Directors Retreat 2013
Prude Ranch, Fort Davis, TX
October 17 and 18
VPBA Fiscal Year 2013-14 Work Plan

• Successful implementation of the HCM/FMS modules of the PeopleSoft suite of software products. This includes successful implementation of the Hyperion Budget software.

• New Campus Development projects
  – Campus Transformation Project
  – Student Housing
  – Parking Garage Phase III
  – Information Technology Building
  – Rudolph Site
VPBA Fiscal Year 2013-14 Work Plan

• Financial Monitoring and Oversight
  – Monthly financial reviews/projections
  – Resolution of tuition rates for FY 2014-15
  – Satisfactory rating on UT System Analysis of Financial Condition.

• Balanced Scorecard Initiative
  – Recalibrate targeted performance measures
  – Reconsider departmental metrics currently used, making them more strategic
  – Refine data analytics and reporting
VPBA Divisional Priorities

1. Focus on mastering our core services and achieving service excellence.

2. Aggressively pursue and optimize the use of technology/software solutions to streamline and improve the efficiency of services.

3. Improve communication with the campus community, within our departments and with each other.

4. Strategic management of human capital

5. Demonstrate strong financial stewardship

6. Improve campus practices related to management of the University’s physical plant

7. Reassess organizational structures/alignment of responsibilities.

8. Enhance the campus experience for the UTEP and El Paso community, as well as guests of the University
Business Affairs Divisional Priorities

1. Aggressively pursue and optimize the use of technology/software solutions to streamline and improve the efficiency of services.

   – PeopleSoft
   – Hyperion Budgeting
   – Document Imaging
   – Higher One
   – Facilities Services – integrated technology solutions. What is the next generation solution for this unit?
   – Departmental websites – HUGE issue
2. Focus on mastering our core services and achieving service excellence.

- Are the buildings really clean?
- Is project management on construction projects what it should be?
- Are tuition and fee assessments accurate? Are our invoices clear and understandable?
- Do we really provide quality, professional, courteous customer service?
- Do we really understand our business processes, from end to end?
- How efficient are our processes? Are they really as lean as they can be? Are they clear to our customers?
Business Affairs Divisional Priorities

3. Improve communication with the campus community, within our departments and with each other.

– With our customers
  • Clear policies, appropriately documented
  • Robust websites
  • Transparency
  • Reach outside of our offices, get to know our customers
  • Focus groups
  • Telephone and email etiquette
  • Emphasize service – not compliance

– With our employees
  • Staff meetings

– With each other
  • Respect
  • Support for one another
  • If you have an issue with a peer, address it constructively
Business Affairs Divisional Priorities

4. Reassess organizational structures/alignment of responsibilities.

- Is the organizational structure within each of our organizations appropriate?
- Would certain functions be better aligned with another department?
- Need to consider the impact of PeopleSoft
- Should we consider a shared business centers?
Business Affairs Divisional Priorities

5. Strategic management of human capital

- Assess skill sets/education requirements needed for positions within your department and consider plans to address the gaps/deficiencies.

- Strategic hiring. Carefully consider each vacancy carefully before proceeding to hire.

- Strengthen division effort to develop mid-level managers

- Strongly encourage certifications where available for certain fields.

- Employee training program
6. Demonstrate strong financial stewardship

• Control cost base
• Maintain or improve institutional financial ratios
• Improve internal financial and budget reporting
• Innovative solutions to revenue generation and cost containment
• Maximize revenue streams as appropriate
• Partner with Academic Affairs to provide the business infrastructure required for robust online programs
• Manage financial resources prudently and responsibly
Business Affairs Divisional Priorities

7. Enhance the campus experience for the UTEP and El Paso community, as well as guests of the University

- Concerts and special events
- Attractive, comfortable and safe physical environment
- Customer/visitor friendly environment (signage, lighting, greeting/service at campus guard gates, assisting with battery charges, hours of operation etc.)
- Effective management of campus traffic/parking
- Effective game management focused on promoting UTEP athletics – not necessarily
- Effective planning and execution of the Campus Enhancement Project
- Closure of inner campus by 2014
Business Affairs Divisional Priorities

8. Improve campus practices related to management of the University’s physical plant

- Develop and implement policies related to space utilization and allocation
- Develop and implement policies for requests for renovation of campus facilities
- Preventive and recurring maintenance plans for each facility?
- Assessment of and plan for addressing deferred maintenance
- Develop and publish a Guide to Services for the campus community
- Improve overall project management