

ANNUAL ASSESSMENT REPORT AND STRATEGIC PLANNING UPDATE Year: 2007

Area or Unit Name: ADMINISTRATION AND FINANCE

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Section 1. Goals and Accomplishments

Goal 1: Customer Service: Continuously improve the services we provide to faculty, staff, students and external constituents.

- Four departments within the division, conducted customer satisfaction surveys with above average results to excellent results.
- One department developed a customer satisfaction survey.
- Six departments implemented process improvements to improve efficiency and streamline processes.
- Administration and Finance Information Systems Management (AFISM) provided Design Chart and Crosswalk Query and requested feedback about design for Organization Code, Fund Code and Program Code in the Banner system. AFISM staff executed three new communications' initiatives: a newsletter within the A&F division, also available to the campus; an executive memorandum for campus executives and Town Hall meetings for general information dissemination.
- Budget Resource Planning and Management (BRPM) staff conducted Annual Budget Prep New Users training utilizing interactive videoconferencing (ITV) to remote campuses. Attendance included 26 on site and 3 at remote sites.
- Financial Affairs' (FA) Tax Compliance and Reporting staff partnered with Office of International Affairs and Human Resources to provide new international student orientation each term to inform students on services available with respect to graduate assistantships, scholarships and treaty benefits. FA Managerial Reporting staff assessed needs for campus departments regarding the financial reporting needs in the Banner environment and communicated to the campus departments about crosswalks that will be available to assist with the Banner chart of accounts conversion.
- Human Resources' (HR) Payroll staff conducted external department training sessions. Human Resources' (HR) Payroll staff began to participate in New Employee Orientations. Human Resources' Payroll staff increased communication to promote enrollment in direct deposit and web delivery of advices.
- The Police department is re-evaluating the validity of seeking accreditation from the International Association of Campus Law Enforcement Administrators. A final decision will be made within the next three months. The Police department case clearance rate for this fiscal year is 72.3%. The Police department assumed operation control of Academic Guard Program and Residence Guard program. This will add consistency in the level of security services provided to the community. The Police department distributed Campus Safety and Security Survey documents to 300 students, faculty and staff. Results of the survey will be used to determine organizational priorities for the next fiscal year. Police officers provided 115 crime presentations to campus community members.
- Procurement Services staff conducted 150 user department and 35 vendor site visits. Procurement Services (PS) staff began work on comprehensive, user-friendly Procurement Services handbook.

Goal 2: Technology: Seek the greatest advantage in the application of technology in budget, financial reporting, procurement, human resources, and professional development.

- AFISM Accomplishments: implemented personal computer replacement procedures for the division; led in acquiring new technology applications for three departments in the division negotiating substantial cost savings; created a simple application for registering and tracking class attendance for AFISM classes; created Independent Contractor Input and Reporting application; and implemented an informational website to support department services.
- BRPM: Budget Office implemented an online Budget Revision Form available to replace triplicate carbonless forms. BRPM staff implemented the use of electronic Tech File Personnel Action Forms (PAFs) in partnership with Personnel Records, eliminating duplicate filing by BRPM staff. BRPM staff enhanced the departmental website with links and instructions, adapting best practices observed from other budget office's websites.
- FA: Tax Compliance and Reporting implemented Foreign National Information System (FNIS) website whereby foreign national guest or visitor can directly enter their information to be downloaded into our nonresident alien software. FA: Tax Compliance and Reporting developed a report on AFISM website noting sole proprietorships with an approved Independent Contractor Questionnaire on file to decrease the repetition of forms requested from the same vendors within a fiscal year. FA: Tax Compliance and Reporting implemented an online Unrelated Business Income Tax survey for university department's use.
- FA: Student Business Services developed web-based Frequently Asked Questions to better serve parents' and students' needs. FA: Student Business Services began research for an outsourced student refund process to more efficiently and effectively process refunds and outsourced technology that allows for a knowledge-based frequently asked questions systems to answer common student questions easily on the web. FA: Student Business Services, in partnership with Financial Aid, is researching RightNow Technologies. This technology allows for a knowledge-based frequently asked questions systems to answer common student questions easily on the web.
- Human Resources researched and secured approval to move to an automated time and leave record keeping system in FY 2009.

- The Police department completed the installation of in-car video systems in all marked police vehicles. The department began assisting HSC in transitioning to a new computerized security system.
- Procurement Services staff contracted for and began implementation of SciQuest purchasing system that will provide proven, user-friendly, best practice, interface to Banner financial system.
- QSPD staff began the process to migrate data to a new learning management system which will be fully implemented in FY08.

Goal 3: Human Resources and Infrastructure: Maintain a quality work force and environment.

- Three departments filled positions with minority status employees: AFISM, Human Resources, and QSPD adding seven minority employees to the division.
- Equity pay adjustments were made in three departments within the division to better align salaries within the division and provide competitive pay.
- All areas within the division conducted performance evaluations with staff and 77.8% of division staff received their performance appraisal.
- Participation in the university SERVICEplus training increased by 62.8 percent and participation in the workplace violence prevention training increased by 27.1 percent.
- Nine division employees participated in leadership roles or on committees in professional associations.
- Three departments remodeled office space; and two departments upgraded computers.
- All new AFISM employees completed the courses required by the university.
- BRPM: AVP attended four professional development meetings; 100% of staff completed the DISC assessment training; managing director, assistant director, and lead analyst attended three professional development conferences.
- Encouraged BPRM staff to utilize the TTU Employee tuition benefits for attending University courses and obtaining degrees.
- FA: Staff participated in professional development conferences including Texas Association of State Senior College and University Business Officers, Trintech, Unclaimed Property Professionals Organization, SunGard (Banner) Higher Education Summit, Tax Institute For Colleges and Universities, Artic International Nonresident Alien, Texas Higher Education Coordinating Board, Big XII, and National Association of College & Business Officers; as well as Banner in-house training and consulting, and other department related training. Sponsored Programs Accounting and Reporting had staff obtaining the Certified Research Administrators (CRA) certification. This indicates such personnel have met the requirements of the Research Administrators Certification Council's eligibility requirements and demonstrated the level of knowledge required.
- FA associate vice president restructured area to create an Accounts Receivable department to allow staff to better manage financial transactions between the student and finance information systems; added additional staff to the Financial Accounting and Reporting department to better manage funds and serve the campus; and added a senior analyst to Financial Affairs to provide financial reporting, budget management and tax compliance and reporting support to the area. FA staff developed Banner training materials for FA staff to encourage ownership of Banner data, processes and functions; and identified Banner processes that will need communication or training for campus users. Two FA Accounts Receivable staff attended Trintech Conference to learn additional uses and functionalities of current reconciliation software.
- Financial Affairs leadership created a staff performance management system whereby all supervisors are encouraged to annually review the position description questionnaire (PDQ) with their staff, develop a position development plan (PDP) for their staff for the next year, and provide staff with a position annual review based upon the PDQ and PDP as appropriate.
- HR: Payroll participated in DISC style profile training for 24 employees (100%). HR Personnel, Payroll and HR AVP staff have participated in reviewing analyzing and training for Banner through internal meetings, external contacts and participation in Banner Summit. HR Payroll began cross training of employees in areas where applicable. All Payroll Section Leads, Managing Director of Payroll, Employee Relations Supervisor, and AVP of HR have completed all required manager training courses required by the university.
- POLICE department developed and distributed updated recruitment brochures, made recruitment visits to local police academies and created a captain position to oversee the RAHC police operations; continued ongoing in-service training programs to enhance capabilities of staff; obtained additional resources and equipment to respond to potential hostile situations on campus.
- Procurement Services sent one employee to week-long WACUBO University Business Management Institute in Santa Barbara. All Procurement Service staff began SciQuest and/or Banner training and participated in testing.
- QSPD staff initiated Texas Tech University Employee Learning Week in December 2006 and established the Employee Learning Initiative Team for the university. An Employee Learning Website was established by year's end and will be launched in fall 2007; staff partnered with subject matter experts from the Office of Equal Employment Opportunity and the Texas Tech Police Department to update and co-facilitate the non-discrimination/sexual harassment prevention and workplace violence prevention courses respectively; 100 percent of staff participated in at least two professional development opportunities. Employees received over 400 contact hours of professional development. Employees increasingly used technology to receive learning as well as participating in workshops and seminars.
- QSPD redesigned the work area in the reception area to provide a more efficient and effective workspace for the part-time clerical and event coordination support team and increase visibility of the department resource library for customers; QSPD partnered with Human Resource Services staff to provide 20 sessions of the newly designed New Employee Orientation day during FY07. Participation exceeded projections by 10 percent with 552 new employees completing the training.

