

Administrative and Educational Support Report

Division of Business Affairs

**Annual Action Plan
Annual Assessment Report**

June 2007 – May 2008



Annual Action Plan: June 1, 2007–May 31, 2008

Unit: Office of Vice President for 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 special projects related to compliance issues, budgeting, real estate acquisition and other business affairs related services.

University Goal: **Provide students with a quality educational experience that enables them to complete their educational goals in a timely fashion.**

Division Objective: Support student well-being in selected areas

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
(1) Include student representatives on decisions regarding fees.	Provide forum for student input into campus consensus on cost of education decisions.	Level of consensus achieved with faculty, staff, and student representatives regarding proposed new and changed fees.	Consensus reflected in Cost of Education report published in spring as illustrated by a majority of representatives of the committee endorsing the report.	

University Goal: **Enhance UTPA’s engagement with the community to meet challenges and maximize opportunities**

Division Improve relationship with the Rio Grande Valley community

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Objective:

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
(2) Improve relationship with the community in Starr County	Expand the presence of the University throughout Starr County in conjunction with South Texas College (STC).	Extent of negotiations to finalize Memorandum of Understanding (MOU) with STC to service UTPA's new Starr County Upper Level Center. MOU expected to be finalized by May 31, 2008.	Progress made towards finalizing MOU with STC, which includes securing the land and supporting agreements regarding the Starr County Upper Level Center.	

University Goal:

Optimize institutional effectiveness and efficiency consistent with high quality organizational standards.

Division Objective:

Increase the value-added customer service and goodwill value to business practices.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
(3) Increase value-added customer service and goodwill value to business practices	Enhance support to Physical Plant preventive maintenance (PM) and facility renewal programs to assure building integrity and adequacy by increasing the useful life of building components.	Allocation of \$3M in HEAF funds for PM and facility renewal programs. Extent of completion of facility renewal projects, primarily the renovation of the Old Computer Center, which is expected to begin in 2007/2008.	Actual allocation of HEAF and/or other funds for PM and facility renewal programs. Progress made towards the renovation of the Old Computer Center.	Approximately \$3M for deferred maintenance projects campus-wide Project budgeted at \$2M

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University Goal:

Optimize institutional effectiveness and efficiency consistent with high quality organizational standards.

Division Objective:

Identify and provide professional development opportunities within and outside of the Division

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
(4) Include divisions outside of Business Affairs in governance process.	Provide opportunity for faculty members and other Academic Affairs representatives to be part of the Business Affairs governance process.	Conduct at least 3 formal meetings during AY 07-08 with faculty representatives for input into the division's governance process.	Number of meetings held with faculty members and other Academic Affairs representatives for inclusion in governance process.	
(5) Enhance Human Resources (HR) training program.	Strengthen training processes to ensure a more complete presentation and awareness of HR services throughout the University community.	Increase the number of HR training sessions and/or workshops by at least 5% in AY07-08 as compared to last year.	Number of HR training sessions held in '07-08 compared to the prior year.	

FY08 AES Assessment Results Report

UTPA

Admin - Division of Business Affairs

Division: Division of Business Affairs

Unit Head: James R. Langabeer

Unit Mission: To provide essential services in support of the University, including special projects related to compliance issues, budgeting, real estate acquisition and other business affairs related services.

