

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 Exceptional Services: Provide expert human and financial resource support for Student Life partners 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 within Student Life and beyond that improve the overall effectiveness of the processes leveraged to provide exceptional service.

Drive Change: Promote a shared sense of purpose, identifying opportunities for shared services that will result in increased efficiency, productivity, and cost savings. Advance wellness, diversity, and inclusion as we provide exceptional service

OBP Goals Mapped to the UMD and Student Life Strategic Plans

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

V. Objectives/Outcomes/Assessment

Objective/Outcome	Mapping to Department Goal	Assessment Strategy
<p>Finish reorganization of job functions and responsibilities for OBP staff and explore opportunities to adopt a shared services model when appropriate. Promote ongoing professional development for all OBP staff to include a focus on Goal 2 initiatives.</p>	<p>1, 2, 3</p>	<p>Completion of updated job descriptions</p> <p>Process manuals completed by position</p> <p>Subject matter experts and back-ups identified and trained for enhanced operational agility</p> <p>Proactivity integrated in service requests; more issues prevented versus resolved.</p> <p>Services provided to additional SL units.</p> <p>All OBP staff will complete the Everfi training module specific to diversity and inclusivity.</p>

<p>Develop and launch comprehensive Finance/Disbursements/Purchasing process improvement, training and tracking surrounding:</p> <ul style="list-style-type: none"> • Contracts • Purchasing • Travel 	<p>1,2,3</p>	<p>SL departments have access to useful information and adhere to process expectations</p> <p>Create online manual with OBP best practices, policies and procedures</p> <p>Work system-wide to determine best support model for Finance</p>
<p>Develop and launch comprehensive HR/Payroll process improvement, training and tracking surrounding:</p> <ul style="list-style-type: none"> • Gift Card Usage/Incentives • Overpayment Processes • Manual Rate Overrides • Payroll Time and Absence Management • Payroll Verification • I-9s • Background Checks 	<p>1,2,3</p>	<p>SL departments have access to useful information and adhere to process expectations</p> <p>Create online manual with OBP best practices, policies and procedures</p>
<p>Develop and launch comprehensive OBP internal HR process improvement, training and tracking surrounding:</p> <ul style="list-style-type: none"> • FMLA • ADA • Use of Leave/Vacation/Sick/Donation • Workers Compensation/FROI • Performance Management • Employee Retention and Engagement <ul style="list-style-type: none"> ○ Map processes ○ Create appropriate checklists, forms and manual section • Map process for all of the above functions • Create appropriate checklists, forms and manual section • Gather key SL stakeholders together surrounding the utilization of student workers • Educate SL Directors and Departments regarding HR processes 	<p>1, 2, 3</p>	<p>SL departments have access to useful information and adhere to process expectations</p> <ul style="list-style-type: none"> • Creation of comprehensive manual housed electronically and in departments • Creation of internal process manuals for OBP staff outlining responsibilities • Creation of internal tracking mechanisms

<p>Review and development of comprehensive hiring process for new Student Life staff and student workers</p> <ul style="list-style-type: none"> • Map process for hiring • Create appropriate checklists, forms and manual section • Initiate talent recruitment process • In an effort to combat systemic racism, we will work to partner with community resources to increase the diversity of our applicant pools. • Finalize guidance on implicit bias, demographic data, active recruitment, search committee responsibilities, hiring process, etc. • Educate SL Directors and Departments on hiring process 	<p>1, 2, 3</p>	<p>Ease and thoroughness of hiring process assessed via:</p> <ul style="list-style-type: none"> • Feedback solicited from hiring managers • Creation of comprehensive manual housed electronically and in departments • SL hiring teams have access to useful information and adhere to process expectations • Increased number of applications for openings overall and increase in applicants from diverse backgrounds.
<p>Finalize development of comprehensive onboarding program and resources for new Student Life staff and student workers</p> <ul style="list-style-type: none"> • Map process for onboarding • Create appropriate checklists, forms and manual section • Partner with Student Life Departments to determine department-specific onboarding roles and responsibilities • Create packet for new hires to incorporate: <ul style="list-style-type: none"> • SL org chart, information on Regents Scholarship, campus amenities, public transportation and parking options, pronouns and preferred names, facilities access, sustainability information, UMD and SL goals, etc. • Educate SL Directors and Departments on onboarding process 	<p>1, 2, 3</p>	<p>Ease and thoroughness of onboarding assessed via responses from the new hire survey sent 6 weeks after hire.</p>