Finance & Administration

Performance Report

FY 2011

Strategy

Exceed Client Expectations

Processes That Deliver Value

Effective Execution of Fiduciary Responsibility

Workplace Where People Grow, Learn & Contribute
In FY2010, nearly 83% of F&A clients expressed positive satisfaction with the staffs’ ability to effectively resolve problems in a collaborative manner.

The percent of clients satisfied or very satisfied with the courteousness and responsiveness of F&A staff and with their knowledge, competency, and trusted advice peaked to 91% in FY2009 and declined to 86% in FY2010.

In FY2010, nearly 78% of F&A clients were positively satisfied with the accessibility of staff and services; staffs’ understanding of their needs; provision of appropriate service; and level of individual attention. This satisfaction level is down 6% from FY2009.
The percentage of clients satisfied or very satisfied with the reliability and timeliness of services provided by F&A was nearly 80.5% in FY2010. This was a decline of nearly 7% from FY2009.

In FY2010, nearly 82% of all F&A clients expressed positive satisfaction with their overall experience with the division. Client satisfaction overall declined 6% from FY2009 to FY2010.

The five-year endowment return has steadily increased over the past three years. However the change from FY2007 to FY2011 illustrates the general economic downturn that continues to persist nationwide.
After several years of steady decline, the ten-year return on endowments increased 3% from FY2010 to FY2011.

The five-year return for retirement funds showed a slight improvement from FY2010 to FY2011 but still reflects the persistent nationwide general economic downturn.

The ten-year return for retirement funds increased nearly 3% from FY2010 to FY2011.
Returns on investible cash increased slightly in FY2011. For each of the past five years, returns have exceeded the benchmark.

Cost savings through contracts has increased significantly over the past five years from $1.5 M in FY 2007 to $13M in FY 2011.

The percentage of on-contract spending has nearly tripled since FY 2007. This indicates a substantial increase in the procurement of goods and services through existing vendor contracts.

*Calculation based on Show Me Shop contract spending vs. maverick purchases.
The facilities condition index is defined as the deferred maintenance backlog divided by the Current Replacement Value (CRV) of buildings and their structure. The index decreased slightly in FY2011 which signals a slight decrease in the backlog of deferred maintenance from FY2010.

Participation by minority architectural/engineering and construction firms in University capital projects in FY2011 exceeded the minimum threshold of 10%. Variations from year to year are dictated by the number and type of capital projects underway at the University.

The index measures the cumulative risk of significant and material weakness in internal controls in conjunction with related audit opinions. The higher the index value the greater the level of risk. This index was 0.0 in the past two years indicating significant improvement in the University’s internal control environment.
The indicator measures the cumulative severity of A-133 findings. Following two consecutive years of significant improvement, the severity indicator increased 26% from FY2009 to FY2010.

Lost time rate measures the number of worker compensation claims resulting in time lost from work per 100 employees. This measure decreased slightly from FY2010 to FY2011.

This indicator measures the percentage of audit findings follow-ups closed after final audit reports are issued. Performance of this indicator has declined nearly 10% from FY2009 to FY2011.
**Workplace Where People Grow, Learn & Contribute**

### Diversity Ratio

The percent of staff who are racial/ethnic minorities increased nearly 4% over the past five years. In FY 2011 approximately 20% of the staff were members of minority groups.

### Staff Recognition Index

The staff recognition index is an indicator of the extent to which staff routinely receive recognition or praise for doing outstanding work. This index has increased approximately 4% over the five year period. The Division’s “Hats Off Award” and other recognition initiatives promoted over the past several years has directly and positively impacted staff and have lead to improvement in this index.

### Employee Development Index

This indicator measures employee opinions about encouragement received and opportunities provided for learning, growth and development. This index has increased slightly from 72 in FY 2007 to 75 in FY 2011.
This measurement reflects the percentage of employees that have the necessary strategy and operational information to perform their work successfully. The strategic information coverage ratio has averaged 80% over the past five years.

This indicator measures the percent of total staff meeting or exceeding expectations on core performance categories and individual work objectives. Staff performance has remained relatively stable above 90% over the past five years.

The work environment index is an overall measure of employees’ assessment of eleven major factors contributing to a positive workplace. In FY 2011, approximately 70% of the Division employees agreed or strongly agreed that the work environment in the Division was very positive and productive. This is an overall improvement of 5% since FY2007.