

The University of Virginia's College at Wise
 Planning and Institutional Effectiveness

Unit/Department or Functional Area	Name and Title of Person Completing Form
FINANCE AND GOVERNMENT RELATIONS	Sim Ewing, Vice Chancellor

Mission of Department or Functional Area

The Office of the Vice Chancellor for Finance and Government Relations provides administrative and business services and contacts with state government necessary to support the academic and student life programs.

2005-2006						
	Outcome Goals in Measurable Terms	Desired Accomplishments /Goals	Critical Priorities	How Outcomes Will Be Achieved (Action Plan)	Method(s) of Assessment (Be Specific)	Results
	1. Customer satisfaction with printing services will be shown by a target of reducing the number of reprinted jobs by 50% over the prior year	All		We have hired a printer and graphic artist. Previously we had been in a joint venture with MECC to do printing. We will now have internal control over quality.	FY2006 Printing Services Survey Compare FY2005 Print Jobs with FY2006 Print Jobs	
	2. 100% compliance on SACS financial standards.	All		Each semester we will be conducting performance audits on 20 accounts selected randomly throughout the institution.	SACS On-Site Committee Report	
	3. Increase participants in training programs by 10%	2.1 2.5		Training programs will be offered in the following areas: Credit Cards – Travel Credit Cards – Purchasing Integrated Systems P.O. Purchaser EVA/SWAM Procurement Discriminatory Harassment New Employee Orientation Benefits Training	FY2006 Training Records	

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4. Decrease number of adjustments necessary on monthly process with the University by 10%.	All		Monthly coordination conference calls are conducted between finance staff in Wise and Charlottesville to coordinate internal transactions.	Compare FY2005 Monthly Reconciliation Statements with FY2006 Monthly Statements	
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Analysis and Documented Improvements Narrative

Outcome Goal #1: Customer satisfaction with printing services will be shown by a target of reducing the number of reprinted jobs by 50% over the prior year.

Based on your results, analyze and document the reasons the expected outcome was a) met, b) partially met, or c) not met.

- 1. If outcome goal was b) partially met or c) not met, what further actions will you take to address this shortcoming?**
- 2. What improvements have been made as a result of your efforts on this goal?**
- 3. Did your assessment suggest other areas for further improvement?**
- 4. Provide a one paragraph executive summary for the annual institutional effectiveness report:**

Outcome Goal #2: 100% compliance on SACS financial standards.

Based on your results, analyze and document the reasons the expected outcome was a) met, b) partially met, or c) not met.

- 1. If outcome goal was b) partially met or c) not met, what further actions will you take to address this shortcoming?**
- 2. What improvements have been made as a result of your efforts on this goal?**
- 3. Did your assessment suggest other areas for further improvement?**
- 4. Provide a one paragraph executive summary for the annual institutional effectiveness report:**

Outcome Goal #3: Increase participants in training programs by 10%

Based on your results, analyze and document the reasons the expected outcome was a) met, b) partially met, or c) not met.

1. If outcome goal was b) partially met or c) not met, what further actions will you take to address this shortcoming?
2. What improvements have been made as a result of your efforts on this goal?
3. Did your assessment suggest other areas for further improvement?
4. Provide a one paragraph executive summary for the annual institutional effectiveness report:

Outcome Goal #4: Decrease number of adjustments necessary on monthly process with the University by 10%.

Based on your results, analyze and document the reasons the expected outcome was a) met, b) partially met, or c) not met.

1. If outcome goal was b) partially met or c) not met, what further actions will you take to address this shortcoming?
2. What improvements have been made as a result of your efforts on this goal?
3. Did your assessment suggest other areas for further improvement?
4. Provide a one paragraph executive summary for the annual institutional effectiveness report: