FINANCE AND ADMINISTRATION

Five-Year Component Plan
The Finance and Administration division provides critical services that support the university's mission. At its core, Finance and Administration is a service-based unit that has the entire campus community as its customers. The Finance and Administration division is proud of its accountability, transparency, and its carefully managed stewardship of the university's financial resources, but there is always room to improve. With that in mind, we have charged an ambitious course for the next five years that will assist with the accomplishment of the university's institutional level goals, and we are proud to present the Finance and Administration Component Plan.
INSTITUTIONAL GOAL: EXPERIENCE

Improve the student, faculty, and staff experience by cultivating an engaging campus community that promotes diversity, equity, and inclusivity.

Finance & Administration

Component Goal 1: Enhance the quality and responsiveness of services to internal and external constituents, ensuring a professional and friendly experience.

OBJECTIVE 1: Develop a culture focused on superior service through standardized procedures, inclusive communication, and technological proficiency.

» Strategy 1: Define and establish comprehensive standard operating procedures for all customer interactions, ensuring a uniform and exceptional service experience across all departments.
» Strategy 2: Improve interdepartmental communication with a special emphasis on enhancing the customer experience through patience, understanding, and trust-building.
» Strategy 3: Support the campus’s technology needs through maintaining, updating and expanding technology offerings, and associated training.
» Strategy 4: Share regular updates with campus about the status of projects and critical business processes.

OBJECTIVE 2: Guarantee the provision of timely, reliable, and accurate information and services to support effective decision-making and customer satisfaction.

» Strategy 1: Ensure reliable and up-to-date data is disseminated from the Finance & Administration (F&A) departments.
» Strategy 2: Establish a set of clear, reasonable, and publicly communicated response times for all customer requests and inquiries received by the F&A departments.
» Strategy 3: Clearly define and communicate document and contract review process and response timelines.
» Strategy 4: Streamline and enhance business operations by developing and implementing on-demand reporting tools and processes and increasing the use of in-person interactions.

OBJECTIVE 3: Strengthen the division’s expertise and capabilities through targeted recruitment, development, and motivational strategies.

» Strategy 1: Develop a training program aimed at enhancing the skills and expertise of staff within the F&A division, ensuring employees are not only equipped to handle their current responsibilities but are also prepared for future challenges.
» Strategy 2: Create a succession planning process that identifies critical roles within the F&A division and prepares for seamless transitions when changes occur.
» Strategy 3: Develop recruitment and retention programs within the Finance and Administration division to ensure a consistent level of highly qualified personnel.
OBJECTIVE 4: Create a culture of continuous improvement.

- **Strategy 1:** Conduct regular audits across all departments to identify and streamline inefficient processes and understand the impact of F&A initiatives.
- **Strategy 2:** Leverage technological advancements to automate routine tasks, allow for real-time monitoring, and identify areas for improvement.
- **Strategy 3:** Enhance diversity, equity, and inclusion (DEI) training on campus to build a more inclusive and innovative workplace environment.
- **Strategy 4:** Regularly review employee pay structure and pay equity.
- **Strategy 5:** Work to optimize budget expenditures and make campus aware of major cost drivers.
- **Strategy 6:** Develop campus plans to upgrade facilities, infrastructure, and signage.

Component Goal 2: Ensure the fiscal and socially-responsible use of university resources.

OBJECTIVE 1: Uphold the highest standards of integrity in all operations, inspiring confidence in our stewardship of university resources.

- **Strategy 1:** Commit to the highest ethical and legal standards in every facet of the Finance and Administration division’s operations.
- **Strategy 2:** Enhance the culture of honesty, reliability, and transparency within the division by establishing open lines of communication with all stakeholders, including students, faculty, staff, and external partners.

OBJECTIVE 2: Enhance the division’s accountability through a strong focus on achieving university objectives.

- **Strategy 1:** Facilitate a seamless transition to the Workday Student system through strategic IT leadership and support.
- **Strategy 2:** Strengthen accountability within the Finance and Administration division by developing Specific, Measurable, Achievable, Relevant, and Time-bound (SMART) goals for all departments and team members.

