Report:	Assessment Plan Details for: Systems and Procedures
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Workspace:	Operational Plan & Assessment Report - OPAR
Assessment Plan:	2009-10 Cycle: Assessment Plan and Assessment Findings
Assessment Plan Template:	OPAR Assessment Plan
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Measures and Findings

1.1.1 Increase the % of students who identify FSU as their first choice institution.

Outcome

1.1.1 Students who identify FSU as their first choice

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.1.1.

Measures & Findings

1. First means of assessment

Details/Description: Keep Banner STUDENT software releases current to ensure campus communities have the best experience available in processing administrative records.

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1. First means of assessment

Summary of Findings: Use SUNGARD customer web-site to track release dates and functional highlights. Track the number of days it takes to get releases installed in test environments. Track the number of days the release remains in test before moving to production. Assess and promote the benefits of functional enhancements that become available with each system upgrade. Help faculty and staff interpret and communicate these benefits to students.

Acceptable Target Achievement:

Recommendations : Tracking days to install is useful for monitoring maintenance release delays. The longer it takes to get a release installed, the longer it takes to evaluate the functional benefit to the campus.

Tracking days in test as a stand-alone metric does not provide qualitative insight. It only provides additional information related to the amount of time it takes to get a release functional. There may be times, however, when a longer amount of time in test is beneficial. A qualitative measure such as the number of problems experienced after moving to production will provide better use of this measure.

Banner Release Guides are published with each new release of software and highlight new features as well as problems solved. These documents have typically been made available to members of the Banner Technical Steering Committee but are now being distributed to a broader audience that includes supervisors and directors in functional administrative offices. The information provided has helped provide a more focused testing experience and a better appreciation for the changes being introduced with a Banner upgrade.

Reflections/Notes : Attempts to measure the success of keeping one module of

Banner up to date by measuring the number of days it takes to place it in production from when it is made available by the vendor is not realistic. Banner is a highly integrated enterprise resource planning system and each individual module must work in conjunction with others for the overall system to be effective.

For example, when Student release 8.3 was announced in January 2010, it required the installation of Banner General 8.3. The General 8.2 version had just been implemented successfully to work with student payment application software TOUCHNET. Subsequent reports of problems with General 8.3 coupled with the UNC and NC Office of State Controller's emphasis on getting payroll onto the Banner system prevented any Student module focus in Systems and Procedures. In retrospect, because of the problems with General 8.3, a rush to implement driven by measuring "days available vs. days to production" would have been detrimental to the overall satisfaction with the Banner system from a student perspective.

The measure was taken out of the core mission for Systems and Procedures for 2010-2011.

Substantiating Evidence:

1.1.4 Reduce loan indebtedness of students and their families by containing costs and leveraging all financial aid to meet the financial need of students.

Outcome

1.1.4 Meet the financial need of students

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.1.4.

Measures & Findings

1. First means of assessment

Details/Description: Keep Banner FINANCIAL AID software releases current to provide the latest allowable funding opportunities for processing student aid packages.

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1. First means of assessment

Summary of Findings: Use SUNGARD customer web-site to track release dates and functional highlights. Track the number of days it takes to get releases installed in test environments. Track the number of days the release remains in test before moving to production. Assess and promote the benefits of functional enhancements that become available with each system upgrades. Help faculty and staff interpret and communicate these benefits to students.

Acceptable Target Achievement:

Recommendations : Tracking days to install is useful for monitoring maintenance release delays. The longer it takes to get a release installed, the longer it takes to evaluate the functional benefit to the campus.

Tracking days in test as a stand-alone metric does not provide qualitative insight but in the Financial Aid area, where releases are rolled out much quicker than any other module, it is important to move forward quickly to provide features such as Year-Round PELL award processing consistent with regulations being rolled out from the Department of Education. To not keep up with software releases is to deny our students the opportunity to take advantage of the latest in financial aid.

Reflections/Notes : The FINAID module of Banner was keep current as it relates to regulatory requirements. This, however, is really part of the Financial Aid Office scope of operation and not really a part of Systems and Procedures core mission. Systems and Procedures certainly supported the FAO in its quest to keep the software current in 2009-2010. Systems and Procedures also keeps FAO current in its fulfillment of the UNC FIT initialtive with UNC General Administration and has goals developed in that area.

The specific measure of keeping FINAND software at certain release levels was taken out of the Systems and Procedures 2010-2011 operational plan.

Substantiating Evidence:

1.1.5 Achieve one-year retention rates, four-year graduation rates, and six-year graduation rates of at least 80%, 30%, and 50%, respectively, and persistence rate of all students of at least 80%.

Outcome

1.1.5 Achieve one-year retention rates

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.1.5.

Measures & Findings

1. First means of assessment

Details/Description: Support Registrar's Office in development of Banner STUDENT on-line degree audit and advising software (CAPP).

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1. First means of assessment

Summary of Findings: Track which programs are CAPP enabled. Work with Registrar's Office on best methods for monitoring results. Advise staff of CAPP enhancement available in new releases of Banner STUDENT.

