

2010 to 2015 Strategic Plan

Administrative Division: Finance & Administration

Department: Business Office

VISION: Establish the ESU Business Office as a recognized leader in the delivery of quality customer-driven fiscal support services and business processes and the voice of expertise in fiscal matters for the University.

MISSION: Our mission is to serve as the University's chief fiscal policy advisor, promote responsible resource allocation through the University's annual budget process, and ensure the financial integrity of the University.

VALUES: To accomplish our vision and mission, we share the following values:

Collaboration

We work together as a team across all departments and in recognition of the contribution each of us makes to the common purpose of serving our students.

Diversity

We support and appreciate differences: of opinion, culture, race, sex, national origin, religion, age, sexual orientation or disability.

Enthusiasm / Fun

We strive each day to make enjoyable our work and our relationships with our colleagues.

Expertise

We are a reliable source of accurate information and sound fiscal and policy advice.

Integrity

We commit to conforming to the highest level of ethical standards. The services and decisions we offer will be honest, fair and impartial.

Respect

We recognize the validity of other points of view and treat others with civility.

Stewardship

We are good stewards of our environment and resources.

STRATEGIC INITIATIVES FOR ESU BUSINESS OFFICE

1. **IMPROVE CUSTOMER SERVICE** – Develop a collaborative approach to customer service in response to the Division of Finance and Administration's customer satisfaction survey. Response should include customer service training for staff as well as development and wide communication of departmental policies and procedures. Ongoing policy and procedures training will also be implemented.

2. **DEVELOPMENT OF POLICIES AND PROCEDURES** – Clearly document and widely distribute policies and procedures in both hard copy and on ESU Business Office website. Ongoing Business Office policy/procedure training will also be implemented as well as participation in new hire orientation.
3. **BUDGET DECENTRALIZATION** – Work closely with the campus community at decentralizing various budgets, including but not limited to overtime, shift differential, and student payroll in an effort to improve resource allocation, management and accountability.
4. **EXPAND THE USE OF TECHNOLOGY**– Continue to expand SAP and Business Intelligence knowledge and training in finance and budget applications. Conduct regular training sessions for SAP and Business Intelligence users to enhance knowledge and provide financial information needed to manage their departments. Utilize Business Intelligence knowledge to develop improved grant reports. Serve as in-house revenue accounting lead in the implementation of a new campus management system.
5. **CONTINUOUS IMPROVEMENT OF ENVIRONMENTAL SCAN** – Improve environmental scan process to include an even greater proportion of the campus constituency. In an effort to improve the scan and more fully engage the campus community in our planning process, identify and recruit additional campus experts in select fields to aid in preparation of our environmental scan and SWOT analysis in their respective areas of expertise.