

UNIT REPORT

FY24 Assessment Plan

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Mission - DSA Business Services**Description:**

DSA Business Services provides administrative, financial, auditing, human resource and payroll support for the Division of Student Affairs.

Date last revised: 09/01/2022

Vision - DSA Business Services**Description:**

DSA Business Services is committed to providing tier one quality service to our partners through dedicated teamwork, collaboration, and ongoing stewardship

Date last revised: 09/01/2022

1 Benchmarking - Peer Institutions**Description:**

Benchmarking DSA Business Services department with peer institutions to compare funding models and organizational structures.

RELATED ITEMS -----

RELATED ITEM LEVEL 1

1 Benchmarking - Population versus Budget

RELATED ITEM LEVEL 1

2 Benchmarking - Organizational Alignment**2 Staff Competency Levels**

Description: Goal of this assessment is to determine our team's proficiency in specific business services related competencies

RELATED ITEMS -----

RELATED ITEM LEVEL 1

1 Staff Competency Assessment**3 Staff Engagement**

Description: Evaluate staff professional engagement outside of current department work roles or tasks.

1 Benchmarking - Population versus Budget**Description:**

Look at our peer institutions and top 50 universities wholistically to see how we compare in the following ways:

- Student population to versus institutional budget
- Further dive into student affairs budget oversight vs. student population
- Deeper dive into business services budget vs. student population

2 Benchmarking - Organizational Alignment**Description:**

Look at our peer institutions and top 50 universities wholistically to see how we compare in terms of whether they are centralized to decentralized (imbedded within Student Affairs or not).

3 Competency Tool**Description:**

Develop a tool to evaluate staff competency levels for assigned job categories.

- Beginner
- Intermediate
- Advance

RELATED ITEMS -----

RELATED ITEM LEVEL 1

1 Staff Competency Assessment**1 Engagement Assessment****Program/Service Being Assessed:** Professional Development**Assessment Method:** Both (quantitative and qualitative)**Description of Assessment Activity:**

Qualitative survey of staff in regard to engagement outside of current work roles and department in order to determine:

- Who is engaged outside of daily work,
- What additional opportunities or funding resources are needed, and
- Why our team members may or may not be engaged.

Frequency / Timeline of Assessment Activity:

Yearly.

Connection to Goals/Mission:

The success of our staff and our departments is determined by the learning opportunities our professional staff encounter and partake in so that they can grow professionally and personally.

1 Staff Competency Assessment**Program/Service Being Assessed:** Business Services Training**Assessment Method:** Both (quantitative and qualitative)**Description of Assessment Activity:**

TBD

Frequency / Timeline of Assessment Activity:

Yearly.

Connection to Goals/Mission:

This assessment closes aligns with our mission of providing tier one quality services to the departments we support.

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