Report:	Assessment Plan Details for: Vice Chancellor and Chief of Staff
	Report Generated by TaskStream
Workspace:	Operational Plan & Assessment Report - OPAR
Assessment Plan:	2009-10 Cycle: Assessment Plan and Assessment Findings
Assessment Plan Template:	OPAR Assessment Plan
Report Generated:	Monday, February 28, 2011

Measures and Findings

Vice Chancellor and Chief of Staff Outcome Set

Effective Strategic Planning

Implement five year strategic plan for the university.

Implement five year strategic plan for the university.

Mapped to:

No Mapping

Measures & Findings

Intended Outcomes Mapped to University Strategic Plan

Other level; Direct - Other

Details/Description: The intended outcomes in planning unit OPARs will be mapped to institutional priorities in the University Strategic Plan.

Acceptable Target: All intended outcomes will be successfully mapped.

Implementation Plan (timeline):

Key/Responsible Personnel: Planning unit heads

Supporting Attachments:

Findings for Intended Outcomes Mapped to University Strategic Plan

Summary of Findings: The data on intended outcomes was collected in different formats, which made it impossible for the Assessment Committee to do comparisons across the university.

Acceptable Target Achievement:

Recommendations : Although the majority of planning unit intended outcomes appeared to be successfully mapped to university priorities, the Assessment Committee concluded that moving all OPARs to a common format was necessary. The TaskStream software was selected as the common format. OPARs for 2009 – 2010 and 2010 – 2011 will be entered into TaskStream and reports will be generated for review by the Assessment Committee. The institution will be committed to a formative assessment process for the next two or three cycles to incentivize use of assessment findings throughout the institution.

Reflections/Notes :

Substantiating Evidence:

OPAR Review

Other level; Direct - Other

Details/Description: Operational Planning and Assessment Reports (OPAR) will be submitted for all planning units.

Acceptable Target: 100% of the institution's units designated as planning units will submit OPARs to their vice chancellors.

Implementation Plan (timeline):

Key/Responsible Personnel: Thomas Conway, Chief of Staff; Bertha Miller, Special Assistant to the Chancellor

Supporting Attachments:

Findings for OPAR Review

Summary of Findings: 100% of academic affairs units designated as planning units submitted OPARs. 50% of administrative units submitted OPARs.

Acceptable Target Achievement:

Recommendations : The quality of OPARs varied significantly indicating additional need for training, particularly regarding establishing measurable outcomes.

Reflections/Notes :

Substantiating Evidence:

Strong Governmental Relations

Strengthen external relationships

Strengthen relationship with federal, state, and local agencies/entities.

Mapped to:

- FSU Mission Statement: 1. Southeastern North Carolina, 3. Other NC Educational institutions, 4. Nation,
- FSU Strategic Priorities, Initiatives, and Indicators: 5.1.0.,
- UNC Tomorrow: 4.7.4

Measures & Findings

Dissemination of Legislative Priorities

Other level; Direct - Other

Details/Description: Dissemination of FSU and UNC System legislative priorities to state and federal representatives prior to the beginning of each legislative session.

Acceptable Target: Direct contact and dissemination to 100% of the region's state and federal representatives.

Implementation Plan (timeline):

Key/Responsible Personnel: Emily Dickens, Director of Government and Community Affairs

Supporting Attachments:

Findings for Dissemination of Legislative Priorities

Summary of Findings: 100% of state and federal legislators that represent the region of North Carolina in which FSU is located as well as legislators with identified military affiliations or a record of supporting military friendly legislation received the FSU and UNC System Legislative Agenda. The primary modes of dissemination were legislative office visits and invitations to campus events.

Acceptable Target Achievement:

Recommendations : This intended outcome and related strategies are important to the future of FSU and will be continued in the future. This outcome will be part of future OPARs.

Reflections/Notes :

Substantiating Evidence:

Participation in UNC Sustem Legislative Day

Details/Description: FSU will participate in planned UNC System Legislative Day at the State Capital.

Acceptable Target: Participation by 10 faculty, Staff, and administrators.

Implementation Plan (timeline):

Key/Responsible Personnel: Emily Dickens, Director of Government and Community Affairs

Supporting Attachments:

Findings for Participation in UNC Sustem Legislative Day

Summary of Findings: 18 FSU faculty, staff, and administrators visited legislative offices and attended legislative sessions on Legislative Day 2010.

Acceptable Target Achievement:

Recommendations : This strategy was useful and will be continued in the future.

Reflections/Notes :

Substantiating Evidence:

Ensure Effective OPAR for Human Resources

Monitor and assess progress toward intended outcomes for Human Resources OPAR.

Ensure Effective OPAR for Human Resources

Monitor and assess progress toward intended outcomes for Human Resources OPAR.

