

Assessment Plan Documentation

Name of Planning Unit: Business Operations (Business Office, Purchasing, and IR)

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Goals <i>(Link 3 goals to the Strategic Plan [CAFE] Goals)</i>	Goal Assessment: How was this goal assessed, and what were the results?	Use of Results: What changes, if any, will be made to improve goal achievement?
Implement annual SMART goals for each employee in Business Operations. (Culture: C3; Finance: F1)	FY19: The process has been rolled out by HR. The first cycle will be short-cycle; six-months. The annual reviews will begin in FY20.	
Achieve unqualified audits annually. (Finance: F1, F2; Culture: C2)	FY16: Goal met FY17: Goal met FY18: Goal met	
LSSU will pursue the recommendations and complete any requirement noted in the auditor’s annual Management Letter. (Finance: F1, F2; Culture: C3)	FY17: Letter noted four items. All items related to the Business Office were addressed. Employee off-boarding and IT security was not resolved. FY18: Letter noted five items.	FY18: Share results with Senior Management Team in the future. Secure support of SMT to ensure future items are addressed. FY19: All areas have been notified.
Develop a process to monitor expenditures and report finding to budget managers. (Finance: F2)	FY17: No real processes exist for budget monitoring other than budget managers going into BANNER or BudgetPak to check status. FY18: Manually built and generated reports were sent to all budget managers quarterly. Meetings were held with managers that were over-budget. FY19: A monthly process has built and tested. It is now in full operation for the General Fund.	FY17: The expenditures were moved into BudgetPak on monthly basis, rather than a quarterly basis. The CFO will look at developing monthly processes to push out the budget reports. FY18: A quarterly process was developed, but the CFO will continue to look at developing monthly processes to push out the budget reports. FY19: The CFO will work to expand the process to all budgeted areas on campus.
Internal process will be followed to audit PCards and Purchase Orders. (Finance: F2)	FY18: Audits showed that several employees were routinely late in processing their P-Cards. Audits showed that some areas were not	FY18: Individuals that are routinely late will be require to attend training on the use of P-Cards. Individuals that do not follow LSSU purchasing

	<p>following LSSU policy regarding Purchase Orders.</p> <p>FY19: P-Card and Purchasing Order training was completed for all of athletics. Purchase Order training was completed for all Budget Managers under, and including, John Kawauchi.</p>	<p>policies will be required to complete training in that area.</p>
<p>Annual inventories performed for counts and comparisons in:</p> <ul style="list-style-type: none"> • Physical Plant • Walker Cisler Center • Graphics <p>(Finance: F1, F2)</p>	<p>FY17: Inventory counts for Physical Plant yielded inconsistent application of LSSU policy for the disposal of equipment.</p> <p>FY18: Inventory was completed without significant findings.</p>	<p>FY18: Training regarding the disposal of equipment was provided for Physical Plant managers.</p>
<p>LSSU will pursue funding for infrastructure repair and renovation.</p> <p>(Finance F3)</p>	<p>FY17: Funding was sought from the state (MEDC) for the upgrading on underground, high-voltage, electrical lines. Funding was secured.</p> <p>FY18: MEDC funds were secured for upgrading the Superior Room of the Cisler Center.</p> <p>FY18: The Board of Trustees approved the pursuit of a performance contract. A \$23.6M contract with Johnson Controls Incorporated (JCI) was executed. A component of the project will address roof replacements, HVAC upgrades, and security/safety issues.</p> <p>FY19: Work on the JCI performance contract will continue through January of 2020.</p>	<p>FY17: Look for other ways to utilize MEDC funding and to address aging infrastructure.</p> <p>FY18: Continue to look for other ways to utilize MEDC funding.</p> <p>FY18: Begin the development of a Housing Master Plan.</p> <p>FY19: Continue work on Housing Master Plan and examine P3 options for housing.</p>
<p>LSSU will pursue opportunities to reduce energy consumption, increase sustainability, and reduce operational costs.</p> <p>(Finance F3)</p>	<p>FY18: The Board of Trustees approved the pursuit of a performance contract. A \$23.6M contract with Johnson Controls Incorporated (JCI) was executed. Most of the contract is focused on reducing General Fund based electrical, fuel, natural gas, and overall energy usage. The increased efficiencies will generate</p>	<p>FY18: Look for options to address energy using in the Auxiliary areas.</p>

	<p>energy cost savings which can be funneled back into the university.</p> <p>FY19: Work on a P3 for new and renovated housing has begun.</p>	
<p>Reporting results conducted on schedule for:</p> <ul style="list-style-type: none"> • Standard & Poor’s Annual Report • Grant (Program) reporting • NCAA and EADA reporting • HIEDI, IPEDS and HERD reporting • AOR & FISAP <p>(Finance: F1, F2)</p>	<p>FY18: All reports were completed on time, however some required updates due to errors which were discovered after submission.</p>	<p>FY18: All major reports are now submitted to the Senior Management Team for dissemination and review/approval before submission.</p>