

Program Action Plan Template

Program: Business Office		Date: 10/20/2021	Submitted By: Geoff LaHaie
Action Item 1	Improving systems		
Proposed Action	Add additional staff to allow current staff to work on system and procedure improvements.		
Responsible Party	Director of Business Services/Controller		
Success Criteria	Improved function and customer service of the Business Office. More electronic filing and less paper.		
Resources	Employees, Jenzabar, ADP and SharePoint		
Timeline	1 ½ years to improve the current systems		
Action Item 2	Improving capabilities and qualifications of personnel		
Proposed Action	Adding professional development to the evaluation criteria with a goal of 24 hours training per year.		
Responsible Party	Director of Business Services/Controller		
Success Criteria	Each employee participates in at least the minimum number of professional development hours per year.		
Resources	State of Oregon, LinkedIn, GFOA, ADP, Jenzabar		
Timeline	Immediate and continuous		
Action Item 3	Continuity of the Business Office		
Proposed Action	Establish procedures for the Business Office, cross train employees, create a succession plan		
Responsible Party	VP of Administrative Services 10-20-91		
Success Criteria	Written procedures, cross-trained employees, strategic plan complete with long term goals		
Resources	Jenzabar, SharePoint, ADP		
Timeline	Immediate and continuous		

10-20-91

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Signatures:

 10-20-21

Department or Program Lead _____ Date

Dean of Instruction (when applicable) _____ Date

Dean of CTE (when applicable) _____ Date

 10-20-21
Vice President or President _____ Date

After this document has been signed, please return to the Vice President of Academic Affairs.