

Pathway Goal: Infrastructure and Shared Governance **Report:** Year-End: May 2018
Action Item # 3-5

Action Item Description:

Address an array of urgent issues to improve business processes: service-level agreements.

Submitted By:

Name	Department
Nancy Rapoport	President's Office

Working Group Members:

Name	Department
Nancy Rapoport	President's Office
Jean Vock	VP Finance and Business
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Process and Timeline: Provide a brief summary of the year-long process for your working group.

- Continue working from the Business Process Goals (aka Service-Level Agreements) developed and monitor metrics to improve processes.

Describe what has been accomplished so far this year.

The implementation of Workday has been a heavy lift and therefore, there have not been regularly scheduled meetings during the fall semester with Finance and Business areas. Upon successful implementation, these meetings will resume.

Regular meetings have been occurring with Enrollment and Student Services (ESS) Preliminary results indicate that their metrics are consistent with those provided during spring 2017.

Identify next steps.

Continued meetings with ESS and monitoring of progress to determine potential areas for improvement. Resume our meetings with Finance and Business.

What will your final product be at the end of the year? Such as, what metrics which will be used to assess your progress/achievement, will a report be generated, etc?

Year-End Reports.

You may have reference material to attach to this report. Select from the list.

No additional reference material

OR

Any material generated by this working group (if completed at this time)

Additional information to include (optional).

Click here to enter text.

End of Mid-Year Report
Remainder of the report will be completed in May.

Year-End

This portion is to be completed in May.

2017-18 Accomplishments.

Year-End reports for both ESS and F & B have been provided and discussed. ESS has shown considerable improvement over the past several years, and they have met their goals over the past academic year. F & B has determined that several holes within their infrastructure, amid Workday implementation, will cause delays with setting and monitoring goals. A written plan was developed to address these needs with the intent to begin collecting data during FY19.

SWOT Analysis: Determine the strengths, weakness, opportunities, and threats presented in the data.

Strength(s)	Addressing areas of concern
Weakness(es)	Still working to establish metrics
Opportunity(ies)	ESS has identified areas within their metrics where further enhancement can be made; F & B is addressing shortfalls within the division
Threat(s)	Resources

2018-19 recommendations and next steps

- What does the SWOT analysis reveal?
- What should the goals / activities be for the subcommittee?
- Who should be responsible?

Continue as is to monitor metrics (each semester – November, April, July).

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Any material generated by this working group

Additional information to include (optional).

End of Report