Acceptable Target Achievement:

Recommendations : The CAPP function of Banner STUDENT allows student and faculty the ability to track degree progress on-line. The tool continues to be enhanced with maintenance releases of Banner STUDENT. To provide continuous improvement to the degree audit experience, it is necessary to keep releases up to date.

The Registrar's Office is rolling out CAPP one department at a time. Feedback from the programs that have already been rolled out are helping them adjust the CAPP set up to make subsequent programs more readable for both student and advisor.

Reflections/Notes : Keeping CAPP functional is accomplished between the Registrar's Office and ITTS. Systems and Procedures helped the Registrar's Office get CAPP functionality enabled but the on-going software release coordination has been with ITTS.

As a result, this measure is being taken out of Systems and Procedures unit goals in 2010-2011 operational plans.

Substantiating Evidence:

1.3.1 Increase the % of employees with high levels of satisfaction with their employment at FSU and who rate the overall quality of FSU's programs and services as very high on survey instruments.

Outcome

1.3.1 Increase the percentage of employees

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.3.1.

Measures & Findings

1. First means of assessment

Details/Description: Develop the use of Employee Self-Service Banner (SSB) providing employees with more access to their employment information.

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1. First means of assessment

Summary of Findings: Meeting notes and e-mail exchanges illustrate the dialog that has occurred. Information and the UNC ACTIVE COLLAB website speaks to what is being developed with the UNC standard HR model that will be rolled out to the nine Central Payroll campuses of which FSU is one. We also participate in the Change Advisory Board (CAB) designed to manage changes to the standard HR model. Meeting minutes and supplemental material are readily available on the ACTIVE COLLAB website.

Acceptable Target Achievement:

Recommendations : Participation in the UNC FIT project with UNC General Administration and other UNC campuses has helped clarify the HR/Payroll options that will be available to Fayetteville State. The content of the ACTIVE COLLAB web-site has provided guidance for preparing to migrate payroll processing from the state's PMIS Human Resources and Central Payroll Systems to Banner HR/Payroll.

One component of the Banner HR system that has not been exploited is Employee Self-Service Banner which can allow employees on-line access to their HR data. Plans are to use SSB for employees to enter

their time and leave reporting when the campus moves to Banner payroll.

Additional uses of SSB will include ability to capture emergency contact information, update address and telephone numbers, view leave balances and benefit information.

Reflections/Notes : Development of Employee Self-Service Banner consistent with UNC standard modeling is going to be specifically addressed with the introduction of Web Time Entry for student and temporary hourly employees as part of the roll out of Banner Payroll. Other parts of Employee Self-Service will also be developed with the Payroll initiative in 2010-2011.

Substantiating Evidence:

1.3.2 Seek to improve the salaries of faculty and staff as compared to peer institutions.

Outcome

1.3.2 Improve the salaries of faculty and staff

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.3.2.

Measures & Findings

1. First means of assessment

Details/Description: Reviewed and upgraded staff position in FY10.

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1. First means of assessment

Summary of Findings: A list of activities being performed by the Systems Accountant was created. The Office of State Personnel website was then used to search other job classifications performing these duties. A justification to re-classify the Systems Accountant to a Business Systems Analyst was written and approved.

Acceptable Target Achievement:

Recommendations : Mid-point salary on the position was increased 33%.

Reflections/Notes : Like the upgrade of the Systems Accountant position, a review of the Technical Support position was conducted resulting in an upgrade to the Business Systems Analyst level at the end of the 2010 fiscal year. While ensuring staff is adequately compensated is an on-going focus in Systems and Procedures, measuring market trends and making justifications with the Office of State Personnel is really a part of the Human Resources area and not part of Systems and Procedures core mission. As a result, the measure was taken out of the Systems and Procedures 2010-2011 operational plan.

Substantiating Evidence:

1.3.3 Increase the number of faculty and staff members who participate in professional development

activities.

Outcome

1.3.3 Faculty and Staff members who participate

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.3.3.

Measures & Findings

1. First means of assessment

Details/Description: Director of Systems and Procedures serves on the UNC Finance Training Committee and the UNC Financial and HR Systems Conference Boards. All organizations strive to provide meaningful conference sessions for campus staff participation.

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1. First means of assessment

Summary of Findings: Meeting minutes and working notes are available. Websites were provided for registration and to promote the events. Here is a link one of the conferences: http://portal.northcarolina.edu/uncfinconf/index.htm

Acceptable Target Achievement:

Recommendations : Conferences and workshops were designed to provide professional development and CPA certification opportunities for UNC staff employees. Most sessions were offered in a one-day multi-track format to minimize travel expenses during a year when state training budgets were constrained.

A one-day UNC Finance “mini-conference” was held in January, 2010 and attended by six FSU staff members. Three UNC Controller Workshops were held in FY10 and each one had FSU attendees. The workshops were conducted in November, 2009; March 2010; and June 2010.

To ensure the events foster continuous improvement, participants complete surveys that provide feedback to conference board and workshop planners.

