

**Action /Information Item**

***Personnel, Evaluation and Nominations Committee***

Consideration of Executive Director's Organizational and Program Goals for  
Performance during 2007-2008

---

Commissioner Sally Furay will lead the consideration of  
this matter.

**California Student Aid Commission  
2007-08 Annual Plan Matrix  
Updated June 6, 2007**

Goal/Strategy	Owner	Due Date	Status	Comments
<b>Goal A: Effectively engage and communicate with Commissioners, the legislature, and Governor</b>				
A.1 Develop a standard issue paper format for use by all Commission staff to aid in discussions and decisions by Commissioners and others	Steve	7/31/07	In progress	
A.2 Provide all new Commissioners with an educational briefing and orientation training within two months of appointment	Diana/Chiefs	N/A	On-going	
A.3 Communicate consistently and regularly with Commission Chair and Committee Chairs	Diana/Chiefs	N/A	On-going	Diana communicating on weekly basis and sometimes daily; communication with some Committee Chairs not possible because they are not appointed
<b>Goal B: Ensure that proper structure, staffing and support systems are in place</b>				
<p>B.1 Identify human resource priorities for 2007-08</p> <ul style="list-style-type: none"> <li>• Implement a standardized process for filling vacancies</li> </ul> <p>Fill key management positions in PAS:</p> <ul style="list-style-type: none"> <li>• Specialized Programs</li> <li>• Operations</li> <li>• School Support</li> <li>• Planning &amp; Development</li> </ul> <p>Fill key positions in ITS:</p> <ul style="list-style-type: none"> <li>• DPM III</li> <li>• New (3) budgeted positions</li> </ul>	<p>Chiefs</p> <p>Glenda</p> <p>Catalina</p> <p>John</p>	<p>6/30/07</p> <p>7/2/07</p> <p>8/31/07</p>		

**California Student Aid Commission  
2007-08 Annual Plan Matrix  
Updated June 6, 2007**

Goal/Strategy	Owner	Due Date	Status	Comments
Fill key positions in Exec: <ul style="list-style-type: none"> <li>▪ Legal counsel</li> <li>▪ Auditor</li> </ul> Fill vacant positions in MSD/Fiscal:	Keith	8/31/07		
	Janet	8/31/07		
B.2 Develop and implement a comprehensive internal training program for staff <ul style="list-style-type: none"> <li>• Identify mandatory, suggested and optional training for all staff levels</li> <li>• Identify &amp; communicate career paths for staff</li> <li>• Update training policy &amp; distribute</li> <li>• Develop a training program for staff (IDP, progressive discipline, EEO, sexual harassment, information security, skills training, etc.)</li> <li>• Implement an orientation training program for new staff</li> <li>• Update Orientation Training Manual</li> </ul>	Jackie	9/30/07  7/ 31 7/ 31 9/ 30  9/ 30 9/30	Completed	
B.2 Develop staff mentoring program	HOLD		Strategy tabled until 2008	
B.3 Have executive management communicate more frequently with staff at all levels <ul style="list-style-type: none"> <li>• Hold semi-annual planning meetings with all managers</li> <li>• Hold all-staff meetings or brown-bag lunches on a more regular and on-going basis</li> </ul>	Diana		On-going	
B.9 Create quarterly Manager-only offsite meeting to share information and improve collaboration	Bob & Linda	6/30/07		
<b>Goal C: Improve services to schools and students</b>				
C.1 Develop, implement and monitor a comprehensive annual calendar	Keith	7/31	In progress	



