

# FY 2013 Mission, Vision, and Goals

## Finance and Administration Division

### Angelo State University

#### VISION

The division of Finance and Administration will be known and celebrated for its service centered support of the institutional mission. With a true desire to accomplish the university's mission, the division will be a strategic source of information, provide support to accomplish institutional goals, and facilitate compliance with regulatory requirements.

#### MISSION:

"The role of the Finance and Administrative Services division is to provide essential services that enhance and support Angelo State University's academic mission. We provide quality facilities and related infrastructure, ensure that risks are mitigated and emergencies managed, and provide accessible financial and academic support services to all internal and external customers. Our stakeholders include students, faculty, staff, parents, taxpayers, the regional community, vendors, and other educational institutions."

**Goal 1:** Provide budget analysis, planning, and development that support accomplishment of the university's strategic initiatives.

- Strategy: University budgets will be developed using a formula approach for M&O budgets, with funding requests linked directly to annual strategic goals for the university. .
  - ✓ Assessment measure 1: M&O budgets are developed using a formulaic approach for M&O budgets.
  - ✓ Assessment measure 2: Enhanced budget requests are developed based on strategic goals for that upcoming fiscal year.

Vision 2020 goal supported: Master Goal #7, Objective #1 and #2

SACS standard supported: Core requirement 2.11 and Comprehensive Standard 3.10

**Goal 2:** Continue to improve communications and operational transparency.

- Strategy 1: Reach out to faculty, staff, and student groups to ensure awareness and understanding of administrative services, and to ensure that all actions are conducted in an open and transparent manner.
- Strategy 2: Establish a procedure that enables end users to direct administrative services questions to F&A managers and receive a timely response.
- Strategy 3: Ensure that all F&A actions affecting the campus community are developed based on input from end users at all levels of the university community.

- ✓ Assessment measure 1: Faculty, staff, and student groups received effective and timely information regarding changes to administrative processes.
- ✓ Assessment measure 2: Changes to critical administrative services procedures were reviewed by end users in the university community.

Vision 2020 goal supported: Master Goal#5, Objective #2

SACS standard supported: Comprehensive Standard 3.3.1

**Goal 3:** Ensure that appropriate training exists for processes managed by Finance and Administration.

- Strategy 1: Develop a prioritized listing of employee training needs and create curriculum modules to address those needs.
- Strategy 2: Make use of multimodal instructional strategies to deliver training using traditional classroom instruction, asynchronous web, and video delivery.
  - ✓ Assessment measure: Training for processes managed by the F&A division is available to all ASU employees and students who use those processes or who work in related division departments.
  - ✓ Assessment measure: The effectiveness of training delivered by F&A departments was assessed after each individual training session.

Vision 2020 goal supported: Master Goal #1, Objective #2

SACS standard supported: Core requirement 2.11 and Comprehensive Standard 3.11

**Goal 4:** Continue to improve business processes

- Strategy 1: Analyze and refine administrative processes.
- Strategy 2: Improve and/or implement technology applications
  - ✓ Assessment measure 1: Key business processes are reviewed and updated as required.
  - ✓ Assessment measure 2: Business process documentation includes rationale for existing approval steps to include state/federal law, ASU/TT policy, and/or financial controls.
  - ✓ Assessment measure 3: Recommendations for operational and process improvements are developed by Aug 31, 2013, to include staffing, organizational structure, and implementation of added technology enhancements.

Vision 2020 goal supported: Master Goal #7, Objectives #1 and #2.

SACS standards supported: Core requirements 2.5, 2.11 and Comprehensive Standard 3.3.1

**Goal 5:** Maintain a physical and operational campus environment that supports all strategic initiatives.

- Strategy 1: Manage facility operations, maintenance, and construction
- Strategy 2: Maintain a high quality and diverse workforce
- Strategy 3: Promote and manage campus safety, security, and wellness.
- Strategy 4: Leverage external partnerships and collaborative efforts.
  - ✓ Assessment measure 1: 90% or more of respondents to the annual Administrative Services survey rate operational efficiency and customer satisfaction as being satisfactory or higher.
  - ✓ Assessment measure 2: The University has a skilled workforce that is appropriate for the university size and that is able to perform all academic and support tasks at the level required to support all strategic initiatives.
  - ✓ Assessment measure 3: A healthy, safe, and secure environment for students, employees, and visitors is maintained.
  - ✓ Assessment measure 4: Business functions for all university departments are continued at an acceptable level during or after significant business interruption incidents.
  - ✓ Assessment measure 5: Collaborative efforts and partnerships that increase revenue, enhance student learning, and promote recruiting/retention of students are implemented, maintained, and expanded.