Administrative Unit Review
2009-2010

The Planning, Effectiveness and Budget Committee (PEBC) is responsible for conducting annual reviews of Administrative Unit Reviews (AURs). Each spring the PEBC provides feedback to the Regional Vice Chancellors (RVCs) with recommendations for changes to be made for the following academic year. It is the responsibility of the unit administrators to initiate and coordinate conversations with their staff to: 1) make changes to their AURs for the following year; 2) provide a summary statement about their unit performance as a whole, beginning with the impact of changes made as a result of the last review and continuing with a discussion of changes that will be made as a result of the current assessment; and 3) obtain sign-off by their respective RVCs.

Division: Administrative and Financial Services
Regional Vice Chancellor: Dr. Ashok Dhingra
Unit: 
Unit Administrator:

Unit AUR – Summary Statement
[Please complete one cover page for each unit in your division]

The affixed signature indicates that feedback provided by the PEBC has been reviewed by unit administrators.

Unit Administrator: _______________________________ Review Date: __________

The affixed signature indicates that unit AURs have been reviewed by RVCs.

RVC’s Approval: _______________________________ Approval Date: __________
1. The Division Link to Institutional Mission Based Goals/Objectives
[To be completed by RVCs for their division]

University Mission

The University of South Florida St. Petersburg offers distinctive graduate and undergraduate programs in the arts and sciences, business, and education within a close-knit, student-centered learning community that welcomes individuals from the region, state, nation and world. We conduct wide-ranging, collaborative research to meet society's needs and engage in service projects and partnerships to enhance the university and community's social, economic and intellectual life. As an integral and complementary part of a multi-institutional system, USF St. Petersburg retains a separate identity and mission while contributing to and benefiting from the associations, cooperation, and shared resources of a premier national research university.

On the list below, please mark the 2009-2013 Strategic Goals and Objectives that your division is responsible for. A detailed list of Goals and Objectives as found in the current strategic plan is included in Attachment 1.

- 1. Academic Performance
  _ 1.1
  _ 1.2
  _ 1.3
  _ 1.4
  _ 1.5
- 2. Student Engagement
  _ 2.1
  _ 2.2
  _ 2.3
- 3. Diversity and Inclusion
  _ 3.1
  _ 3.2
  _ 3.3
- 4. Research and Creative Activities
  _ 4.1
  _ 4.2
  _ 4.3
- 5. Environmental Stewardship
  _ 5.1
  _ 5.2
- 6. Administrative and Financial Stewardship
  _ 6.1
  _ 6.2
  _ 6.3
  _ 6.4
  _ 6.5
2. Division Mission Based Goals/Objectives

[To be completed by RVCs for their division]

Below, please include the Mission Statement and Goals/Objectives for your Division and/or the URL to the location of this information on the web.

Divisional Mission Statement
We, Administrative and Financial Services, will support the University of South Florida St. Petersburg and surrounding community by providing quality services in the areas of accounting, budgets, facilities operations and maintenance, facilities planning and construction, human resources, parking, police, and purchasing. We will accomplish this through the creation of collaborative partnerships with our constituents, continuous improvements of our business processes and practices, and the professional development of our divisional team members.

Divisional Goals/Objectives

1. Create an accessible office environment to effectively accommodate the needs and abilities of people with disabilities.
2. Enhance environmental sustainability of the physical facilities through energy conservation and recycling.
3. Create and obtain funding streams from a variety of sources to support short and long term initiatives.
4. Continue to evaluate and improve the delivery of business and student services.
5. Strengthen organizational systems and implement services that support recruitment and retention of high quality faculty and staff.

Please complete an AUR matrix for each of the units in your division

1.
3. Unit Mission Based Goals and Objectives
[To be completed by Unit Administrators for their Units]

Please complete Step 3 and Step 4 for each Unit in your Division

Please include the Mission Statement and Goals/Objectives for each Unit in your Division

1. Unit Name:
Unit Mission Statement

Unit Goals/Objectives
Step 4: Detailed Administrative Unit Reviews
Please complete the matrix below for each Unit in your Division

Mission:

Goal(s):
1: Create an accessible office environment to effectively accommodate the needs and abilities of people with disabilities.