Goal 4: Administrative & Financial Accountability: Strengthen fiscal controls, with attention to customer involvement and understanding.

- AFISM: Created and modified dashboard reports to enhance administrative accountability; and 100% PC acquisition through Dell-Summis.
- BRPM: Summer School Budget change in procedure effective FY 2008 coordinated with Provost's Office, eliminating printing of an additional budget book for summer and streamlining procedures; realigned reporting functions with HR, with BRPM assuming FTE reporting requirements for State Auditor's Office; partnered with Financial Accounting & Reporting (FAR) with quarterly meeting with Budget Analysts and Accountants, improving internal controls and processing procedures; realigned organizational chart with Manager of Special Projects (Ted Johnston) reporting to BRPM, improving revenue projection

methods in coordination with Financial Affairs; and added Legislative Appropriations Request (LAR) to Reports to the State Accountability website <http://www.irs.ttu.edu/Reports/StateReports/TTU.htm> for the first time.

- FA: Sponsored Programs Accounting and Reporting continue to utilize a cost accountant to work with service centers across campus to ensure compliance with federal regulations.
- PS: Submitted all required State reports on time and continued to surpass State benchmarks for overall HUB participation.
- QSPD staff established budget for New Employee Orientation training process. With Human Resource Services conducted 20 events with 552 participants. The budget projection of \$11,900 was based upon 500 participants. Overage was just over \$600 which was absorbed from the QSPD department operating budget. QSPD established budget and spending guidelines for the fee-based courses offered by the department. Courses were conducted and costs successfully monitored to stay within budget guidelines and provide \$10,000 from fund balance to contribute to the investment in the learning management system. (Net revenue for the year was \$9,228.) QSPD HUB expenditures: Total Dollars: \$ 27,766.98; HUB Dollars: \$3,521.84 = 12.68%

Section 2. Universal Quantitative Data

There are no Universal Quantitative Data for this area/unit.

ADMINISTRATION AND FINANCE

Area/Unit Specific Information

Section 3a. Quantitative Information

Calendar Year	2002	2003	2004	2005	2006	2007
Non-discrimination Training Compliance						
Percent Compliant as of December 31						
TTU		94.29	98.27	99.10	96.5	96.7
TTU System Administration		97.35	99.73	99.73	99.3	98.2
Institutional HUB Participation						
Fiscal Year						
Percentage Spent with HUBs	6.16	13.58	17.51	22.4	23.4	23.1
Number of Mentor Protege Programs	1	2	3	2	1	1
Institutional Financial Measures						
Fiscal Year						
Current Ratio: Assets to Liabilities	1.38	1.15	1.04	1.03	1.18	1.15
Return on Net Assets Ratio (%)						
Increase in Net Assets to Beginning Net Assets	4.04	7.65	7.33	9.05	4.42	7.5
Viability Ratio:Expendable Net Assets to Long-term Debt	0.87	0.88	0.87	0.92	0.90	1.0
Primary Reserve Ratio (%) (corrected prior year depreciation exp.2003-2006)	62.44	58.79	58.52	60.42	56.00	61.68
Net Operating Ratio (corrected prior year depreciation exp.2003- 2006)	(0.70)	(0.61)	(0.48)	(0.43)	(0.51)	(0.54)
Debt Burden Ratio (%) (corrected prior year depreciation exp.2003- 2006)	6.09	6.45	6.44	6.48	5.71	6.374
Debt Coverage Ratio (%) (corrected prior year depreciation exp.2003-2006)	2.60	2.80	2.87	3.50	2.75	3.24
Institutional Level Training & Development Results						
Non-Discrimination/Sexual Harassment Prevention Training Compliance						
Percent Compliant as of December 31--TTU		94.3	98.3	99.1	96.5	96.7
Percent Compliant as of December 31--TTUS		97.4	99.7	99.7	99.3	98.2
Internally Conducted Training & Development (Instructor-led & Web-based)						
# Sessions Conducted (Only TTU & TTUS Admin results starting 2004)	702	834	432	418	361	368
# Participants (Only TTU & TTUS Admin results starting 2004)	9877	10783	6353	7492	6426	6459
# Contact Hours (Only TTU & TTUS Admin results starting 2004)	28114	28127	16315	20028	16633	18583
Web-based Delivery (Only TTU & TTUS Admin results starting 2004)						
# Courses Available	1	4	5	5	6	7
# Participants	607	1663	1662	2473	2711	2694
% Participation in Web vs. Instructor-led (when both available)	39.9	53.2	69.0	81.2	82.8	84.6
Web-based Participation as Percent of Total Participation	6.6	18.2	26.2	33.0	42.2	41.7
Non-Discrimination/Sexual Harassment Prevention Training						
# Sessions (includes Instructor- led & Web-based)	86	97	52	53	45	46
# Participants	3191	4149	2211	2727	2947	2612

