

## Department Program Review and Strategic Plan 2017 - 2021

### Division of Administration and Finance

*As a partner in learning and through the stewardship of resources, the Administration and Finance division provides innovative programs and services to support the student-centered mission of the University.*

## DEPARTMENT MISSION/VISION

The mission of the Student Financial Services (SFS) Office at the University of Colorado Colorado Springs is to efficiently enable and assist students and departments in meeting their financial obligations, with a focus on financial integrity and accountability.

The SFS Office is responsible for the management of key university financial resources and records, and acts as a central collection point for university receipts. We strive to provide helpful & knowledgeable assistance to students, parents, faculty and staff in a timely manner.

## DEPARTMENT CORE VALUES

- Customer Service
- Diversity
- Employee Development
- Integrity
- Continuous Improvement
- Quality
- Collaboration
- Environmental Responsibility
- **Customer Service:** We strive to provide helpful, knowledgeable assistance to students, parents, campus departments, and other constituents in a timely manner, and keep their interests in the forefront of our decision making.
- **Diversity:** We respect all members of the community, and strive to support the university's commitment to diversity in order to create a supportive and inclusive environment for all.
- **Employee Development:** We value and support personal and professional development which leads to growth and a positive work experience.
- **Integrity:** We value high standards of ethical behavior. We demonstrate and expect responsibility and accountability.
- **Continuous Improvement:** We promote innovative uses of resources on behalf of our customers, seek ways to add value, and efficiently improve operations and services.
- **Quality:** We value the consistent delivery of accurate, timely information required by our customers and seek to be proactive in providing services.
- **Collaboration:** We promote the sharing of ideas, teamwork, and communication in support of operations and strategic priorities.
- **Environmental Responsibility:** We support the campus commitment to sustainability by making process improvements that reduce waste and energy consumption through the innovative use of technology.

## OVERVIEW OF THE ASSESSMENT PROCESS

SFS Director and Associate Director distributed all assessment materials provided by the assessment committee to all 11 SFS staff members for each staff member to complete individual evaluation and rating. Then multiple staff meetings were organized to accomplish the following tasks:

- Gather individual ratings from all staff
- Discuss and collaboratively agree upon overall departmental rating for each category
- Identify associated strengths and weaknesses within each rating category
- Each staff member to select a section of the written narrative to write and submit for review
- Gather all written submissions and produce a cumulative draft of the assessment narrative for review and feedback from all SFS staff
- Finalized all documents and materials for submission to assessment committee

This initial process for departmental ratings and assessment started in October 2016 after the fall busy time passed and concluded prior to Christmas break.

The additional requirements for the strategic plan and goals were distributed in April 2017 from the assessment committee and were completed within regularly planned staff meetings and submitted by the 6/30 deadline.

## STRATEGIC ADVANTAGES

Strengths:

- Delivering core services with minimal staff levels as compared to peer institutions (1200 transactions versus 400 transactions per staff member)
- Use of technology to provide a first-class Bill Estimator for use by stakeholders
- Regular use of external professional standards (PCI compliance audit and NACUBO Student Financial Services Benchmarking Survey)

## STRATEGIC CHALLENGES

Challenges:

- Create centrally located and documented procedures and processes for all SFS positions
- Increase diversity and inclusion education and training within SFS
- Collect and evaluate stakeholder feedback regularly

## STRATEGIC GOAL(S)

Goal 1.1: To have each functional area within SFS document and maintain up-to-date processes and procedures for their position and house this information in a shared document that is easily accessible by all SFS staff.

Goal 2.1: To require all SFS staff to attend a minimum of 4 hours of diversity and inclusion training per year and to include this as a goal in each person's performance plan.

Goal 3.1: To provide an opportunity for students and authorized payers to take part in a survey to provide feedback to us so we can continually strive to provide the best quality service possible.



## CONCLUSIONS/OUTCOMES