Unit Goals Must be Mapped to Division Goals:

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Means of Assessment</th>
<th>Criteria for Success</th>
<th>Findings</th>
<th>Use of Results</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1a. Install automatic door openers in Human Resources and other areas to ensure accessibility for all constituents. [OMF]</td>
<td>Automatic door opener installed in HR and other locations and installation tested</td>
<td>Automatic door openers work with no deficiencies in HR and other areas</td>
<td>Installation in HR is successful. However, objective partially met because opener installed in Human Resources but not in other areas.</td>
<td>Installation of automatic door in HR is success. No future modifications needed. Install automatic door openers in campus restrooms to ensure accessibility</td>
<td></td>
</tr>
<tr>
<td>1b. Update and maintain the Campus Accessible Routes Master Plan. [FPCS]</td>
<td>Hold accessibility inspections.</td>
<td>Inspections will find no deficiencies.</td>
<td>Objective met: No deficiencies found. Ash Engineering updated the master Plan document.</td>
<td>No future modifications needed. Add Harborwalk and Science/Tech projects to the Campus Accessible Routes Master Plan.</td>
<td></td>
</tr>
</tbody>
</table>
**Mission:**

**Goal(s):**
2. Enhance environmental sustainability of the physical facilities through energy conservation and recycling.

**Unit Goals Must be Mapped to Division Goals:**

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<tr>
<td>2b. Continue delamping efforts. [OMF]</td>
<td>Measure kilowatt usage versus cost of utilities.</td>
<td>Kilowatt usage will continue to decrease.</td>
<td>Objective met: Delamping underway within safety parameters. Kilowatt usage decreased by 1% in FY 09</td>
<td>No future modifications needed. Install energy efficient lighting</td>
<td></td>
</tr>
<tr>
<td>2c. Work with campus constituencies to centralize night and weekend classroom and meeting space activities. [OMF]</td>
<td>Measure kilowatt usage versus cost of utilities.</td>
<td>Kilowatt usage will continue to decrease.</td>
<td>Objective partially met: Classes being centralizes as space becomes available. Kilowatt usage decreased by 1% in FY 09</td>
<td>No future modifications needed. Continue to centralize as more space becomes available.</td>
<td></td>
</tr>
<tr>
<td>2d. Educate the</td>
<td>Determine amount of</td>
<td>Quantity of</td>
<td>Objective partially</td>
<td>Energy</td>
<td></td>
</tr>
</tbody>
</table>
Mission:

Goal(s):
3. Create and obtain funding streams from a variety of sources to support short and long term initiatives.

Unit Goals Must be Mapped to Division Goals:

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<tbody>
<tr>
<td>3a. Obtain grant writing training for Police Services personnel. [PS]</td>
<td>Number of Police Services personnel who take writing course.</td>
<td>Number of Police Services personnel taking writing course will increase.</td>
<td>Objective partially met: Course taken by Police Chief and Office Manager.</td>
<td>Ongoing.</td>
</tr>
<tr>
<td>3b. Identify and write grants for Police Services,</td>
<td>Proposals will be submitted.</td>
<td>Proposals are submitted</td>
<td>Objective met: COPS hiring grant submitted; results</td>
<td>COPS grant pending; additional applications will be submitted.</td>
</tr>
<tr>
<td>Objective</td>
<td>Representation and involvement</td>
<td>Participation of ROTC members with emergency operations planning and activities continues to increase.</td>
<td>Objective met: ROTC participating 1.5% to 3% supplementary administrative fee will be charged to projects. Fee schedules will be adjusted as results are tracked for projects.</td>
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<tr>
<td>3c. Represent USFSP on the teams evaluating the unit cost model. [FS]</td>
<td>Representatives will be involved in the project until 6/30/2010.</td>
<td>Regional Vice Chancellor for Administrative and Financial Services and the Assistant Vice Chancellor for Financial Services are representing USFSP on the Cost Allocation Steering Committee.</td>
<td>This activity is underway and expected to be completed by 6/30/2010.</td>
<td></td>
</tr>
<tr>
<td>3d. Establish practice to link with ROTC for emergency operations planning and activities. [PS]</td>
<td>Participation of</td>
<td>Objective met: Fee was approved. Fee will be charged in FY 10.</td>
<td>Goal completed.</td>
<td></td>
</tr>
<tr>
<td>3e. Implement a project management fee for capital projects. [FPCS]</td>
<td>Success of implementation of fee.</td>
<td>Objective partially met: Fee was approved. Fee will be charged in FY 10.</td>
<td>1.5% to 3% supplementary administrative fee will be charged to projects. Fee schedules will be adjusted as results are tracked for projects.</td>
<td></td>
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</table>
**Mission:** 