Total Contact Hours	5262	5653	3187	4067	4240	2848
New Employee Orientation (new format includes all state mand. training)						
# Sessions (modified format in 2006; 2007-online for grad. assts.)	110	123	128	108	78	26
# Participants	1115	1420	1395	1532	917	681
Total Contact Hours	3345	4260	3172	4374	2906.5	4827

There is No Area Specific Data in Fall Section.

<i>Fiscal Year</i>	2001-2002	2002-2003	2003-2004	2004-2005	2005-2006	2006-2007
Workforce						
Diversity						
Percentage of Ethnicity	26.14	29.11	30.4	28.8	26.2	28.4
Turnover						
Percentage of Employee Turnovers	18	9	11.25	10.83	11.98	8.81
Staffing (1st Qtr)						
FTE	181	170	176	161	248.75	258.25
Business Processes						
Cycle Times						
Contract Processing Time	10	5	4	3	3	3
Travel Reimbursement	5	3	3	3	3	3
Vendor Payment Cycle Time	5	3	3	3	3	3
Requisition Processing Time	17	14	14	8	8	8
Purchase Order Processing Time	7	1	1	1	1	1
HUB Participation						
Percentage Spent with HUBs	n/a	7.9	11.5	8.3	8.3	9.6
Technology						
Electronic Forms						
Number of New E-Forms	3	9	11	5	5	5
New Websites Created					2	3
Professional Development						
Training Attended						
Staff Development Attendees	43	109	141	128	71	32
Staff Development Hours	979	1864	2696.5	2559.0	2573.50	2757
% of All Staff Attend SERVICEplus	72.35	84.00	88.20	68.75	72.30	92.8
% New Hires that Completed Required Training in 1st 90 Days	6.67	8.33	13.33	18.75	56.52	n/a
% EEO Refresher Compliance (Division level)		93.73	100	100	100	100
% New Hires Completing Required Training in 30 days (new req 2006)	n/a	n/a	n/a	n/a	n/a	32.1
Leadership						
Number of Staff in Professional Organizations	11	24	31	35	46	9
BANNER Training Provided by A&F Departments						
# Sessions	n/a	n/a	n/a	n/a	n/a	37
# Participants	n/a	n/a	n/a	n/a	n/a	905
# Contact Hours	n/a	n/a	n/a	n/a	n/a	3743
Outside Speakers/ Programs						
# Events	n/a	n/a	n/a	n/a	n/a	3
# Participants	n/a	n/a	n/a	n/a	n/a	89
# Contact Hours	n/a	n/a	n/a	n/a	n/a	393

Section 3b. Qualitative Information.

