Program Summary

Task Force: Thank you for the work that went into this report. Through the USAP process, we are working to create at IPFW a culture of continuous improvement, and we think that setting specific and measurable goals is an important part of getting individuals and units at IPFW to think differently about planning and the future.

Criterion: #1: Mission - How does your unit support the mission of the university? This may include your mission and vision statements. (no more than 200 words)

Question: Mission - How does your unit support the mission of the university? This may include your mission and vision statements. (no more than 200 words)

Administrative Business Services supports IPFW’s mission in the following way:

- Partners with the IPFW community to support learning and engagement by delivering quality financial and procedural information and services needed to best fulfill their specific missions while balancing risk and opportunity
- Provide stewardship of the University’s fiscal resources within the framework of federal, state and university policies
- Encourage innovation and promote efficiency and effectiveness of operations
- Value our human resources – acknowledging excellence, fostering personal growth and appreciating individual potential and effort
- Treat everyone with fairness, equity and courtesy, regardless of individual difference

Criterion: #2: Accomplishments - Please list significant accomplishments from the last three years as they align with Plan 2020 goals

Question: I. Foster Student Success - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area I: Foster student success.

The accomplishments listed below are including those completed by the Senior Business Manager, Various Business Managers and/or the Comptroller.

The Business Manager for Physical Plant, Business Manager for Athletics and the Business Manager for Development have taken on additional operational duties in each of their respective departments. Because of this, as of July 1, 2014 they no longer report directly to the Senior Business Manager.

In addition to this, as of July 1, 2014 the Comptroller position/unit was eliminated at IPFW and has since been renamed Administrative Business Services. This newly named unit includes the Senior Business Manager, those Business Managers that report directly to the Sr. Bus. Manager, Business Manager Account Clerks and the Admin. Bus. Services Account Clerk.

- Serve as regional representative on Purdue’s Human Resource Organizational Structure Build-out Project. This project was essential to implement future online approvals which were necessary
• Provide regional representation to Purdue for policy changes (Hospitality; Signature Delegation; etc.)

• Collaborate with various departments (Human Resources; Purchasing; Accounting Services; ITS; etc.) on the implementation and/or training of the following new software/processes
  ◦ Talx/I-9 process
  ◦ Online Leave Processing
  ◦ Ariba
  ◦ Kronos
  ◦ Concur
  ◦ LTL/Extra Duty Processing
  ◦ APEX (Oracle Application Express) – used in Continuing Studies for reporting
  ◦ Front Rush – used in Athletics for recruiting

• Initiate IPFW’s implementation and training on the following new systems/processes:
  ◦ Public Sector Collections and Disbursements (PSCD) – new billing process
  ◦ Biller Direct – online payment (currently by ACH) of PSCD invoices
  ◦ Online Departmental and Fiscal Signature Delegations
  ◦ GM (Grants Management) reporting

• Provide ongoing training/support to the IPFW community on new system-wide software and processes.

• Provide reporting and support to all departments within IPFW in the implementation of a new budget process

• Work with various departments (HR; Accounting Services; Specific Organization/Department involved in the change; etc.) on the numerous tasks (Account set-up/changes; Process Budget Transfers and Journal Vouchers to move budget and/or expenses; Organizational changes; Departmental and/or Fiscal Signature Delegation changes; etc.) necessary for the successful implementation of IPFW organizational changes.

• Collaborate with Purdue, Regionals, IPFW Nursing department, and Continuing Studies to provide budgetary expertise and support in the implementation of the Doctor of Nursing Program (DNP).

• Serve as regional representative on the extensive discussion concerning Purdue’s regional
campus overhead charge.

• Provide responses to all IPFW internal audit findings.

• Provide research and recommendations on all student housing appeals.

• Serve as regional representative on the Business Information Human Resource Project initiated to provide enhanced HR reporting.

• Took over fiscal responsibility for Capital Projects on the Fort Wayne campus. This was previously managed by West Lafayette.

• Worked with Physical Plant Director and Treasury Operations at West Lafayette to successfully complete the spend down of the funds remaining on the bonds issued to fund the Student Housing Phase III Capital Project.

• Established rate structure for IPFW Project Management Services.

• Completed the NCAA Financial and Compliance Audits working with West Lafayette to automate the financial reporting portion.

• Advised, coordinated and assisted VPA Dean in opening and operating of Continuum Gallery space.

