

Division: _____ Operations _____
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Annual Assessment Results and Recommendations Report

Summary of Program/Department needs based on data results.	Implications for resources needed/budget allocations priorities.	Strategic Plan goal(s) supported (2013-2020).
<p>OCIS - The data indicates that the department has increased the speed of internet service by 200% as well as maintained a high level of computer technical services to the campus. This was accomplished by a 5% increase in student staffing during peak service call times. Faculty and staff continue to need additional training on new programs. Surveying the needs of the faculty/staff and students is ongoing, with emphasis on online training.</p>	<p>An aggressive survey of the faculty and staff on existing technology infrastructure should be conducted to determine technology gaps in service. OCIS should begin planning on how they might better serve our ever technologically savvy student body with developing online learning tools and further strengthening our wireless infrastructure.</p>	<p>2, 9, 10 - Attract and Retain Students, Strengthen Technological Infrastructure, Strengthen Security</p>
<p>Public Safety and Police - The department of public safety has reviewed and corrected a number of deficiencies within the Kean Public Safety/Police General orders. In addition the department has developed partnerships with multiple outside agencies to better serve the Kean community. The police have taken a proactive approach to campus safety by conducting 52 sessions with campus wide organizations on issues relating to overall campus safety.</p>	<p>The public safety and police should continue to reevaluate and strengthen campus safety measures to maintain the well-being and safety of our students.</p>	<p>2, 4, 5, 10 - Attract and Retain Students, Continued Commitment to Diversity, Cultivate Partnerships, Strengthen Security</p>

<p>Purchasing - The purchasing order system functions at an adequate level. Purchases are done by utilizing blanket purchase orders. The department maintains updated operational procedures based on Federal, State and University regulations. Verbal survey was done to confirm that various departments are satisfied with the current procurement process. Training on the procurement process will continue to occur twice a year.</p>	<p>The procurement department needs to develop and encourage competitive bidding and contract buying to better utilize the Universities resources.</p>	<p>2, 4, 5, 10 - Attract and Retain Students, Continued Commitment to Diversity, Cultivate Partnerships, Strengthen Security</p>
<p>Registrar - To improve the efficiency and satisfaction of the student body, the registrar's office continues to move its functions online. Enrollment verifications, graduation applications, grade recalculations, degree/diplomas are now accessible by students online. Data on usage is not available. Transcript request data is being compiled for analysis on transfer and graduate school information. Technology software and analysis of enrollment patterns to improve scheduling are being considered for adoption. The office is assessing how to proactively engage students in making sure they get the information they need in an attentive and effective way. The registrar office continues to increase the satisfaction level of staff and student engagement to create a more welcoming environment for both employees and students.</p>	<p>The Registrar's office should continue to collect and analysis data on transfers and current student retention. They must continue to provide a welcoming and helpful environment for students that are in need of help. The new scheduling software should help with scheduling efficiency however further improvement should be a priority.</p>	<p>2, 4, 9 - Attract and Retain Students, Continued Commitment to Diversity, Strengthen Technological Infrastructure</p>
<p>Scholarship Services - The office continues to expand its scholarship information and communications with prospective and current</p>	<p>To better target potential scholarship students, data analysis needs to be done on who and where these scholarship students</p>	<p>2, 4, 9 - Attract and Retain Students, Continued Commitment to Diversity, Strengthen, Technological Infrastructure</p>

