Controller's Office

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.

UCCS University of Colorado Colorado Springs

DEPARTMENT MISSION/VISION

We believe it is our duty to support the mission of the University by:

- Preparing accurate, timely, and reliable financial statements,
- Providing outstanding customer service,
- Complying with applicable laws and regulations, and
- Providing training, oversight, and management to ensure the integrity of financial transactions.

DEPARTMENT CORE VALUES

We strive to:

- Provide transparency by disclosing of full information required for collaboration, cooperation, and collective decision making.
- Be responsive by reacting quickly and positively.
- Perform ethically by adhering to policies, procedures, laws, and accounting standards.
- Maintain professionalism in all circumstances.

STRATEGIC ADVANTAGES

- One of our strategic advantages is our ability to embrace change.
- Customer Service is part of our mission and we strive to create a welcoming atmosphere.
- We stay updated with continuing education on the latest professional standards.

STRATEGIC CHALLENGES

- Collect and evaluate stakeholder feedback
- Office location at UOP
- Constantly monitoring our web content
- Onboarding process for new financial personnel on campus

STRATEGIC GOALS

Goal 1: Improve our onboarding process for new staff, both internal and campus financial users.

- Create a welcoming environment for new hires by reaching out to them before their first day. Guide them through the necessary documents that HR needs on file. Explain the process of the Offer Letter.
- Provide the new employee with UCCS swag (coffee mug and/or water bottle, lapel pin) and have their name tag ready for them on their first day. Walk them around the office building introduce them to everyone with everyone explaining their job duties.
- Take them to lunch at the beginning of their employment.
- Give the new hire a tour of the campus.
- Provide them with campus/department specific documentation to help them learn our processes. Each department supervisor would need to tailor this to specific tasks. Adding to what we are already providing.
- In the GL slide deck and on our webpage add pictures of each of us with our contact information.
- When the GL training is held make an appearance to introduce ourselves. It is not so intimidating to ask someone for help when you know who you are asking.
- Offer new employees hired within department more one on one with myUCCS portal website and its content and processes.
- Controller to send an email to new financial employees welcoming them and giving them information about our office.

Goal 2: Update Website to make it more appealing and user friendly.

- Design a more appealing main page. Collaborate with department on their ideas as to what an appealing website might look like. Make initial update to website (layout, accessibility, navigation, info)
- Each area of expertise is responsible for their webpage content including links.
- Ongoing maintenance/review (semi-annually). Yearly updating or as processes, regulations, questions change.
- In the GL slide deck and on our webpage add pictures of each of us with our contact information.
- Links provided to GASB, FASB, Sponsored Projects, Controllers Office, etc. as a quick reference for One Stop Shop and find information easier
- Area on our website to assess how helpful website is (allows for continual improvement) Pop up survey. Did you find what you were looking for? ☺ ☹ and Why are you happy or sad about your experience?

Goal 3: Survey our customers/stakeholders after contact with departments focusing on periods such as year-end.

- Annual in person survey to Finance group to collect feedback on our performance (allows for continuous improvement). For Survey Measure: timeliness, effectiveness, helpfulness, understandability
- Offer opportunities for customers/stakeholders to visit us at our office at UOP to see where we are and what we do. For them to know that we are available to address their concerns in our smaller setting.
- Visit their departments to see their workspace, so we can get a better understanding of what they do in their areas, how the projects they are working on are affecting their departments; brings the process full circle. This personalized service demonstrates our interest of their departments.
- Put a survey on our webpage and direct people there.
- Formalizing direct communication to the accounting program within COB. Attend the Networking Career Night and hold a lunch to invite accounting students to the office, this would give us a chance to talk about our specific duties.

OUTCOMES

Goal 1: New employees will know who each of their co-workers are and the beginnings of work connections will be formed. Creating a feeling of being part of the team/University. Creating relationships on campus and within our department. Introducing new employees to the campus community. Providing them with tools to be successful.

Goal 2: Easier for customers to use. Easier for customers to navigate and find information. Continue to provide the most up to date information. This will provide an additional resource for the user to get feedback from the department. Achieves well informed new and current employees. Colorful and intuitive website for users to access with answers to most commonly asked questions and links to reference information. Questions are being answered through the website, less personal emails and phone calls. Resulting in more efficient use of time.

Goal 3: Continuously improve the service we provide to customers. More open relationship with various departments.