Question: II. Creation of Knowledge - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area II: Promote the Creation, Integration, and Application of Knowledge.

Question: III. Regional Hub - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area III: Serve as a Regional Intellectual, Cultural, and Economic Hub for Global Competitiveness.

Question:
IV. - Create a Stronger Univ - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area IV: Create a Stronger University through Improving the Support of Stakeholders and the Quality and Efficiency of the Organization.

While we submitted these accomplishments under Foster Student Success, we feel they also align with Creating a Stronger University through Improving the Support of Stakeholders and the Quality and Efficiency of the Organization:

• Serve as regional representative on Purdue’s Human Resource Organizational Structure Build-out Project. This project was essential to implement future online approvals which were necessary in implementing updated software/processes.

• Provide regional representation to Purdue for policy changes (Hospitality; Signature Delegation; etc.)

• Collaborate with various departments (Human Resources; Purchasing; Accounting Services; ITS; etc.) on the implementation and/or training of the following new software/processes
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- Advised, coordinated and assisted VPA Dean in opening and operating of Continuum Gallery space.

**Question:** Other Accomplishments - Please list any other significant accomplishments from the last three years that do not align with Plan 2020.
• Work with numerous departments on the office moves for Comptroller/Administrative Business Services; Bursar; Accounting Services to their current locations.

• Worked with Compensation and Classification Admin. to update Account Clerk positions from Level IV to Level V.

• Create/Update Comptroller webpage to the new dotCMS format

**Criterion:** #3: Accreditations - Program specific accreditation and status

**Question:** Accreditations - What program-specific accreditations and status do you have, if any?

Admin. Business Services helps provide necessary reporting to the various Academic Units for Accreditations. While there are no accreditations for our unit, the following certification do apply:

• All Administrative Business Services staff must maintain the following certifications:
  ◦ Enterprise Certifications
    ▪ FERPA - Family Educational Rights and Privacy Act
    ▪ GLBA - Gramm-Leach-Bliley Act
    ▪ Protecting SSNs
    ▪ Data Handling
  ◦ The Office of Treasury Operations
    ▪ PCI DSS - Payment Card Industry Data Security Standards
    ▪ Public Records
    ▪ HIPPA Compliance - Health Insurance Portability and Accountability Act
    ▪ HIPPA - Health Insurance Portability and Accountability Act
    ▪ Identity Theft Red Flags
    ▪ Red Flags

**Question:** Constraints/Benefits - How do these accreditations constrain or benefit the work of your unit, if applicable?

Constraint - Because many of the certifications need to be renewed each year, they do require time away from other duties

Benefit - They do ensure that all staff are up-to-date on essential information

**Criterion:** #4: Laws and Mandates - Federal and state laws or mandates that your unit addresses

**Question:** Federal and State Laws - What federal and/or state laws or mandates do you address, if any?
• All federal and state laws and regulations associated with accounting and budgeting best practices, including IRS regulations/guidelines.

**Question:** Constraints/Benefits - How do these federal and state laws or mandates constrain or benefit the work of your unit?

**Benefits:** Help create guidelines/policies/processes to ensure proper handling/stewardship of the University's resources.

**Constraints:** Requires initial and ongoing training in addition to the implementation of changes associated with new/updated federal and/or state regulations.

**Criterion:** #5: Inefficiencies - Activities that you spend resources on inefficiently or in ways that do not support the mission.

**Question:** Inefficient use of resources - On what activities, if any, do you spend resources (money, time, people, etc.) inefficiently or in ways that do not support the mission of your unit or the university? List as many as apply.

**Criterion:** #6: IR and Budget Review - Review of your department profile and budget

**Question:** Contextualize IR data - Upon review of your IR Department Profile (for academic units) and FY 14-15 Budget information, are there any data you want to correct or contextualize? To view your profile or budget visit the Office of Institutional Effectiveness website: http://www.ipfw.edu/offices/ir/profiles/

Not Applicable

**Criterion:** #7: Goal One - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Task Force:**
1. Comment on the specificity of the goal:

*The description of the goal and several of the action steps are vague. The most specific action steps are the ones tied to concrete metrics that will indicate when that step has been completed.*

2. Comment on the goal's measures:

*As noted above, only some of the action steps are tied to concrete metrics that will indicate when that step has been completed. The clarity of both the action steps and the metrics can be increased in tandem (that is, clarifying one will lead to clarifications in the other).*