<p>students.</p> <p>Student Financial Services - Email and E-bill initiative has increased on-time bill payments by 4.56%. Email and increased warnings on non-payment has decreased student forfeited by 22.23% since Fall of 2011. Students and Parents continue to transition to online payments from in office transactions. This includes parking fines and the addition of graduation fees in 2013. Financial Services continues to adhere to all federal and state regulations regarding student financial aid.</p> <p>Undergraduate Admissions - The office of Admissions continues to contact and enroll students from traditional methods of recruitment. Territory goals, feed schools and an establishment with 50 additional remote schools were utilized to expand and increase the 2012 recruitment goals. 78% of applicants to KU were satisfied with the services provided by the admissions department. The office has increased HS contact by 20% by attending 5 new college fairs. In addition 2500 emails were sent per month to prospective students and parents. KID information packets were sent to supervisors of HS counselors within NJ.</p>	<p>received their information. Targeted social media campaign should be expanded to specific criteria of scholarship applicants.</p> <p>Continue to encourage and implement new online payment options. Analyze and aggressively collect past –due accounts, holding staff, faculty and students to the same level of accountability for delinquent accounts.</p> <p>The office must continue to find new and innovative approaches to enrollment. More data driven recruiting and contacts must be utilized on top of the traditional outreach methods. Blanket marketing and recruiting is no longer the industry norm and the department must look to develop new strategies around social media outreach and target marketing of KU's assets. The office must reduce the number of unsatisfactory contacts with students and parents. Further customer service and procedure training may be needed.</p>	<p>2, 4, 5, 7 - Attract and Retain Services, Continued Commitment to Diversity, Cultivate Partnerships, Strengthen Financial infrastructure</p> <p>2, 4, 5, 6, 7, 9 - Attract and Retain Students, Continued Commitment to Diversity, Cultivate Partnerships, Become a Globalized University, Strengthen Financial Infrastructure , Strengthen Technological Infrastructure</p>
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<p>Athletics - The Athletics department continues its excellence in student-athlete performances. 8 out of the 13 University teams had winning records with men's volleyball, baseball, soccer, lacrosse and woman's soccer, volleyball, softball advancing to regional playoffs. 96.25% of student athletes reached the minimum 2.0 gpa requirement and 24 credits earned. In addition, intramural activates have increased with positive experiences in dodge-ball and flag football. 80% of students are satisfied with current gym accessibility and hours.</p>	<p>Continue to hold student-athletes to higher standard for academic excellence. The department should consider increasing the minimum eligibility for current student athletes to 2.3 GPA, matching NCAA division 1's new standards for eligibility. Increase promotion of gym access on the east campus for the student body.</p>	<p>2, 4, 5, 6 - Attract and Retain Students, Continued Commitment to Diversity, Cultivate Partnerships, Become a Globalized University</p>
<p>Budget - 5,148 amendments proposed to the budget. Implemented new procedures to accurately track and allocate funds for 465 academic specialists.</p>	<p>Improve reporting on vendor spending, note increases and use.</p>	<p>7 - Strengthen Financial Infrastructure</p>
<p>Business Services – 517 bank accounts were opened through the Wells Fargo at Work program. 2.36% of students purchased their books through the schools Registration Integration link, with web sales increasing 5.7% over last year's figures. Food services are functioning at an adequate level. Diversity of meals and options are still lacking.</p>	<p>Look for cost savings and enhanced services for students purchasing textbooks through the campus book store and online. Begin looking for new catering options as well as continue to monitor and improve the quality of service and food in the universities food halls.</p>	<p>7 - Strengthen Financial Infrastructure</p>
<p>Facilities and Campus Planning – An evaluation on campus operations was conducted in April, 2013. Utility costs from FY12 to FY13 have remained steady. A new work order system is being implemented to monitor work completion and timing. The Green Lane Building will be complete Dec,</p>	<p>An energy master plan needs to be created to begin examining how the University can lower its energy costs. Management must utilize the new work order system as to improve work order response time and hold employees accountable for their work. Examine new safety measures that should be created for</p>	<p>2, 7, 8, 9, 10 - Attract and Retain students, Strengthen Financial Infrastructure, Strengthen Physical Infrastructure, Strengthen Technological Infrastructure, Strengthen Security</p>

<p>2013. Work on the Campus OT clinic has begun June, 2013. Increased campus security continues to be implemented with electronic access controls on all entrances to University buildings.</p> <p>General Accounting – FY12 late invoices amounted to \$446,900 a 15.5% decrease from FY11. 27.6% of the States audit requests were completed by the mandated deadline. The office is moving records and storage of documents online to help with efficiency.</p> <p>Human Resources – 25 referrals for formal discipline action were taken. The average processing time for referrals was reduced by 25% for Conduct and 50% for Time and Attendance. Survey of university faculty and staff noted that customer service and time management are in need of improvement. The office created new training for the new performance evaluation system.</p> <p>Mail Services – University mail is being delivered in a timely and efficient manner. University survey results indicate a 95% approval of current services.</p> <p>Material Services – Materials are delivered in at expedient manner. No inventory of current university assets and resources done.</p>	<p>campus security.</p> <p>The office must stay aggressive in reducing the late invoices by departments. This should be helped by moving the documents and process online.</p> <p>Look to continue to improve processing time for referrals. Utilized new technologies, the office should examine moving HR processes and documents online, which should increase productivity and efficiency.</p> <p>Schedule training for suspicious package identification</p> <p>The office needs to properly inventory current fixed assets as well as begin examining university overall University material costs. This includes office supply and maintenance supply usage and inventory.</p>	<p>7 - Strengthen Financial Infrastructure</p> <p>4 - Continued Commitment to Diversity</p> <p>4, 10 - Continued Commitment to Diversity, Strengthen Security</p> <p>4, 7, 10 - Continued Commitment to Diversity, Strengthen Financial Infrastructure, Strengthen Security</p>
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