Business and Auxiliary Services

Assessment Report Summary

7. Summary of Assessment Results with Focus on Program Improvement: Describe evidence-based changes that have taken place within the last few assessment cycles because of assessment. Statements must be supported by evidence from the assessment report(s).

The Division of Business Affairs has established formal strategic performance indicators to evaluate opportunities for the administrative support services to increase efficiency and effectiveness in carrying out the mission of Business Affairs. These indicators are reported to the Executive Vice President of Business Affairs to make improvements in their services and operations. The indicators consist of customized performance goals and measures developed by each department in Business Affairs, which contributes to the overall Business Affairs assessments. The indicators are provided through bi-monthly scorecards. The scorecards methodology is modeled after a similar process used by the Boeing Company for operational excellence. In 2014, this process matured with all departmental units in Business Affairs recording assessment plans in Compliance Assist, in addition to the performance indicator process.

Business and Auxiliary Services (BUAS) has used assessment results to focus on improvement for customer satisfaction, operational efficiency, and financial effectiveness. BUAS has successfully offered more textbook and meal plan options as well as extending various types of service at the copy center, cougar card, parking services, campus housing, and mail services.

Fiscal Services

Assessment Report Summary

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Governmental Relations

Assessment Report Summary

7. Summary of Assessment Results with Focus on Program Improvement: Describe evidence-based changes that have taken place within the last few assessment cycles because of assessment. Statements must be supported by evidence from the assessment report(s).

Human Resources

Assessment Report Summary

7. Summary of Assessment Results with Focus on Program Improvement: Describe evidence-based changes that have taken place within the last few assessment cycles because of assessment. Statements must be supported by evidence from the assessment report(s).

Internal Auditor

Assessment Report Summary

7. Summary of Assessment Results with Focus on Program Improvement: Describe evidence-based changes that have taken place within the last few assessment cycles because of assessment. Statements must be supported by evidence from the assessment report(s).

Office of Sustainability

Assessment Report Summary

7. Summary of Assessment Results with Focus on Program Improvement: Describe evidence-based changes that have taken place within the last few assessment cycles because of assessment. Statements must be supported by evidence from the assessment report(s).

Procurement

Assessment Report Summary
7. Summary of Assessment Results with Focus on Program Improvement: Describe evidence-based changes that have taken place within the last few assessment cycles because of assessment. Statements must be supported by evidence from the assessment report(s).: