



# PRAIRIE VIEW A&M UNIVERSITY

A Member of the Texas A&M University System

## Director's Meeting January 30, 2008 Agenda

- I. Welcome
- II. Opening Prayer
- III. Audit Compliance – IT
- IV. General Administrative Topics
  - a. Introduction of Mr. Norton
  - b. Account Profiles
  - c. Out of Office Notifications (Phone – E-mail)
    - i. University Business
    - ii. Weekends
- V. Update on Reorganization
- VI. Discuss Evaluations
  - a. Training
  - b. PDAQ – Goals – One on One Meeting
- VII. Operating Themes of Administration and Auxiliary Services
  - a. 4 Most Important Issues
    - i. Quality Customer Service Is not an Option
    - ii. Professionalism
    - iii. Thinking Out of the Box
    - iv. Reach Out To Help
  - b. 4 Concepts that will improve areas
    - i. Be the manager not the boss
    - ii. Time is always of the essence
    - iii. Always do what is best for the institution
    - iv. Be consistent and fair with all employees and customer groups
  - c. 2 Big Hang-ups
    - i. It's not yours you just manage it so understand it can and will change at time without your approval
      1. Budgets
      2. Facilities
    - ii. Don't try and explain issues or problems away, fix it! (Even if you didn't break it)
- VIII. Personal/Professional Development
  - a. Yourself
  - b. Your Staff
- IX. The Race is not done until the last team member has crossed the finish line
- X. The Future of Administration and Auxiliary Services do I fit in?
- XI. The New Financial Landscape
- XII. What do you need from me to be successful? – Open Discussion



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## Agenda

- I. Discuss Goals
  - a. University Goals
  - b. Administration and Auxiliary Services Goals
- II. Recap of October 24, 2006 Director's Meeting
  - a. 4 Most Important Issues
    - i. Quality Customer Service Is not an Option
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      1. Budgets
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- III. 11 Virtues of Benjamin Franklin
- IV. Development of Comprehensive Organizational Chart with Budgeted Salaries
  - a. Based on 901s
  - b. Everything else will be reorganization
- V. Personal/Professional Development
  - a. Yourself
  - b. Your Staff
- VI. Department Overview – Tressey Wilson
- VII. Lunch Discussion (Attended by Mrs. Hodge)
- VIII. Department Overview – TJ Pierre
- IX. The Race is not done until the last team member has crossed the finish line
- X. Where do I fit in?
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# Administration and Auxiliary Services Director's Meeting

April 25, 2007

Fred Washington, VP

# Agenda

- I. Discuss Goals
  - a. University Goals
  - b. Administration and Auxiliary Services Goals
- II. Recap of October 24, 2006 Director's Meeting
  - a. 4 Most Important Issues
    - i. Quality Customer Service Is not an Option
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# Goals and Objectives for PVAMU for the Next Five Years

- 1. Strengthen the Quality of Academic Programs**
  - a. Conduct external academic program reviews
  - b. Achieve specialized accreditation of selected academic programs
  - c. Succeed in achievement of Licensures in applicable academic program areas
  - d. Eliminate non-productive academic programs
  - e. Increase the prominence of faculty scholarship
  - f. Increase the number of faculty FTEs producing research/scholarly and creative works
  - g. Retain regional accreditation
  - h. Retain accreditation held in specialized programs
- 2. Improve the Academic Indicators of the Student Body**
  - a. Conduct annual reviews of admission standards/requirements
  - b. Increase/improve the standardized test scores of matriculates
  - c. Collaborate with Texas' other educational programs to increase the number and success of transfer students
  - d. Admit and enroll an increasingly higher caliber of student
  - e. Increase the number of students who adhere to the University's Conduct Standards
- 3. Increase Applied and Basic Research**
  - a. Enhance the research environment and expertise of faculty and staff
  - b. Align university research goals with federal, state and industry needs and goals
  - c. Enhance pre- and post-award services to the university research and sponsored program community
- 4. Strengthen Environmental Health and Safety Programs on Campus**
  - a. Implement off-site storage of critical data
  - b. Prepare and train for business continuity
- 5. Achieve (and Maintain) Financial Stability**
  - a. Expand the financial capacity of PVAMU
  - b. Address potentially critical funding issues involved with the eventual loss of special OCR Priority Plan funding
  - c. Meet or exceed expectations associated with the current Capital Campaign
  - d. Take appropriate steps to "right-size" the annual operating budget of PVAMU
  - e. Increase the availability of scholarship funds
  - f. Increase the size and number of endowments for student scholarships and for academic chairs
  - g. Increase funded research
  - h. Stay competitive in tuition and fees/align tuition and fees to be competitive with other general academic institutions in Texas
- 6. Increase the Efficiency of University Operations**
  - a. Design and implement a document imaging program
  - b. Identify additional outsourcing opportunities
  - c. Improve the quality of support staff
  - d. Transfer fiscal processes to online applications
  - e. Maximize space usage
- 7. Promote programs the Contribute to Student Success**
  - a. Engage students in rigorous educational programs and provide an environment conducive to success

