1. Support Services Report Template

Report Info
Name of the person completing this report : Nyassa Love
Title of the person completing this report : Associate Vice President
Supervisor/dean reviewing report : Brad Wells
Service : Oversee Departmental Programs and Provide Support for all activities
Division/College : Admin & Finance / Risk Mgmt

3. Mandated Service

Link to Scoring Rubric

1.1 Please indicate below if any aspect of the service is legally mandated by any of the following and provide the relevant reference.


Provide a brief explanation, if necessary, in < 60 words.

The campus president is delegated responsibility for implementing and maintaining campus risk management policies that are consistent with systemwide risk management policies and procedures. Risk Management and Internal Control is the office delegated these responsibilities at CSUEB.

4. Importance of Service

Briefly describe the service in terms of its primary function(s) and purpose(s) using <120 words

Provide strategic and operational guidelines and management for services provided by units within the department. Allocate adequate resources to units in order for them to achieve their objectives.

Link to Scoring Rubric

2.1 Who are the primary receivers of this service? (Please enter the percentage of each user group that is relevant)

Students : 25%
Faculty : 25%
Administrators/staff : 25%
Colleges/departments : 15%
Alumni : 5%
Community outside University : 5%
Total : 100%

Link to Scoring Rubric

2.2 Please indicate the direct or indirect impact of the service on students for each of the three University Action/Student Impact Areas listed below (for example processing financial aid applications would be direct impact on students while managing utility services would be indirect).
<table>
<thead>
<tr>
<th>Pre-college (helping students to enter the system)</th>
<th>Students</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td>✔️</td>
<td>Students</td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td>✔️</td>
<td>Students</td>
</tr>
</tbody>
</table>

Provide a brief narrative (<60 words each) explaining your selection for each area.

<table>
<thead>
<tr>
<th>Pre-college (helping students to enter the system)</th>
<th>Evidence submitted to support the chosen selection (&lt;60 words for each)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leadership of department services has an indirect impact on prospective students by providing oversight that in turn ensures a safe college campus and a positive campus reputation.</td>
<td></td>
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</table>

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<thead>
<tr>
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<th>Evidence submitted to support the chosen selection (&lt;60 words for each)</th>
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<tr>
<td>Leadership of department services has an indirect impact on students by providing oversight that ensures a safe college campus environment and also ensures a positive campus reputation.</td>
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</table>

<table>
<thead>
<tr>
<th>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</th>
<th>Evidence submitted to support the chosen selection (&lt;60 words for each)</th>
</tr>
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<tbody>
<tr>
<td>Leadership of department services has an indirect impact on alumni and donors by providing oversight to ensure a safe college campus and that the campus maintains its positive image and reputation.</td>
<td></td>
</tr>
</tbody>
</table>

**Link to Scoring Rubric**

**2.3 Applying the four choices presented below, please indicate the consequence of NOT having this service on each of the actions in the left hand column.**

<table>
<thead>
<tr>
<th>Pre-college (helping students to enter the system)</th>
<th>4 - Service provides evidence of direct impact in more than one area</th>
<th>3 - Service provides evidence of direct impact in one area</th>
<th>2 - Service provides evidence of indirect impact in more than one area</th>
<th>1 - Service provides evidence of indirect impact in one area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td>✔️</td>
<td>Students</td>
<td>✔️</td>
<td>Students</td>
</tr>
</tbody>
</table>

| During college (helping students succeed while they are at Cal State East Bay) | ✔️       | Students | ✔️       | Students | ✔️       |

| After college (helping students establish meaningful lifework and be socially responsible contributors to society) | ✔️       | Students | ✔️       | Students | ✔️       |

Provide a brief narrative (<60 words each) explaining your choice.

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<td>Without departmental oversight of services provided by Risk Management and Internal Control could be limited and therefore create an unsafe campus and reputation could suffer.</td>
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**Link to Scoring Rubric**
2.4 Alignment with Shared Strategic Commitments

How does this service contribute to or align with any of the eight Shared Strategic Commitments (SSC) listed below?

