

**Morehouse School of Medicine  
Assessment Report  
Fiscal Year beginning July 1, 2009 and ending June 30, 2014**

Strategic Focus: **Outstanding Workplace** Responsible Person: **Denise Britt**

Program Code: **6OW1** Goal: **Creating a work environment that is personally and professionally rewarding and conducive to the highest levels of performance**

**6.1. Develop an institution-wide learning strategy approach that is aligned with strategic priorities and addresses related talent needs and employee development.**

Initiatives/Strategies	Define Goals and Results				Means of Evaluation/Assessment	Current Results	Location/list Source Documents	Improvements/date(s)
	Performance Measures	Baseline	Target	Freq				
1. Design and implement a comprehensive training, development and succession planning program by July 2011 that promotes service excellence and supports professional advancement. (6OW1.1)	Training investment per employee (staff)	\$33.00	\$250.00	A	We will track participation in training programs manually until the Learning Management System (LMS)S is up and running. A dollar value has been identified based on industry data for each course offering.	\$7.28	HR – Industry data on training program costs.	
	Training investment per employee (faculty)	TBD	TBD	A				
	# staff participating in staff development and training programs	22%	>75%	A	We will track participation in training programs manually until the Learning Management System (LMS)S is up and running. A dollar value has been identified based on industry data for each course offering.	10%	HR	
	Voluntary faculty turnover rate	12%	<10%	A		3.3%	HR	
	Staff turnover rate (voluntary)	9%	<8%	A	Turnover analysis	6%	HR	
	Staff turnover rate (involuntary)	13%	<5%	A	Turnover analysis	11%	HR	

**Morehouse School of Medicine  
Assessment Report  
Fiscal Year beginning July 1, 2009 and ending June 30, 2014**

Strategic Focus: **Outstanding Workplace** Responsible Person: **Denise Britt**

Program Code: **6OW1** Goal: **Creating a work environment that is personally and professionally rewarding and conducive to the highest levels of performance**

**6.1. Develop an institution-wide learning strategy approach that is aligned with strategic priorities and addresses related talent needs and employee development.**

Initiatives/Strategies	Define Goals and Results				Means of Evaluation or Assessment	Current Results	Location/list Source Documents	Improvements/date(s)
	Performance Measures	Baseline	Target	Freq				
2. Implement by 2010 a revised salary administration program and practices to continuously ensure the market competitiveness of faculty and staff salaries. (6OW1.2)	Annual compensation market study	Annual Review	Annually	A	Annual market study conducted	Career Band structure will rollout 2 <sup>nd</sup> quarter 2010. All salary ranges were reviewed as Pay Band structured was established	HR – Compensation Unit	
	Percentile ranking of average faculty salaries as compared to AAMC annual study	TBD	40 <sup>th</sup> percentile	A				
	Percentile ranking of staff salaries compared to CUPA survey	Annual Review	40 <sup>th</sup> percentile	A	Annual market study conducted	All salary ranges were reviewed as Pay Band structured was established	HR – Compensation Unit	









**Morehouse School of Medicine  
Assessment Report  
Fiscal Year beginning July 1, 2009 and ending June 30, 2014**

Strategic Focus: <b>Outstanding Workplace</b>					Responsible Person: <b>Joe Chevalier for Donnetta Butler</b>			
Program Code: <b>6OW3</b>		Goal: <b>Creating a work environment that is personally and professionally rewarding and conducive to the highest levels of performance</b>						
<b>6.3. Develop and implement a comprehensive plan to ensure a safer and more secure work environment at all MSM work sites by 2011.</b>								
Initiatives/Strategies	Define Goals and Results				Means of Evaluation/Assessment	Current Results	Location/list Source Documents	Improvements/date(s)
	Performance Measures	Baseline	Target	Freq				
1. Improve on-campus and perimeter lighting. Install new access control system. Install new video surveillance system. Bring fire alarm system up to code. By December 2010	Number of out of service lights on main campus	135	< 10	A	Night shift daily lighting log	113 lights out (parking deck and main campus)	Public Safety/Log	22 lights changed in parking deck/2009
	Number of lights out of service main campus perimeter (street lights)	37	0	A	Night shift daily lighting log	13 lights out ([perimeter)	Public Safety/Log	Lee St. lights were repaired/2009
	Internal customer satisfaction ratings of administrative support services.	TBD	≥90%	A	Survey Monkey survey tool		Planning and Institutional Research/Survey	New Survey slated to be delivered in April 2010
1a. Integrate fire alarm system with access control/video surveillance system by December 2014. (6OW3.1)	Completion by building	0	10	A	Inspection	4 buildings complete	Public Safety/Progress report	Buggy Works camera project/ April 2010 (quotes pending)
	Overall % completion	0	100%	A	Inspection	60% of project complete	Public Safety/Progress report	
	Fire Alarm Inspection	1	1	A	Inspection	Fire Alarm has been inspected and is now up to code	Maintenance Department	Integration with access control slated to begin in 2010

**Morehouse School of Medicine  
Assessment Report  
Fiscal Year beginning July 1, 2009 and ending June 30, 2014**

Strategic Focus: **Outstanding Workplace** Responsible Person: **Joe Chevalier for Donnetta Butler**

Program Code: **6OW3** Goal: **Creating a work environment that is personally and professionally rewarding and conducive to the highest levels of performance**

**6.3. Develop and implement a comprehensive plan to ensure a safer and more secure work environment at all MSM work sites by 2011.**