3. Comment on the unit’s ability to achieve the goal (include a consideration of the departmental profile and budget data):

*Accomplishing the goal within a year (as the timeline indicates) seems feasible, especially because it does not depend on extra resources.*

4. Comment on the goal’s relevance:

*The goal and action steps are not sufficiently specific to create a clear sense of the relevance of this goal to the unit’s and/or university’s mission, although it seems commonsensical that better-trained employees will perform their jobs better.*

5. Comment on the timeline of the goal:

*Unit reports that they can accomplish it in one year.*

Possible opportunities for collaboration or suggestions for addressing a gap:

*No suggestions*

**Question:** Unit Goal - What is your unit goal?

- Enhance the knowledge and skill level of department staff.

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

- I - Foster Student Success

- IV - Create a Stronger University through Improving the Support of Stakeholders and the Quality and Efficiency of the Organization

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

High Priority

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?
BM Business Office

- Identify current and future skills needed to support student success and improve the support, quality and efficiency of the IPFW community.
- Develop procedural/policy competency and technical skills
- Develop training goals and schedule for the Administrative Services unit and for each staff member
- Develop a training schedule for new Business Manager
- Create a committee/process to oversee training schedule

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

- Unit training plan is completed
- 100% of staff have a training plan
- New Business Manager training schedule is created

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

Yes this goal can be accomplished with current resources (along with coordination of other IPFW units and WL units).

**Question:** Needed Resources - If you don't have enough resources, what additional resources do you need to accomplish this unit goal?

No further resources are needed at this time.

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

- Time
- Continuing changes in software, processes, policies and personnel

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

Goal 1 can be accomplished in one year

**Criterion:** #8: Goal Two - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Task Force:**
1. Comment on the specificity of the goal:

   *Clear set of action steps provides overview of the project.*

2. Comment on the goal's measures:

   *Specific*

3. Comment on the unit's ability to achieve the goal (include a consideration of the departmental profile and budget data):

   *Accomplishing the goal within a year (as the timeline indicates) seems feasible, especially because it does not depend on extra resources. Realistic comments about challenges not related to resources that may affect the ability to achieve this goal.*

4. Comment on the goal’s relevance:

   *This goal could be linked more specifically to IV.B, “Process Goal: Efficiency,” because documenting routine procedures would ultimately lead to time savings for staff.*

5. Comment on the timeline of the goal:

   *Clear, but checkpoints for completion will make timeline more feasible.*

   Possible opportunities for collaboration or suggestions for addressing a gap:

   *No suggestions*

**Question:** Unit Goal - What is your unit goal?

Create plan for the documentation of critical and/or routine tasks and procedures

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

- I - Foster Student Success
- IV - Create a Stronger University through Improving the Support of Stakeholders and the Quality and Efficiency of the Organization

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

High Priority

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?
• Establish guidelines for documenting critical, routine, or periodic tasks/procedures
• Identify current tasks needed to document
• Have each area create a timeline of critical tasks by month using template
• Create a method to identify and document resolution of Ad hoc issues
• Create a central location (Vibe space) for documentation
• Create a schedule for periodic review and maintenance

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

• All areas will have timeline established and documented
• Vibe space has been set-up
• Documentation guidelines have been created
• Tasks/procedures for documentation have been decided
• Ad hoc issue resolution has been documented

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

Yes, this goal can be accomplished with current resources.

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

No further resources are needed at this time.

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

• Time
• Differences in methods to accomplish same tasks
• Working through inconsistent interpretation of policies/procedures

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

Goal 2 can be accomplished in one year.

**Criterion:** #9: Goal Three - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Task Force:**
1. Comment on the specificity of the goal:

_Specific_

2. Comment on the goal's measures:

**QUESTION:** Specific action steps are tied to clear metrics but could provide a stronger sense of the anticipated improvement, for example, are you going from 90% to 100% PCards reconciled or from 10% to 100?

