

Division of Administration & Finance 2015 Program Review



February 26, 2015

Vision Statement....

Stewardship without Bureaucracy

Mission Statement:

The purpose and aim of the Division of A&F is to support and advance the mission of the College by professionally delivering high-quality administrative and financial services in a manner that safeguards and contributes materially to the enhancement of the College's assets, which include its human, financial, physical, technological, community, and intangible or reputational resources.

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Revised 2/6/15

SWOT ANALYSIS

Strengths

- Employer of choice in the region
- Reallocated resources to meet functional needs of campus
- Clean Audits
- Stable Bond Ratings by crediting agencies in spite of state outlook
- Revenue diversification
- Plant Grounds and Labor Best in Class by Sightlines
- Capacity to lead effectively in planning, building, operating and maintaining excellent and efficient facilities
- Strong commitment to environmental stewardship
- Improved relationships with state regulatory commissions
- Non-profit Auxiliary organization that responds to students request for services, as well as capacity to provide property management services for the College
- Stockton Seaview, an asset that continues to support the College's educational mission by offering flexible housing, classroom facilities, Food & Beverage training and internships, as well as a venue for hosting College events
- Increased on-line training
- Improved 9-1-1 communications technology ???
- Relationship with Stockton EMS creating student employment opportunities in local towns
- Expanded training and use of CPR/AED devices across campus facilities
- Collaboration with other campus offices
- Reorganized Office of Facilities filling vacancies based upon needs of the College
- Succession planning enabled successful transition of key positions

Weaknesses

- Limited staffing and resources to respond to needs of increased offsite facilities
- Continuing backlog of deferred maintenance
- Ability to rapidly procure goods & services
- Marketing of Auxiliary services to students
- Expansion of College social media for hiring purposes
- Retention of Campus Police staff
- Limited facilities for Police operations
- Limited state approved FTE positions

SWOT ANALYSIS

Opportunities

- Stockton Island Campus to address space, program and revenue diversification needs
- Partner with Atlantic County for Central Dispatch Center
- Partner with Atlantic City Public Safety
- Training opportunities for Campus Police through Atlantic County Prosecutors Office
- Stockton ARTP
- Partnership with Wyndham for Stockton Seaview
- Approval of the MOU with Pinelands Commission
- Increased use of technology
- Increase newly instituted change management culture within the division

Threats

- External bureaucratic limitations
- High fringe benefit costs paid to the state
- Increasing external unfunded mandates
- Compliance in accounting and tax regulations
- Federal, State and local regulations and compliance issues
- Market pressure to keep tuition and housing rates low
- Enrollment
- Decline in local economy

2014 Dashboard Goals Summary Update

Goals Met

Goals in Progress

Goals Not Met

I. Improve Communication and Customer Service

- ✓ 1. Create and develop a professional development program recognizing and awarding training with valid certificates to be used for staff development; training utilizes Flexible Registration and allows tracking of participants (IP1 & ER1 Learning)
 - Examples of training classes: Banner Finance 101; Credit Cards - understanding when they can be used and how they work; Credit Card Proxy; Credit Card reconciliation; Travel reconciliation; Creating direct pay documents; Account monitoring; FOPAL (what is it, why am I NSF); Budget; Purchasing; Web time Entry
 - Presentation developed for Pension & Benefit information, HR Mini tutorials updated
 - Held special open enrollment for information sessions due to state changes in Dental plans
 - Promoted a Supervising Public Safety Telecommunication staff member to enhance community communication

- ✓ 2. Establish a student internship program in finance and investments (S1 Learning)
 - Hosted an Accounting Intern for 2 semesters



2014 Dashboard Goals Summary Update



Goals Met

Goals in Progress

Goals Not Met

I. Improve Communication and Customer Service

-  3. Create an Advisory Group involving various members of the campus community such as: Student Affairs, Academic Affairs, Development Office, External Affairs, students, Union representatives and the like to provide feedback and ideas to Vice President (IP1 Engagement)
 - 
 - Established first advisory committee –Parking
 - Manager of Transportation Planning hired to support committee and assist with parking master plan

-  4. Assist and offer training to Managers, Deans & Supervisors to better equip them to serve as leaders and mentors (ER1 Learning)
 - 
 - On line training courses now available:
 - So You Want to be a Supervisor
 - Understanding the Performance Assessment Review Process for Raters
 - Designed a mandatory supervisory training program for promotion including content and tracking system
 - Monthly Budget Forum held for all managers and staff