Initiatives/Strategies	Define Goals and Results				Means of Evaluation/Assessment	Current Results	Location/list Source Documents	Improvements/date(s)
	Performance Measures	Baseline	Target	Freq				
2. Upgrade in-service training, increasing specialized training for all security guards and increase the number of Peace Officer Standards and Training (POST) certified officers to a minimum of 40% of Public Safety staffing by 2011.	Number of training classes (Security Officers)	0	6	A	Class roster	6 training classes in 2009	Public safety/training record	
	Percent of classes towards specialized training (Security Officers)	0	≥20%	A	Training Records	No specialized classed in 2009	Public safety/training record	
	Number of Full-Time Certified Police Officers	3	7	A	Form A	No security officer sent to police academy in 2009	Public Safety/Form A	Provide funding to send 1 security officer to police academy per year
	Percent of Full-Time Certified Police Officers	19%	41%	A	Form A	Percent remains the same as in 2008	Public Safety/Form A	Hire 1 police Lieutenant 4pm-12am and 1 police sergeant 12am-8am/July 1020. Provide funding for part-time police officers on weekends/July 2010
	Number of Advanced training classes (Police Officers)	0	8	A	Training Records	6 advanced training classes in 2009	Public Safety/Training records	
	Number of Advanced Qualifications (Police Officers)	0	4	A	Training Records	2 advanced qualifications in 2009	Public Safety/Training records	



**Morehouse School of Medicine  
Assessment Report  
Fiscal Year beginning July 1, 2009 and ending June 30, 2014**

Strategic Focus: **Outstanding Workplace** Responsible Person: **Joe Chevalier for Donnetta Butler**

Program Code: **6OW3** Goal: **Creating a work environment that is personally and professionally rewarding and conducive to the highest levels of performance**

**6.3. Develop and implement a comprehensive plan to ensure a safer and more secure work environment at all MSM work sites by 2011.**

Initiatives/Strategies	Define Goals and Results				Means of Evaluation/Assessment	Current Results	Location/list Source Documents	Improvements/date(s)
	Performance Measures	Baseline	Target	Freq				
3. Implement a new emergency preparedness plan, incorporating an electronic emergency response notification system, and develop a core team of highly trained emergency response personnel by December 2009.	Development of an emergency procedures manual	1	1	A	Published manual	Manual is with the new Emergency Preparedness Committee	Public Safety/MSM website	Publish manual by May 2010
	Number of scheduled Fire Alarm Drills (by building)	1	2	A	Safety Drill Calendar	At least one scheduled or learning false alarm per building	Public Safety	
	Number of scheduled emergency drills	1	4	A	Safety Drill Calendar	1 active shooter drill in 2009	Public Safety	
	Number of Safety Classes taught	3	6	A	Safety Drill Calendar	Safety classes taught quarterly	Public Safety	
	% of departments with appointed safety captains	0	100%	A	Safety Captain Directory	Campaign to recruit slated for April 2010	Public Safety/MSM website/Safety chair directory	
	Purchase new emergency messaging system	1	1	A		A new system was purchased in 2009	Public Safety/signed contract	Personal emergency signal via cell phone/ April 2010
	Percent of PS employees trained in CPR/First aid/emergency response	11%	100%	A	Training Records	100% of PS employees are trained in CPR	Public Safety/training record	First Aid, emergency response/ May 2010
	Re-classification of emergency response teams by MSM Institutional Safety Committee	1	1	A	Meeting Minutes	Re-organization of emergency response teams is in progress	Safety Committee Chair/Meeting Minutes	



**Morehouse School of Medicine  
Assessment Report  
Fiscal Year beginning July 1, 2009 and ending June 30, 2014**

Strategic Focus: **Outstanding Workplace** Responsible Person: **Andrea Fox for Ron Walker/Donnetta Butler**

Program Code: **6OW4** Goal: **Creating a work environment that is personally and professionally rewarding and conducive to the highest levels of performance**

**6.4. Promote the efficient use of facilities and create an environmentally friendly campus that meets the projected needs of academic and community service programs and support services.**

Initiatives/Strategies	Define Goals and Results				Means of Evaluation/Assessment	Current Results	Location/list Source Documents	Improvements/date(s)
	Performance Measures	Baseline	Target	Freq				
2. Select a real estate development partner and create plans for the improvement of the Park Street property to include a mixed use of development consisting of an AUCC student health center; medical offices, a biomedical research incubator center; senior assisted living	Concept	7/1/09			Feedback from key personnel	Assessment of preliminary site concept	PAIR Office	Phase II of Campus Master Plan
	Engage consultant s		5/1/10				Consultant Contracts Consultant Reports	
	Feasibility . . . programming	5/1/10	8/31/10					
	Community MD surveys		3/31/10		Involvement of potential physicians and other partners in planning		Community physician surveys	
	Architectural Plan	8/1/10	8/30/11		Architectural expertise			
	Date BOT approved		Spring 2011					Facility



**Morehouse School of Medicine  
Assessment Report  
Fiscal Year beginning July 1, 2009 and ending June 30, 2014**

Strategic Focus: **Outstanding Workplace** Responsible Person: **Andrea Fox for Donnetta Butler**

Program Code: **6OW4** Goal: **Creating a work environment that is personally and professionally rewarding and conducive to the highest levels of performance**

6.4. Promote the efficient use of facilities and create an environmentally friendly campus that meets the projected needs of academic and community service programs and support services. (6OW4)

Initiatives/Strategies	Define Goals and Results				Means of Evaluation/Assessment	Current Results	Location/list Source Documents	Improvements/date(s)
	Performance Measures	Baseline	Target	Freq				
4. Significantly improve the skill level of campus operations staff, reorganizing functional units where appropriate, redefining skill requirements, and implementing skill development and certification programs. (6OW4.4)			7/1/09					Maintenance Services outsourced
	Average facilities management trouble call response time.	TBD	TBD	A				
	Internal customer satisfaction ratings of administrative support services	TBD	≥ 90%					
	Utility costs/consumption (BTU)/per square foot							
	Plan approved by BOT		6/30/10					