

Administration and Finance - 2021

UNIVERSITY BUDGET OFFICE ASSESSMENT



CSUSB

WE DEFINE THE

Future

Assessment Purpose

- What are we assessing?
 - Our overall services to campus customers
Start – Stop – Continue
- Why are we assessing this?
 - To identify potential areas for improvement
 - To learn how the UBO could improve our level of service

Assessment Process

■ Stakeholders Surveyed

- Survey sent to identified groups
 - Division/College Analysts
 - Department Budget Representatives
 - UBAC members

■ Responses Received

- 13 Administrative Analyst Specialists
- 7 Administrative Support Assistants/Coordinators
- 4 Other/MPP

Assessment Findings

■ Survey Results

- Something the University Budget Office should **start** doing, that we are not currently doing

- Training
Questica Processes/Reports



Assessment Findings

■ Survey Results

- Something the University Budget Office is currently doing, that we should consider **stopping**
 - Limiting Intra-Department Budget Amendments
Currently accepted 2x's during fiscal year
September & March



Assessment Findings

■ Survey Results

- Something the University Budget Office is currently doing, that we should **continue** doing

- FACT Meetings

Providing assistance and support

Being helpful, patient, and understanding

Responding thoroughly and in a timely manner



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University Budget Office Next Steps

- Determine if suggestions are feasible
- Identify potential roadblocks
- Develop plan and timeline to implement changes
- Keep being awesome!



Questions?

