



**Means of Assessment**

Means of Assessment			
Assessment Method	Expected Outcome	Source of Data	Active
Conduct the Second Annual Diversity Fair and increase the size of the event and diverse procurement in future years.	Diversity Fair held at IUP		Yes
Create a Supplier Diversity Council for IUP and have more community involvement in the development of diverse business opportunities within IUP.	First meeting held June 2010		Yes

### Related Divisional Objectives

#### Strategic Plan (2007-2012)

\* Civic Engagement - 3.C. Provide a Culture that Celebrates Differences and Values Diversity

#### Action: Communication

Support University Relations Communications plan through utilization of IUP Daily for all Administration and Finance related news items.

**Assessment Year:** 10-11

**Start Date:** 07/01/2010

**End Date:** 06/30/2011

**Action Status:** Active

Means of Assessment			
Assessment Method	Expected Outcome	Source of Data	Active
Number of Administration and Finance Communications utilizing IUP Daily	Increased communication		Yes

### Related Divisional Objectives

#### Strategic Plan (2007-2012)

\* Marketing and Promotion - 4.A. Elevate the Visibility of IUP Through Implementation of an Integrated Marketing Communications Plan

#### Action: KCAC - Marketing

Development of Cohesive Marketing Strategies for the Kovalchick Convention and Athletic Complex.

**Assessment Year:** 10-11

**Start Date:** 07/01/2010

**End Date:** 06/30/2011

**Action Status:** Active

Means of Assessment			
Assessment Method	Expected Outcome	Source of Data	Active
Creation of Marketing Plan	Approved and implemented plan		Yes
Design and approval of Web and Collateral Design and Distribution with independent identity.	Design and approval of Web and Collateral Design and Distribution		Yes

### Related Divisional Objectives

#### Strategic Plan (2007-2012)

\* Marketing and Promotion - 4.B. Brand IUP on the Local, National, and International Scale by Using the Brand Promise

**Action: SWUFE Enrollment**

Support SWUFE initiative through SWUFE enrollment, assessment of student fees, and communication of such transactions with college

**Assessment Year:** 10-11

**Start Date:** 07/01/2010

**End Date:** 06/30/2011

**Action Status:** Active

Means of Assessment			
Assessment Method	Expected Outcome	Source of Data	Active
Ensure accurate billing of SWUFE program participants	Accurate assessment for 49 incoming SWUFE international students		Yes

**Related Divisional Objectives**

**Strategic Plan (2007-2012)**

\* Enrollment Management - 5.B. Engage All Members of the University Community to Strengthen Recruitment and Retention Efforts

**Action: University Process**

Provide Administration and Finance commitment to proactively improve university process.

**Assessment Year:** 10-11

**Start Date:** 07/01/2010

**End Date:** 06/30/2011

**Action Status:** Active

Means of Assessment			
Assessment Method	Expected Outcome	Source of Data	Active
Lead the University's workforce planning initiatives, work with each division to provide guidance in the development of proper separation procedures, proper leave payouts, reporting of results of incentive program, monitoring utilization of vacancies.	Employee retirements; personnel budget reductions	HR	Yes
Provide analysis and support of President and divisional Vice Presidents to evaluate and reallocate university financial resources within the General Fund Budget by having a balanced FY 11 budget; PASSHE BUDRPT submissions; Scenario analysis for FY 12	COT approval for FY 11; posting	j 0 g 1 0 0 1 27 318/8fii 27 283.19 T4FY (FY 11 bu	

Means of Assessment			
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A Procurement Services and Central Stores website was created to provide campus customers and suppliers source of policies, procedures and current events within the departments and allow for the download of RFPs and RFPs by suppliers	Customer Service	Proc/Stores	Yes
The sale of certain surplus materials will generate more interest and revenues via the use of internet sales by listing them on Asset-Auction.com.	Increase Revenues	Proc/Store	Yes
More efficient operations within Procurement Services and Central Stores by developing Balanced Score cards; daily indicators of customer satisfaction and potential issues.	Efficiency	Proc/Store	Yes
More efficient operations through the elimination of mail lag, decreased paper requirements, and the elimination of postal and carrier costs by service contracts with suppliers are e-mailed rather than printed and mailed via snail mail or ground services.	Increased productivity.	Proc/Stores	Yes
Elimination of overtime costs associated with the annual physical inventory with the cycle counting implementation. Reduced inventory mistakes due to early intervention. Reduced inventory carrying costs associated with shrinkage and turnover.	Increased productivity; reduced overtime costs.	Proc/Stores	Yes
Fewer picking errors due to individual labels for each line item of an order and fewer mistakes associated with poor handwriting ability by implementing the process of issuing labels for each individual pick to place of the pick sheet.	Increased productivity	Proc/Stores	Yes
Time savings and continued quality service of the items was consistent when a Kanban system was implemented for small dollar items that are inventoried for Facilities Operations	Increased productivity	Proc/Stores	Yes
The new racks that were designed to allow a forklift to place and retrieve wood and drywall from the shelf with little manual intervention were installed. Time savings and reduced possibility of work related injury associated with the lifting and rotation of stock.	Increased productivity	Proc/Stores	Yes
Implemented the use of the Request for Quote (RFQ) system within SAP for the generation and evaluation of the RFQ which will result in more efficient RFQ operation that will eliminate duplicate efforts.	Employee Efficiency	Proc/Stores	Yes
RFP instructions were developed that explain the RFP process from beginning, through evaluation and debriefing and posted on the Procurement Services web-site thus enabling more complete and accurate RFPs which will result in measurable and accurate contractor duties.	Compliance	Proc/Stores	Yes
By eliminating end racks in Central Stores at the base of walls; Purchase rotary bins for small items it reduced stocking and picking time required; reduced time in issuing parts.	Increased productivity	Proc/Stores	Yes

