University of Louisiana at Lafayette

Detailed Assessment Report
2015-2016 Administrative Services
As of: 9/01/2016 10:11 AM CENTRAL
(Includes those Action Plans with Budget Amounts marked *One-Time, Recurring, No Request*.)

Mission / Purpose

The Administrative Services offices are dedicated to providing the necessary services that support the University in reaching its academic mission. Administrative Services is comprised of six departments including: Accounts Payable, Bursar's Office, Data Processing, Departmental Cashiers, Payroll and Travel. These departments aid in the satisfaction of the needs and expectations of the University's community.

Other Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

O/O 1: Standard of Education
Ensure a high standard of education within the payroll office staff.

Related Measures

M 1: Standard of Education
Count of college courses completed by staff members during 2009 - 2011

Source of Evidence: Activity volume

Target:
Objective will be considered successful if one or more payroll staff completes a college level course by December 2011.

Related Action Plans (by Established cycle, then alpha):

Standard of Education
Extend timeline for staff to complete course to December 2011.

Established in Cycle: 2009-2010
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
         Measure: Standard of Education | **Outcome/Objective:** Standard of Education

Projected Completion Date: 12/2011
Budget Amount Requested: $500.00 (recurring)

Standard of Education

 Registration for course to be August 2011

Established in Cycle: 2010-2011
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
         Measure: Standard of Education | **Outcome/Objective:** Standard of Education

Projected Completion Date: 08/2011

Continued Education

Class to be scheduled September 2012

Established in Cycle: 2011-2012
Implementation Status: In-Progress
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: Standard of Education | **Outcome/Objective:**
Standard of Education

O/O 2: Phone Call Volume

Reduce the volume of phone calls by 25% for information that can be found on the payroll website.

Related Measures

M 2: Phone Call Volume

The number of phone calls and purpose for the call will be logged by all members of the payroll staff before and after updating the website.

Source of Evidence: Service Quality

Target:

Successful results will be to reduced phone calls by 25% to allow more time to provide information that cannot be found on the website.

Related Action Plans (by Established cycle, then alpha):

Phone Call Volume

Allocate more resources to develop website content according to analyzed data.

Established in Cycle: 2009-2010
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: Phone Call Volume | **Outcome/Objective:** Phone Call Volume

Implementation Description: Phone logs in progress
Projected Completion Date: 10/2011

O/O 3: Self-Service

Provide more payroll self-service to Graduate Assistants.

Related Measures

M 3: Self-Service

Goal will be measured by completion of project.

Source of Evidence: Administrative measure - other

Target:

Objective will be successful when Graduate Assistants can view their pay information through Ulink.

Related Action Plans (by Established cycle, then alpha):

Self-Service

Project to be completed by the end of 2009-2010.

Established in Cycle: 2009-2010
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: Self-Service | **Outcome/Objective:** Self-Service

Implementation Description: Mike Simon will provide table procedures to Geralyn Hollerman to update the Ulink portal. Adding a new tab for Graduate Assistants

Projected Completion Date: 05/2010

Responsible Person/Group: Donna Castille, Mike Simon and Geralyn Hollerman

O/O 4: Accounts Payable

Accounts payable is responsible for processing vendor payments for merchants used by the University. The goal of accounts payable for the next year is to process a minimum of two vendor check runs per week.

Related Measures

M 4: accounts payable vendor run

A log will be kept of all vendor runs produced. The log will dictate the number of checks processed and the date processed. This log will be reviewed to ensure goals are being met.

Source of Evidence: Activity volume

O/O 5: Technology

Make W2 tax statements for employees available on-line.

Related Measures

M 5: Technology

Work with the IT and security department to discuss plans for making W2 tax statement available thru the ULink.

Source of Evidence: Administrative measure - other