2014 Dashboard Goals Summary Update

Goals Met

Goals in Progress

Goals Not Met

I. Improve Communication and Customer Service

- ✓ 5. Increase community engagement efforts (ER4 Engagement)
 - Hosted several public events celebrating the 100th Anniversary of Stockton Seaview
 - Sam Azeez Museum hosted Gross Bressen Photo/Documentary exhibit
 - Opened new fresh Mexican food concept at Lakeside Lodge; students requested it, sampled food and gave feedback

- ✓ 6. Continue to develop relationships with DEP, Pinelands, DCA, & Turnpike Authority to ensure projects are properly reviewed and permitted (IP1 Engagement)
 - MOA signed with Pinelands Commission to allow expedited review of all projects on Galloway campus
 - Island Campus purchase is increasing relationships with DEP and DCA

- ✓ 7. Development of a vendor satisfaction/performance survey (IP1 Engagement)

2014 Dashboard Goals Summary Update

Goals Met

Goals in Progress

Goals Not Met

I. Improve Communication and Customer Service



8. Work with the new Associate Vice President of Facilities to streamline processes, increase effectiveness, deliver timely projects within budget, continue implementation of long term real estate and capital plans and deliver new bond funded capital projects (RS3 Engagement)
 - New professional staff hired; new reporting documents developed, including spreadsheets; hired outside consultant to assist in delivering bond projects on time and on/under budget

II. Develop and Promote Operational Efficiencies



1. Implement and promote operational efficiencies utilizing and expanding existing technology (IP1 Learning)
 - Banner Endowment module in test system
 - Implemented electronic package tracking system to deliver packages to residential students quickly
 - Implemented new Shuttle tracking App; improved Shuttle bus tracking communication with Stockton community
 - Implemented Electronic W-2s, Time Clock Plus for Plant staff,
 - Converted SASI payroll from outside contractor to Stockton Banner HR system


2014 Dashboard Goals Summary Update


Goals Met


Goals in Progress

Goals Not Met

II. Develop and Promote Operational Efficiencies

-  2. Create cross training manuals for departments within Administration & Finance (ER1 Learning)
 - Accounts Payable developed manual for enrollment in direct deposit that crosses Bursar, Accounts Payable and Payroll processes

-  3. Continue to improve overall Plant Management operational efficiencies by developing new work methods, investing in cost saving initiatives, promoting and experimenting with new and innovative technologies utilizing benchmarking with peer and national data (RS3 Engagement RS4 Sustainability)

-  4. Educate and provide assistance to promote the transition to Direct Deposit mandated by the state by July 1, 2014 (RS2 Engagement)
 - Implemented 100% employee direct deposit- provided training programs to assist employees in the transition


2014 Dashboard Goals Summary Update


Goals Met


Goals in Progress

Goals Not Met

II. Develop and Promote Operational Efficiencies

-  5. Continue the development of web based instructional guides for departments to utilize and refer to on as needed resource (ER1 Learning)
 - Training tab new page on Accounts Payable website which provides links to training documents

-  6. Finalize furniture standards for the staff, faculty and classroom settings (RS3 Engagement)

-  7. Increase staff attendance at workshops/training/conferences, including local, regional and national associations to network and learn best practices (ER1 Learning)
 - New Jersey Learn, Administrative Professionals Conference, NYU Hospitality Industry Investment Conference, International Hotel & Restaurant Show, National Association of College University Business Officer's Budgeting Forum, NACUBO Regional and Annual Conferences, National Association of College Auxiliary Services East Regional Conference & Annual Conference, Government Entity Compliance, Registered Public Purchasing Specialist re-certification courses, Telephone Service Excellence, Business Writing & Editing, CPR/AED, Ellucian and Banner webcasts



2014 Dashboard Goals Summary Update



Goals Met

Goals in Progress

Goals Not Met

II. Develop and Promote Operational Efficiencies

-  8. Expand the use of electronic forms and online processes to provide more autonomy for the College (IP1 Learning)
 - 
 - SASI Travel and Entertainment Approvals now on line

-  9. Work with other departments within the College to add additional fields in Banner finance in order to provide a more accurate and detailed analysis of reporting both revenue and expense (IP1 Learning)
 - 
 - Fund developed for 2020 Initiatives to track each initiative's revenue and expense
 - Developing Banner Location field to track off site activities


2014 Dashboard Goals Summary Update



Goals Met


Goals in Progress

Goals Not Met

III. Support the College 2020 Strategic Plan

-  1. Reduce overall waste profile and increase campus recycling diversion rate to greater than 60% (IP3 sustainability)
 - Enhanced community education through Recyclemania competition; however, current diversion rate is 52%

