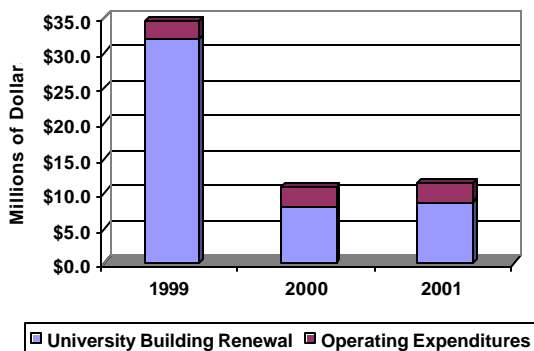


# Arizona Board of Regents Governance Program

**Services:** The Board’s largest program, the Governance Program, provides the following services<sup>1</sup>: **1) strategic planning; 2) financial policy and oversight**, including review and analysis of tuition and university budgets; **3) capital development analysis; 4) administration of several assistance programs; 5) coordination of compensation and benefits packages** for the university system and Equal Employment Opportunity and affirmative action efforts; **6) coordination and recommendations on academic requirements and standards; 7) conducting internal audits of the universities; 8) reviewing public outreach strategies for the Board**, and **9) participation in public meetings.**

**Revenue: \$11.5 million**  
(fiscal year 2001)



<sup>1</sup> In fiscal years 1999–2001, the Board also received approximately \$500,000 in funding from the universities to help support the Board’s Central office.

### Facilities:

The Board owns no facilities. It leases space for its central office located at 2020 N. Central Avenue, in Phoenix. Board meetings are held on a rotating basis at each of the three state universities.

### Equipment:

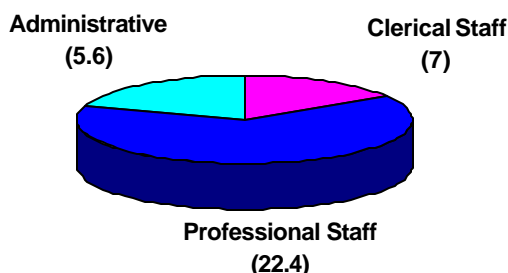
The Board owns only standard office equipment.

### Governance Program Mission:

*“To assist the Board and the universities in setting policy and establishing planning criteria for the Arizona University System and in overseeing and evaluating fiscal and programmatic areas.”*

<sup>1</sup> The Board of Regents also has a Financial Assistance Program that administers two programs that benefit students and teachers.

**Personnel: 35 full-time staff**  
(fiscal year 2001)



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**Governance Program Goals (fiscal years 2001-2003):**

1. To assist the Board in making well-informed policy decisions.
2. To communicate with universities and their constituents and stakeholders on Board policies and initiatives.

**Adequacy of Goals and Performance Measures:**

The Governance Program's two goals appear to be appropriate for its mission, and it has established seven performance measures that correlate to its goals. A review of the Board's performance measures indicates that the Board has established only outputs or outcomes as performance measures. Therefore, the Board should:

- Establish input measures. Input measures indicate the amount of resources needed to provide a particular product or service, such as the number of Board staff working on specific policy initiatives or overseeing university functions, or the number of hours the Board devotes to a particular project.
- Establish efficiency measures. Efficiency measures reflect the cost of providing a program or service, such as the length of time the Board takes to implement a policy initiative or oversee a university function, or the cost of a Board internal audit.

- Establish quality measures. Quality measures emphasize reliability or responsiveness to the customer or stakeholder, such as ensuring taxpayer money is used most effectively throughout the university capital development process or the number of seven-year academic program reviews conducted by the universities to ensure program quality.