


VISION	PERFORMANCE PLAN	GOALS AND OBJECTIVES
The <i>New Dillard University</i> will be unified with the community through scholarship, teaching, civic engagement and service rooted in spiritual values. Graduates of the <i>New Dillard</i> will be global citizens excelling in a competitive world and committed to the improvement of the human condition.	 DILLARD UNIVERSITY MANAGERS AND LEADERS	<ol style="list-style-type: none"> 1. Academic Program and Learning 2. Research 3. Civic Engagement 4. Student Success 5. Faculty/Staff Development and Welfare 6. Information Technology 7. Facilities Master Planning 8. Fiscal Integrity and Stability

Scale: N = Not Met; A = Approaching; P = Proficient; S = Surpassing		
Dillard University's Performance Expectations	Self Evaluation	Manager's Evaluation
1. Models Dillard University's core values:		
Comments:		
Improvement Plan:		
2. Manages within approved budgeted expectations for revenue (if applicable) and expenses		
Comments:		
Improvement Plan:		
3. Attains and maintains an environment that is conducive to meeting the organization's expectations for exemplary customer service		
Comments:		
Improvement Plan:		
4. Promotes an environment to improve work processes, enhance customer satisfaction, and reduce wastes and costs		
Comments:		
Improvement Plan:		
5. Communicates and reviews institutional data (student / customer satisfaction and financial) regularly		
Comments:		
Improvement Plan:		
6. Actively participates and leads staff / team / work group in the review, evaluation, and implementation of organization, department and work area objectives		
Comments:		
Improvement Plan:		
7. Models effective communication skills using: active listening, written, verbal and information technology skills		
Comments:		
Improvement Plan:		
8. Protects confidential information and ensures departmental process to protect confidential information		
Comments:		
Improvement Plan:		
9. Complies with safety instructions, observes safe work practices, and provides input on safety issues and promotes a safe work environment Assures departmental processes to comply with safe work practices		
Comments:		
Improvement Plan:		

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Staff Member Name	Department Name	Employee ID #	Job Title / Classification	Evaluation Period

DILLARD UNIVERSITY
Manager / Leadership Performance Planning and Evaluation

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Performance Expectations	Self Evaluation	Manager's Evaluation
10. Provides leadership in the consistent application of the plan-do-check-act (PDCA) cycle as the process for continuous quality improvement, (including identification of internal and external customers, recognition of re-work / waste, flowcharting, root cause identification, brainstorming and use of data)		
Comments:		
Improvement Plan:		
11. Works with team members to understand their role in quality improvement in their department		
Comments:		
Improvement Plan:		
12. Consistently implements a staffing plan that effectively meets customer service needs		
Comments:		
Improvement Plan:		
13. Implements and evaluates an effective plan for work area change and transition management		
Comments:		
Improvement Plan:		
14. Provides all staff with a comprehensive orientation to Dillard University and their work area		
Comments:		
Improvement Plan:		
15. Assesses and develops the ongoing competencies of staff		
Comments:		
Improvement Plan:		
16. Provides resources and time to facilitate the learning and ongoing development of staff		
Comments:		
Improvement Plan:		
17. Coaches, supports, directs and delegates to promote staff members' performance		
Comments:		
Improvement Plan:		
18. Provides constructive and timely feedback to staff regarding their work and performance		
Comments:		
Improvement Plan:		
19. Leader is visible and accessible to staff		
Comments:		
Improvement Plan:		

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Performance Expectations	Self Evaluation	Manager's Evaluation
20. Takes steps to create an inclusive work environment where all employees feel valued and respected		
Comments:		
Improvement Plan:		
21. Considers the organization's vision for student success and fiscal responsibility when developing departmental plans, policies and procedures		
Comments:		
Improvement Plan:		
22. Facilitates employees' understanding of the organization's safety goals and their compliance with safety policies and procedures. Analyzes and addresses reported incidents to advance patient safety		
Comments:		
Improvement Plan:		
23. Attendance: (Job Specific)		
Comments:		
Improvement Plan:		
24. Business and Finance Operations		
Comments:		
Improvement Plan:		
25. Project Management		
Comments:		
Improvement Plan:		
26.		
Comments:		
Improvement Plan:		
27.		
Comments:		
Improvement Plan:		
28.		
Comments:		
Improvement Plan:		
29.		
Comments:		
Improvement Plan:		
30.		
Comments:		
Improvement Plan:		

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Code of Conduct Statement and Certification

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- ❖ **Dillard University is committed to excellence and leadership in teaching, research and student success.** As an employee, faculty member, student, trainee, visitor, scholar, volunteer or vendor, I understand that I play a vital role in the success of the Dillard’s [mission](#) and that I will be held accountable for compliance with applicable law and University policies and procedures. This statement summarizes the standards of conduct that Dillard requires me to uphold:

