Finance & Administration

Performance Report

FY 2012
Exceed Client Expectations
(The Client Satisfaction Survey was not administered in FY2011.)

Effective Problem Resolution

In FY2012, eighty-five percent of F&A clients expressed positive satisfaction with the staffs’ ability to effectively resolve problems in a collaborative manner.

Functional Expertise & Consulting Support

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 89% in FY2012.

Service Tailored to Client Needs

In FY2012, nearly 81% 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 up 3% from FY2010.
The percentage of clients satisfied or very satisfied with the reliability and timeliness of services provided by F&A was 85% in FY2012. This was an increase of over 4% from FY2010.

In FY2012, nearly 86% of all F&A clients expressed positive satisfaction with their overall experience with the division. Client satisfaction overall increased 4% from FY2010 to FY2012.

The five-year endowment return dropped 3.5% from FY2011 to FY2012. This drop illustrates the general economic downturn that continues to persist nationwide.
The ten-year return on endowments has steadily increased over the past three years. The FY2012 return of 6.4% exceeded the FY2008 return of 6.3%.

The five-year return for retirement funds in FY2012 was less than 1%. This reflects the persistent nationwide general economic downturn.

The ten-year return for retirement funds increased nearly 1% from FY2011 to FY2012.
Returns on investible cash decreased nearly 3% in FY2012. 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 $4.3 M in FY 2008 to $13.7M in FY 2012.

The percentage of on-contract spending decreased 5% in FY2012. However, the five-year trend indicates a substantial increase in the procurement of goods and services through existing vendor contracts since FY2008.

*Calculation based on Show Me Shop contract spending vs. maverick purchases.
Processes That Deliver Value

The facilities condition index is the sum of the cost of Capital Renewal, Deferred Maintenance, and Renovation/Adaption/Modernization divided by Current Replacement Value (CRV) of buildings and their structure. The index increased slightly in FY2012 which signals a slight increase in the backlog of Deferred Maintenance from FY2011.

Participation by minority architectural/engineering and construction firms in University capital projects in FY2012 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 three years indicating significant improvement in the University’s internal control environment.

*In FY 2011, total UM CRV was revised upward by 62% (based on 3rd party consultant assessment) and Total Facilities Needs were revised upwards at S&T (38%) and UMSL (193%) based on 3rd party consultant assessment consistent with MU and UMKC. The pre FY 2011 data cannot be adjusted.
The indicator measures the cumulative severity of A-133 findings. The severity indicator was 15 in FY2012 indicating substantial improvement since FY2010 when the indicator was 120.

Lost time rate measures the number of worker compensation claims resulting in time lost from work per 100 employees. This measure has steadily declined over the past three years.

This indicator measures the percentage of audit findings follow-ups closed after final audit reports are issued. Performance of this indicator has steadily declined over the past four years.
Workplace Where People Grow, Learn & Contribute

**Diversity Ratio**

The percent of staff who are racial/ethnic minorities declined slightly in FY2012. In FY2012 approximately 19% 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 6% 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 increased over 6% from FY2011 to FY2012.
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 steadily increased 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 dropped nearly 10% from FY2011 to FY2012. This drop is due in large part to a decrease in the number of employees that met their individual work objectives in FY2012.

The work environment index is an overall measure of employees’ assessment of eleven major factors contributing to a positive workplace. In FY 2012, approximately 78% 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 8% from FY2011.