Means of Assessment			
Assessment Method	Expected Outcome	Source of Data	Active
Implement a customer feedback forum on both the Procurement Services and Central Stores web-sites allowing campus customers to provide feedback that will enable better service to the customer.	Increased customer services	Proc/Stores	Yes
Implement an online vendor form to allow suppliers to provide profiles for bid lists. Request system integration through PASSHE of the information into the SAP system.	Procurement system integration	Proc/Stores	Yes
Perform analysis on outstanding student receivables and implement additional collection efforts and reduce of bad debt expense, implementation of credit reporting, secure services of collection agency for written-off accounts	Reduction of annual bad debt expense	Fin	Yes
Transition of purchasing card to new banking institution; increase minimum requisition level to \$500 also increase in number of purchasing card holders; reduction in requisition processing for orders less than \$500.	Increase number of purchasing cards issued, reduced number of low dollar requisitions	Fin/Proc	Yes
The final plan for the Long-Range Campus Facilities Master Plan will be presented to the IUP Council of Trustees in December, 2010. Upon approval of IUP Administration and council of Trustees, this plan and its programs will become the guide for all future facility planning for IUP.	COT endorsement of plan	AF-SDH	Yes
The final Signage Master Plan will be completed mid- 2011 and will be a guide to all signage on campus and an opinion of cost and phasing to implement.	COT endorsement of plan	AF-SDH	Yes
The completed construction of the Residential Revival program and a project of the Foundation for IUP under the supervision of IUP Administration and Finance have been completed for fall, 2010. This with full occupancy of all 3,548 beds. Giving IUP a complete new housing offer for its students and a positive impact to the campus landscape.	All four phases operational	AF-SDH	Yes

### Related Divisional Objectives

#### Strategic Plan (2007-2012)

\* Continuous Improvement - 6.A. Develop and Implement a Process to Realize University Mission and Goals

#### Action: Continuous Improvement

Support the Administration and Finance commitment to continuous improvement.

**Assessment Year:** 10-11

**Start Date:** 07/01/2010

**End Date:** 06/30/2011

**Action Status:** Active

Means of Assessment			
Assessment Method	Expected Outcome	Source of Data	Active
Increase review of internal controls and guidelines through internal audit activities by supporting internal audit work plan and orientation of new employee.	Annual audit plan; review of internal controls.	VP/Fin	Yes

Means of Assessment		
Assessment Method	Expected Outcome	





Means of Assessment			
Assessment Method	Expected Outcome	Source of Data	Active
Monitor Siemens' projected savings to ensure a reduction in energy use. Convert the debt payment into a utility commodity rate in order to bill the cost of the debt payment through the Cogen utility billing formula. The savings target will be met and the debt payment will be paid from the Cogen budget.	Energy cost reduction	Bud	Yes
Develop and modify the FY 09/10 Penn State Utility report for IUP. Calculate IUP's fuel consumption, energy costs, energy consumption, unit fuel costs and unit energy costs. A report that compares all State System schools energy consumption by square footage and utility costs.	Report submission	Bud	Yes

**Related Divisional Objectives**

**Strategic Plan (2007-2012)**

\* Resource Development - 7.C. Provide Facilities and Technology Commensurate with Academic Mission

**Action: University Resources**

Provide leadership in managing university resources efficiently.