Mapped to:

No Mapping

Measures & Findings

Year End Review of Human Resources OPAR

Other level; Direct - Other

Details/Description: Conduct year end review of Human Resources OPAR by 7/31/2010. Significant progress on all intended outcomes.

Acceptable Target: Completed by 7/31/2010

Implementation Plan (timeline):

Key/Responsible Personnel: Thomas Conway, Vice Chancellor and Chief of Staff; Angela Revels-Bullard, Associate Vice Chancellor for Human Resources.

Supporting Attachments:

Findings for Year End Review of Human Resources OPAR

Summary of Findings: The year end review was conducted with the AVC for Human Resources prior to her departure from the university to assume another HR leadership position. It was concluded that the intended outcomes in the 2009 – 2010 OPARs were closer to important strategies and activities rather than measurable outcomes. The identified strategies were judged to be important to the increased effectiveness of the human resources unit, Although generally successful at implementing the strategies additional training will be provided for future development measurable outcomes that matter.

Acceptable Target Achievement:

Recommendations : The development of the 2010 – 2011 OPAR will be developed

with the direct involvement of the Vice Chancellor and Chief of Staff along side the HR managers.

Reflections/Notes :

Substantiating Evidence:

Effective OPAR for Undergraduate Admissions

Monitor and assess progress toward intended outcomes for Undergraduate Admissions OPAR.

Effective OPAR for Undergraduate Admissions

Monitor and assess progress toward intended outcomes for Undergraduate Admissions OPAR.

Mapped to:

No Mapping

Measures & Findings

Year End Review of Undergraduate Admissions OPAR

Other level; Direct - Other

Details/Description: Conduct year end review of Undergraduate Admissions OPAR by 7/31/2010. Significant progress or recommendation for improvement on all intended outcomes.

Acceptable Target: Completed by 7/10/2010

Implementation Plan (timeline):

Key/Responsible Personnel: Thomas Conway, Vice Chancellor and Chief of Staff; Ulisa Bowles, Director of Admissions

Supporting Attachments:

Findings for Year End Review of Undergraduate Admissions OPAR

Summary of Findings: The intended outcomes for Admissions focused on specific enrollment targets. The enrollment targets for increasing the enrollment of Hispanic students and African American male students were not met. Enrollment targets for students with HSGPAs >/= 3.0, and increase in average SAT scores for CHEER students were met even though the enrolled first year cohort for 2010 was significantly smaller due to an increase in the institution's admission standards. The intended outcomes for prospects and applicants split. The increase in prospects exceeded the target but the increase in number of applicants fell short of the target.

Acceptable Target Achievement:

Recommendations : The Admissions leadership team effectively analyzed enrollment results and recruitment activities. Increasing the number of prospects through purchasing lists from national data bases, and following up with contacts to increase number and percentage of completed applications were identified as primary areas for focus. Intended outcomes in the Admissions Office OPAR will remain the same for 2010 – 2011 OPAR and benefit from lessons learned.

Reflections/Notes :

Substantiating Evidence:

Assertive Internal Audit Activity

Identify and strengthen weak administrative processes through assertive internal audit activity.

Assertive Internal Audit Activity

Identify and strengthen weak administrative processes through assertive internal audit activity.

Mapped to:

No Mapping

Measures & Findings

Monitor Internal Audit Plan

Other level; Direct - Other

Details/Description: Monitor progress of internal auditors on approved annual plan and special audit requests.

Acceptable Target: 80% of planned audits completed.

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for Monitor Internal Audit Plan

Summary of Findings: The Internal Audit unit filed 18 audit reports during the 2009 – 2010 fiscal year. Ten of those reports were part of the 2009 – 2010 Approved Internal Audit Plan; eight (8) of the audit reports were for Special Investigations requested by the Chancellor or Chief of Staff during the year; as a result of the special investigation requests nine (9) audits scheduled for 2009 – 2010 will be considered for inclusion in the 2010 – 2011 Internal Audit Plan.

Acceptable Target Achievement:

Recommendations : The process of developing an annual internal audit plan with the option of requesting special investigation audits as necessary is working well for the university and will be continued.

Reflections/Notes :

Substantiating Evidence:

Monitor Unit Responses to Internal Audit Recommendations

Other level; Direct - Other

Details/Description: Monitor unit responses to internal audit recommendations for process improvements.

Acceptable Target: 100% response rate by audited units to findings in internal audit reports.

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for Monitor Unit Responses to Internal Audit Recommendations

Summary of Findings: Internal audits are not considered closed out and audit reports are not complete until unit responses are recorded. There has been 100% compliance to this requirement.

Acceptable Target Achievement:

Recommendations : This process is working well for the university to identify opportunities for increased efficiency along with real and potential problem areas and will be continued.

Reflections/Notes :

Substantiating Evidence: