

**ASSESSMENT RECORD FOR
THE OFFICE OF THE PRESIDENT
UNIVERSITY OF THE VIRGIN ISLANDS**

OFFICE OF THE PRESIDENT

Name of Administrative Unit

October 1, 2011 – September 30, 2012

Assessment Period Covered

June 15, 2012

Date Submitted

Submitted By: Noreen Michael, Chief of Staff, Office of the President

(on behalf of President David Hall)

Form A

ASSESSMENT RECORD FOR OFFICE OF THE PRESIDENT

Administrative Support Unit

October 1, 2011 – September 30, 2012

June 15, 2012

Expanded Statement of Institutional Purpose Linkage:

Institutional Mission/Goal(s) Reference:

STRATEGIC AREA OF FOCUS: INSTITUTIONAL IMPROVEMENT

GOAL 2: *Insure that the strategic goals and objectives are met by enhancing the University's capacity to achieve results.*

Mission Statement:

(Updated 2012)

The Office of the President is committed to ensuring that the strategic goals and objectives of the University are met by leading and supporting efforts in the areas of institutional effectiveness, strategic planning, assessment, and effective University operations. The Office is also committed to promoting effective, efficient and timely communications; championing the enhancement of the University's image; and supporting the institutionalization of the seven management values:

- ✓ High Performance Institution
- ✓ Service Oriented
- ✓ Uncompromised Integrity
- ✓ Informed decision making
- ✓ Fiscal responsibility
- ✓ Performance assessment
- ✓ Emotional and Spiritual Health.

Outcomes/Objectives:

1. By Sept. 30, 2012, the Office of the President will process critical documents timely, as defined within the current Service Charter of the Office of the President.
2. By Sept. 30, 2012, the Office of the President will communicate information relative to Board of Trustees and President's Cabinet outputs to the University community effectively and timely, as defined within the current Service Charter of the Office of the President.
3. By September 30, 2012, the Office of the President will effectively and timely plan activities/events that involve members of the University community and communicate relevant information a minimum of one month in advance of the event/activity.

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Administrative Support Objective I:

By Sept. 30, 2012, the Office of the President will process critical documents timely, as defined within the current Service Charter of the Office of the President.

Approach to Assessment of Objective I:

1. Means of Unit Assessment:

Direct

- A. Log capturing receipt date and action/completion/transmittal date of documents.
- B. E-log documenting processing of payment documents for vendors within 3 business days of receipt of documents.
- C. E-log documenting adherence to 7-business-days standard for acknowledgements of correspondence received through the mail.
- D. Log documenting that administrative documents needing action were processed within three business days of submission to the OOP.
- E. E-documentation of transmittal of guidelines regarding the processing of incomplete or incorrect documents

Indirect – Customer Surveys

Achievement Target: 80% adherence to timeframes for processing documents

- A. Process documents received in the office by hand delivery within 3 business days?
- B. Process administrative documents received via email within 3 business days

2. Summary of Assessment Data Collected:

3. Proposed Use of Results to Improve OOP Services:

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Administrative Support Objective II:

By Sept. 30, 2012, the Office of the President will communicate information relative to Board of Trustees and President's Cabinet outputs to the University community effectively and timely, as defined within the current Service Charter of the Office of the President.

Approach to Assessment of Objective II:

1. Means of Unit Assessment:

Direct

- A. E-documentation of availability of Minutes of Cabinet and Board of Trustees meetings to the University community within 10 business days of approval.
- B. E-documentation that Cabinet and Board of Trustees outcomes were communicated to the appropriate executing component and/or agency within 10 days of such action.