**Assessment Year:** 10-11

**Start Date:**

**Strategic Plan (2007-2012)**

\* Resource Development - 7.D. Manage Resources Effectively and Efficiently to Accomplish the University Mission and Strategic Plan

**Action: University Budget Advisory Committee**

University-wide committee to provide recommendation on allocation of resources

**Assessment Year:** 10-11

**Start Date:** 07/01/2010

**End Date:** 06/30/2011

**Action Status:** Active

Means of Assessment			
Assessment Method	Expected Outcome	Source of Data	Active
The committee has started to provide ideas on reducing the budget deficit by making recommendations on cost reductions and revenue generation.	Regular UBAC meetings; revenue generation and/or expenditure reduction recommendations; broadcasting of financial reports; annual and mid-year budget documents	Bud/Fin	Yes

**Related Divisional Objectives****Strategic Plan (2007-2012)**

\* Resource Development - 7.D. Manage Resources Effectively and Efficiently to Accomplish the University Mission and Strategic Plan

**Action: Position Management System**

Implemented a position control system on July 1, 2010 with the aid of Sungard

**Assessment Year:** 10-11

**Start Date:** 07/01/2010

**End Date:** 06/30/2011

**Action Status:** Active

Means of Assessment			
Assessment Method	Expected Outcome	Source of Data	Active
Accurate FTE employment status report, vacancy report and be able to show how changes in staffing affect the budget on a timely basis.	Accurate personnel cost estimates; position reporting capability	Bud/Fin/HR	Yes

**Related Divisional Objectives****Strategic Plan (2007-2012)**

\* Resource Development - 7.D. Manage Resources Effectively and Efficiently to Accomplish the University Mission and Strategic Plan

**Action: Performance Funding Allocation**

Means of Assessment			
Assessment Method	Expected Outcome	Source of Data	Active

**Related Divisional Objectives**

**Strategic Plan (2007-2012)**

\* Resource Development - 7.D. Manage Resources Effectively and Efficiently to Accomplish the University Mission and Strategic Plan

**Action: Electricity and Natural Gas RFP's**

Completed an economic analysis and cost evaluation for the electricity and natural gas RFP Bids

**Assessment Year:** 10-11  
**Start Date:** 07/01/2010  
**End Date:** 06/30/2011  
**Action Status:** Active

Means of Assessment			
Assessment Method	Expected Outcome	Source of Data	Active
The university will receive the lowest price for both commodities (electricity and natural gas) and most dependable service from the winners of the bidding process.	Lowest Prices	Bud/Fac	Yes

**Related Divisional Objectives**

**Strategic Plan (2007-2012)**

\* Resource Development - 7.D. Manage Resources Effectively and Efficiently to Accomplish the University Mission and Strategic Plan

**Action: Long-Range Campus Facilities Master Plan**

Developed a planning program to help in prioritizing facility needs in a schedule for implementation

**Assessment Year:** 10-11  
**Start Date:** 07/01/2010  
**End Date:** 06/30/2011  
**Action Status:** Active

Means of Assessment			
Assessment Method	Expected Outcome	Source of Data	Active
Will be used as a guide to establish capital budget and university capital campaign facility projects.	Evaluation of funded deferred maintenance projects	SHD	Yes

**Related Divisional Objectives**

**Strategic Plan (2007-2012)**

\* Resource Development - 7.D. Manage Resources Effectively and Efficiently to Accomplish the University Mission and Strategic Plan

**Action: Optimize ICETEC Services**

Ensure efficient operation of cogeneration facility and maximize revenue generation

**Assessment Year:** 10-11  
**Start Date:** 07/01/2010  
**End Date:** 06/30/2011  
**Action Status:** Active

Means of Assessment			
Assessment Method	Expected Outcome	Source of Data	Active
IUP's performance as electricity "Generator"; optimal electrical sales and revenue generation	Listing as Generator for PJM; volume of sales and revenue	FAC/Bud	Yes

**Strategic Plan (2007-2012)**

\* Resource Development - 7.D. Manage Resources Effectively and Efficiently to Accomplish the University Mission and Strategic Plan

**Action: Safety Training**

Provide leadership in safety training.

**Assessment Year:** 10-11

**Start Date:** 07/01/2010

**End Date:** 06/30/2011

**Action Status:** Active

Means of Assessment			
Assessment Method	Expected Outcome	Source of Data	Active
Provide training opportunity for Top Level Managers and Crisis Response Team with a simulated scenario to familiarize them with National Incident Management and provide familiarization with Incident management and how personnel and departments interact.	Training Certifications and increased level of knowledge	UP	Yes
Install and testing of emergency notification systems and effective emergency alert systems	Renegotiation of messaging agreements; implementation of university-wide speaker system	UP	Yes
Provide a safe and secure campus for students and employees; respond timely and professional to all calls and incident reports and provide statistical data on number of type and number of responses	Reduced number of reportable offenses and citations	UP	Yes

**Related Divisional Objectives**

**Strategic Plan (2007-2012)**

- \* University Safety and Security - 8.A. Enhance and Strengthen a Safe, Secure, and Healthy Environment for Members of the University Community
- \* University Safety and Security - 8.B. Enhance Security of the Physical and Informational Assets of the University