- b. Increase/improve the percentage of PVAMU graduates who are accepted to graduate and/or professional schools
  - c. Increase placement rates of all PVAMU graduates
- 8. Strengthen University Advancement Programs Including Fund-Raising**
- a. Communicate the accomplishments of the University through publications to the various constituent groups
  - b. Enhance corporate relations through Industry Cluster publications that show the strength of corporate partnerships with the University
  - c. Use technology to communicate the University's accomplishments to a broader audience
  - d. Continue to implement the fund-raising model and university advancement model developed from the planning study and refined by Ketchum's progress reviews of *Extend the View: The Capital Campaign for Prairie View A&M University*
- 9. Increase and Enhance the Visibility and Awareness of the University to the Community at Large/all Stakeholders**
- a. Effectively communicate to all Stakeholders the PVAMU Vision/2020
  - b. Expand its service to the community by promoting Service Learning, Distance Education, Continuing Education, K-16 Programs, Small Business and Entrepreneurial Initiatives, Cooperative Extension and Health Care by engaging its people and resources in renewed commitment to outreach
  - c. Improve the climate for diversity

## Administration and Auxiliary Services Goals

- I. Expand Student Services in Dining and Residence Life to continue efforts to provide for all of the core student service needs. Seek to expand services to the borders of campus to participate in community outreach and service.
  - a. Create new venues
    - i. Non-alcoholic Sports Bar in Farrell Hall (Fall 06)
    - ii. Grocery Store/Fast Food near campus perimeter (Spring/Summer 07)
  - b. Enhance Shuttle Services
    - i. Review possible drop-off site for train service (Fall 08)
    - ii. Off-campus services
- II. Enhance Campus Security Operations and Prevention to strengthen DPS and campus community relations and visible presence.
  - a. Secure continuation of Grant (Victims Assistance)
  - b. Security relocation and staffing – Reduce Staff Turnover by (10%)
- III. Stabilize Plant Operations to include reorganization
  - a. Energy Efficiency Campaign
    - i. Reduce energy consumption by 5%
    - ii. Participate in effective space utilization practices and planning
  - b. Waste Water Operation
    - i. Reduce Costs by 5%
    - ii. Finalize future operating posture
  - c. Enhance Construction and Planning process
    - i. Easier – reduce routing (Only Required Signatures by Policy)
    - ii. Faster – reduce request to implementation (< 10% over projection)
    - iii. User Friendly – provide feedback (Survey)
- IV. Aggressively work to enhance Maintenance Operations
  - a. Ordinary Maintenance
    - i. Increase revenue generation by 5%
    - ii. Improve effectiveness and responsiveness (Survey)
  - b. Deferred Maintenance
    - i. Assessment – Quantify Reported Values
    - ii. Dedicated funding – Establish funding mechanism
- V. Improve Services at Transportation Center – Offer Essential Fleet Services
  - a. Secure proper staffing for area (Establish Certified Maintenance Staff)
  - b. Continue positive trend in reporting compliance (< 5% error)
  - c. Increase revenue generation by 10%
- VI. Find awareness programs to give information about AIDS and Driving Safety

The overall objective/goal of Administration and Auxiliary Services is to provide quality services and support services in the most efficient, cost effective and user friendly manner possible. We will strive to continuously improve in our delivery methods, approach and quality. Every unit will strive to reach our underlying principal of Service First. We will not only promote a culture of service but one that also creates an environment in which employees are actively engaged, proud to be involved and trained to perform their duties.

## *Benjamin Franklin's Virtues to Live By*

1. **Temperance**  
Eat not to dullness; drink not to elevation.
2. **Silence**  
Speak not but what may benefit others or yourself; avoid trifling conversation.
3. **Order**  
Let all your things have their places; let each part of your business have its time.
4. **Resolution**  
Resolve to perform what you ought; perform without fail what you resolve.
5. **Frugality**  
Make no expense but to do good to others or yourself; i.e., waste nothing.
6. **Industry**  
Lose no time; be always employ'd in something useful; cut off all unnecessary actions.
7. **Sincerity**  
Use no hurtful deceit; think innocently and justly, and, if you speak, speak accordingly.
8. **Justice**  
Wrong none by doing injuries, or omitting the benefits that are your duty.
9. **Moderation**  
Avoid extremes; forbear resenting injuries so much as you think they deserve.
10. **Cleanliness**  
Tolerate no uncleanness in body, cloaths, or habitation.
11. **Tranquility**  
Be not disturbed at trifles, or at accidents common or unavoidable.
12. **Chastity**  
Rarely use venery but for health or offspring, never to dulness, weakness, or the injury of your own or another's peace or reputation.
13. **Humility**  
Imitate Jesus and Socrates.





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## **Director's Meeting Agenda October 24, 2006, 10:00a**

- I. Discuss Goals
  - a. University Goals
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- II. Recap of January 10, 2006 Director's Meeting
  - a. 4 most important Issues
  - b. 4 concepts that will improve areas
  - c. 2 big hang ups
  - d. Dissemination of meeting minutes
- III. Unallocated Salary Suspense Requirement
- IV. Position Description Questionnaires (PDQ)
- V. Personalization of duties
- VI. Diversity
- VII. Pace
- VIII. Confidentiality
- IX. Perception