

UCF ADMINISTRATIVE UNIT PERFORMANCE REPORT

Division: UNIVERSITY RELATIONS

Unit: UNIVERSITY RELATIONS

FY: 1996-97

Unit Mission	Performance Indicators	Performance Measurements	Measurement Results	Results Utilization Plan
<p>The principal professional mission of the Vice President is to manage, motivate, and assist the staff of the Division of University Relations in successful fulfillment of the President's five (5) goals for UCF.</p>	<ol style="list-style-type: none"> Assist divisional units in achieving at least 80% of their performance measures and goals. Enhance effective communication between executive management and the University Relations departmental heads. 	<ol style="list-style-type: none"> Complete an annual review of each unit's goal achievement as compared to the unit's stated goals. <ol style="list-style-type: none"> Survey all units to determine if they received support, leadership, and training from the Vice President's office. Compile an annual survey of department heads to evaluate communications effectiveness to determine if at least 90% of the units report a satisfactory rating. 	<ol style="list-style-type: none"> A review of its unit's accomplishments showed that 100% of each unit's stated goals were met. <ol style="list-style-type: none"> All units were surveyed. 100% indicated they received support, leadership, and training from the Vice President's office. All department heads were surveyed. 100% reported communication between executive management and the University Relations departmental units was effective. 	<ol style="list-style-type: none"> a & b. Criteria met, no further action required. However, the office will continue to monitor each unit's goals achievement as compared to their stated goals. Criteria met, no further action required. However, the office will continue to monitor communication between the units and executive management.
	<ol style="list-style-type: none"> Increase by 10% the number of departmental heads participating in staff developmental activities. 	<ol style="list-style-type: none"> Maintained a log to indicate the number of staff involved in staff developmental activities as compared to the previous year. 	<ol style="list-style-type: none"> All five of the departmental heads participated in at least one staff development program. 	<ol style="list-style-type: none"> Criteria met. However, this objective will be monitored during the upcoming cycle.
	<ol style="list-style-type: none"> Improve the comfort, creditability, and trust within and among external constituents of the university. 	<ol style="list-style-type: none"> Recognition of staff achievements by written statement or verbal praise. <ol style="list-style-type: none"> President's presence in University Relations activities. 	<ol style="list-style-type: none"> Each departmental unit head was recognized for his or her achievements. A letter of commendation was placed in each person's personnel file. <ol style="list-style-type: none"> The President participated in two of three staff development sessions. 	<ol style="list-style-type: none"> Criteria met, no further action required. <ol style="list-style-type: none"> Criteria met. However, efforts have been made to ensure that the President's schedule allows for 100% participation.