**Administrative Unit**

**Assessment Plan**

**The University of New Mexico**

**A. Unit and Date**

1. Unit: UNM Los Alamos Campus Branch Campus

2. Department/Division: Campus Operations

3. Submission Date: June 14, 2016

**B. Contact Person(s) for the Assessment Plan**

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| First and Last Name | Title | UNM Email Address |
| 1. Lisa J. Wismer | Director, Business Operations | lclough@unm.edu |
| 1. Gayle Burns | Mgr, Business Services | rapely@unm.edu |

**C. Unit Goal(s), Outcomes & Assessment Matrix**

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| --- | --- | --- | --- | --- | --- | --- |
| Broad Goals | Student Learning and/or Administrative Unit Outcomes | Univ. Goals/  UNM Strategic Plan | When Assessed  \*\* | Assessment Method(s)/  Activity, unit, etc. if relevant | Direct/  Indirect | \*Criteria to determine success |
| **Human Resources** | | | | | | |
| Goal 1: All monthly and biweekly employees paid on time | AUO 1.1: Timely and accurate payroll processing of timesheets and leave requests | UNM LA Goal 3 | Monthly | Banner payroll data for number of payrolls, numbers of entries for each payroll and number of correcting entries  Evidence: Data reports extracted from Banner HR – each payroll  Log corrections made | Direct | 1% or less UNM LA error margin for each payroll |
| AUO 1.2 Provide one- on-one training to new staff and student hires on required payroll paperwork submission process | UNM LA Goal 3 | Every Tuesday as needed | Collection of Departmental Orientation verification forms for each new hire | Direct | 100% of the forms are completed and collected |
| AUO 1.3 Provide regular communication to UNM LA campus regarding deadlines, updates or changes to payroll process | UNM LA Goal 3 | Every pay period and as needed for updates and changes | Tracking of Email notifications | Direct | A minimum of 38 regular payroll email notices every calendar year. |
| Goal 2: Prospective employees are recruited and hired in compliance with state and UNM personnel regulations. | AUO 2.1:  Determine appropriate hiring/recruiting approach by meeting with hiring official(s) to fill workload needs throughout the Branch | UNM LA Goal 3 | Each semester | Use new HELP request software for tracking initial inquiry about a workload need | Direct | January 1, 2017 fully implemented with 100% of requests initiated through HELP |
| AUO 2.2 Complete the recruiting/hiring process from beginning to end within 3 months for each new hire | UNM LA Goal 3 | Each semester | Use HELP system to track beginning and closure of each hiring | Direct | 75% of hirings completed within 3 month time frame |
| Goal 3: Personnel actions for employees are processed in a timely fashion. | AUO 3.1 Make effective status changes for faculty, staff, and students via EPAF and EPAN within one week of notification | UNM LA Goal 3 | Yearly | Tracking of ePAF and ePAN actions | Direct | 100% of all notifications processed within one week |
| **Information Technology and Telecommunications** | | | | | | |
| Goal 4: : Implement a ticketing system for departmental requests for service | AUO 4.1.  System will be set up for piloting by end of Fall 2016 semester | UNM LA Goal 2 | End of Fall 2016 semester | Successful launch of system for use | Direct | IT, HR and Facilities will be able to utilize the system |
| AUO 4.2  Provide at least two training sessions to departmental stakeholders starting Spring 2017 | UNM LA Goal 2 | End of Spring 2017 semester | Tracking of number of training sessions (sign up sheets) | Direct | 100 % of stakeholders will be trained |
| Goal 5: Reliable and speedy IT and telephone connectivity in support of all institutional applications to ensure less than 2% downtime | AUO 5.1  Conduct monthly maintenance checks of IT equipment closets, to include addressing any IT Alerts within 48 hours | UNM LA Goal 2 | Monthly | Tracking of maintenance checks and time to address alerts via HELP system | Direct | 100% routine maintenance checks are done monthly  100% of alerts addressed within 48 hours |
| **Facilities and Events** | | | | | | |
| Goal 6: Campus awareness of buildings, events and ongoing maintenance. | AUO 6.1:  Effective communication to the UNM LA community about activities, events, facilities, and repairs that impact our physical buildings and campus spaces. | UNM LA Goal 4 | Yearly | Track communication to Listserve utilized in notifying campus about activities, events etc.  Use satisfaction survey in new tracking software. | Direct and Indirect | 80% of survey respondents indicate that they are satisfied with communication about campus activities |
| **Business Services** | | | | | | |
| Goal 7: To receive a clean audit from external auditors annually | AUO: 7.1  Demonstrate effective financial stewardship by recommending resource utilization aligned with institutional objectives | UNM LA Goal 5 | Yearly | UNM yearly External auditor report | Direct | Successful audit with no major findings |
| AUO 7.2  Communicate with UNM ABQ departments in order to ensure the financial resources at UNM LA are in compliance with state and UNM regulations following GAAP | UNM LA Goal 5 | Yearly | Timely submission of required financial reports | Direct | 100% submitted per established timeline set by HED and UNM ABQ |
| Goal 8:  Students will be able to understand and manage their student account. | AUO: 8.1  Present at new student orientation each semester about student account information and provide on-on-one counseling as requested | UNM LA Goal 5 | Each semester | Student Services Survey | Indirect | 80% of survey respondents indicate that information received was sufficient to help them manage their student account |
| Goal 9:  Effective processing of all accounts payable transactions. | AUO: 9.1.  Initiate accounts payable transactions via UNM LA IPR within two business days.. | UNM LA Goal 5 | Quarterly | Examine log of payable transactions | Direct | 90% of all transactions were initiated within two business days . |