**Goal(s):**
4. Continue to evaluate and improve the delivery of business and student services.

**Unit Goals Must be Mapped to Division Goals:**

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<tr>
<td>4a. Strengthen HR’s position in the community by repositioning HR as a strategic partner. [HR]</td>
<td>Amount of input and oversight by HR will be increased.</td>
<td>HR Director will be added to Executive Team to increase the amount of input and oversight by HR.</td>
<td>Objective met. HR director added to Executive Team.</td>
<td>Continue to enhance position in the community.</td>
<td></td>
</tr>
<tr>
<td>4b. Begin the process to seek Police Services accreditation through the Florida Commission for Law Enforcement Accreditation. [PS]</td>
<td>Training and information sources will be sought in process of accreditation.</td>
<td>Training will be attended and membership with Florida Police Accreditation Coalition, Inc. will be obtained. remove</td>
<td>Objective met: Training attended and membership with the Florida Police Accreditation Coalition, Inc. was obtained.</td>
<td>Continue to move toward accreditation date of 2013.</td>
<td></td>
</tr>
<tr>
<td>4c. Enhance payment flexibility by Incorporating E-Commerce options into parking permits web site. [FS]</td>
<td>Payment flexibility will be enhanced by incooperating E-Commerce tools into the website.</td>
<td>Number of permits bought through web site will increase.</td>
<td>Objective met.</td>
<td>Evaluation will be ongoing.</td>
<td></td>
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<tr>
<td>4d. Enhance payment options by developing a</td>
<td>Payment options will be enhanced by developing a central</td>
<td>Number of electronic payment</td>
<td>Objective met. 1.Central Payment page created.</td>
<td>Evaluation will be ongoing.</td>
<td></td>
</tr>
<tr>
<td>Objective</td>
<td>Expected Outcomes</td>
<td>Achieved Outcomes</td>
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<tr>
<td>2. Transactions through the website increase.</td>
<td>Increase in number of students who are able to attend move-in day.</td>
<td>Objective met: Fall 2009 Saturday move-in cashier/parking services were provided.</td>
<td></td>
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</tr>
<tr>
<td>4e. Increase services to residents in RHO by adjusting move-in date to serve most students/parents.</td>
<td>Move-in day attendance will increase due to adjustment.</td>
<td>Continue to adjust the day/date to serve the most students and parents.</td>
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<tr>
<td>4f. Enhance the HR website to improve user experience.</td>
<td>Increase user experience by providing more user friendly pages on HR website.</td>
<td>Positive feedback from web site users.</td>
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<tr>
<td>4g. Increase percentage of timely performance evaluations.</td>
<td>The percentage of timely performance evaluations will be increased.</td>
<td>Objective met: Over 90% of Administrative and Staff given timely evaluations.</td>
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<tr>
<td>4h. Enhance training opportunities for the campus.</td>
<td>The amount of training sessions will be increased.</td>
<td>Objective met: Four additional training sessions were given this FY.</td>
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**Mission:**

Mission:

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PEBC: 2009-2010

10
**Goal(s):**
5. Strengthen organizational systems and implement services that support recruitment and retention of high quality faculty and staff.

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<tr>
<td>5a. Maintain the open pool recruitment plan through Human Resources for Police Services personnel. [HR,PS]</td>
<td>Use of open pool recruitment will increase.</td>
<td>Number of applicants will increase.</td>
<td>Objective met: Implemented an online application system which eliminates paper and allows the applicants to monitor the process</td>
<td>Continue to maintain the open pool recruitment plan.</td>
<td></td>
</tr>
<tr>
<td>5b. Apply for professional opportunity grants for Administrative and Financial Services employees. [All]</td>
<td>Professional opportunity grants will be applied.</td>
<td>Successful grant application and funding results.</td>
<td>Objective met: Free conference registration upon renewal of membership in Florida CUPA.</td>
<td>Continue to apply for additional opportunities.</td>
<td></td>
</tr>
<tr>
<td>5c. Develop accounting calendar to include information both for cashiering and parking as well as enhanced information for campus constituents. [FS]</td>
<td>New services will be added</td>
<td>Increase the implementation of new services.</td>
<td>Objective met: New services added including E-Commerce activities, reconciliation; cashiering reconciliation; T2 Flex (parking) implementation and reporting.</td>
<td>Develop an accounting calendar to include information for cashiering and parking as well as enhanced information for campus constituents (purchasing, budget, legislative).</td>
<td></td>
</tr>
<tr>
<td>5d. Develop ongoing training schedules in Purchasing to support the campus community. [FS]</td>
<td>Calendar of training events will be implemented and followed.</td>
<td>New employee training as well as Budget Contacts information added to calendar.</td>
<td>Objective met: Added monthly purchasing announcement to HR Training calendar; trained 6 P-card reconcilers.</td>
<td>Revise the calendar to deliver information at the Budget Contacts meetings; add new employee training.</td>
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This packet contains the Guidelines that were used by the PEBC in reviewing AURs and the AUR Rating Sheet.