Indirect

- A. Review of dates of web postings – numbers of postings made within the specified timelines
- B. Customer Survey regarding receiving timely and purposeful information regarding BOT and Cabinet events and outcomes
- C. Customer Satisfaction survey results relative to transparency of decisions effecting the university

Achievement Target: 100%

- A. Post bulleted outcomes from Cabinet meetings on President's page of UVI website – (no later than 10 business days after approval of meeting minutes)
- B. Post approved policies and resolutions on Trustee page of UVI Website no later than 10 business days after meeting
- C. Post Approved Board Meeting Regular Session Minutes no later than 10 business days after meeting

2. Summary of Assessment Data Collected:

3. Proposed Use of Results to Improve Unit Services:

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Administrative Support Objective III:

By September 30, 2012, the Office of the President will effectively and timely plan activities/events that involve members of the University community and communicate relevant information a minimum of one month in advance of the event/activity.

The Office of the President will fully plan events originating from the President's Office a minimum of one month in advance of the activity or event.

Approach to Assessment of Objective III:

1. Means of Unit Assessment:

Direct

- A. Activities and events that involve members of the University community will be planned and communicated out at least one month in advance of the activity or event.
- B. OOP Planning meetings weekly (President, COS, EAP, SAP)
- C. OOP Staff meetings
- D. Creation of a checklist establishing planning protocols/procedures
- E. Creation of procedures for other departments/units to follow when planning events on behalf of the OOP

Indirect

- A. A count of the number of activities and events for which major planning and communication was done in advance of one month of the event
- B. Decrease in last minute correspondence via email or telephone to participants and/or vendors
- C. Results of customer satisfaction survey relative to timeliness of information regarding various planned activities/events/functions

Achievement Target: 90%; 50% increase in communication within OOP

1. Send meeting invite to participants via Microsoft calendar (thus forcing folks to accept meeting invites)
2. Develop a President's Office event calendar on the President's website – when sending out announcements and invites include link to President's page.
3. Use myCampus portal for communicating information.

2. Summary of Assessment Data Collected:

3. Proposed Use of Results to Improve Unit Services:

**SUMMARY OF SERVICES PROVIDED BY THE OFFICE OF THE PRESIDENT
TO BE ASSESSED IN FY 2011-2012**

No.	Service	Objective	Achievement Target	Measure(s) of Accomplishment
1.	Processing of Documents	By Sept. 30, 2012, the Office of the President will process critical documents timely, as defined within the current Service Charter of the Office of the President.	<p>A. Hand-delivered documents processed within 3 business days.</p> <p>B. Process documents received via email within 3 business days</p> <p>C. Return documents needing edits/corrections within one working day of receiving document. "Guideline document" for revision should be included.</p>	<ul style="list-style-type: none"> ▪ Keep log of time document received and when it was released or completed? ▪ Guidelines document developed and provided to customers delineating process for revising and resubmitting documents needing revision. ▪ Customer satisfaction with timeliness of document processing as captured through customer satisfaction survey.
2.	Planning of Events	By September 30, 2012, effectively and timely plan activities/events that involve members of the University community and communicate relevant information a minimum of one month in advance of the event/activity.	<p>A. Process documents received in the office by hand delivery within 3 business days?</p> <p>B. Process documents received via email within 3 business days</p> <p>C. Develop a guideline so that customers know that incomplete documents will be returned and the clocks turn back</p>	<ul style="list-style-type: none"> ▪ "Hold the Date" meeting invitations sent four (4) weeks prior to scheduled event. ▪ <i>Calendar of Events</i> posted quarterly. ▪ Link established to events through <i>myCampus</i> and Office of the President's page on website.
3.	Communication of Information	By Sept. 30, 2012, communicate information relative to BOT and President's Cabinet outputs to the University community effectively and timely, as defined within the current Service Charter of the Office of the President.	<p>A. Posts occur within 10 business days of approval of Cabinet meeting minutes</p> <p>B. Posts occur within 10 business days of Board meetings</p> <p>C. Posts occur within seven working days of approval.</p>	<ul style="list-style-type: none"> ▪ Posting of bulleted outcomes (actions) of Cabinet meeting. ▪ Posting of approved policies and resolutions on Trustee page of UVI website. ▪ Posting of approved Board of Trustees Regular Session Minutes.