

## Risk Management

Office or Department of Fiscal Affairs

### Administrative Unit Assessment Report Information

**Year Reporting: FY21 (July 2020 – June 2021)**

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### Department 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.**

<p>6. What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.</p>	<p>The mission of the risk management department is to provide, in unison with the USG's vision, a comprehensive risk management program that contributes to the health and protection of employees, students, and visitors while also protecting the university's physical and financial resources and provide loss prevention control programs, and direction while we continue to develop risk management beyond its current boundaries as the needs of our university evolves, and actively promote and advocate risk management as a vital tool for achieving organizational success.</p>
<p>7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.</p>	<ol style="list-style-type: none"><li>1. Become storm ready</li><li>2. Create SOP's for most Risk management duties</li><li>3. Train most building coordinators</li></ol>

## 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 FY21. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY22.

### Objective 1

8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Streamline the inventory and surplus property process of all items that are \$3K+ across all five campuses (Motor vehicles, office equipment, appliances, mechanized and non-mechanized equipment).
9. Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Meeting deadline of complete self inventory (accurate and up to date) to submit inventory reports back to DOAS by the end of the fiscal year.
10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% of getting all inventory streamlined and a baseline established while reporting inventory reports to DOAS by the end of the fiscal year.
11. 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)	90% of all inventory was able to be streamlined and submitted on time.
12. Objective 1: Did your department meet this objective?	The department did not meet this objective.
13. Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	An annual inventory management log sheet was set up and sent to all stakeholders of the \$3K asset inventory. We learned to be more persistent with inventory stakeholders about receiving outside data to be sure that inventory report deadlines are met and inventory is up to date, matching to the Risk Management's master inventory list and/or making sure surplus items are handled according to the process and procedures. We were able to establish a baseline for the inventory management system.

## Objective 2

14. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Get the IT department on board with supplying a running inventory of their equipment that includes where each piece is located and be able to track the whereabouts of equipment no longer in use (surplus items), annually. (Laptops, monitors, hard drives, etc.)
15. Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Reconciliation of Risk Management's master asset list with the IT department's list. Making sure that both lists match and surplus items are removed appropriately.
16. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100 percent that Risk Management's Asset inventory list is matched with IT's inventory on hand. Also, that any items no longer in use are transferred properly to surplus.
17. 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)	100 percent; was able to reconcile a full inventory list of IT's assets and surplus properly any items no longer in use.
18. Objective 2: Did your department meet this objective?	The department met this objective.
19. Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Better collaboration between Risk Management and the IT department about when asset items need to be surplus and the process for a timely manner so that inventory is more manageable/controllable throughout the year.

### Objective 3

<p>20. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>Complete the Job Analysis for every job type/function on campus. Evaluate job positions like electricians, custodians, facilities, maintenance, drivers of golf carts/vans, etc. to factor risk(s) according to each job type. Goal is to reduce or minimize risk compared to the job performance/duties that are carried out. This will help decrease frequency in workers' compensation claims, reduce the numbers of work place injuries, and to produce a safe place to work.</p>
<p>21. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>Identify all the potential risk(s) according to job type/functions at MGA for employees and others.</p>
<p>22. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>100 percent to complete the Job Analysis for all job type/functions on all campuses.</p>
<p>23. 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)</p>	<p>100 percent was able to identify and complete the Job Analysis for all job type/functions on all campuses.</p>
<p>24. Objective 3: Did your department meet this objective?</p>	<p>The department met this objective.</p>
<p>25. Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>Knowledge of the range of different activities within each job type/functions on all the different campuses. This knowledge helps us to take measures to mitigate the potential damage/risk within each job function. It also helps us to identify potential for occurrence; making us better able to take action to reduce or minimize the risk.</p>

**Objective 4**

26. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	N/A
27. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	N/A
28. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	N/A
29. 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)	N/A
30. Objective 4: Did your department meet this objective?	The department met this objective.
31. Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	N/A

**Future Plans**

32. Please identify and detail three to 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 of X will provide training in ABC for at least 73 MGA faculty and staff.	The Risk Management department will become storm ready certified to increase the safety of our institutional personnel The Risk Management department will complete 95% of job duty SOPs The Risk Management department will train at least 70% of building coordinators elevating the level of quick responses to emergency situations
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**Open Box for Assessment Comments**

33. Based on this assessment, please share your thoughts on the current status and future direction of this department or area. Use this space to summarize overall use of assessment results for continuous improvement and open text box for assessment comments:	The status of this department is very good and improving all the time. We have come a long way with additional responsibilities and I see Risk Management becoming a better and more efficient department in the near future
37. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	N/A

**MGA's Strategic Plan**

<p>34. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (<a href="https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf">https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf</a>) by checking all associated and relevant Imperatives / Strategies from the list below. (Check all the apply)</p>	<p>Build Shared Culture 6. Sustain financial health through resourceful fiscal management</p>
<p>35. Please indicate which of the following actions you have taken as a result of the 2020/2021 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)</p>	<p>Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc. Operational Processes, Customer Service Changes: Communication, Services, etc.</p>

**Other**

<p>36. Please indicate (if appropriate) any local, state, or national initiatives (academic or otherwise) that are influential in the operations, or goals, and objectives of your unit. (Complete College Georgia, USG High Impact Practice Initiative, LEAP, USG Momentum Year, Low-Cost No-Cost Books, etc.)</p>	<p>N/A</p>
<p>38. Mindset Update (Academic Deans ONLY) Please provide an update on the implementation of your school based mindset plan/strategy. Include any adjustments to metrics for the AY20/21 as well as outcomes associated with your appraisal of your schools activities.</p>	<p>N/A</p>