<table>
<thead>
<tr>
<th>Shared Strategic Commitments</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reinforce academic quality through open-minded inquiry, innovative teaching, engaged learning, and distinguished scholarship</td>
<td>If aligned or contributing, provide a description. (&lt;60 words for each SSC)</td>
</tr>
<tr>
<td>Enhance our inclusive campus, responding to the backgrounds and interests of our diverse community and promoting their academic, professional and personal development</td>
<td>Oversight of student learning experiences that occur outside the classroom (internships, service learning, field trips) directly impacts the student educational experience. Provide students with employment opportunities within the department.</td>
</tr>
<tr>
<td>Serve students first, by expanding access and enhancing each student’s educational experience and prospects for success as a graduate and life-long learner</td>
<td>Collaborating with student focused departments such as Intercollegiate Athletics, Student Life and Leadership, Housing and Science helps to promote a vibrant campus community by advancing the model of a safe campus.</td>
</tr>
<tr>
<td>Foster a vibrant community through enriched student services and student life that support student engagement and learning</td>
<td></td>
</tr>
<tr>
<td>Contribute to a sustainable planet through our academic programs, university operations, and individual behavior</td>
<td></td>
</tr>
<tr>
<td>Continuously improve our efficiency, transparency, and accountability while practicing mutual respect, responsiveness, and collaboration across the University</td>
<td>Campus compliance with all policies and procedures fosters best practices as well as efficiency and accountability.</td>
</tr>
<tr>
<td>Support the civic, cultural, and economic life of all communities in the regions we serve through partnerships that promote education and social responsibility</td>
<td></td>
</tr>
<tr>
<td>Demonstrate our continuing record of leadership and innovation in higher education, focused on 21st century skills, including science, technology, engineering, and mathematics (STEM)</td>
<td></td>
</tr>
</tbody>
</table>

Link to Scoring Rubric

2.5 How might the demand for this service change over the next five years? (Please choose one category below).

Likely to increase

Provide a rationale for your choice (assumptions, impact of new policy, etc.) in <120 words.

Greater accountability, increased numbers of policies and procedures, and an increasingly litigious society increases a need to develop and manage more programs and services through Risk Management.

5. Quality of Service

Link to Scoring Rubric

3.1 Do you assess the quality of the service you provide?

Yes
If “Yes”, what benchmarks, best practices or measures of success, either internal or external, do you use to measure service quality (e.g., timeliness, accuracy, adequacy, meeting deadlines, satisfactory completion of assignment, etc.)? Please describe in <120 words. If no, please explain.

There are both informal and formal measures of quality of the oversight of the department. Budget reviews are completed and discussed with VP. Weekly and bi-weekly meetings to set timelines. Annual performance reviews to set goals and monitor progress on goals set previous years are conducted.

3.2 During the last three years, have you adopted any measures to improve the quality of this service? Please describe in <120 words.

The internal auditor position was appointed and tasked with providing targeted reviews of several departments. Developed and implemented one stop complaint page to provide easy to locate straightforward information on how to file a claim in a more centralized manner. AVP trained in Title IX and assigned as DHR administrator for CSUEB.

3.3 What idea(s) do you have for improving the quality of this service within existing resources (e.g. development of benchmarks, surveys, feedback, etc.)? Please describe your plan(s) in < 120 words.

Implement customer satisfaction surveys to identify areas needing improvement. Collaborate with Diversity Officer and Human Resources to identify areas where additional outreach is needed. Develop awareness programs for staff, faculty, and students. Continue to work with General counsel.

3.4 What ideas do you have for improving the quality of the service if additional resources were provided. Please describe your idea(s) in <120 words.

Professional development for managers and staff. Implement tracking program to show where resources are being utilized and underutilized. Departmental reorganization to provide more focus on areas of concerns. Add additional staff. Hold a staff retreat to generate ideas and feedback and further build a cohesive team.

3.5 Do you use any formal or informal process to assess the level of satisfaction of the service users?

Yes

If yes, describe the process and most recent results in <120 words. If no, please explain.

AVP maintains an open-door policy which allows for any faculty, staff, or student to voice any concerns or provide any feedback on the services performed by the department.

3.6 The university recently conducted a customer satisfaction survey for some services (results for this service are attached, if applicable). Do you have any comment or response to the results? Please describe in <120 words.