Reflections/Notes : The Director continues to serve as Fayetteville State's representative on the UNC Systems Conference Planning Boards. Although this role is helpful to the overall mission of the UNC system, it is deemed not essential to the core mission of Systems and Procedures and will not be measured during the 2010-2011 operation plan of the unit.

Substantiating Evidence:

1.6.4 Monitor and distribute budgetary resources to units based on implementation of strategic priorities, cost effectiveness, productivity, and efficiency of programs and services.

Outcome

1.6.4 Monitor and distribute budgetary resources

Measures & Findings

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.6.4.

1. First means of assessment

Details/Description: The Systems and Procedures staff continues to work with Contacts & Grants to develop and make meaningful reports available to principal investigators.

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1. First means of assessment

Summary of Findings: Sample WEBFOCUS programs are available.

Acceptable Target Achievement:

Recommendations : Key Performance Indicator reporting to the UNC FIT project has been enhanced using WEBFOCUS programs to gather data that had been assembled manually. For instance, the number of new grant funds that are set up each month is automatically pulled from the system in a report that also shows the Grant Office the date when the fund was set up. A new “negative cash” report has also been made available to assist in the reporting of aged receivables. Another report shows the office which funds have been set to not accept data entry.

Reflections/Notes : UNC FIT Key Performance Indicator reports for Contracts & Grants are in place. Systems and Procedures will continue to work with the Contract & Grants Offce and develop process improvements consistent with anything new recommended by the UNC FIT project through 2010-2011.

Substantiating Evidence:

2.3.3 Collaborate with the military and intelligence communities, technical companies, state agencies, and private institutions to encourage the development and commercialization of technology.

Outcome

2.3.3 Development and Commercialization of Technology

Measures & Findings

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 2.3.3.

1. First means of assessment

Details/Description: Our work with other UNC schools in developing a more standardized use of Banner could be thought of as collaboration (see Means of Assessment under 1.3.3 above).

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1. First means of assessment

Summary of Findings: Conference and workshop agendas can show discussion points.

Acceptable Target Achievement:

Recommendations : Content from UNC ACTIVE COLLAB website can show results of the UNC recommended standard application of Banner technology.

The results deal with UNC development of technology and not commercialization of technology.

Reflections/Notes : Systems and Procedures continues to work with other UNC schools as part of a collaborative effort but it is not part of its core mission and operational deliverables so will not be measured during the 2010-2011 operation plan of the unit.

Substantiating Evidence:

2.5.3 Develop strategies to increase external funding.

Outcome

2.5.3 Strategies to increase external funding

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 2.5.3.

Measures & Findings

1. First means of assessment

Details/Description: Systems and Procedures staff is working with the FSU Advancement Office to build its Banner database with meaningful transfer of Student data.

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1. First means of assessment

Summary of Findings: Baseline queries show current number of records in the database. E-mails showing work with Alumni Affairs.

Acceptable Target Achievement:

Recommendations : Initial record counts show the number of Advancement constituents in Banner totals 25K. All records in this database have been entered manually to date.

Advancement staff was shown how to use the BANNER Student-to-Alumni interface process in a test environment to automatically pull the Spring 2009 graduating class into the Advancement data base. A strategy was also provided for pulling other graduating classes that are available in Banner into the Alumni database.
□

Reflections/Notes : The Advancement system, although in need to some additional data development, is primarily an Institutional Advancement area objective. There is no real advantage to keeping Banner ADVANCEMENT at a specific release level. Systems and Procedures ensured the module is working within the existing Banner environment in 2009-2010. Given other priorities such as payroll implementation and

integration of a new purchasing system, the measure of Advancement system success was taken out of the Systems and Procedures 2010-2011 operational plan.

Substantiating Evidence:

6.3.4 Develop a dynamic fund drive campaign which will appeal to a variety of audiences, particularly business and industry.

Outcome

6.3.4 Develop a dynamic fund drive campaign

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 6.3.4.

Measures & Findings

1. First means of assessment

Details/Description: Systems and Procedures staff is working with the FSU Advancement Office to build its Banner database with meaningful transfer of Student data.

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1. First means of assessment

Summary of Findings: Baseline queries show current number of records in the database. E-mails showing work with Alumni Affairs.

Acceptable Target Achievement:

Recommendations : Initial record counts show the number of Advancement constituents in Banner totals 25K. All records in this database have been entered manually to date.

Advancement staff was shown how to use the BANNER Student-to-Alumni interface process in a test environment to automatically pull the Spring 2009 graduating class into the Advancement data base. A strategy was also provided for pulling other graduating classes that are available in Banner into the Alumni database.

Reflections/Notes : The Advancement system, although in need to some additional data development, is primarily an Institutional Advancement area objective. There is no real advantage to keeping Banner ADVANCEMENT at a specific release level. Systems and Procedures ensured the module is working within the existing Banner environment in 2009-2010. Given other priorities such as payroll implementation and integration of a new purchasing system, the measure of Advancement system success was taken out of the Systems and Procedures 2010-2011 operational plan.

Substantiating Evidence: