

ADMINISTRATIVE SERVICES

Mission

Administrative Services provides the essential infrastructure for the campus, by ensuring comprehensive employee services, innovative technology and a safe, secure and aesthetically pleasing environment.

Vision

Administrative Services will be the model campus infrastructure exceeding customer expectations.

Core Values

Excellence-We seek excellence in all our endeavors and we are committed to continuous improvement.

Intellectual Freedom- We believe in ethical and scholarly questioning in an environment that respects the rights of all to freely pursue knowledge.

Diversity-We respect others and value diversity of opinions, freedom of expression, and other ethnic and cultural backgrounds.

Integrity-We are committed to the principles of truth and honesty, and we will be equitable, ethical, and professional.

Service – We believe that serving others is a noble and worthy endeavor.

Stewardship of Resources- We are dedicated to the efficient and effective use of resources. We accept the responsibility of the public's trust and are accountable for our actions.

Goals, Critical Success Factors, Objective, and Strategies

Goal One. Develop a highly competent, knowledgeable, diverse, motivated, and healthy team.

Critical Success Factors:

- Pay plan is in place and reviewed annually
- Salaries are internally equitable, externally competitive and commensurate with experience and skills
- Employee training / development programs are held at least 3 times annually
- Healthy living and diversity are promoted with activities / programs available for employees throughout the year
- At least 90% of staff participates in training / development annually

***Objective 1.1:** Propose employee perks and competitive pay plan that attracts and retains quality staff.*

Strategies:

- Human Resources, in conjunction with Staff Compensation Committee, will recommend adjusting pay ranges in Staff Pay Plan.
- Human Resources, in conjunction with Staff Compensation Committee, will recommend implementation of step increase program in Staff Pay Plan.
- Human Resources, in conjunction with the Wellness Center, will develop awareness programs to encourage and reward healthy living.
- Human Resources will develop awareness programs to promote diversity.
- Human Resources will develop criteria standards for Staff Pay Plan levels.
- Human Resources, in conjunction with Staff Compensation Committee, will recommend reclassification of staff positions to align with criteria standards.
- Human Resources will develop effective system for tracking step increase program.
- All units will consider and encourage diversity in hiring process.

***Objective 1.2:** Provide training to staff that enriches their knowledge and expertise, thereby enhancing their effectiveness and career development.*

Strategies:

- Security will require each officer to complete 16 hours of continuing education.
- Information Technology will promote safe computing practices to protect against Internet threats.
- Human Resources will ensure its staff is trained and kept updated in employment policies, procedures and laws.
- Human Resources will continue to be involved in local/state wide networking and education and will request funding for participation in Human Resources related

educational seminars and institutional memberships in associations on a state and national level.

- Human Resources will develop a supervisory/leadership training program.
- Human Resources and Security will ensure that required safety training takes place in compliance with federal and state laws.
- Human Resources, in conjunction with Staff and Faculty Training/Development Committee, will provide training opportunities for employees.
- Physical Plant, Security and Information Technology will ensure all required and/or needed certification training is completed successfully and timely.
- Physical Plant will ensure that its technicians complete safety training in a timely manner.
- All units will budget for and support cross training, customer service, career development and leadership opportunities for their staff.

Goal Two. Acquire and ameliorate utilization of resources that supports academic excellence and image enhancement.

Critical Success Factors:

- Vital resources are provided quickly and effectively to all employees
- Projects are completed ahead of, or on schedule and within budget
- Supply inventory cost is reduced by 20%
- Student enrollment and retention is increased because of readily available resources and cutting edge technology
- Resources are continuously updated and available
- All units consider a system wide approach in the acquisition and utilization of resources where appropriate

Objective 2.1: Increase student recruitment and retention by providing innovative technology in an aesthetically pleasing and safe environment.

Strategies:

- Information Technology will acquire, deploy and centrally manage technology to reduce duplication of resources where appropriate.
- Physical Plant will ensure that all grounds and facilities are environmentally safe and pleasing.
- Security will research video surveillance, and other safety applications.
- Security will provide physical presence throughout the parking areas and facilities to ensure safety.
- Security will ensure applicable areas have appropriate number and type of fire extinguishers to meet safety requirements.
- Information Technology will implement identity management system to access digital and physical resources.

Objective 2.2: Provide students and employees with all necessary resources to be productive and successful.

Strategies:

- Human Resources will continue to develop procedures for a timely, efficient and compliant new hire process.
- Human Resources will provide a more efficient and streamlined adjunct orientation process.
- Human Resources will expand and enhance new hire orientation.
- Human Resources will expand and enhance retirement information sessions.
- Human Resources will develop a supervisory orientation program.
- Information Technology will provide all digital resources necessary to be productive on the first day of employment.

- Physical Plant will ensure that all employee work areas are pleasant and ergonomically sound.
- Physical Plant will ensure facilities are accessible and compliant according to the American Disabilities Act.
- Physical Plant will decrease response time to operational routine and emergency maintenance requests.
- Physical Plant will evaluate and propose the purchase of resources as needed.
- Security will provide role-based access to facilities.
- Security will ensure vehicles are maintained and readily available for employee use.
- Security will research the adaptation of card access for employees.
- Security will research information on integrating the building alarm to an in-house monitoring and termination center.
- Security will develop and recommend a policy for the use of University vehicles.
- Security will plan for integration of Braille – tactile signs on campus to meet American Disabilities Act compliance.

Objective 2.3: Effectively manage resource inventory and warehousing.

