and Goals

The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

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| <b>What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.</b> | The mission of the Office of Finance & Operations is to provide leadership in the area of fiscal policy and stewardship of Middle Georgia State University resources so as to further the College's commitment to quality education and student success. |
| <b>What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.</b>    | Achieve Fiscal Sustainability for the University; Direct resources toward Student Success; and Invest in faculty and staff.  |

## Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY19. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY20.

### Objective 1

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| <b>Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>    | Develop Salary Administration process, covering all phases of salary change for both Faculty & Staff, to match USG policy.   |
| <b>Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b> | This objective was to be measured by job completion - whether or not the document was completed and posted.  |
| <b>Objective 1: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>                       | Document to be 100% complete and posted to the website.  |
| <b>Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>        | Approximately 90% complete as of 6.30.2019. The document should be 100% complete by convocation.   |
| <b>Objective 1: Did your department meet this objective?</b>   | The department met this objective.   |
| <b>Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>                  | We learned that there are a lot of salary change processes that were not documented or applied consistently. We also learned that it is VERY good to document processes so that there is consistency and continuity in the event of employee turnover. |

## Objective 2

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| <b>Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>   | Re-start the Facilities Working Group   |
| <b>Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b> | This objective measured by the number of meetings held & attendance at those meetings.  |
| <b>Objective 2: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>                       | Our target was two meetings per year with 100% attendance.  |
| <b>Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>        | 100%.   |
| <b>Objective 2: Did your department meet this objective?</b>   | The department met this objective.  |
| <b>Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>                  | I learned this is a very useful exercise now that we have a fully engaged group. We needed one more meeting in May/June time frame to discuss MRR and capital requests (due in July) though and I will add that additional meeting next year. |

### Objective 3

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| <b>Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>    | Work with the Provost and Executive Director of Human Resources to begin development of a Compensation plan for both Faculty & Staff using nationally recognized benchmarks. |
| <b>Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b> | This objective was to be measured by completion of benchmarks for both faculty and staff.  |
| <b>Objective 3: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>                       | 100% complete  |
| <b>Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>        | Approximately 20% complete   |
| <b>Objective 3: Did your department meet this objective?</b>   | The department did not meet this objective.  |
| <b>Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>                  | We learned that we do not have the expertise on campus to do this.   |

#### Objective 4

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| <b>Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>   | Review all Auxiliary Enterprises, setting benchmarks for profitability, reporting, reserves, etc, while developing a sustainability plan for each operation.   |
| <b>Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b> | There were 4 objectives: 1 Profitability benchmarks; 2 reporting standards; 3 reserves benchmarks; 4 fiscal sustainability plan. Job completion would be meeting all four objectives would be 100%.  |
| <b>Objective 4: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>                       | 100% Completion  |
| <b>Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>        | 100% Completion  |
| <b>Objective 4: Did your department meet this objective?</b>   | The department met this objective.   |
| <b>Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>                  | We learned that we have made great improvements in the accounting, reporting, and monitoring of Auxiliary funds over the past two years. We also learned that bookstore profitability benchmarks are very different from five years ago – the industry has changed in so many ways and we have to adapt. |

## Future Plans

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| <p><b>Please identify at least four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples.1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department to X will provide training in ABC for at least 73 MGA faculty and staff.</b></p> | <ol style="list-style-type: none"><li>1. The EVP will work with the Provost and Executive Director of HR to complete an update of the existing compensation plan for both Faculty &amp; Staff using nationally recognized benchmarks.</li><li>2. Stand up the Office of Campus Coordination to create a fully functioning office that adds value to MGA.</li><li>3. Fine-tune and fully implement the revised Budget Process</li><li>4. Work with a newly hired police chief to stabilize the department's new leadership structure, seek a solution to the officer turnover, continue progressive community based policing, and to continue campus wide trainings for various emergencies.</li><li>5. Work individually with each department reporting to me to strengthen their core function.</li></ol> |
| <p><b>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</b></p>   | <p>As we emerge from the post consolidation decline in enrollment, new problems are emerging such as how to allocate new money and positions. We need to continue to push for documenting of our processes to ensure transparency and continuity in all of our operations.</p>   |
| <p>Open Text Box For Assessment Comments:</p>   | <p>I also had two other objectives that were met that are not included on this list.</p>   |

Form run:

Tuesday, January 14, 2020