- Goal 1: Customer Service: AFISM Technology services (desktop support, reporting, and security) was rated by 139 respondents rated as a 4.48 on a scale of 5.0. Communication services (website, A&F newsletter) were rated by 96 respondents as 4.18 on a scale of 5. The first Town Hall Meeting was rated by 103 respondents as a 3.87 on a scale of 5.0 Banner Training classes for A&F staff was rated by 92 respondents as 3.88 on a scale of 5.0.
- Goal 1: Customer Service: Budget Resource Planning and Management: BRPM conducted a departmental customer satisfaction survey establishing baseline measurements for improvements. The on-line survey was sent to 1,303 account managers and alternates, consisting of faculty and staff with 147 responses received. The overall responses for the Budget Office were positive, with a mean of 3.32 on a scale of 1 to 5.
- Goal 1: Customer Service: Budget Resource Planning and Management: BRPM departmental daily processes were reorganized which increased efficiencies and strengthened internal controls. Efficiencies were realized by eliminating data entry duplicate procedures, reorganizing job duties, reducing staffing by 1 FTE, and strengthening internal controls for data entry and reconciliation.
- Goal 1: Customer Service: Financial Accounting: Accounts Receivable completed migration of all unclaimed checks into Tracker software to more efficiently comply with state reporting requirements.