- ❖ **Knowledge, understanding and compliance with the policies and procedures that apply to my work.** I agree to comply with all of the policies and procedures that relate to my work at Dillard University, including the [Code of Conduct](#). I agree that if I do not know whether an action is permitted, I will ask my supervisor or review the relevant policies. Sources include the Ethics Point, Inc. and unit, department, and division-level policies and procedures. If I do not know what is permitted or required, I may contact the Internal Auditor at (504) 816-4039 or the [Legal Office](#) at 504-816-4546 for guidance.
- ❖ **Avoiding fraud, waste and abuse.** I will accurately and honestly perform my work for Dillard University, and will not engage in any activity intended to defraud anyone of money, property or services. I will not request or accept payment, either directly or indirectly that is intended to induce referral, or to induce the purchasing, leasing, ordering or arranging for any item or service at or from any organization or facility. I will comply with university policies or conflicts of interest and on interactions between vendors, donors and faculty and staff. I have reviewed and understand federal and state false claims and whistleblower protection laws. I will report any potential fraudulent or false claims inappropriate billing practices, or similar concerns to my supervisor or the Internal Auditor.
- ❖ **Protecting the confidentiality and security of information.** I may have access to proprietary or confidential information (including protected information (student, financial or staff/faculty) about Dillard operations, workforce members, faculty, and/or students (“sensitive information”). All of this information, in whatever form transmitted or received (e.g., oral, fax, photographic, written, electronic), must be treated by me in a confidential and secure fashion. I have completed and understand any [FERPA](#), and HIPAA required for my position.
- ❖ I will not access, release, or share sensitive information – even demographic screens with addresses and phone numbers – unless doing so is necessary as a part of my assigned duties, or I am authorized to do so by a Release of Information form. **I understand that my access to university systems containing sensitive information may be audited at any time**, with or without cause. I understand that I am responsible for any access that occurs using my password.
- ❖ I will protect sensitive information. **I will not share my passwords or access to any systems or applications with any other person.** I will be careful to avoid inadvertently revealing sensitive information, including avoiding discussions of sensitive information in public places. I will not remove sensitive information from Dillard without my supervisor’s permission and I understand that I am responsible for maintaining the security of such information in accord with Dillard standards. **If I use a portable electronic device (e.g., laptop, PDA), I will ensure that it meets Dillard security standards.**
- ❖ I understand that when my employment, affiliation, visitation or assignment with Dillard ends, I may not take any sensitive information with me and I may not reveal any Dillard sensitive information to any third person except as permitted by a Release of Information form (in the case of individually identifiable private information) or by written release from an authorized representative (in the case of proprietary information).
- ❖ **Disclosing actual and potential conflicts of interest or commitment and complying with any plans imposed to manage those conflicts. I agree to report any potential or actual conflicts of interest or commitment, and I have reported any current potential or actual conflicts of which I am aware.** An actual or potential conflict occurs if I or a family or household member has an outside personal, professional, commercial, or financial interest. While outside relationships and activities that further the University’s academic and student missions are encouraged conflicts can arise. The existence of a conflict is not inappropriate in and of itself. However, in an academic setting these relationships or activities can compromise or be perceived to compromise basic values of openness, fiscal integrity, independence, and public trust. I understand that for these reasons, actual or potential conflicts must be disclosed and managed to assure that they do not compromise my judgment, bias my work, influence my decision:

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with respect to academic matters or University business, result in personal advancement at the expense of the University, or otherwise interfere or compete with the University's educational, research, or service missions, or with my ability or willingness to fulfill my responsibilities. I will disclose actual or potential conflicts of interest and conflicts of commitment as required by University policies. [If I am a vendor employee, I have reported and will continue to disclose any such conflicts to my employer.]

- ❖ **I understand that if I do not comply with University policies and procedures or applicable law, I may be subject to immediate disciplinary or corrective action, up to and including dismissal, termination of contract, and/or loss of access to university property or resources.** I understand that noncompliance with federal or state law may result in criminal and civil penalties against the University, my employer (if I am employed by another entity) and/or me personally.
- ❖ **I agree to immediately report suspected noncompliance** to my supervisor, or to the Internal Auditor Office Rosenwald Hall (504) 816-4039. I understand that I may also make such a report anonymously through the Ethic: Point website. I agree to cooperate with any investigation of possible noncompliance and not to withhold relevant information. Dillard University does not tolerate retribution or retaliation against anyone reporting suspected noncompliance in good faith. I will immediately report to my supervisor or Human Resources immediately.
- ❖ **BY SIGNING BELOW, I CERTIFY THAT I AM IN COMPLIANCE WITH ALL UNIVERSITY'S POLICIES AND PROCEDURES, INCLUDING THOSE THAT REQUIRE ME TO REPORT ANY SUSPECTED NON-COMPLIANCE.**

Name	Date
Signature	Employee ID # or Vendor Employer ID #

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