3. Comment on the unit's ability to achieve the goal (include a consideration of the departmental profile and budget data):

_Achievable_

4. Comment on the goal's relevance:

_Relevant_

5. Comment on the timeline of the goal:

_Can be accomplished within one year._

Possible opportunities for collaboration or suggestions for addressing a gap:

**Question:** Unit Goal - What is your unit goal?

Review and enhance the Administrative Business Services provided to the IPFW Community

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

- I - Foster Student Success
- IV - Create a Stronger University through Improving the Support of Stakeholders and the Quality and Efficiency of the Organization
  - IV.A. Process Goals: Measurement and metrics
    - IV.A.1. Prioritize and establish a set of appropriate performance metrics for all academic and non-academic units
    - IV.A.2. Establish an integrated system of program reporting, review, assessment, and accreditation that is aligned to performance metrics
  - IV.B. Process Goal: Efficiency
    - IV.B.5. Continue increasing transparency in resource allocation budget formation, administration, and personnel decisions

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

_High Priority_

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?
• Identify and communicate appropriate performance expectations for the following administrative services:
  ◦ Cost Distributions
  ◦ Monthly Account Review
  ◦ Pcard Reconciliation
  ◦ Ariba Reconciliation
  • Implement Committee to review quarterly and follow up on any issues identified
  • Create a plan on best practice to continue to meet expectations

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

• All personnel cost distributions are addressed monthly and corrections made before next payroll run
• No cost distribution in default
• All departmental accounts will be reviewed monthly with any negative accounts corrected or documented as to why they are negative and/or immediate correction is not possible
• 100% of all Pcards are reconciled
• Reconciliations within Ariba will be handled within 30 days or a follow up/comment will be made for those unable to be reconciled for reasons outside of Admin. Business Services control
• Committee is set up and a plan is created to maintain compliance

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

Yes this goal can be accomplished with current resources.

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

No further resources are needed at this time.

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

• Time
• Responsiveness of Departmental Pcard purchasers
• Responsiveness of Ariba vendors
• Organizational changes - subsequent related accounting tasks

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

Goal 3 can be accomplished in one year.

**Criterion:** #10: Goal Four - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.
1. Comment on the specificity of the goal:

   **SUGGESTION:** You need to decide if it’s an academic internship (which needs curriculum and home department) or if it’s a paid internship (which requires internship description with learning outcomes).

   **Specific action steps**

2. Comment on the goal's measures:

   **QUESTION:** At present, goal is written for unpaid internship; it should be either academic or paid. curriculum/plan created by whom? When? Approvals/reviews received by whom? When?

   Some but not all specific action steps have associated metrics to demonstrate completion.

3. Comment on the unit’s ability to achieve the goal (include a consideration of the departmental profile and budget data):

   **Achievable**

4. Comment on the goal’s relevance:

   **Relevant**

5. Comment on the timeline of the goal:

   **Can be accomplished within one year.**

   **Possible opportunities for collaboration or suggestions for addressing a gap:**

**Question:** Unit Goal - What is your unit goal?

Establish a plan/schedule for an educational/non-paid internship within Administrative Business Services to be available Fall 2015

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

- I - Foster Student Success
  - I.B. Increase student engagement
    - I.B.1. Increase opportunities for engaged and experiential learning including service learning and internship programs
    - I.B.5. Transform the concept of the college classroom and the delivery of education
- II - Promote the Creation, Integration, and Application of Knowledge
  - II.B. Promote mentoring relationships between faculty and students engaged in creation, integration, and application of knowledge

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

    High Priority
**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

- Identify additional units Admin. Bus. Services may need to collaborate with
- Obtain any appropriate reviews/approvals
- Establish a semester-long “curriculum”/plan
- Create committee to keep the project on track

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

- Approvals and/or reviews are received
- Curriculum/plan is created

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

Yes this goal can be accomplished with current resources and the collaboration of other units.

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

No further resources are needed at this time.

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

- Time
- Identifying all necessary collaborations
- Dealing with the unknowns of a new project that Admin. Business Services hasn’t undertaken before

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

Goal 4 can be accomplished in one year.

**Criterion:** #11: Goal Five - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.
**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don't have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

**Criterion:** #12: Goal Six - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?
**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

**Criterion:** #13: Goal Seven - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write "NA" or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?
Question: Resources - Are you able to accomplish this unit goal with your current resources?

Question: Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

Question: Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

Question: Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

Criterion: #14: Goal Eight - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

Question: Unit Goal - What is your unit goal?

Question: IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

Question: Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

Question: Actions - What action(s) does your unit plan to take to support this unit goal?

Question: Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Question: Resources - Are you able to accomplish this unit goal with your current resources?
Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

**Criterion:** #15: Goal Nine - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?
Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

**Criterion:** #16: Goal Ten - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don't have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?
Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?