

## Selected Goals from 2004-2005 Annual Reports

Unit: Information Systems

Strategic Plan Goal	Unit Goal
<b>With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?</b>	<b>What were your unit level goals for 2004-2005 as contained in your 2003-2004 Annual Report?</b>
Strategic Plan Goal 5 - State of the Art Infrastructure	Automation - at least three major business processes will be automated throughout the year.

### What action did you undertake to achieve this goal?

In Spring '04, the Banner Coordinating Committee requested funding to proceed with a project to purchase and implement the Appworx automation software. This project was planned and completed on-time and within budgetary constraints.

In the Fall '04 semester, Information Systems completed implementation of the Appworx automation system and began a pilot to automate the production of reports used in daily operations by Finance and Accounting. This pilot was completed successfully.

In the Spring '05 semester, additional processes have been automated. These include the production of daily Admissions letters and the closing of cashier sessions.

As of April, 2005, several other automation projects are well underway and include the posting of subsidiary ledger data into the general ledger and numerous processes used to integrate processing between different department and external agencies. Some examples of these include the posting of test scores used in the Admissions process and the posting of credit balances based on expected Financial Aid awards at the bookstore.

### By what means did you assess goal achievement?

Projects are monitored at routine meetings of the Banner Coordinating Committee. Divergence from scheduled progress or budget is reported to project sponsors and adjustments to resources or project scope are negotiated.

### Describe the assessment results and the conclusions about goal attainment you inferred from them.

The assessment results indicate that the target number of processes were automated resulting in greater efficiency and productivity in the departments being served. This will enable those departments to better serve their constituencies.

---

**What continuous improvement resulted from the use of the assessment data?**

Feedback obtained continues and strengthens the enhancement and automation of the university's business processes. This results in increased productivity and an increase in the services available to our students, staff, and community.

---