

### 3.3.1.2

The Committee examined evidence provided by the University, of South Carolina and confirmed that it has a well-established, systematic means for ongoing planning, budgeting, and assessment for its administrative support services. This process, called the *Blueprint for Service Excellence*, is a comprehensive plan for all administrative support units on campus. The primary objective of the *Blueprint* process is for all administrative units to effectively plan for the future and to assess progress in achieving the desired outcomes in each area. Through this process, administrative units annually summarize their major goals and priorities, outline key initiatives and action plans, identify specific performance indicators, measure progress, and demonstrate the ability to accomplish their stated goals within the budget resources they have been allocated. At the executive level, the President works closely with the Vice Presidents to review each service unit's *Blueprint* proposal. From these plans, each unit is regularly and systematically assessed against its vision and mission to ensure proper alignment with the overall strategic direction of the University and continuous improvement in the administrative support the unit provides to the institution.