**Northern Michigan University**

**OUTCOMES ASSESSMENT PLAN/REPORT FORM**

**Administrative or Educational Support Unit**

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| Name of Department or Unit | Risk and Insurance Department |
| This document is the | REPORT for July 1, 2011 to June 30, 2012 | Date Submitted: | 8/9/12 |
| Submitted by (Unit Representative) | James W. Bradley |

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| **Department or Unit Mission Statement: Was this mission statement revised this year? Yes X No** |
| The mission of the Risk and Insurance Management Department is to manage the University’s risk of financial loss from property and liability exposures through a continuous process of identifying and analyzing exposures to loss, selecting a combination of risk management techniques to handle each exposure, monitoring and making appropriate changes as needed. |

**Functions within the University:**

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| In addition to being part of NMU’s continuous improvement process, outcomes assessment plays a direct role with the AQIP Systems Portfolio (100-page document submitted every four years). To increase awareness and help gather Portfolio information, **please type “X” for all AQIP categories directly related to your unit’s core mission**. Some functions appear in more than one category. This is a first round collection of this information so do the best you can with the selection; if you want help, ask S. Poindexter. (Note: this section of the form is short-term; it will be deleted once functions have been mapped between units and the Systems Portfolio.) **🞎** AQIP Category 1: Helping Students Learn documents the curricular and co-curricular processes and student learning support.**🞎** AQIP Category 2: Accomplishing Other Distinctive Objectives documents the key non-curricular functions by which NMU serves the region, e.g. community engagement initiatives of students and employees, and department outreach.**🞎** AQIP Category 3: Understanding Students’ and Other Stakeholders’ Needs documents how NMU builds relationships with students, alumni and employers and identifies, targets and meets their needs.**🞎** AQIP Category 4: Valuing People documents NMU personnel recruitment, training, satisfaction, services and programs. **🞎** AQIP Category 5: Leading and Communicating documents processes that guide NMU in setting directions, making decisions, seeking future opportunities, and communicating decisions and actions. **X** AQIP Category 6: Supporting Institutional Operations documents student and administrative support services, safety, and facilities.**🞎** AQIP Category 7: Measuring Effectiveness documents IT systems and institutional research NMU employs to collect, analyze, and distribute, and how departments use them to manage improvement, e.g. use of charts, “cubes,” dashboards.**🞎** AQIP Category 8: Planning Continuous Improvement documents NMU’s strategic and administrative planning processes.**X** AQIP Category 9: Building Collaborative Relationships documents how NMU works with external organizations from which we receive students (school systems) or goods and services (vendors and utilities), send our graduates (schools and employers), and support or regulate our programs (agencies).(A full description of the Portfolio’s categories and its detailed topics are available at [www.nmu.edu/aqip](http://www.nmu.edu/aqip) under the Current Document tab.) |

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|  **Administrative Objective #1** *(State an ongoing goal by which the unit gauges its overall performance in a key role year after year, i.e. your “bottom line” measure.)* |  | **Means/Evidence of Assessment for Objective** *(Describe the statistic or criteria that measures success in achieving this goal. What is the desired and/or minimum target you expect*? *What method is used to collect the data for the statistic*?) |
| The purpose of this objective is to create a Cost of Risk Report which summarizes the total cost of all of the property and liability insurance programs which fall within the responsibility of this department. This will summarize the current year’s cost as well as those for the previous 4 years. It will be shared with University financial management and assist the Risk Manager and reader in identifying trends in costs, potential problem areas and forecast costs for coming years.  |  | The University’s Cost of Risk is a measure of the total cost of all aspects of its operations that relate to property and liability risk, including insurance premiums, self insured losses, loss control expenses, and Risk Management Department administrative expenses.1a. Create the report format and gather and summarize the expenses for the four years ended June 30, 2011 by 10/1/11.1b. Gather and summarize the expense data for the year ended June 30, 2012 by 8/1/12. 1c. Analyze the data gathered, identifying trends and problem areas, including potential causes by 8/15/12. |
| **Summary of Data Collected**The Cost of Risk Report was created for the 5 years ended June 30, 2011 and the collected data was analyzed. Insurance premiums paid decreased slightly over the period, even with the addition of a new insurance coverage.Self - funded losses paid were generally within their expected range except for athletic accident claims which increased from $73,742 to $195,018 over the period.Other Risk Management Expenses increased within expected limits except for expenses related to funding for several large loss control projects including the installation of a backup power generator for the services building, fire protection system upgrades, and the campus security project for our residence halls. |  | **Describe how results were used to improve services**The only trend identified as a concern is the trend related to athletic accident claims. The claims for that period have been analyzed in detail and the results have been shared with the athletic training department. I will continue to work with this department to identify ways to reduce these costs.To date, data collected compares the University’s cost of risk year over year with internal data only. Going forward, data will be collected from external sources comparing the University with industry averages and trends.  |
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| **Administrative Objective #2**  |  | **Means/Evidence of Assessment for Objective**  |

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| Facilitate the reporting and recording of asset disposals and transfers in the Fixed Asset Accounting System and provide a simple and consistent way or requesting assistance from Central Receiving to remove equipment and other property that is no longer needed by a department. *e (Why you are setting this objective; mark with “X”)*: Effectiveness/quality action X Efficiency/cost action  Compliance issue Satisfaction measure Create baseline  Other (explain): *Does this objective relate to a Road Map goal? (Refer to last page for the Road Map goals). If yes, type the related Road Map codes here*:  |  | *Describe timetable plans to achieve objective*.Collaborate with Purchasing and Central Receiving departments on the development of an online system for requesting and reporting disposal and transfer of University property using the Printing Services on line work order system.2a. Review and establish the information to be collected in the system and the flow of that information to Central Receiving and Risk Management, by 9/15/11. 2b. Create a draft of the required web pages in the Printing Services Work Order System, by 10/1/11.2c. Implement the system by 11/1/11. |
| **Summary of Data Collected** (*Summarize the evidence)* |  | **Use of Results to Improve Unit Services** |
| The on line system for requesting and reporting disposal and transfer of University has been completed and implemented.This system is being used consistently for those property transfers and disposals that require Printing Services for transport of the property and equipment that will be sold in the On-Line Auction.The system was designed to enable departments to report property transfers and disposals even if they do not require Printing Services to transport the property. It is not being used consistently for this purpose. |  | Some equipment transfers and equipment that is taken out of service and scrapped by departments is not being reported consistently. This objective will not carry over to next year but this department will explore ways to capture these unreported equipment transactions going forward. |
| **Administrative Objective #3**  |  | **Means/Evidence of Assessment for Objective** |
| *Rationale (Why you are setting this objective? Mark with “X”)*: Effectiveness/quality action Efficiency/cost action  Compliance issue Satisfaction measure Create baseline  Other (explain): *Does this objective relate to a Road Map goal? (Refer to last page for the Road Map goals). If yes, type the related Road Map codes here*:  |  | Describe timetable plans to achieve objective. |
| **Summary of Data Collected (**Summarize the evidence) |  | **Use of Results to Improve Unit Services** |
| (Fill in only for the REPORT at the end of the year.) |  | (Fill in only for the REPORT at the end of the year.) |

 Many service units already use an evaluative measure and this approach is now more common in assessment theory– not everything we try works out the way as hoped and creating a target and/or success/bail out threshold is appropriate. In cases where this is a new approach for a unit, in the 2011-12 Plan consider how you *might* measure the added value of an objective; however, it is not yet a requirement. The OA committee will provide suggestions in its feedback for this year. During the year, dialogues, additional resources, one-on-one meetings and/or seminars will be held to evolve our OA process.

**Road Map Codes to Tie to Unit Objectives**

Some unit objectives may address specific operational issues. Other unit objectives are strategic initiatives that align with goals in the University strategic plan - Road Map to 2015. These latter unit objectives are potential AQIP Action Projects – giving a little more recognition to unit efforts. Listed below are Road Map categories and goals, preceded with a code. Use these codes when describing Objectives #2 and #3. (Note: Even if your objective is not an exactly itemized as a Road Map priority, still use the code if it applies to that goal.) The full Road Map is at [www.nmu.edu/roadmap2015](http://www.nmu.edu/roadmap2015).

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| ***Road Map to 2015 Goals*** |
| ***Code*** | ***Innovation Goals*** |
| **I-1** | Balance successful programs with new offerings |
| **I-2** | Professional development program that rewards innovation and collaboration |
| **I-3** | A growing portfolio of corporate collaborations that exploit NMU’s technical expertise, enhance academic programs and facilitate global engagement for students and faculty both on campus and abroad |
| **I-4** | Develop the financial resources to support innovation and student success |
|  | ***Meaningful Lives Goals*** |
| **ML-1** | A Liberal Studies Program that provides students with the abilities and knowledge necessary for lifelong learning and effective citizenship in a challenging and rapidly changing world |
| **ML-2** | Develop a new academic advising system that integrates the advising assets of academic departments and student services to contribute to a new, effective retention management network—similar to our enrollment management network |
| **ML-3** | Integrate the highest possible level of information technology skills and competencies throughout the university |
|  | ***Campus Attributes Goals*** |
| **CA-1** | Utilize the Campus Master Plan and related initiatives to continue to build and develop a greener and more learner-centered campus |
| **CA-2** | Enhance processes throughout campus operations to guide the use of resources and inform resource allocation |
| **CA-3** | Enhance the portfolio of academic programs, research and other activities that leverage the university’s location  |
| **CA-4** | Be a model community for sustainable education and practices |
|  | ***Community Engagement Goals*** |
| **CE-1** | Include all units of the campus in the process of community engagement for the mutually beneficial exchange of knowledge and resources in a context of partnership and reciprocity.  |
| **CE-2** | Increase faculty, staff and student involvement in the Superior Edge program, academic service learning and other community engagement and leadership development initiatives.  |
| **CE-3** | Put into action a commitment to be an inclusive community where differences are recognized as assets of the institution, respected attributes of the person and a valuable part of the university experience |
| **CE-4** | Increase collaboration with local communities, schools, governments, development groups and other partners to enhance community and economic development in the Upper Peninsula.  |