# Division of Business Affairs Unit Plan 1990 - 1993

## VISION STATEMENT

The Division of Business Affairs exists solely to support the instructional, research, and public service missions of the University by offering services that fall into the categories of financial, business, computing and communications, facilities, human resources, and safety. Team members within each department are committed to responsive, knowledgeable, efficient, courteous and prompt high quality services. Flexibility, creative problem-solving, and honesty must be reflected in all interactions. As it serves students, faculty, staff, and the public, the vision of the Division is to be recognized for excellence, professionalism, and a commitment to customer satisfaction.

During the planning period, the Division of Business Affairs will focus on developing necessary campus services, increased application of computer technologies, and improvement in the appearance and functionality of our physical facilities.

## PRIORITIES FOR ACTION

### 1. Achieve distinction in undergraduate education

a. Implement an automated advising system, train faculty in its use, and make it and other related modules of the student data base system available to academic advisers

b. Expand student computing labs to attain a desired ratio of one microcomputer for every ten students and implement computer-based technologies integral to the related academic programs
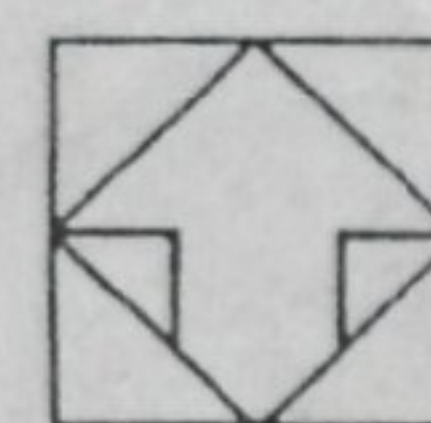
### 2. Strengthen the commitment to excellence in teaching

a. Coordinate with the academic departments to provide software, hardware, and training to expand faculty mastery of information technology

b. Create a multi-media networked classroom to be used by faculty to learn new skills for use in teaching students

c. Bring in guest speakers to advance faculty knowledge of new information technology

d. Provide interactive video facilities for additional training courses

e. Provide assistance to improve on-line accessing of Health Sciences and Joyner Libraries

### 3. Develop a university culture based on respect for individual rights and human diversity

a. Provide staff development on topics that promote understanding, sensitivity, respect, and tolerance for others

b. Expand programs in public safety regarding respect for human diversity as well as racial and ethnic awareness

c. Work with the Affirmative Action Office to assist in the development of the Chancellor's Minority Initiative Program

d. Assist the Affirmative Action Office in establishing more effective recruitment programs, especially for the job classifications identified as being underrepresented

e. Assist in the formulation of guidelines and procedures to improve and strengthen the search process including the functioning of search committees

f. Implement the goals set forth in the affirmative action plan as they apply to the Division of Business Affairs

g. Assist in the development of formal and informal mentor relationships for new and continuing employees

**4. *Expand doctoral programs***

a. Assist in the development of budgets to appropriately fund new or expanding doctoral programs

b. Design and renovate campus space essential to the expansion of doctoral programs

**5. *Strengthen the commitment to research, scholarship, and creative activity***

a. Expand the availability of equipment and software in faculty computer labs while enhancing centralized computing and network access to computers on and off campus, including the North Carolina supercomputer facility

b. Increase support for faculty research, computer assisted instruction, and microcomputing

c. Expand formal training and assistance to grant holders regarding the appropriate administration of sponsored funds to ensure maximum benefit

d. Work with academic affairs and health sciences to develop overhead recovery policies that maximize campus resources and redeploy those resources in a leveraged fashion to increase the volume of sponsored research

e. Assist in the development of physical facilities that enhance research and promote additional opportunities to obtain sponsored programs

**6. *Improve teacher education and stimulate improvement in public schooling***

a. Provide teleconferencing and teleteaching capabilities between the University, regional public schools, and community colleges

**7. *Recruit and support academically proficient and talented students***

a. Support scholarships for academically outstanding students with profits generated by campus bookstore
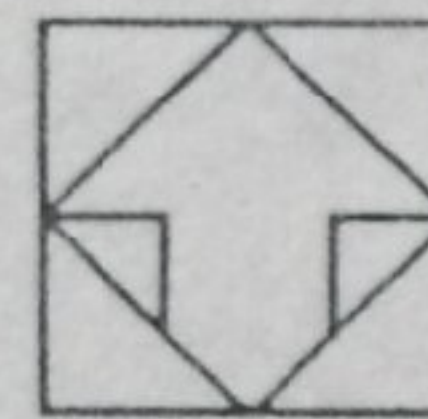
**8. *Promote the University effectively to external publics***

a. Improve the quality of all internally printed materials

b. Develop and improve public speaking skills of all staff members involved in making presentations to the public, responding to the news media, and making formal presentations to campus groups

c. Seek out opportunities to make presentations to organizations in the community regarding the activities and accomplishments of the University

d. Offer staff development programs on telephone etiquette and effective business communication

**9. *Develop and use expanded information resources***

a. Implement computer network access from residence halls, academic buildings, library, and off-campus areas, which will facilitate student and faculty communications

b. Upgrade computer support for statistical applications by providing needed disk space on the mainframe, purchasing of departmental machines, and promoting continued access to the supercomputer at Microelectronics Center of North Carolina

c. Coordinate the cost-effective acquisition of information technology resources and support systems

d. Assist in creating a centralized on-line data base for all University policies and regulations

e. Expand the electronic mail system and provide programs for users, stressing use by senior management as a primary alternative to paper communications

f. Investigate feasibility and cost of upgrading telephone systems to handle data transmissions

g. Improve efficiency and quality of mainframe printing

h. Implement a comprehensive administrative computing strategy that provides for on-line access to information, decision support facilities, ad hoc query and reporting, efficiency of business functions, and user friendliness

## 10. *Provide effective stewardship of the University*

a. Expand staff development opportunities for employees

b. Improve the SPA orientation program and establish an EPA orientation program

c. Complete a study of all optional benefits provided to permanent employees to assure that the package compares favorably to the labor markets of the University and is flexible enough to meet the needs of employees

d. Establish procedures to coordinate recruitment communications in order to attract the best candidates, utilize funds most efficiently, and broaden the recruitment market

e. Develop the Personnel Office into an Office of Human Resources, expanding services and balancing the emphasis more appropriately between management support and employee advocacy

f. Encourage the most efficient yet effective utilization of resources throughout the campus through communications, training, systems, and services

g. Develop procedures and mechanisms to identify facilities and equipment in need of replacement and to establish relative priorities

h. Assist in the development and design of faculty practice plans in applicable disciplines

i. Review policies governing cost recoveries from all auxiliary operations to achieve optimal levels

j. Develop a comprehensive facilities master plan

k. Expand current preventive maintenance programs

l. Implement renovation budgeting and priority setting procedure

m. Update the handicapped accessibility study

n. Initiate a program to implement state-of-the-art security systems

o. Conduct a study in conjunction with the master plan, for the relocation of student support services to allow for the expansion of current operations and to improve convenience for students

p. Develop a written policy and procedure for real estate acquisition and disposal by the University

q. Assume responsibility for maintaining the building and room inventory files

r. Maintain a safe, well-lighted, and protected environment for all members of the campus community

s. Conserve energy

t. Pursue the implementation of the recommendations contained in the facilities implementation plan