OBJECTIVE 3: Ensure the university’s compliance with all relevant laws, regulations, and reporting requirements through diligent oversight and effective management practices.

- **Strategy 1:** Constantly review applicable federal, state, and local laws and regulations.
- **Strategy 2:** Establish a comprehensive master calendar that consolidates all reporting deadlines across the university.
- **Strategy 3:** Create a process for the implementation of recommendations arising from internal and external audits.
- **Strategy 4:** Enhance mechanisms for communicating and monitoring compliance with both contractual obligations and regulatory requirements in procurement and vendor management processes.

OBJECTIVE 4: Prioritize and invest in environmentally responsible and sustainable solutions.

- **Strategy 1:** Explore implementing more sustainable processes.
- **Strategy 2:** Utilize cloud-based resources where possible and utilize legacy resources for research.
Component Goal 3: Enhance the division's commitment to collaborations that build trusted partnerships by increasing campus-wide engagement and teamwork.

OBJECTIVE 1: Foster a cooperative spirit in all interactions, leading to respectful and productive engagements that advance university objectives.
   » Strategy 1: Intensify efforts to collaborate with a wide array of stakeholders, including faculty, staff, students, and external partners, to drive both educational and business success.
   » Strategy 2: Develop and enhance the use of collaborative platforms and tools that facilitate effective teamwork across departments and disciplines.
   » Strategy 3: Implement a framework for piloting new initiatives, allowing for testing and refinement before full-scale rollout.

OBJECTIVE 2: Leverage relationships for problem-solving and innovation.
   » Strategy 1: Develop partnerships across campus to help creatively address challenges.
   » Strategy 2: Engage relevant academic programs through internships and other learning opportunities.
   » Strategy 3: Formalize a process that encourages staff to propose new ideas and solutions that align with evolving campus needs.

Component Goal 4: Enhance Safety and Security Measures to Foster a Safe, Healthy, and Compliant Campus Environment.

OBJECTIVE 1: Collaborate with the campus community to ensure the safety and security of all students, faculty, and staff, and visitors.
   » Strategy 1: Engage the campus community to better understand safety concerns and plan for responses.
   » Strategy 2: Regularly attend on-campus student events to establish familiarity and trust.
   » Strategy 3: Pinpoint areas with the highest crime rates and collaborate on innovative solutions to address and reduce these safety concerns.

OBJECTIVE 2: Enhance and sustain a safe environment by focusing on awareness and prevention.
   » Strategy 1: Explore upgrading safety and security certifications, tools, and technology across campus.
   » Strategy 2: Regularly provide safety, security, IT, Title IX, and compliance training and develop a mechanism to track progress.
   » Strategy 3: Work with campus partners to improve accidents and injuries in labs and other campus spaces.
   » Strategy 4: Sustain partnerships with local emergency services, community partners, and the UA system.
   » Strategy 5: Provide additional training for individuals who are considered high-risk for cybersecurity attacks.
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OBJECTIVE 3: Promote a culture of emergency preparedness among students, faculty, and staff.

» Strategy 1: Engage the emergency management committee to regularly review risk management and business continuity plans for all critical campus services.

» Strategy 2: Integrate risk management considerations into all strategic decision-making processes within the Finance and Administration division.

» Strategy 3: Continually update comprehensive information security and data protection measures to safeguard critical campus services against cyber threats and data breaches.
Finance and Administration Committee

Gerald J Ganz, Jr. – Vice Chancellor for Finance and Administration
Allen Stanley – Associate Vice Chancellor for Finance
Leslie Hutchins – Associate Vice Chancellor for Facilities Management
LaTonda Williams – Associate Vice Chancellor for Information Technology Services
Brian Keltch – Associate Vice Chancellor for Information Technology Services
Sheri O’Brien – Director of Administrative Services/Contract Manager
Deana Warner – Associate Vice Chancellor for Budget
Regina Carter – Associate Vice Chancellor for Department of Public Safety
Bill Buddenburg – Director of Printing Services
Dale Fonville – Director of Mail Services
Lisa Shellito – Administrative Operations Manager