1. **Who**: State explicitly whether the unit’s assessment will target all students/clients and/or a sample for each outcome.

Goal 1: All monthly and biweekly employees will be paid on time

This goal will be assessed for progress based on evidence collected through Banner or other UNM systems

Goal 2: Prospective employees are recruited and hired in compliance with state and UNM personnel regulations

This goal will be assessed for progress based on reports and satisfaction surveys of all users (staff and faculty) provided by new tracking software

Goal 3: Personnel actions for employees are processed in a timely fashion

This goal will be assessed for progress based on evidence collected through Banner or other UNM systems

Goal 4: Implement a ticketing system for departmental requests for services

This goal will be assessed by the successful launch of a tracking system for IT, HR and Facilities. Documentation of two training sessions will be submitted.

Goal 5: Reliable and speedy IT and telephone connectivity in support of all institutional applications to ensure less than 2% downtime

This goal will be assessed for progress by maintaining maintenance logs and reports provided through the new ticketing system.

Goal 6: Campus awareness of buildings, events and ongoing maintenance.

This goal will be assessed for progress by using the reports available from new tracking software and through evidence collected from UNM email system.

Goal 7: To receive a clean audit from external auditors annually

This goal will be assessed for progress by evidence of a clean annual audit and 100% of required reports on time with 100% accuracy

Goal 8: Students will be able to understand and manage their student account

This goal will be assessed for progress through a survey of students that attend New Student Orientation

Goal 9: Effective processing of all accounts payable transactions.

This goal will be assessed for progress using a time log of all transactions processed.

2. **When will the outcomes be assessed? *When and in what forum will the results of the assessment be discussed*?**

All data will be collected and all outcomes assessed by the campus operations department managers after each fiscal year has closed,

3. **What is the unit’s process to analyze/interpret assessment data and use results to improve and/or maximize**

**performance on the outcomes?**

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As a small department, all employees in the campus operations group will work on the assessment team to gather and interpret the data for each specific goal. The analysis will be based on appropriate criteria determined for each goal and recommendations will be made by the team in a report to the Institutional Effectiveness Committee. The committee will then formulate recommendations and assist the units in prioritizing areas that need improvement. A yearly assessment report will be provided to the Executive Cabinet.