

Business Affairs

Mission

OSU-Okmulgee Business Affairs serves students, employees, and other constituents of the institution by providing the resources and services necessary to fulfill the institutional mission and exceed customer expectations.

Vision

OSU Okmulgee Business Affairs will become the outstanding service unit for campus.

To accomplish this:

- Provide efficient and effective customer service in a manner that is pleasing to its customers while maintaining financial integrity.

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.

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.

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

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. Enhance Academic Excellence by providing financial leadership throughout the campus with a strong commitment to the student's learning experience.

Critical Success Factors:

- Enhance communications by attending 75% of the academic advisory committee meetings by June 2005
- Enhance communications by attending 95% of the academic advisory committee meetings by June 2006
- Guide academic units regarding financial resources and methods by which they may accomplish their goals within the system all the time
- Guide and provide service to academic units to ensure compliance to financial and human resource procedures to meet the Agency's expectations
- Survey annually academic units as to services provided by Business Affairs units

Objectives:

Objective 1.1: Enhance communications between academic units and Business Affairs units to ensure quality of service that meets the needs of the academic goals within the agency.

Strategies:

- Check with academic units when advisory meetings are and discover what part of the committee meeting would be best attended by Business Affairs.
- Attend advisory committee meetings in the academic units.
- Organize the information obtained and provide feed back to academic units on issues that Business Affairs might provide assistance or have some value added impact.

Objective 1.2: Provide guidance for academic units regarding financial matters.

Strategies:

- Develop a schedule of visits to be made to academic units throughout the semester with a minimum of 5 per semester.
- Discuss and develop action items that Business Affairs might assist or provide to academic units to meet their needs to strengthen the student's learning and career development with a minimum of one per academic unit.

Objective 1.3: Provide guidance for academic units regarding human resource matters.

Strategies:

- Develop a schedule of visits to be made to academic units throughout the semester with a minimum of 5 per semester.
- Discuss and develop action items that Business Affairs might assist or provide to academic units to meet their needs to strengthen the student's learning and career development with a minimum of one per academic unit.

Objective 1.4: Provide opportunities for academic units throughout the year to evaluate and provide input for how we may better serve them as customers.

Strategies:

- Develop a schedule of visits to be made to academic units throughout the semester with a minimum of 5 per semester.
- Discuss and develop action items that Business Affairs might assist or provide to academic units to meet their needs to strengthen the student's learning and career development with a minimum of one per academic unit.

Goal Two. Enhance Business Affairs image by ensuring our customers receive exceptional service through semester student survey results and suggestion boxes.

Critical Success Factors:

- Provide suggestion boxes for issues regarding to Business Affairs units service
- Survey students and employees as to satisfaction of service each semester
- Develop action items for improved customer service and suggestions implement action item(s) as follows-1 for fall, 2 for spring, and 3 for summer each fiscal year

Objectives:

Objective 2.1: Develop student advisory groups to guide the services provided.

Strategies:

- Organize a student advisory group to guide services needed for the ultimate service to students.
- Have advisory group meet semi-annually.

Objective 2.2: Survey customers and provide suggestion drop boxes to assist in the evaluation of front line services to customers throughout the campus.

Strategies:

- Develop surveys in conjunction with Assessment and Institutional Research to be given out from unit's areas.
- Develop web-based surveys where possible.
- Provide a computerized survey at the Bursar's window.
- Meet with units monthly to discuss issues.
- Meet with advisory group to determine best approach to meet customer's expectations.

Goal Three. Enhance Recruitment, Diversity, and Student Development by providing a student service attitude in processes and procedures to meet their needs and allow focus on their academic studies.

Critical Success Factors:

- Provide a treasurer's manual for student clubs to ensure efficiency and effectiveness in processes within the student club accounting
- Provide training to student club officers in the fall semester and repeat training in subsequent semesters as needed

Objectives:

Objective 3.1: Provide an annual Student Club Treasurer's Manual to club treasurers and club sponsors to ensure they have a good base for processing financial aspects within the system.

Strategies:

- Develop the Student Club Treasurer's Manual.
- Schedule a roundtable meeting to present the information and provide copies for all club and club sponsors.
- Address any questions they may have and when possible direct it to pages in the manual for clarity.
- Review and update treasurer's manual annually.

Goal Four. Provide avenues for the leveraging of resources in conjunction with partnerships/collaborations through creating a productive team environment on and off campus in the procurement of products and services as well as the utilization of human resources.

