

# **Administrative and Educational Support Report**

**Division of Business Administration**

**Annual Action Plan  
Annual Assessment Report**

**June 2005 – May 2006**



**Annual Action Plan: June 1, 2005–May 31, 2006**

**Unit:** Division of Business Affairs

**UTPA Mission:** The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master’s and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

**Division:** Business Affairs      **Unit Head:** James R. Langabeer

**Unit Mission:** To provide essential services in support of the University, including: Compliance, Athletics, Budgeting, Comptroller, Fiscal, Auxiliary Services, Environmental Health and Safety, Facilities Planning and Construction, Materials Management (purchasing and receiving), Human Resource Services, Maintenance and Operations of the physical plant, and University Police (PD) services.

**Unit Goal:** Improve divisional processes and procedures

**Link to UTPA Goal(s):** Improve UTPA’s organizational effectiveness

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY06
Purchase real estate. (1)	7	Additional properties for expansion.	Search for potential sellers with real estate adjoining current property.	Purchase and close real estate transactions.	Additional funds as needed.
Improve cost effectiveness of division. (2)	7	Decreased expenses.	Pursue additional avenues for outsourcing services.	Conduct surveys and telephone conversations with other universities and vendors regarding	None

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Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY06
				custodial services.	
Improve communication channels between the division and faculty members. (3)	7	Faculty inclusion in division's governance process.	<ul style="list-style-type: none"> <li>• Develop committee/counsel to include division administration members and faculty members to share information concerning the process of governance</li> <li>• Appoint one (1) faculty representative from each college</li> <li>• Conduct meetings as often as deemed necessary</li> </ul>	Feedback from administration and faculty to determine if objective was accomplished.	None



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**Unit Goal:** Improve divisional processes and procedures

**Link to UTPA Goal(s):** 3. Improve UTPA’s organizational effectiveness

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Purchase real estate. (1)	7	Additional properties for expansion.	Purchase and close real estate transactions.	During this period, we purchased 27.6 acres of land.	With the land expansion, we now have alternative places to consider for parking and building sites.
Improve cost effectiveness of division. (2)	7	Decreased expenses.	Conducted surveys and telephone conversations with other universities	During the FY06 budget cycle, we saved back 8 custodial positions to	Morale should be improved if the plant state workers are

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Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
			and vendors regarding custodial services.	fund a contract experiment in this area. However, Oscar has stated that he can manage the department with our local crew.	retained and they improve their attendance and performances.
Improve communication channels between the division and faculty members. (3)	7	Faculty inclusion in division's governance process.	Feedback from administration and faculty to determine if objective was accomplished.	During this period, a business affairs faculty committee was formed. Its purpose is to include dialog between the division and the representatives of the faculty.	Using input from this committee, we have started to collect information on our retirees so as to provide them with information on campus activities and benefits. We are working on several other areas such as parking and office availability. Time will tell, but early results are promising.