- Goal 1: Customer Service: Financial Accounting: Financial Accounting and Reporting modified the revenue entry process to approve appropriate revenue coding and deposit activity. FAR began reviewing service center and business activities to define funds, improve reporting, and provide web resources for use of funds by account managers. FAR modified the internal controls and accounting for cash managed by overseas operations processes and included training for each of the areas involved. FAR streamlined issuance of check (RI) documents reviewing process for Foundation funds. Review is now done after the fact decreasing the time to process and paper flow between departments.
- Goal 1: Customer Service: Financial Accounting: Student Business Services: FA Student Business Services department continued to expand on the one stop student service concept by continuing a call center in conjunction with Financial Aid, creating more efficient and effective service to student and parents calling into either office. SBS partnered with Financial Aid to fully implement a kiosk system in the Student Financial Center in order to create a virtual queue for students, increase the quality of service to the students and parents and to aid in reporting that will help identify areas that can be improved upon. SBS moved their remaining staff to West Hall.
- Goal 1: Customer Service: Financial Accounting: Tax Compliance and Reporting: FA Tax Compliance and Reporting moved the analysis of nonresident student tax withholding from Tax Compliance and Reporting (TCR) to Student Business Services. TCR revised the Independent Contractor Questionnaire form and procedure to reduce the amount of paperwork, complexity and obtain better information directly from the vendor.
- Goal 1: Customer Service: Human Relations (HR): HR drafted a customer satisfaction survey that will be rolled out in FY09. HR reorganized the Personnel Department and renamed it to Human Resource Services; changed the name of the Payroll Office to Payroll Services, and changed the AVP for Human Resources Office name to Human Resources Administration. HR moved the Personnel department from a transaction driven service model to a customer service driven service model and renamed it to Human Resource Services. New sections include: Employee Service Center, Employee Relations and HR Research, Human Resource Systems and Compensation and Operations.
- Goal 1: Customer Service: Police: Police department distributed customer satisfaction surveys to 1,080 students, faculty and staff with results reflecting a 99% percent satisfaction rating. The Police department case clearance rate for this fiscal year is 72.3%. The Police department assumed operational control of Academic Guard Program and Residence Guard program. This will add consistency in the level of security services provided to the community.
- Goal 1: Customer Service: QSPD: QSPD conducted a pilot customer service survey and received a 4.92% satisfaction rating (on a 5 point scale) from faculty and staff who responded to the survey.
- Goal 2: Technology: AFISM: AFISM saved the division money by renegotiating SciQuest contract, saving approximately \$212,080; acquiring COGNOS application at cost savings approximately \$530,000; and negotiating the SumTotal first year license for QSPD saving approximately \$55,080 for an overall cost savings of \$797,160. AFISM staff added an online graduate student insurance orientation and forms completion to the Personnel Services website which resulted in greater accuracy and completeness of forms returned. AFISM staff implemented new tools on the AFISM website to disseminate information to the campus.
- Goal 3: Human Resources and Infrastructure: AFISM hired four new employees, each with minority status. 100% of staff who were due for performance appraisals received appraisals. In August 2007, ending the first fiscal year of operations, AFISM employees responded to an employee satisfaction survey and the results indicated a 4.1 overall rating on a 5 point scale. Byron Anderson, Senior Administrator in AFISM, participates on the executive board of the West Texas Chapter of ASTD. AFISM remodeled office space and ordered updated personal computers.
- Goal 3: Human Resources and Infrastructure: BRPM: 75% of staff received performance evaluation. Beverly Cotton, serves on TASSCUBO - Accounting Principles Committee and the NACUBO Accounting Principles Committee Subcommittee. BRPM: Staff participation/memberships in NACUBO, TASSCUBO, & SCUP. Also CPA organizations, TSCPA & Lubbock Chapter of CPAs. Four BRPM staff enrolled and are working on degrees—2 undergraduate - Lisa Mills & Gail Meurer; 1 masters – Heather Crouch; and 1 doctorate – Beverly Cotton. BRPM provided all analysts with dual monitors enabling greater productivity. Updated work environment including replacing chairs, paint, and carpet that was over 10 years old.
- Goal 3: Human Resources and Infrastructure: Financial Affairs: Financial Affairs increased base salary for accountants in order to be competitive with market conditions to hire and retain quality staff. Evaluations were completed with 67% of the Financial Affairs staff.
- Goal 3: Human Resources and Infrastructure: Financial Affairs: Becky Hyde, Managing Director of SBS, served as President of Texas Bursars for Universities & Colleges (Texas BUC\$); served on THECB Exemptions and Waivers Committee; worked with professional associations to accomplish legislative changes in flexibility of payment due dates, payment of added classes and abolition of outdated education code; made joint presentation with Financial Aid, on Tech's Student Financial Center to Texas BUC\$ Conference; and made joint proposal with Financial Aid, for presentation on Tech's Student Financial Center to the National Consortium for Continuous Improvement in Higher Education.
- Goal 3: Human Resources and Infrastructure: Human Resources filled the following positions with minorities or females: Assistant Vice President Human Resources and the Managing Director of Payroll. Personnel, Payroll and HR had a total of 9 positions (21%) turnover in FY 2007. Five of the nine positions are due to retirements or temporary staff leaving the university. All of the retirement and temporary positions were filled. Personnel, Payroll and Human Resources staff (excluding AVP of HR and Managing Director of Payroll) were given equity increases to assist with bringing the compensation of these areas more in line with similar positions within A&F.
- Goal 3: Human Resources and Infrastructure: Performance Evaluations completed – 50%; put into place – 100%. Human Resources received approval for the concept of modifying the pay plan over the next three years to address minimum wage increases and maintain the university's labor market competitiveness.
- Goal 3: Human Resources and Infrastructure: Janet May, AVP of Human Resources served as member of CUPA-HR National Membership Committee and as member of Rio Grande CUPA-HR Executive Board. Jim Brown, Managing Director of Personnel, served as President of THEHRA. All Personnel and Payroll Section leads are members of Rio Grande CUPA-HR and THEHRA. Personnel Section Leads, Managing Director of Personnel, Managing Director of Payroll and AVP of HR are national CUPA-HR members.
- Goal 3: Human Resources and Infrastructure: Three Human Resource employees were national Society of Human Resource Management (SHRM) members and all Personnel section leads and Managing Director of Personnel were members of the local SHRM chapter. Payroll Section leads and Managing Director of Payroll are members of American Payroll Association. Managing Director of Payroll is a member of Texas State Board of Public Accountancy, American Institute of Certified Public Accountancy,

and Texas Association of Payroll Professional for State Colleges and Universities.

