

**Florida Agricultural and Mechanical University  
Board of Trustees**



**Strategic Planning and Performance Measures Committee Minutes  
Trustee Washington, Chair  
Wednesday, June 5, 2019**

**Committee Members Present:** Chair Nicole Washington, Kimberly Moore and Robert Woody.

**Call to Order/Roll Call:** Chair Washington called the meeting to order. Mrs. Adams called the roll. A quorum was present.

**Action Items**

The first action item was a motion by Chair Washington for the approval of the minutes from March 6, 2019 meeting. A motion for approval was made by Trustee Woody and seconded by Trustee Moore; the minutes were approved.

**Information Items**

**1. Performance Based Funding Metrics**

The first information item was an update on Performance Based Funding Metrics by VP Barrington. As of June, all of the PBF metrics from the 2019 reporting cycle have been submitted to the BOG. The university earned a total of 70 points for 2019; including an increase on 70% of the PBF metrics. However we only met 40% of the targeted goals this year.

Changes to the Performance based funding allocation methodology will have a positive impact for FAMU. The university will be eligible to receive its full share of institutional and state investments funding for the 2019-20 and 2020-21 budget year. For next year, the 2020 reporting cycle, we must have at least 71 points to avoid submission of an improvement plan.

VP Barrington provided updates on metrics 1 and 2 for which we experienced a decline. Additionally, strategies to address our efforts to improve Metric 4: Four- year graduation rates and Metric 5: Academic Progress Rates-Percentage of FTIC returning with at least a 2.0 GPA.

**2. Strategic Plan Update**

The second information item was an update on 2018-2019 Strategic Plan Initiative by VP Barrington. The 2019 goals and actuals were provided. Four metrics were met, six not met and three TBD on June 30. A snapshot of the updates to the college/school's dashboards were provided. Data is now being provided at the program level. The goal is to have this completed for all degree programs by mid-August.

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VP Barrington provided information from Ms. Franzetta Fitz, director of instructional technology that 100% of FAMU's general education courses will be developed for online delivery by the end of Fall 2019 and added to the Course Catalog by Summer 2020.

### **3. Update on Customer Service Initiative**

The third information item provided an update on the Customer Service Initiative by Joyce Ingram, Associate VP for Human Resources and Chief Diversity Officer at the request of Chair Lawson. Ms. Ingram reported that key accomplishments to date were shared as well as next steps and the projected timeline.

- Trustee Washington: Last year, we discussed a comprehensive plan with benchmarks. In addition to the activities shown do we have key findings to continue to improve and assess our overall progress?
- Response: Joyce Ingram responded that the assessment from the customer service consultant was shared with the president and members of the senior leadership team as well as key leadership within the critical points of contact. The next phase will be to develop standards critical to the points of contact and measurements. That will serve as the baseline data that will be pulled into the comprehensive plan.
- Trustee Washington: What's the timeline for that?
- Response: Service Assessment tool will start June 2019 through August 2019. Performance coaching workshop goal is to have a framework around the service plan by the end of the calendar year.

### **4. University Website Initiative**

The fourth information item was a presentation by Mr. Ron Henry and Ms. Kathy Times on the University Website Initiative, Strategic Priority 4: Transformative Alumni, Community, and Business Engagement.

There being no further business, the meeting was adjourned.