



*Ignite the Possibilities...*  
*Ignite the Imagination...*  
*Ignite the Future*

**BUSINESS, FINANCE, AND FACILITIES UNIT – 2007-2010**  
**Business Affairs**

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**EOU Business Affairs / Program Goals Roadmap**

- Goal I: Provide increased documentation and training in accounting procedures, financial system processes, and grants processes to departmental users (EOU 1999 Goals 1 and 2; OUS Goals ~)
- Goal II: Improve and expand internal audits of financial transactions and processes (EOU 1999 Goal 2, OUS Goal 4)
- Goal III: Pool Business Affairs' internal resources and train its employees to improve the availability of trained back-up personnel during times of vacations, leaves, absences, etc. (EOU 1999 Goal 4; OUS Goal 4)
- Goal IV: The division wants to provide improved business services to faculty, staff, and students (EOU 1999 Goal ~; OUS Goal 4)
- Goal V: Provide improved financial reporting services to departmental users and OUS (EOU 1999 Goal 1; OUS Goal 4)

	STRENGTHS	WEAKNESSES
INTERNAL	<ul style="list-style-type: none"> <li>• Business Affairs has dedicated management personnel and staff who work as a team. The division has a number of experienced staff members who offer a variety of skills and expertise as well as a commitment to service and ongoing professional development.</li> <li>The division enjoys strong working relationships with departments on campus and at OUS.</li> <li>Business Affairs has staff members who believe in and support the institution through campus, community, and regional involvement.</li> </ul>	<p>Limited numbers of Business Affairs staff members and departmental support staff members can limit the ability to provide the segregation of duties required by internal and external audits.</p> <p>Many Business Affairs functions are the responsibility of one person who has no backup or cross-trained support.</p> <p>Because of limited time and staff support, there is sometimes a tendency of Business Affairs staff to be reactive instead of proactive in OUS processes and changes.</p>

**Three-Year Work Plan**

Unit / Program: Business Affairs Goals 1-5 (at least three, no more than five)

<i>EOU Program / Unit Goals</i>	<i>OUS Goals</i>	<i>Resources Needed</i> (e.g., Human, support, space, other)	<i>Strategies</i>	<i>Measurable Activities</i> (e.g., increased SCH, FTE, Graduates, Retention Rates) demonstrated by attaining goal?	<i>Measurable Outcomes</i> (e.g., unit / program restructuring, reallocation, recruitment, etc.)?	<i>2006-07</i> (e.g., retention rates increase 2% / year through First Year Experience)	<i>2007-08</i>	<i>2008-09</i>
Identify Program / Unit Strategic Planning Goal from 1999	Identify OUS Goal referenced by number below	What resources or supports are needed to accomplish each goal?	What are the best strategies to accomplish each goal of the unit?	What will be produced	What changes in organization or operations are necessary / anticipated As shown by what evidence?	Outcomes Dates	Outcomes Dates	Outcomes Dates
1. Provide increased documentation and training to departmental users.	1. ~	1. Staff time	1. 2. 3. 4.	1. 2. 3. 4.	1. 2. 3. 4.	1. 2. 3. 4.	1. 2. 3. 4.	1. 2. 3. 4.
2. Improve and expand internal audits.	2. 4	2. Staff time	5.	5.	5.	5.	5.	5.
3. Pool internal resources and train backup support.	3. 4	3. Staff time						
4. Provide improved	4. 4	4. Staff time and training of						

business services to stakeholders.		staff						
5. Provide improved financial reporting services to stakeholders	5. 4	5. Staff time and effort						

OUS Strategic Goals (2007- )

1. Promote access for Oregonians & contribute to educated citizenry
2. Ensure high quality student learning
3. Create original knowledge and advance innovation
4. Provide economic & civic benefits



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**BUSINESS, FINANCE, AND FACILITIES UNIT – 2007-2010**  
**Environmental Health and Safety**

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Goal I: Improve all EH&S management processes and procedures (linked to Facility & Planning goal 5 and OUS goal 4 & 5)

Goal II: Assess impacts of regulatory requirements for present and emerging hazards (linked to F&P goal 5 and OUS 4 & 5)

Goal III: Develop effective internal and external partnerships (linked to F&P goal 5 and OUS 4 & 5)

Goal IV: Incorporate Risk, Environmental, Safety, Security, Animal Care, Parking and ADA management functions within the EH&S department.