- Goal 3: Human Resources and Infrastructure: Police: 100% of staff received performance evaluations. Ronald Seacrist-International Association of Campus Law Enforcement Administrators, International Association of Chiefs of Police, FBI National Academy Associates, Texas Police Association. Kenneth Evans-FBI National Academy Associates. David Parker-National White Collar Crime Investigators Association, FBI Joint Terrorism Task Force Member. Stephen Hinkle-Lubbock Gang Task Force Member. Jack Floyd-Texas Crime Prevention Officers Association. Department is re-evaluating the validity of seeking accreditation from the International Association of Campus Law Enforcement Administrators.
- Goal 3: Human Resources and Infrastructure: Procurement Services: 25% of staff received performance evaluations.
- Goal 3: Human Resources and Infrastructure: QSPD recruited and hired one new person adding minority and female diversity to the staff. 100 % of staff received performance evaluation. 66 % of the staff is involved in professional organizations.
- Goal 3: Human Resources and Infrastructure: QSPD: Kerry Billingsley, Managing Director of QSPD, was appointed to serve on the Annual Conference Committee for the National Consortium for Continuous Improvement. Linda Jackson was elected to the university Staff Senate and serves on the Issues Committee and Executive Board. The managing director and assistant managing director are members of International Society for Performance Improvement and the local and national American Society for Training & Development (ASTD). The managing director and section coordinator are members of SHRM. Four training staff are also members of ASTD at the national and local levels.
- Goal 3: Human Resources and Infrastructure: QSPD remodeled office space to create a reception area and work center and increased visibility of the department's resource library.
- Goal 4: Administrative & Financial Accountability: AFISM staff created automated reports to assist with annual AFR/DFR reporting.
- Goal 4: Administrative & Financial Accountability: Procurement Services HUB Program hosted the 5th annual "West Texas Economic Development Summit" in Midland, TX with Secretary of State Roger Williams as the featured speaker. There were 66 vendor exhibits and 450 attendees. Procurement Services staff hosted a two-day vendor fair and board of directors meeting at TTU for the Texas Industries for the Blind & Handicapped.

Commentary:

Overall, the division was focused on new information systems implementations: BANNER, COGNOS, SciQuest, and SumTotal which consumed many resources. The division continued to move forward with a focus on customer service. Several areas restructured their organizations to improve processes and customer service. Participation by division staff in customer service training increased to 92.8% from 72.8%. Web sites were updated and brought into compliance with the system template and the information posted increased communications with the university community. There were leadership changes in two key areas of the division and the transitions have been handled well as organizations were restructured and improvement initiatives started. Administration & Finance Information Systems Management (AFISM) It is difficult to find qualified applicants for the technical and training positions in AFISM and turnover and retention of graduate students will be a challenge. There are four unfilled positions in the department due to lack of qualified applicants. Incomplete remodeling has made it difficult to get everyone together as a department in one place. Human Resources The transition in leadership went well overall. While the leadership transition went well, there were some barriers regarding changing processes. This is something we will continue to work on in the next year. Banner will bring other process changes. It is our responsibility to make the changes as a result of Banner as smooth as possible for our end users. The move to making HR a customer service model is still under way and it is also a challenge for the upcoming year. Many end users are accustomed to HR being a paper processing area and not as much of a customer service model area. Financial Affairs Financial Affairs was consumed by the Banner implementation in FY07 exhausting resources and stretching staff. Progress was made on the Banner implementation and department realignments have occurred to increase efficiencies and meet Banner implementation milestones. As we move into FY08 we expect to continue to be consumed by the Banner implementation with go-live September 1, 2009. During the Banner implementation process we plan to address other initiatives (customer service, technology, human resources and accountability) as the opportunity is presented. Our greatest challenge continues to be maintaining current operations while implementing a new financial system. Quality Service & Professional Development We set a goal to increase employee participation in all new employee courses. We increased the number of course offerings by 61.5% for Workplace Violence Prevention and by 33.3% for SERVICEplus courses. We initiated a recruiting effort in the summer of 2007 to recruit and certify additional trainers for the SERVICEplus curriculum. We achieved a 46.1% participation increase in customer service courses and a 97.1% increase for Workplace Violence Prevention training. We began the process to upgrade our registration system to a learning management system and expect to see improved services and efficiencies by the end of FY08. Tight budget controls over the past several years enabled us to contribute to the cost of the new system and reduce the overall request for new money. Formed a cross-functional task force to initiate a university-wide awareness effort for resources related to employee learning and engaged President Whitmore in promoting the information sharing. The project will be expanded with training initiatives and getting the Web site launched