Critical Success Factors:

- Develop and initiate a campus plan for computer purchases and rotations to update computer equipment throughout the faculty and staff
- Coordinate the purchases for the replacement computers
- Review outsourcing of Bookstore, Custodial, and the Convenience Store
- Increase procurement efficiency through adding purchasing authority to OSU-Okmulgee campus
- Improve efficiency in the recording and providing of resources to meet the needs of the campus units through automation and campus authority by providing benchmark expectations for processing

Objectives:

Objective 4.1: Provide leadership and support in preparing documents for the procurement of goods and services for the campus to ensure specifications are accomplished within 2 weeks of receipt in OSU-Okmulgee Purchasing office.

Strategies:

- Review processes for procurement of goods and services.
- Review processes for specifications to ensure 2-week goals of completion.
- Provide leadership in developing a training program regarding procurement of goods and services.

Objective 4.2: Provide leadership in the development of the faculty/staff computer replacement/rotation.

Strategies:

- Develop and initiate in conjunction with Computer and Information Services a computer replacement/rotation plan by December 2004.
- Obtain feedback as to its effectiveness on individual efficiency and overall employee moral through random selected employee input annually.

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

Critical Success Factors:

- Provide funding for approved Physical Plant projects and Revenue Bond Issue projects
- Provide information to OSU-Stillwater Physical Plant to update campus master plan annually
- Provide budget changes for organizational and program changes annually with monthly reviews
- Report information to Oklahoma State Regents for Higher Education per required deadlines

Objectives:

Objective 5.1: Coordinate documents for the completion of a campus revenue bond issue for the OSU and A&M Board of Regents, the Oklahoma Legislature, the OSU System, and the OSU-Okmulgee Campus.

Strategies:

- Provide revenue bond issue legislative resolution for processing.
- Provide revenue bond issue overview of project and timeline to OSU Accounting Services for processing.
- Meet with Bond Oversight committee on project.
- Provide information and documents to the Board of Regents for approval of the project.
- Coordinate the specific processing of the construction and equipment procurements.
- Coordinate the allocation of capital project funds for Physical Plant projects and general campus needs and review quarterly.

Objective 5.2: Coordinate appropriate funding and assist in the completion of Physical Plant projects as needed.

Strategies:

- Coordinate funding and account information for Physical Plant projects.
- Coordinate the processing of procurement items through these projects to ensure items are properly capitalized.
- Coordinate the methods for processing labor and projects that do not require capitalization due to specified rules.

Objective 5.3: Provide information and development support for campus budget, capital projects, organizational changes, program changes, grants and reporting to OSU system, Okmulgee Student Housing LLC, and Oklahoma State Regents for Higher Education.

Strategies:

- Develop annual budget for OSU-Okmulgee campus with input from respective campus leaders.
- Coordinate and develop the Tuition and Fee schedules for the OSU-Okmulgee campus.
- Update policies and procedures relevant to the Business Affairs operations to ensure consistency and proper accounting controls.
- Provide specific reporting information to the OSU-System, Oklahoma State Regents for Higher Education, and the Okmulgee Student Housing LLC.
- Provide appropriate and timely reporting to meet the needs of the OSU system and Oklahoma State Regents for Higher Education.

Goal Six. Provide appropriate staff development opportunities for all units under the Business Affairs area.

Critical Success Factors:

- Schedule monthly staff meetings for opportunities for each unit to give input into operations and discuss issues
- Encourage opportunities in the monthly staff meetings for staff to present issues and be critiqued by their peers
- Fund 2 professional development opportunities per year for each unit leader
- Facilitate discussion of performance of their units and themselves annually
- Encourage unit leaders to evaluate the performance of the Vice President of Business Affairs

Objectives:

Objective 6.1: Provide monthly staff meetings.

Strategies:

- Schedule monthly staff meetings after Administrative Council meets.
- Provide agenda for meeting.
- Provide opportunity for one unit leader per staff meeting to present an issue on a topic of their choice to better assist them in learning how to speak before groups.

Objective 6.2: Review staff development opportunities and make recommendations to staff for professional and personal growth.

Strategies:

- Review professional development opportunities provided through professional organizations, OSU-System, and outside resources.
- Make recommendations to unit leaders based upon development needs seen for specific areas or individual.
- Encourage staff in professional development opportunities and in providing a synopsis of what they got out of the meeting/conference.

Objective 6.3: Provide annual written feed back regarding performance and strategic plans.

Strategies:

- Review each unit leader's performance in conjunction with their Unit's strategic plan and their personal and professional development goals.
- Provide opportunities for feedback on changes, expectations, etc. that they wish to discuss regarding themselves as individuals and their respective Units.
- Provide and encourage Unit leaders to evaluate the Vice President of Business Affairs to promote his growth and understanding.