



Executive Summary

Annual Assessment Reports: June 1, 2004–May 31, 2005

Unit:	Division of Business Affairs
Unit Head:	James R. Langabeer, Vice President for Business Affairs

Subordinate Units:	<ul style="list-style-type: none">• Athletics• Budget Office• Compliance Support Services• Comptroller's Office• Environmental Health & Safety• Facilities Maintenance & Operations• Facilities Planning & Construction• Human Resources• Materials Management• Police Department
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Introduction
This Executive Summary reflects the 2 or 3 most significant improvements made in this unit during the reporting period.

Summary

1. As a result of the Compliance Program Peer Review, an additional staff member was hired for the compliance office and campus publicity reflected the President's strong support for the program. A system was implemented to track responsive actions to compliance questions raised. Training sessions, introduced by the President, were initiated for all supervisors beginning with top divisional managers and Vice Presidents.
2. In response to suggestions submitted on Expect Excellence Cards, hours of operations in key offices were extended during peak periods that usually occur at the beginning of each semester. The Bursar's Office and Loan Department extended their hours by 10 per week. The Bookstore extended weekly hours and will be open Saturdays 10 a.m.-2 p.m.
3. Campus stakeholder surveys and service calls and preventative maintenance evaluation reports identified needed equipment and areas needing improvements in landscaping and beautification. Facilities Maintenance and Operations planted oak trees to replace diseased ash trees and created flower beds to enhance high-profile areas. A street sweeper, man lift, parking lot striper and tractor mowers were purchased for campus maintenance.
4. Customer feedback and performance reports processed by Materials Management revealed the inadequacy of the \$2,000 limit for small purchase orders. In order to alleviate requisition backlogs and to permit user departments to make small purchases more expeditiously, the dollar limit for the small order program was increased to \$3,000.