



GOALS FOR FY 2003

Vision Statement

The Business Affairs Division believes in efficient and effective business processes utilizing cutting edge technology and expertise.

We are committed to continuous improvement to enhance customer satisfaction and support the University's mission.

We support team spirit and efforts, the elimination of barriers and the development of commitment and loyalty to customers.

1. Anticipate issues that will impact the institution and provide leadership and pro-active assistance.

Strategies:

- Verify personnel and departments requiring training
 - * Target new employees
 - * Target problem areas
- Review new employee orientation process
- Develop Financial Management Procedures Manual

Measurements:

- Report successes/failures to Provost Council on a monthly basis.
- Complete review by August 31, 2003.
- Complete manual by December 31, 2003

2. Develop Management Leadership Training Program.

Strategies:

- Implement leadership program
- Implement training manual and schedule

Measurement:

- Report participation by managers/supervisors quarterly to Provost Council.



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3. Provide quality customer service.

Strategies:

- Inventory monthly customer service problem areas at BAC.
- Identify barriers and develop strategies to reduce them.
- Provide customer service training for employees in Business Affairs Division.

Measurements:

- Report monthly and recommend solutions if appropriate.
 - Provide one training a year.
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4. Strategize to obtain needed resources.

Strategies:

- Continue benchmarking.
- Manage by fact.
- Research grant opportunities.

Measurements:

- Invite Institutional Development to overview funding opportunities by July 2003.
- Provide support for all funding requests.
- Prioritize re-engineering projects.