Strategies:

- Physical Plant will support all physical resource and surplus inventory activities.
- Physical Plant will develop electronic inventory and facility management system.
- Physical Plant will plan supply acquisition and buy in bulk where feasible.
- Physical Plant and Information Technology will purchase via state contract where applicable.
- Physical Plant will partner with Purchasing to track project expenses in Microsoft® Projects®.
- Information Technology will maximize utilization of digital resources such as network, and on-line storage.
- Information Technology will manage the life cycle of computers, printers, and other technology assets.
- Information Technology will provide and manage phone and voice mail services.
- Security will maintain, warehouse and destroy accumulated lost and found throughout campus.
- All units will develop a method to monitor their productivity and request additional resources and/or maintenance if needed.

Goal Three. Assure successful operations and business continuity by developing and implementing relevant policies and procedures.

Critical Success Factors:

- Policies and procedures are current and reviewed annually
- Policies and procedures are easily accessible electronically
- 90% of procedures include document imaging technology in order to facilitate access and reduce paper waste

Objective 3.1: Review and update policies and procedures.

Strategies:

- Security will develop policies and procedures for University vehicle use.
- Security will assess and revise departmental policies and procedures handbook.
- Security will assess and revise campus emergency preparedness plan.
- Physical Plant will develop, implement, and update operational policies and procedures as required or needed.
- Human Resources will keep employment policies and benefits updated and communicated through staff handbook and other means.
- Human Resources will develop procedure manual for departmental usage.
- Information Technology will improve upon existing network security policies and procedures.
- All units will review all existing policies and procedures.

Objective 3.2: Electronically communicate policies and procedures.

Strategies:

- Human Resources will develop an internal website to facilitate access to staff handbook, benefits and other information.
- Human Resources will provide and continue to improve the electronic job opening board.
- Human Resources will explore providing a fully automatic application process.
- Human Resources will complete imaging of all employment related documents.
- Human Resources will complete conversion of all job descriptions to electronic forms.
- Security will make the emergency preparedness plan available on-line.
- Security will develop an on-line vehicle registration system for students.
- Physical Plant will develop an on-line service desk to facilitate work orders and monitor their progress.
- Physical Plant will develop facility management database.
- Information Technology will provide the framework necessary to make electronic communication seamless and reliable.

- All units will improve upon the use of technology to communicate with our customers.

Objective 3.3: *Assess procedures in order to measure effectiveness and implementation strategies.*

Strategies:

- Information Technology will monitor helpdesk ticket completion times to assure quick and effective ticket resolution.
- Physical Plant will closely scrutinize all work requests and establish priorities according to campus needs.
- Human Resources will research methods to decrease the length of time it takes to put adjuncts in payroll system.
- Human Resources will research a service (helpdesk) tracking system.
- Security will review incident reports and compile statistical crime data for Department of Education.
- Security will review daily logs to ensure officer effectiveness.
- All units will improve upon inter-departmental collaboration on projects to ensure effective resource utilization.
- All units will procure and maximize document imaging technology.

Goal Four. Anticipate campus growth with thorough planning and development of effective processes.

Critical Success Factors:

- Resources are available to meet utilization demands due to increased enrollment and community services
- Staff positions are filled on a timely basis, and according to established budgets
- Competent staffing is in place to support all departments and their missions

Objective 4.1: Improve upon our systems to monitor resource utilization and availability.

Strategies:

- All units will enhance inter-departmental collaboration on projects to ensure effective resource utilization.
- Physical Plant will improve upon planning and tracking material acquisition.
- Information Technology will monitor network connectivity and service availability to ensure seamless campus operations.
- Physical Plant will improve upon vendor selections and monitor job quotes.
- Physical Plant and Security will install and implement an alarm paging module to existing Metasys Energy Management System for monitoring fire alarm panels.
- Physical Plant will explore the overall upgrade of the Metasys Energy Management System.
- All units will support campus capital projects.
- All units will monitor all resources and recommend task automation or additional resources as well as request additional funding if needed.

Objective 4.2: Establish a system to plan and meet future staffing needs.

Strategies:

- Human Resources will work with departments to review current staffing levels and make recommendations for additional staffing as needed.
- Human Resources will improve communication to supervisors and hiring managers in following interviewing and hiring guidelines.
- Human Resources will continue to monitor effectiveness of current recruitment sources and develop new ones as needs warrant.
- Human Resources will continue to improve applicant tracking system.
- Human Resources will improve communication with supervisors and hiring managers in developing accurate and useful job descriptions.
- Human Resources will work with supervisors and hiring managers to follow the Affirmative Action Plan guidelines.
- All units will develop a method to monitor their workload and request additional staffing if needed.

Goal Five. Promote a cohesive teamwork atmosphere by proactively sharing information, ideas and effectively resolving issues.

Critical Success Factors:

- Key leaders meet regularly with team members
- Directors meet weekly to share ideas and information
- Directors communicate with other departments daily or as needed to encourage positive relationships
- Employee morale is high

Objective 5.1: Increase utilization of technology to enhance partnerships and collaboration.

Strategies:

- Information Technology will provide the framework, and support required for effective use of collaboration technology.
- Information Technology will facilitate, and communicate on-demand training for all available technology.
- All units proactively use collaboration technology such as calendar sharing and electronic project management to enhance services.

Objective 5.2: Encourage and reward idea sharing, forward thinking, and outstanding service.

Strategies:

- All units will nominate stellar employees for available awards.
- All unit supervisors will proactively seek input and feedback from staff to continuously improve processes and services.
- All units will acknowledge and document outstanding performance through performance evaluation process.
- All units will encourage professional development through training or educational opportunities.