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>Admin - Division of Business Affairs - Student Rep on decision regarding fees - We will include student representatives on decisions regarding fees.</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p> <p>End Date: 08/31/2008</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies: 1. Provide forum for student input into campus consensus on cost of education decisions.</p>	<p>Assessment Method: Consensus reflected in Cost of Education report published in spring as illustrated by a majority of representatives of the committee endorsing the report.</p> <p>Criterion for Success: Level of consensus achieved with faculty, staff, and student representatives regarding proposed new and changed fees.</p>		
<p>Admin - Division of Business Affairs - Relationship w/Starr County - We will improve relationship with the community in Starr County</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p> <p>End Date: 08/31/2008</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies:</p>	<p>Assessment Method: Progress made towards finalizing MOU with STC, which includes securing the land and supporting agreements regarding the Starr County Upper Level Center.</p> <p>Criterion for Success: Extent of negotiations to finalize Memorandum of Understanding (MOU) with STC to service UTPA's new Starr County Upper Level Center. MOU expected to be finalized by August 31, 2008.</p>	<p>10/08/2008 - Purchase of land and MOU 95% complete as of 8/31/08.</p> <p>Result Type: Criterion Met</p> <p>Next Step: <u>Continue Current Strategy(s)</u></p>	<p>11/17/2008 - Land was purchased in September 2008. <u>MOU was finalized in October 2008.</u></p>

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
1. Expand the presence of the University throughout Starr County in conjunction with South Texas College (STC).			
Admin - Division of Business Affairs - Increase customer service - We will increase value-added customer service and goodwill value to business practices Outcome Types: Administrative - Fiscal Year 2008 Start Date: 06/01/2007 End Date: 08/31/2008 Outcome Status: Active/Ongoing Strategies: 1. Enhance support to Physical Plant preventive maintenance (PM) and facility renewal programs to assure building integrity and adequacy by increasing the useful life of building components.	Assessment Method: Actual allocation of HEAF and/or other funds for PM and facility renewal programs. Criterion for Success: Allocation of \$3M in HEAF funds for PM and facility renewal programs. Extent of completion of facility renewal projects, primarily the renovation of the Old Computer Center, which is expected to begin in 2007/2008.	10/08/2008 - 3 million was allocated for brick maintenance to extend the life of the buildings in FY 08. Over \$1.2 Million allocated in HEAF Funds for OCC Renovation Result Type: Criterion Met Next Step: Continue Current Strategy(s)	11/17/2008 - Additional allocation of 3 million dollars for facilities renewal was approved in 2009 budget.
	Assessment Method: Progress made towards the renovation of the Old Computer Center. Criterion for Success: Extent of completion of facility renewal projects, primarily the renovation of the Old Computer Center, which is expected to begin in 2007/2008.	10/08/2008 - Phase I completed in Summer 2008. Result Type: Inconclusive Next Step: Continue Current Strategy(s)	11/17/2008 - Phase II scheduled to begin in FY 2009
Admin - Division of Business Affairs - Governance process outside of BA - We will include divisions outside of Business Affairs in governance process.	Assessment Method: Number of meetings held with faculty members and other Academic Affairs representatives for inclusion in governance process. Criterion for Success: Conduct at least 3 formal meetings during AY 07-08 with faculty representatives for input into the division's governance process.	10/08/2008 - Three formal meetings were conducted with the faculty in AY 07-08. Result Type: Criterion Met Next Step: Continue Current Strategy(s)	11/17/2008 - Additional meetings to be conducted in FY 2009.

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p> <p>End Date: 08/31/2008</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies: 1. Provide opportunity for faculty members and other Academic Affairs representatives to be part of the Business Affairs governance process.</p>			
<p>Admin - Division of Business Affairs - Enhance HR Training Program - We will enhance Human Resources (HR) training program.</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p> <p>End Date: 08/31/2008</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies: 1. Strengthen training processes to ensure a more complete presentation and awareness of HR services throughout the University community.</p>	<p>Assessment Method: Number of HR training sessions held in FY 07-08 compared to the prior year.</p> <p>Criterion for Success: Increase the number of HR training sessions and/or workshops by at least 5% in AY07-08 as compared to last year.</p>	<p>10/21/2008 - Increase from 7 training sessions in FY 07 to 29 training sessions in FY 08.</p> <p>Result Type: Criterion Met</p> <p>Next Step: <u>Continue Current Strategy(s)</u></p>	<p>11/17/2008 - New reorganization in HR area. Training program <u>expected to continue development.</u></p>