- 
 2. Through collaborative efforts with all college divisions, increase the College's presence at the off campus sites, meeting staffing needs, enhancing communication and support satellite facilities (IP1 Engagement)
 - Campus Police coordinated with off site managers to hire security personnel for each location
 - Plant Management working with Woodbine for use of common maintenance vendors
 - Assist Academic Affairs staff with program needs for credit programs and community workshops

-  3. Develop a phased in master parking plan for the campus (RS3 Engagement)
 - With inclusions of Island Campus, Parking Lot 0 and reconfigurations of existing lots, Stockton's Parking Master Plan is positioned to address parking needs

2014 Dashboard Goals Summary Update

Goals Met

Goals in Progress

Goals Not Met

III. Support the College 2020 Strategic Plan



4. Oversee the campus wide ADA survey to determine and prioritize to begin to eliminate existing barriers to students, staff and visitors at the college (ER3 & ER4 Engagement)

- ADA survey complete; Campus committee established and is developing the plan based on survey and needs



5. Continue to utilize and gain small, women-owned, and minority business entities (IP1 & ER4 Engagement)

- Total awarded increased from 7.59% in 2013 to 10.36% in 2014

2014 Dashboard Goals Summary Update

Goals Met

Goals in Progress

Goals Not Met

III. Support the College 2020 Strategic Plan

- ✓ 6. Monitor and manage the performance of Stockton –Seaview overseeing the relationship with management companies (Dolce, Troon), student housing, the operating budgets, integrating the internship program at the hotel by coordinating with the School of Business - Hospitality program while building industry and community relationships to promote Stockton–Seaview (IP1 Learning/Engagement & ER3 Engagement)
 - Monthly meetings held monitoring performance
 - Seaview hosts three to four internships for hospitality students each semester
 - Community meetings are hosted

- ✓ 7. Continue to coordinate and provide safety training for respective personnel throughout the college, ensuring compliance while improving the safety environment on campus (IP1 Learning)
 - Campus Police provide basic safety and Title IX information to freshman students
 - Campus Police provide training to Residential Life Staff
 - Campus Police offer lectures for prevention of Sexual Assault and Alcohol & Drug use
 - Provide safety training in the areas of asbestos, radiation, and hazard communication

2015 Goals

I. Improve Communication and Customer Service

1. Improve communication within Administration and Finance, the College and External Stakeholders (IP1 Learning & ER3 & ER4 Engagement)
2. Continue to provide training for the campus community (ER1 Learning)
3. Continue to increase community engagement efforts (ER4 Engagement)
4. Website development and upkeep for consistency and effectiveness (IP1 ER3 Engagement)

2015 Goals

II. Develop and Promote Operational Efficiencies

1. Continue to expand the use of electronic forms and online processes, maximizing Banner's capability and increasing efficiencies throughout the College (IP1 Engagement)
2. Create a Fleet Management Program (RS3 & RS4 Sustainability)
3. Continue to assist and offer training to Managers, Deans, Supervisors, Budget Unit Managers to better equip them to serve as leaders and mentors (ER1 Learning)
4. Continue to encourage and promote staff development, increase attendance at workshops/trainings/conferences including Banner, local, regional and national associations and adopt best practices and networking (ER1 Learning)

2015 Goals

II. Develop and Promote Operational Efficiencies

5. Identify and develop cost avoidance and saving initiatives that would achieve saving through operational efficiencies, procurement opportunities and resource planning (RS2 Engagement)
6. Continue to develop relationships with government regulatory agencies to ensure full compliance with all regulation requirements (IP1 Engagement)
7. Develop a career path for the RSC Police officers to increase recruitment and retention (ER1 Engagement)
8. Continue to review and manage all Policies and Procedures for current applicable applications (IP1 Engagement)
9. Continue to align and aggressively manage budgets and vacancies to recruit and hire experienced professionals in high priority and strategic areas (RS3 Engagement)

2015 Goals

III. Support the College 2020 Strategic Plan

1. Improve Plant Management operational efficiencies by developing new processes for daily work methods, training and customer service. Invest in cost savings initiatives, promote and research new and innovative technologies to integrate state of the art facilities in accordance with the College's Master Plan and sustainability mission (RS3 & RS4 Engagement)
2. Continue to coordinate and provide safety training for respective personnel throughout the College, ensuring compliance while improving the safety environment on campus (IP1 Learning)
3. Continue the design and construction of the Higher Education Capital Facilities Program Bond Projects (RS3 Learning)

