I. Vision: Providing creative solutions and expertise to financial and personnel complexities

II Values: Shared with the Division of Student Life:

- Student Centered – We place students at the heart of all we do
- Excellence/High Quality Service – We provide high quality service and programs developed with creativity, innovation and a commitment to continuous improvement
- Inclusiveness – We respect and celebrate the diversity of individuals, perspectives and ideas while promoting social justice
- Learning – We support the engagement of students in opportunities that promote and support their growth, development and well-being
- Collaboration – We foster partnerships and build community
- Sustainability – We contribute toward a sustainable future and model sustainable practices

III. Mission: The Office of Budgets & Personnel supports the Division's mission by providing a conduit to the financial and HR resources necessary for Student Life staff to meet the needs of students

IV. Goals

Provide Stellar Services: Provide expert human and fiscal resource support for Student Life programs in recognition that together we build a community that fosters the intellectual, emotional, cultural and physical development of our students.

Maximize Relationships: Develop and sustain collaborative relationships, both within Student Life and beyond, that improve the overall effectiveness of the processes leveraged to provide our services.

Drive Change: Promote a shared sense of purpose, identifying opportunities for shared services that will result in increased efficiency, productivity, and ultimately cost savings. Promote wellness, diversity, and inclusion as we provide our services.
**OBP Goals Mapped to the UMD and Student Life Strategic Plans**

<table>
<thead>
<tr>
<th>OBP Goal</th>
<th>Mapping to University Goals</th>
<th>Mapping to Student Life Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Provide Stellar Services:</strong> Provide expert human and fiscal resource support for Student Life programs in recognition that together we build a community that fosters the intellectual, emotional, cultural and physical development of our students.</td>
<td>1, 2, 6</td>
<td>1.1, 2.1, 3.2, 4.1, 4.2, 4.3, 5.1, 5.2, 5.3, 6.3</td>
</tr>
<tr>
<td><strong>Maximize Relationships:</strong> Develop and sustain collaborative relationships, both within Student Life and beyond, that improve the overall effectiveness of the processes leveraged to provide our services.</td>
<td>6</td>
<td>5.1, 5.2</td>
</tr>
<tr>
<td><strong>Drive Change:</strong> Promote a shared sense of purpose, identifying opportunities for shared services that will result in increased efficiency, productivity, and ultimately cost savings. Promote wellness, diversity, and inclusion as we provide our services.</td>
<td>2, 6</td>
<td>4.1, 4.2, 4.3, 5.1, 5.2, 5.3</td>
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</tbody>
</table>

**V. Objectives/Outcomes/Assessment**

<table>
<thead>
<tr>
<th>Objective/Outcome</th>
<th>Mapping to Department Goal</th>
<th>Assessment Strategy</th>
</tr>
</thead>
</table>
| Implement new payroll system- Kronos- for Dining Services  
• Continue to assess functionality, working with payroll experts from Kronos and the Twin Cities and make system adjustments as needed  
• Develop and deliver tailored group and individual hands-on trainings for Dining Services staff and supervisors on Kronos and swipe functionality | 1, 2, 3 | Post-implementation, conduct stakeholder (leadership and staff) survey to solicit feedback on new system functionality and continued needs. Feedback vetted with Kronos experts for feasibility and make adjustments where possible. |
| Finalize development of comprehensive onboarding program and resources for new Student Life employees  
• Incorporate activities of the Student Life Welcome Team | 1, 2, 3 | Ease and thoroughness of onboarding assessed via responses from the new hire survey sent 6 weeks after hire. Feedback solicited from the |
Welcome Team to add value to the program from another lens.

| Evaluate dollar threshold required to research **Freedom Pay** credit card transaction history to reconcile imbalances | 1, 2, 3 | Cost-benefit analysis shared and guidance sought on expectations from Dining Services leadership and Greg Sather to determine if our current process adds value. If it does not, what we can be doing better/differently considered and process changes made accordingly. |
| Build content for OBP page on Student Life website  
  - Develop timeline of annual busy seasons and deadlines  
  - Revamp internal resource directory categorized by subject versus expert | 1, 2, 3 | Useful information and resources available to our customers. Content added and revisions made as needed. Consistent processes and information-sharing across Division. |
| Continue to **redistribute responsibilities** in alignment with roles and capacity  
  - Enhance transparency and knowledge-sharing within OBP to provide internal development opportunities  
  - Document processes and procedures for future transitions | 1, 2, 3 | Development opportunities and new responsibilities across OBP. Director’s focus primarily strategic, OBP team focus primarily operational. Cross-training and backfill enhance operational agility. Processes & procedures documented in e-library. |
| Streamline hiring process for student-workers; facilitate **group onboarding** | 1, 2, 3 | Track hours spent delivering student onboarding. Data shows a decrease in overall hours spent onboarding students. More members of the OBP team able to conduct student onboarding sessions. |
| Partner with Student Life leadership to identify and implement proactive internal human resource and financial **process improvements**  
  - Explore opportunities to adopt a shared services model | 1, 2, 3 | Proactivity integrated in service requests; more issues prevented versus resolved. Services provided to additional SL units. |