Goal V: Clarify and communicate various roles and responsibilities for EH&S in order to provide excellent service for our clients.

### Three-Year Work Plan

**Unit / Program: Business and Finance / Environmental Health and Safety Goals 1-5 (at least three, no more than five)**

<i>EOU Program / Unit Goals</i>	<i>OUS Goals</i>	<i>Resources Needed</i> (e.g., Human, support, space, other)	<i>Strategies</i>	<i>Measurable Activities</i> (e.g., increased SCH, FTE, Graduates, Retention Rates) demonstrated by attaining goal?	<i>Measurable Outcomes</i> (e.g., unit / program restructuring, reallocation, recruitment, etc.)?	<i>2006-07</i> (e.g., retention rates increase 2% / year through First Year Experience)	<i>2007-08</i>	<i>2008-09</i>
Identify Program / Unit Strategic Planning Goal from 1999	Identify OUS Goal referenced by number below	What resources or supports are needed to accomplish each goal?	What are the best strategies to accomplish each goal of the unit?	What will be produced	What changes in organization or operations are necessary / anticipated As shown by what evidence?	Outcomes Dates	Outcomes Dates	Outcomes Dates
1.F&P # 5 2.F&P #5 3.F&P #5 4. N/A 5. N/A	1. 4 & 5 2. 4 & 5 3. 4 & 5 4. 4 & 5 5. 4 & 5	1. Human support, budget, space  2 Human support, Budget  3. Human support, budget, space  4. Human support, budget, space  5. Human support, IT support,	1. Training, monitoring/inspecting, mitigation, program implementation  2. Incorporate regulatory assessment tools and training. Monitoring, inspecting, consultation  3. Communication. Salesmanship training. Partnering, Consultation  4. Align reporting to strengthen support and	1. Decreased accident and near miss rates, Lower HW disposal cost / unit of generation. Increased recycling quantities Lower safety inspection violations  2. Lower Safety inspection violations.  3. Increased	1.Redirect staff functions to provide better support  2. Reallocate a % of staff meeting time to provide essential training. Staff members to research and provide in-service training. Assign inspection data retrieval project to student workers  3. Allocate time for Salesmanship	1. Accident rates decrease 2% / year through 1 <sup>st</sup> year experience.  HW / SW ratio decline by 25% first year and 3% subsequent years  2. Safety Inspection violations lowered by 2%/ year	1. 2. 3. 4. 5.	1. 2. 3. 4. 5.

		space budget	<p>accomplish goals of EHS with minimal resources and staff.</p> <p>5. Web site development, info line announcements, co-marketing, identifying target groups, training and committee development</p>	<p>duties and responsibilities in staff PDs. Additional lines of business. Cost sharing benefit. Decreased regulatory violations</p> <p>4. Decreased property loss and liability loss claims. Increased client satisfaction</p> <p>5. Improved Website development. More information to clients and better service tracking</p>	<p>training, key regulatory conferences and partnership work groups. Perform Cost Benefit surveys</p> <p>4. More responsibility allocated to supervisors and lead staff members. Reclassification of lead staff to give more authority over projects</p> <p>5. Allocate time for Website development. Develop central EHS server. New web site and news letter development assignments. Develop required safety training programs</p>	<p>3. 10% Partnership Cost benefit recognized in first year</p> <p>4 .For Direct reports- 100% staff PD modifications. 25% reclassification. 25% promotion (1<sup>st</sup> year)</p> <p>5. 1000 web site hits 1<sup>st</sup> year minimum 2000/ subsequent years. 50% of staff involved with web development by end of 06-07 All required training programs established by end of 07</p>		
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## OUS Strategic Goals (2007-)