**California Student Aid Commission  
2007-08 Annual Plan Matrix  
Updated June 6, 2007**

Goal/Strategy	Owner	Due Date	Status	Comments
through webgrants and students <ul style="list-style-type: none"> <li>• Improve/expand mechanisms for student access</li> <li>• WebGrants for Students Phase II</li> </ul>				
C.7 Ramp up Web Oversight Workgroup (WOW) and secure executive support for WOW efforts	Steve		Completed	This function will be moved to a webmaster in the Communication Division
<b>Goal D: Continue Outreach and Public Awareness Campaigns</b>				
D.1 Update and evaluate the results of the Commission's existing Outreach Plan <ul style="list-style-type: none"> <li>▪ Evaluate the effectiveness and identify best practices for Outreach &amp; Public Awareness Programs, OPAP</li> <li>▪ Identify resources to continue to fund OPAP including seeking alternative sources of supplemental funding</li> <li>▪ Submit BCP for 08-09</li> </ul>	Steve	9/14/07		Commission approved funding of \$2.2 m on April 19 for Public Awareness campaign; working on RFP for next year; seeking legislative & budget authority to allow use of private funding
D.2 Identify funding priorities for Cal SOAP \$8.6m	Steve			
D.3 Create cross-divisional team to provide opportunities for key staff and students to participate in outreach and public awareness campaign	Steve		Completed	
D.4 Complete and implement a Cal Grant Public Awareness RFP	Steve		Completed	
D.5 Obtain executive staff input on key elements of the Public Awareness Plan	Steve		Completed	
D.6 Develop an integrated comprehensive outreach plan for Cal SOAP; the grantees, PAC, Cash for College and other outreach efforts including consistent branding and messaging	Steve		Completed	
D.7 Explore opportunities to collaborate with other state agencies and EdFund and leverage other OPAP activities	Steve		In progress	Collaborating with COCCC on the "I Can Afford College" campaign
<b>Goal E: Prepare CSAC for possible sale of EdFund</b>				

**California Student Aid Commission  
2007-08 Annual Plan Matrix  
Updated June 6, 2007**

Goal/Strategy	Owner	Due Date	Status	Comments
E.1 Develop a transition plan <ul style="list-style-type: none"> <li>▪ Implement regular communications with civil service staff beginning with initial memo to all staff</li> <li>▪ Hold all staff meetings as needed</li> <li>▪ Prepare seniority list</li> <li>▪ Prepare BCPs for increased staff at CSAC</li> <li>▪ Plan for transition of assigned civil service staff from EdFund and related jobs at CSAC</li> <li>▪ Plan for transition of CSAC functions supported by EdFund</li> <li>▪ Develop re-organization plan</li> <li>▪ Plan for new facilities</li> </ul>				
<b>Goal F: Refine program administration processes to ensure compliance and increase efficiencies</b>				
F.1 Conduct a process improvement analysis of standard operational processes and identify process improvement targets <ul style="list-style-type: none"> <li>▪ Complete Cal Grants &amp; Specialized Programs documentation and validate</li> <li>▪ Integrate continuous improvement process into all programs</li> </ul>	Wendy	2/07	On-going	Established BIP process; appointed manager over BIP Team and volunteers. Documented 27 Cal Grant processes. This will be an on-going effort.
F.2 Implement the Cal Grant audit recommendations and create an action plan <ul style="list-style-type: none"> <li>▪ Complete corrective actions on GPA</li> <li>▪ Complete corrective actions on eligibility</li> </ul>	Catalina	2008-2009  9/7/07 6/30/08	In process	Completed corrective actions on disbursement, renewals,
F.3 Revise Institutional Participation Agreement for 08-09		9/7/07		To be brought to Commission
F.4 Evaluate and revise audit program (program compliance) <ul style="list-style-type: none"> <li>▪ Auditing for all eligibility requirements of Cal Grants and Budget Act</li> </ul>	Janet / Charles	7/1/07	In process	

**California Student Aid Commission  
2007-08 Annual Plan Matrix  
Updated June 6, 2007**

Goal/Strategy	Owner	Due Date	Status	Comments
language requirements				
F.5 Revise internal audit plan			On hold	Awaiting Commission's approval/decision on hiring Internal Auditor.
F.6 Review and revise Cal Grant manual	Bryan/Lori	10/07	On hold	Awaiting IPA release and approval.
F.7 Continue to implement the Information Security requirements as outlined in the Security Risk Assessment	Justin		On-going	Security requirements included in IPA; developed policies; created enhancements for system which are in queue