



Campus Life Finance & Operations: Benchmarking Performance & Ensuring Continuous Improvement

A. Bohn W. Logan M. Martin K. Taylor J. Duncan

Overview

The Campus Life Finance & Operations department supports the work of the Division through strategic resource management. Support is provided through strategic planning, budgeting, financial operations, information technology, process improvement, human resources, organizational development, space allocation, and communications.

Purpose

With the variety of support services offered by the department, it is essential to identify areas of satisfaction in services provided. It is also vital to identify opportunities for improvement in order to benchmark current performance, and ensure that the department continues to provide the level of service to the Division that is understood and expected.

Method

The Office of Finance and Operations issued a Support Services Survey to the Campus Life department leaders as well as select Campus Life partners, combining for a sample size of 30. The survey allowed participants to give feedback in regards to services provided for budget and financial matters, human resources and staffing, computer and technical support, project and system related needs, annual and mid-year reports, and business process review. The Benson University Copy Center was also included. In addition to rating the level of satisfaction with each service provided, participants were given the opportunity to freely and candidly provide feedback in regards to the services they had received, and recommend additional services they would like to see provided by the team.

Results

As the survey did identify the services in which participants experienced the most satisfaction, the survey also identified opportunities for improvement. Of the 30 surveys issued, responses were received from 24 participants.

The survey identified that participants were most satisfied with support in business process improvement. Budgetary and financial matters ranked second, with human resources and staffing, and systems/software projects ranking third and fourth. The percentage of participants reporting "very satisfied" with each service is illustrated below:

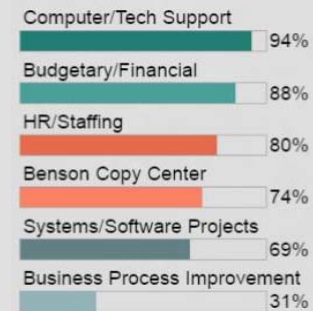


Feedback from participants reporting "Very Satisfied":

- "Amazing, supportive, understanding, patient, highly competent, responsive"
- "They get back to me in a timely manner and provide excellent customer service."
- "The staff is insightful, resourceful, helpful, and thoughtful."
- "Top notch support. Friendly, knowledgeable and supportive."
- "Willing to assist in working through difficult situations."

Of the total 24 participants, results showed that not all of the participants had utilized each service surveyed. The chart below details the percentage of participants who reported utilizing the services surveyed. In most instances, those reporting that they had not used the service offered, stated their reason as "there has not been a need for the service."

Percentage of Participants Utilizing Support Services



Outcomes

The Support Services Survey identified areas of strong satisfaction, as well as opportunities for improvement to better serve Campus Life. Items that were identified for consideration are 1) the creation of a human resources onboarding and exit checklist for staff and students, 2) a calendar of division events and deadlines, 3) risk management review and mitigation. In the upcoming weeks, the Finance and Operations team will be working to meet these needs. As this was the first satisfaction survey issued by the Finance and Operations team, we will use it as a benchmark moving forward as we continually look for ways and resources to better serve, and meet the needs of our colleagues.