

# Institutional Effectiveness Report

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## Assessment Summary

**Administrative Unit:** Business Services

**Contact Person:** Bill Filtz

Email: bfiltz@valdosta.edu

Phone: 229-333-5701

**Assessment Cycle** (academic or calendar year): FY2009

**Mission** (related to VSU mission): Offer business related services which complement the talents of the teaching, research, public service, student service, and administrative personnel in their delivering the core characteristics of the VSU mission statement and the VSU goals.

**Assessment History** (discuss here how and when the unit developed its current assessment program, what it used prior to starting that program to assess its effectiveness, etc.): Surveys of campus department satisfaction with types and performance have been sporadically collected since the late 1980's. With the help of Institutional Research these surveys were refined in the mid 1990's. The annual surveys of students and alumni by Institutional Research through 2000 were also used to identify student perceptions of services in Campus Mail and student copy services. In the mid 2000's the Strategic Database was developed while Institutional Research stopped surveying. With neither data collection tools nor support by Institutional Research for assessments of department and student perceptions the assessment process stopped. After several years development and refinement of the Strategic Database, goals and the process and system of assessment are being developed for the Administrative Unit. At this time the only tools are feedback from the web pages, direct emails from campus personnel, reporting of transaction counts for State requirements, and the use of human and financial resources to meet regulatory and state/system mandatory policies and procedures.

### Goals for Unit:

- 1) Implement PeopleSoft 8.9. Work with other Finance and Admin operations to coordinate procedures for the campus to successfully utilize all modules by July 2009.
- 2) Finish development of web pages with new policies and procedures to allow campus to interface with Business Services operations through online applications.
- 3) Work with appropriate campus committees to finalize the decisions on how to best utilize the property and facilities at Gordon Street.
- 4) Work with campus departments to evaluate the State Risk Management's new risk control program.

**Assessments** (include when and to whom these are administered, and align goals with specific assessments):

- 1) Completion of PeopleSoft 8.9 implementation. This is self assessment based on progress toward the goal of fully implementing the applications.

- 2) Finalization of web pages with online applications. This is self assessment based on progress toward the goal of having the applications available for use by the campus.
- 3) Campus decision on Gordon Street property. This is assessment by the campus committee on space utilization and will be completed when a decision on use of the land and facilities is made.
- 4) Decision on implementation of State Risk Management loss control program. This is self assessment based on a decision by the campus administration regarding implementation of the program.

## **2009**

### **Assessment Results** (submit an electronic file of the data collected):

- 1) Procedures for the campus to utilize the PeopleSoft are being developed daily as decisions are made by state and university system personnel regarding their understanding of the new laws and policies.
- 2) Web page application for online purchase requests, online ordering of printing and central stores requests, and risk management incident reporting are being developed.
- 3) A decision on the Gordon Street property is awaiting the administration.
- 4) The costs of implementing the State Risk Loss Control program versus not implementing are being determined and will be provided to the administration for a decision.

### **Discussion/Dissemination of Results:**

- 1) The eProcurement module of PeopleSoft which allow online purchase requests is available for use by the campus and will be implemented by July 2009. The State online system is projected to be available by January 2010.
- 2) The Central Stores web page is on hold until IT finishes the online capability for the existing inventory software. The Print Services web page is on hold until a software application to use is determined. The Risk web page is being developed.
- 3) Auxiliary Services is building a small storage building on part of the Gordon St land. Currently Theatre and Surplus Property utilize the existing building.
- 4) The appropriate departments have been contacted about the State Risk Loss Control program.

### **Modifications Made:**

No substantial modifications are recommended at this time for any of the goals.

\_\_Bill Filtz\_\_ 10/20/2008\_\_

**Unit Director**

**Date**

**President/VP for Unit**

**Date**

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Adapted from: University of Alabama SACS site (<http://sacs.ua.edu/degreeInfo2.cfm?college=2&dept=50>);

University of Western Kentucky SACS Accreditation Review Process (<http://www.wku.edu/sacs/assessmentmanual.htm>); and

Mrs. Marila D. Palmer, VP-Executive Affairs & Planning, LeTourneau University, Presentation to 2008 SACS-COC Institute