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## **BUSINESS, FINANCE, AND FACILITIES UNIT – 2007-2010**

### **Facilities and Planning**

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#### *Goals*

Facilities and Planning will continue to seek greater efficiencies and cost reductions in operations and utility expenses. Achievement of this goal will be seen in the bottom line of our budget

Facilities & Planning wants to continue to offer the highest level of customer service possible. To verify we will survey our customers informally on a continuous basis and formally with an annual survey.

Facilities & Planning wants to decrease the number of accidents by implementing a safety awareness Program. Success will be seen in a decrease in accidents.

Facilities & Planning wants to complete the installation and integration of FAMIS, of our Computerized Maintenance Management System. Success will be seen in our increased ability to access our Facilities information.

Facilities & Planning wants to continue to fine tune it's on-going facilities improvements program. Success in this program will be seen in our annual survey results.

### *Overview*

Facilities and Planning provides safe, clean, comfortable, and aesthetically pleasing facilities for the use of the students, faculty, staff and visitors to the University.

### *Mission*

Facilities and Planning supports the University's teaching and regional service mission by maintaining and improving existing facilities, planning and budgeting for future needs, and by providing the highest possible level of service to all our University's constituents.

### *Vision*

Facilities and Planning provides services that are responsive, technically proficient, effective and efficient. We provide a safe, well-maintained campus, accessible to all populations. We continue to embrace the historic significance of the campus by preserving its character and beauty while providing a seamless transition in our facilities to the more modern aspects of the twenty-first century. Through continuously improving our teamwork, communications and performance, we further and enhance satisfaction for both our customers and employees. Our values, philosophy and work ethic are the foundation of a diverse yet united workforce, which supplies our customers with quality service.

### *External Assumptions*

Lack of stability in funding is likely to continue

Expansion of facilities in both size and complexity is likely to continue with no commensurate increase in manpower or budget

Increasing needs for services will impact a workforce already at maximum workload

### *Strengths*

Experienced workforce with multiple skills and abilities

A strong sense of customer service and satisfaction in quality work

Quick and appropriate response to customers needs

Excellent communication skills in all directions

United and cohesive workforce willing to work across Trade lines in order to best serve the University Community

### *Vulnerabilities*

Conflicting priorities between Academic and Administrative

A workforce already stretched too thin

Lack of mid-level leadership where/when needed

Lack of funding stability resulting in the inability to forecast solutions



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**BUSINESS, FINANCE, AND FACILITIES UNIT – 2007-2010**  
**Human Resources**

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- Goal I: Implement Banner leave reporting
- Goal II: Implement Banner Web for Employee
- Goal III: Facilitate transition to new TDI and ORP plan structure
- Goal IV: Determine Key Performance Indicators for department
- Goal V: Complete Banner data review for AAP collective bargaining information

Three-Year Work Plan

Unit / Program: Human Resources/ Business, Finance & Facilities Goals 1-5 (at least three, no more than five)

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1. Goal 10	Goal #4	Staff time and Effort	Education of Employees	Elimination of Shadow system, Staff time savings	Staff time savings	Analyze	Educate	Implement
2. Goal 10	Goal #4	Staff time and Effort	Education of Employees	Employee Flexibility, staff Time savings	Decreased cost of Paper, postage, Envelopes	Analyze	Educate	Implement
3. Goal 10	Goal #4	Staff time and Effort, Controllers office support; possible budget impact to attend training downstate	Education of Staff & employees	Participation in Education seminars By employees And vendors	Increased utilization Of TDI plans	Education & Transition	Transition completed	
4. Goal 10	Goal #4	Staff time	Research resources, professional organizations for standards					
5. Goal 10	Goal #4	Staff time	Research Banner forms					

OUS Strategic Goals (2007-09 )

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