Implementation Plan:

AFISM To address staffing issues we have resorted to hiring graduate students for technical positions, started direct recruiting of local talent; increased advertising in addition to TTU's online job application, and seeking additional funding for retention and equity. Budget and Resource Planning Management BRPM will conduct 2nd annual customer satisfaction survey & post results on departmental website, showing longitudinal change. We will move Budget Revisions files to electronic TechFile/Xtender for FY

2008. Electronic filing strengthens efficiencies and enhances business continuity planning for record retention. We will continue to add improvements for the annual Budget Prep training, exploring "hands-on" alternatives requested in course evaluations; to improve process for projecting and monitoring revenues, with analysis comparing actual to projections throughout the year (Fall, Spring, & Summer), in cooperation with Financial Affairs departments; and to continue realignment of reporting functions with HR and BRPM for LAR and other State reporting requirements. Continue ongoing ConnecTech training and ERP implementation of Banner, with review and implementation for effective and efficient future business processes. Continue encouragement of staff to utilize the TTU Employee tuition benefits for attending University courses and obtaining degrees. Provide ongoing employee development opportunities, to include expanding departmental training for understanding of budget to actual reporting (AFR); ongoing revisions and updates to training manuals; review of BRPM mission statement and goals in coordination with personal goal setting and mission statements. Financial Affairs Financial Affairs area will be implementing the Banner finance system in FY08 while at the same time continuing to work to create clearly defined staff objectives and development plans consistent with the Administration and Finance division goals, to execute plans consistent with such objectives, and to provide an annual assessment against such objectives consistent with the development of a high performance area and delivery of exceptional customer service. Besides the Banner finance implementation and related products/services, anticipated initiatives include • improved communications between Financial Affairs and campus to better understand fiscal responsibility, policies and procedures; • enhancement of department websites look and content; • development of best practices for efficient operations; • development of services as are identified (i.e., credit card processing for small departments with ad hoc needs); • partner with other departments within and without Administration and Finance to achieve efficiencies in communication, processing, reporting, and accountability; • development of efficiencies to prepare System wide consolidated financial reporting; • enhance technologies for improved customer service as identified Financial Affairs area will need to monitor resource needs in FY08. At this time anticipated needs will most likely be related to the Banner implementation and may include funding for technology enhancements, additional staffing support with related space and equipment as needed. Human Resources Human Resource Services will need to add and acquire funding for additional staff in the HR Systems Section. This position will assist us in implementing and testing future Banner upgrades along with developing consistent metrics across campus. Procurement Services 2007 was a year of upheaval and change for the Procurement Services department. There was a total replacement of the department's management staff along with a new organizational structure, and the beginnings of new emphasis on streamlining processes while maintaining the highest level of customer service. The department took on the added responsibility of being the University's primary implementer-coordinator for the SciQuest (TechBuy) e-procurement system, requiring untold additional staff hours while maintaining production throughput. The department's strategic plan is being revamped during 2008-9 as new processes and systems are implemented and new needs are recognized. Quality Service & Professional Development Instructional designers will be addressing the curriculum modifications needed for the new SERVICEplus curriculum and for simplifying the workplace violence prevention training. Online courses for EEO are due for upgrading and this will begin in FY08. An additional SERVICEplus class for new employees will be developed in FY08 and is targeted for new employees with high customer contact. It will be a 90 day follow-up to the initial SERVICEplus training class. We are looking to increase the skill level of the staff related to creating online learning and will plan to fill the skill gap in FY08. This may need additional training resources or require hiring expertise to accomplish the task. Considerable staff resources will be directed toward the data migration from the old registration system and getting the new system up and running. University-wide training will be planned and implemented to launch the new system which will enable self-service for registrations and for reporting and a platform to deliver online learning resources. As the number of new employees increases, a problem with providing required training for non-English speaking employees will continue to grow. We will continue to search for alternatives and will explore hiring a trainer who can convert curriculum to Spanish and teach classes in Spanish. This will be a cost factor in the range of \$27,000 - \$30,000 plus adding equipment support for a new position.