Contents:
Guidelines used by the PEBC
PEBC AUR Rating Sheet
Guidelines used by the PEBC

1. Administrative unit goals must map to divisional goals. Not all divisional goals will be addressed by individual units, however, unit goals must address divisional goals and each goal/objective that is listed must be assessed.

2. Assessment information should be clearly labeled. If an assessment tool is mentioned it should be attached or somehow well documented.

3. Surveys or instruments should be listed, cited or written-up as they would be in research studies. The AURs should be as complete as possible.

4. There should be evidence of use of results to improve administrative units or some indication that the evaluation process included staff deliberation regardless of outcome. The Administrative Unit – Summary Statement also provides an opportunity for comment in this regard.

5. Don’t use personal names, don’t point fingers or lay blame – as these public documents will be posted to the university’s website, decorum is advised. “Data is not available at this time…” or “Faculty turnover is believed to be responsible for…” are examples of more appropriate statements.

6. Closing the Loop. The hallmark of sound assessment/evaluation practice is putting the results to use. As the university converts from the use of one reporting format to another
PEBC rating sheet to summarize results, identify deficiencies and offer suggestions

[For the 2009-2010 Review – Please Refer to Attached Materials]

**Mission:**

**Goal(s):**

**Unit Goals Must be Mapped to Division Goals:**

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<td>1a.</td>
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<tr>
<td>1c.</td>
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<td>1b.</td>
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Attachment 1
USF St. Petersburg
Strategic Goals and Objectives, 2009-2013

1 – Academic Performance
Support and enhance programs that prepare students to be knowledgeable, reflective and engaged citizen scholars

1.1 Use sustained evidence of student learning outcomes and student achievement for continuous improvement
1.2 Offer certificate, undergraduate, and graduate programs that meet regional needs
1.3 Implement and support information and instructional technologies that facilitate effective pedagogies
1.4 Enhance programs that specifically support academic excellence
1.5 Increase student awareness of participating in a global society

2 – Student Engagement
Enhance learning and achievement and promote retention through active engagement in curricular and co-curricular programs

2.1 Create a freshman experience that enables students to thrive and move successfully through to graduation
2.2 Foster institutional pride and strengthen connections within the campus community
2.3 Enhance opportunities for increased student involvement in curricular and co-curricular activities

3 – Diversity and Inclusion
Create a vibrant, inviting, and enriching university community that values and respects all individuals and whose students, faculty, and staff represent the diversity of its region

3.1 Ensure an inclusive community where differences are respected and valued
3.2 Attract and retain a diverse student population
3.3 Increase the diversity of faculty and staff

4 – Research and Creative Activities
Encourage faculty research and creative activities, and engage students in local, national and international scholarship

4.1 Create a vibrant culture of faculty research and creative scholarship
4.2 Promote and support undergraduate research as a meaningful aspect of campus life
4.3 Enhance and support research and scholarly collaborations with community partners
5 – Environmental Stewardship
Foster stewardship of the environment and embody the values of sustainability

5.1 Enhance sustainability through energy conservation and recycling
5.2 Create a community that champions environmental awareness and sustainable living

6 – Administrative and Financial Stewardship
Enhance revenue, provide effective and efficient financial management, and ensure institutional sustainability

6.1 Create and obtain funding streams to support short and long term initiatives
6.2 Increase private and corporate funding
6.3 Strengthen academic infrastructure of the university to ensure the proper alignment of instruction, services, and student life
6.4 Strengthen institutional infrastructure for the recruitment and retention of faculty and staff
6.5 Evaluate and improve facilities and processes that foster services to faculty, students, staff, and the community