2015 Goals

III. Support the College 2020 Strategic Plan

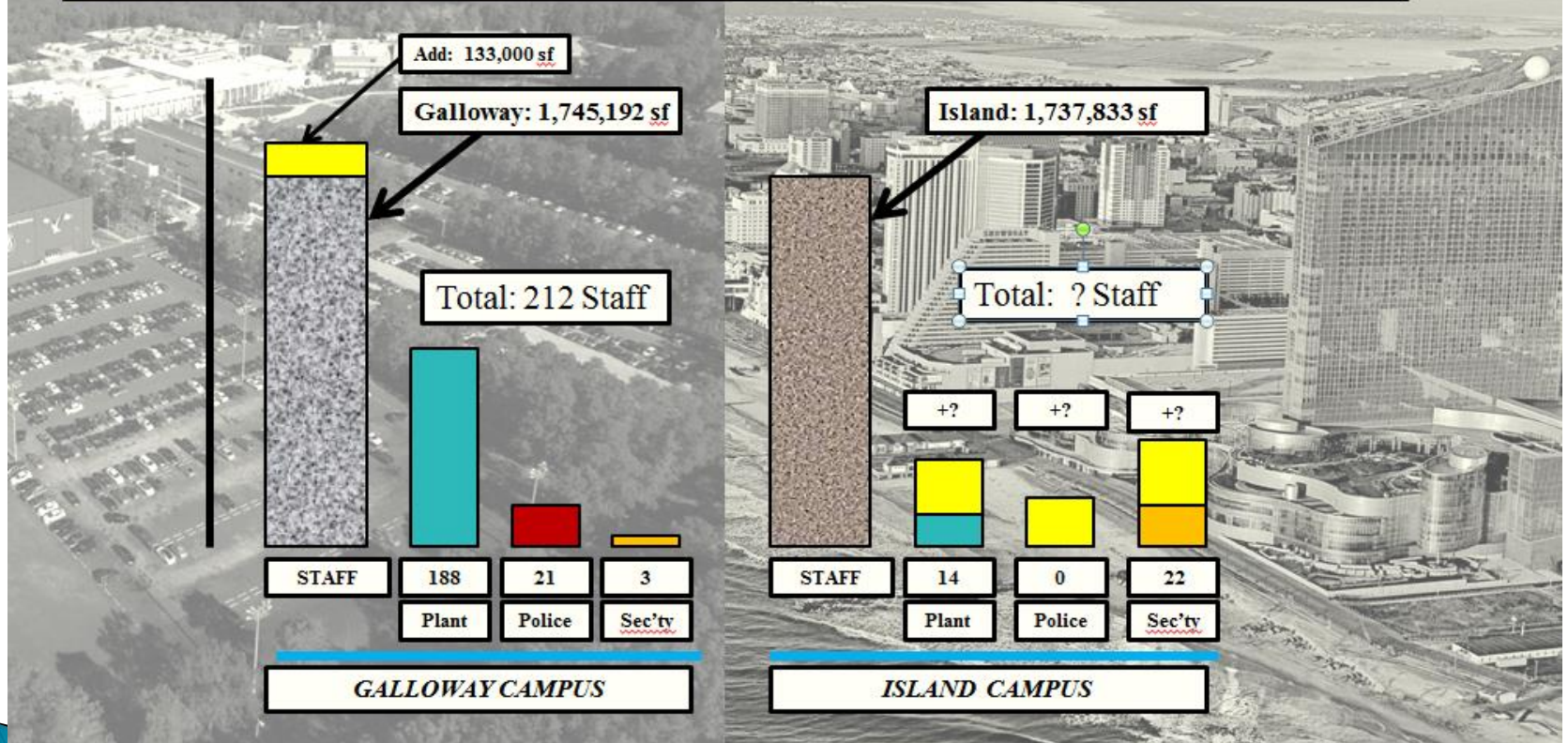
4. Continue to manage Auxiliary Units for operational efficiencies to support College priorities (RS1 & RS3 Engagement)
5. Continue to work with the Campus Community to educate and promote Campus Safety, as well as Alcohol and Drug awareness to minimize incidents (IP1 Engagement)

Budget Analysis - Operations



Administration & Finance

Budget Analysis - Operations



Analysis & Request

- **Galloway Campus:** Modest request for new capital budget
- No request for increase operation budget

- **Island Campus:** Request for Capital Budget*
- Request for New Operations Budget*

- *** Note:** *Budgets are subject to change due to the continuation of programming, design, negotiations and analysis of the existing Island Campus. Areas that may effect the budgets include, hotel options, dining options, retail & commercial opportunities and other third party interests in involvement with the property. Today's request is an initial analysis only and may evolve to become a multi-phased project of design, construction and operating.*



Thank you for joining us!