3.7 Do you have any formal or informal guidelines for personnel in your department regarding how to treat/interact with receivers of this service?
Yes

If yes, please describe in <120 words. If no, please explain

Professionalism and confidentiality are required by all staff members at all times. Development of a complaint web page provide centralized information on registering complaints.

Link to Scoring Rubric

3.8 Does your service have annual goals (targets) of achievement regarding the quality of the service provided?

Yes

If yes, describe the annual quality goals (targets) and indicate if the service achieved those goals (targets). Please provide evidence, if possible, in <120 words. If no, please explain.

Goals are set and monitored annually through the performance review process. Mandated trainings are monitored and tracked to ensure compliance.

Link to Scoring Rubric

3.9 Does your service have annual goals (targets) of achievement regarding the quantity of service provided?

No

If yes, describe the annual quantity goals (targets) and indicate if the service achieved those goals (targets). Please provide evidence, if possible, in <120 words. If no, please explain.

Oversight quantity is difficult to measure.

6. Efficiency of Service (cost effectiveness)

Link to Scoring Rubric

4.1 Using the spreadsheet provided for all employees in your department, please distribute salaries of individuals across all services provided to reach an educated or reasonable estimate of the cost of providing the service.

163380

Attach your allocated spreadsheet here.

PFD_AF- Risk Mngmnt 2011-12 Expenses MPG Aug 13.xlsx

Link to Scoring Rubric

4.2 Using the spreadsheet provided, please distribute your department's annual operating expenses across all services provided to reach an educated or reasonable estimate of the cost of providing the service.

12148

Link to Scoring Rubric

4.3 Using the spreadsheet provided, please distribute the square footage of work space across all services provided to reach an educated or reasonable estimate of the use of this resource.

562
4.4 During the last three years, have you adopted any measures to improve the efficiency (cost effectiveness) of providing this service (e.g. reducing salary costs, operating expenses or use of space, or increased output without increasing cost. Etc.)?

Yes

If yes, please describe the measures in <120 words. If this is a new service introduced over the past three years, please indicate. If no, please explain.

Revamping position of Investigator to employ an experienced and highly skilled employee at a lower salary, thus freeing up resources for other needs.

4.5 What idea(s) do you have for improving the efficiency (cost effectiveness) of this service within existing resources (e.g. restructuring, merging, outsourcing, ways to cut costs, technology, etc.)? Please describe those ideas in <120 words.

Continue review processes for more effective ways of providing services with current level of staff. Restructure to include Director of Risk Services. Assigned oversight of student service learning and internships review to staff in RM to ensure compliance and most safe non-classroom environment for the students. Review Student Health Insurance and all student insurances to centralize oversight.

4.6 What idea(s) do you have for improving the efficiency (cost effectiveness) of the service if additional resources were provided. Please describe your idea(s) in <120 words.

Additional staff development opportunities, including conferences and webinars.

4.7 Do you have any plan(s) to improve the efficiency (cost effectiveness) of this service in the next 1-2 years (e.g. reducing costs, increasing productivity, etc.)?

If yes, please specify whether these plan(s) involve reducing salary costs, operating expenses and/or use of space. Please describe your plan(s) in <120 words. If no, please explain.

Apply extra resources obtained from Investigator’s position to needed areas. Needs may arise from the processes added in Risk Services and Student Insurance. Also, review Emergency Operations Center for replacing current position in more economical manner.

4.8 Please describe the estimated output for this service for fiscal year 2011-12, quantify if possible (e.g. volume, service tickets resolved, people serviced, appointments, etc.) in <120 words.

The output of oversight is difficult to quantify. There are weekly and bi-weekly meetings with managers and quarterly all-staff meetings. Weekly one-on-one meetings with VP to review and update projects.
7. Other

5.1 Are you aware of services similar to this one that are being provided by another department at CSU East Bay?

Yes

If yes, please provide a list of those departments. How are the services described here similar or different? Please describe in <60 words.

There are several AVPs on campus with similar responsibilities to provide oversight of the services for their respective areas.

5.2 Is there anything unique or distinctive about your service? Please describe what is unique or distinctive in <120 words.

Risk Management and Internal Control is uniquely responsible for compliance of all other campus departments and divisions.

5.3 Are there any additional things about this service that you would like the task group to know? Please describe/explain in <250 words.