GeorgiaState University

Division and Reporting Unit:

ARG Reviewer:

Date Submitted: Each report must contain a mission statement, two or more operational goals or targets, and at least one performance metric for each goal. Each goal or performance target should address one of the University administrative objectives.

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Administrative planning is designed to help units effectively assess performance and operations in key areas of university Administration. By aligning the targets of the administrative units under common objectives, we can create a unified dashboard to track and highlight the contributions of administrative units in advancing the University's mission.

Each report must contain a mission statement, two or more operational goals or targets, and at least one performance metric for each goal. Each goal or performance target should address one of the following University administrative objectives:

1. **Customer Service:** How does the unit excel in meeting the needs of internal and external customers and stakeholders?
   Measures may include response time, customer satisfaction, processing efficiency or other appropriate metrics that demonstrate a commitment to continuous improvement in customer service.

2. **Effective Utilization of Resources:** How does the unit continuously strive to be more efficient while maximizing the value of its services to the University?
   Measures should reflect good stewardship of financial resources and may include revenue enhancement, cost, energy or effort reduction, or other appropriate metrics that reflect continuous efforts to maximize effective utilization of resources

3. **Quality Assurance/Compliance:** How does the unit meet external or internal reporting requirements or standards of compliance?
   Measures may include level of effort, timeliness, accuracy and overall success in compliance with federal, state, or local requirements, training activities designed to enhance compliance, or other appropriate metrics that demonstrate the University's commitment to quality products and services and compliance with applicable requirements.

4. **Innovation:** How does the unit seek or promote innovation in the delivery of services?
   Measures may include new or improved services or products or other measures that reflect innovative approaches to service delivery.

Assessment Rubric insert additional rows as necessary

Unit Mission Statement (does not change often, aligns with Dept or unit website)**:**			
Operational Goal 1			
Target *Specific targets provide benchmarks against which performance can be assessed*			
Performance Metric Direct Methods: Observable and measurable evidence of the outcome *Data tracking, numbers served, % increase or decrease, etc*. Indirect Methods: Perceptions of the outcome (customer service) or descriptive analysis of activities			
This operational goal is most aligned with which of the overarching goals (*Customer Service, Effective Utilization of Resources, Quality Assurance/Compliance, Innovation*)? (select at least one)			
FY 2020: Results of Assessments Conducted and Analysis	**Descriptions of Improvements or Enhancements Made or Other Actions Taken in Response to These Results**	**FY 2021 Performance Target**	**Impact of COVID on FY20 results and FY21 Target** *(This was not a requirement. Enter N/A if COVID impact is not mentioned)*
Results: *Was Target Met? Yes No*	*What was done differently as a result of this year's findings?*		
Operational Goal 2			
Target			
Performance Metric			
This operational goal is most aligned with which of the overarching goals (*Customer Service, Effective Utilization of Resources, Quality Assurance/Compliance, Innovation*)? (select at least one)			

FY 2020: Results of Assessments Conducted and Analysis	Descriptions of Improvements or Enhancements Made or Other Actions Taken in Response to These Results	FY 2021 Performance Target	Impact of COVID on FY20 results and FY21 Targets
Results: *Was Target Met? Yes No*	*What was done differently as a result of this year's findings?*		