

FINANCE AND OPERATIONS

Mission

The Finance and Operations function provides to the students, faculty, staff and other constituents of the institution the resources and services needed to be successful in fulfilling their personal and professional missions.

Vision

The Finance and Operations function will be the definition of Quality and Excellence in providing services to the customers of the campus.

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, Objectives, and Strategies

Goal One. Provide leadership throughout the function that will support the accomplishment of mission.

Critical Success Factors:

- Four leadership training activities annually
- 24 hours department specific training annually for all leadership
- 100% professional certifications where applicable
- 100% participation in campus mentoring program
- Evaluation process in place to assess department accountability
- X,XXX available for training annually

Objective 1.1: Recruit and retain quality leadership team.

Strategies:

- Do semi-annual performance evaluations for all leadership team members.
- Establish a formal recognition program for leadership team members.
- Will evaluate all job descriptions and revise appropriately.

Objective 1.2: Establish a leadership development program.

Strategies:

- Will provide two leadership training sessions for members of leadership team.
- Develop budget and program for ongoing training and submit to President.

Objective 1.3: Establish process to ensure that each department is progressing in leadership abilities.

Strategies:

- Develop a self-evaluation for members of leadership team to complete each year.
- Develop a departmental employee survey to be used to evaluate leadership abilities.
- Develop a peer review process to support leadership development.

Goal Two. Ensure the campus experiences exceptional support services.

Critical Success Factors:

- Campus can expect availability of services 99.999% of the time
- 100% employee participation in customer service training
- 2 student surveys per year indicate exceptional service
- Annual community survey indicate exceptional service
- Annual staff/faculty survey indicate exceptional service
- National and state rankings above average

Objective 2.1: Establish standards of performance for each department that are in line with the critical success factors.

Strategies:

- Work with directors to identify critical services provided by departments.
- Work with directors to set standards for all services provided by departments.
- Work with directors to establish benchmarks to measure standards.

Objective 2.2: Provide departments with necessary resources to operate at highest and most efficient level.

Strategies:

- Review each department's strategic plan, prioritize needs and submit requests through budgeting process.
- Work with department to prepare long-range needs analysis.

Objective 2.3: Provide administrative support.

Strategies:

- Hold weekly staff meetings.
- Meet with Directors individually at least once a month.

Goal Three. Maintain a system of monitoring and reporting campus resources that will support informed decision making.

Critical Success Factors:

- Collaborative relationships established with campus departments
- Accurate campus resource data readily available

Objective 3.1: Document campus need for reporting.

Strategies:

- Interview department heads to assess data needs.
- Identify unmet needs.

Objective 3.2: Establish and support system of reporting to meet campus needs.

Strategies:

- Develop a plan to meet reporting requirements for campus.
- Establish priority for implementation of plan.
- Work with Information Technology and appropriate department to establish most efficient reporting methodology.
- Implement reporting system as methods are established.
- Support departments' usage of reports.
- Obtain feedback from departments to determine viability of process.

Goal Four. Provide a comfortable and productive environment which proclaims Oklahoma State University-Oklahoma City pride.

Critical Success Factors:

- Employee turnover rate less than 10%
- Student retention rate of 60%
- Diversity more closely reflects the population of Oklahoma
- Increased campus awareness of wellness and healthy living

Objective 4.1: Establish master plan for achievement of goal.

Strategies:

- Set standards for all units relative to campus environment.
- Ensure standards are included in each unit's strategic plan.
- Establish process to assess compliance with standards.

Objective 4.2: Secure resources to support accomplishment of goal.

Strategies:

- Identify budgetary needs to support strategic plans.
- Prioritize fiscal year 2005 budget requests.
- Work with President to allocate funding for requests.

Objective 4.3: Establish process to evaluate campus environment.

Strategies:

- Develop system for campus feedback.
- Identify external sources for evaluation.
- Establish peer review.

Goal Five. Support the campus in planning future growth and development.

Critical Success Factors:

- Campus planning needs are being met
- Resources are available to support planning for future growth and development

Objective 5.1: Establish a system for gathering and providing data.

Strategies:

- Complete campus facilities data base.
- Incorporate strategic plans into overall campus plan.
- Work with campus to enhance campus master plan.

Objective 5.2: Establish a system for monitoring resource utilization.

Strategies:

- Complete facilities utilization reporting process.
- Campus budget reporting.

Goal Six. Procure and provide resources vital to the Oklahoma State University-Oklahoma City mission.

Critical Success Factors:

- Campus resources support Oklahoma State University-Oklahoma City mission
- Campus functions at a high level

Objective 6.1: Evaluate current resources and campus needs.

Strategies:

- Will be knowledgeable of all campus strategic plans.
- Will verify and record all assets available to campus.
- Will document resource needs to support strategic plans.

Objective 6.2: Seek sources of funding for acquisition of resources.

Strategies:

- Identify areas with funding needs.
- Identify funding sources.
- Work with areas to put together proposals for funding.