

Linkages from Outcome to Activities

Business Office

Promoting and facilitating excellence in relevant and reliable fiscal management, reporting and services to its internal and external users. Securing compliance and accountability through a controlled cost effectiveness environment. Contributing to the district wide success and growth of College and its students by anticipating needs and implementing innovative solutions. Providing a supportive working environment for our staff which facilitates their career development and which is conducive to the attainment of the above objectives.

Intended Outcomes	Performance Indicators	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed
01 Student Success	01A Successful Registration	At least 90% of students who attempt to register will successfully register and enroll for classes.	SIS reports; Office of Admissions and Records, ACTSOS	Technology Resources Maintenance, OAR	Fall	Phone System - determine specifications, get quotes, prepare requisitions, install and train.	Budget \$5,000
					Fall	Sale point stations - determine specifications	Budget \$30,000
					Fall	Coin Counters - determine specifications	Budget \$10,000
					Fall	Folding machine-prepare specification and order.	Budget \$1,800.00
					Fall	Web page - review the present website and identify needed improvements and updates.	
					Fall	Imaging system - obtain board approval	Budget \$50,000
					Spring	Sale point Stations - get quotes, take to the board for approval, prepare requisitions, install and train.	
					Spring	Coin counters - get quotes, take to board for approval, prepare requisition, install and train.	
					Spring	Folding machine - install and train.	

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01 Student Success	01A Successful Registration	At least 90% of students who attempt to register will successfully register and enroll for classes.	SIS reports; Office of Admissions and Records, ACTSOS	Technology Resources Maintenance, OAR	Spring	Website - update all the new information into the website.		
					Spring	Imaging system- implement in test		
					Summer	Imaging system - Implement in production.		
	01B Student Satisfaction with Billing and Fee Payment Services	Student satisfaction rating of billing and fee payment procedures on the ACT Student Opinion Survey will be equal to or higher than the Public College Sample and the National Sample on the Statistical Comparison report.	ACTSOS Statistical Comparison Report	Technology Resources, Office of Admissions and Records.	Fall			
					Fall	Review data from ACTSOS and develop action plans for improvement.		
					Spring	Implement improvement plans		
	01C Decreased Student Complaints	Student complaints will decrease by 20% from number in 2000-2001 or benchmark will be established.	Complaint Logs	Ombudsperson; Student Services and Development	Fall			
					Fall	Customer Service Training for all Business Office Staff. Participation in the Advanced Connections Training.		
					Spring	Assess and revise complaint procedures as needed.		
01D Retention	No more than 3% of students registered will be dropped for non-payment.	Unpaid reports; number of drops on census date.	Student Services and Development	Fall	Call students. Mail statements. Make emergency loans and installment plans available.			

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01 Student Success	01D Retention	No more than 3% of students registered will be dropped for non-payment.	Unpaid reports; number of drops on census date.	Student Services and Development	Spring	Call students. Mail statements. Make emergency loans and installment plans available.	
02 Access and Equity	02A Access to Business Office Services	All locations will have access to e-check, sale point and cashiering.	Departmental Records	Information Technology.	Fall	Maintain e-Check at all locations. Provide cross-training to staff.	
					Fall	Cashiers - Provide cashiers to the off-site for peak periods.	
					Fall	Purchase more Sale point stations to conduct registration at the off-sites at the same time that registration is taking place at Pecan.	
					Spring	Cashiers - provide cashiers to the off-sites during peak periods.	
					Spring	Maintain e-Check for all locations.	
					Summer	Cashiers - provide cashiers to the off-sites during peak periods.	
	Summer	Maintain e-Check at all locations.					
	02B Access to Financial Assistance	1) Emergency Loans will be available for Students 2) Loan automation for 3rd party accounts fully implemented to expedite processing over 2000-01	FRS internal documents	Technology Resources	Fall	Implement Loan Management System processing of 3rd party invoices and reconciliation's..	
	02C Access to Travel	100% of full-time employees on ACH			Fall	Provide access to travel via ACH for all full-time employees.	
Spring					Provide access to travel via ACH for all full-time employees.		

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02 Access and Equity	02C Access to Travel	100% of full-time employees on ACH	FRS internal documents	Technology Resources	Summer	Provide access to travel via ACH for all full-time employees.	
03 Fiscal Responsibility	03A Security of Cashiers Station	Implement a security system and entry area keypad for the cashiers' station. 100% by August 31, 2002.	Departmental Records	Maintenance Technology Services	Fall	Implement a security system and entry area keypad for the cahier's station.	Budget \$5,000.00
					Spring	Prepare quotes, obtain board approval and prepare requisitions	
					03B Security of Contracts	Install fire-proof filing cabinets for contracts. 100% purchased by 5/31/02.	
	03C Security of Documents	Implement Imaging System. Technology Resources to purchase the system. Implement 100% for A/P by 8/31/02.	FRS Screen, Departmental Records, Resource Development Records	Technology Resources	Fall	Implement Imaging System.	
					Spring	Implement one to two types of vendors.	Additional clerk.
					Summer	Implement imaging system for all vendors.	
	03D Utilization of Financial Records System (FRS) for Grants	Complete implementation of grant and contracts attributes in FRS. 100% implementation by 8/31/02.	FRS Screen, Departmental Records, Resource Development Records	Information Systems, Resource Development	Fall	Implement grant and contracts attributes in FRS.	
					Spring	Generate reports to be printed using data from the attribute screens.	
					Summer	Review and update for improvements, if any.	
03E Collections	30% of current year student uncollectibles will be collected.	Departmental Records	Information Systems	Fall	Monitor and work with collection agency to improve collection efforts.		

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04 Compliance	04A GASB	100% implementation of new GASB reporting model by 8/31/02.	GASB Regulations, Final AFR	Information Systems	Fall	Implement new GASB reporting model.	
					Spring	Prepare test of AFR and draft of MD&A	
					Summer	Prepare draft AFR and other supplementary information.	
	04B Grants	Develop written procedure for each specific grant 100% by 8/31/02.	Grant Specifications	Fall	Develop written procedures for Federal Grants		
				Spring	Develop written procedures for local grants.		
				Summer	Develop new internal forms and review and complete implementation of written procedures for federal and local grants.		
	04C IRS	1) 100% Implementation of electronic submittal of Forms 1099 and 1098T by 01/31/02. 2) 50% implementation of non-resident alien tax reporting system & procedures by 08/31/02.	Federal Tax Regulations	Fall	Attend training and commence HRS attributes creation.	Non-resident Alien Software \$5,000.00	
				Spring	Attend training and develop a plan for items necessary from different departments		
				Summer	Meet with all employees affected and plan for the Fall implementation.		
	04D Unclaimed Property Regulations	Implement unclaimed property system 100% by 8/31/02	Unclaimed Property Regulations	Fall	Write procedures for unclaimed property, meet with the departments involved and purchase at least one fire proof filing cabinet.	Storage room. Clerical staff (1)	

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04 Compliance	04D Unclaimed Property Regulations	Implement unclaimed property system 100% by 8/31/02	Unclaimed Property Regulations	Information Systems	Spring	Review and update procedures, create forms, and create system of record maintenance.	
					Summer	Create data file and commence submission of information to the State Comptroller's Office.	
	04E Institutional Effectiveness Requirements	100% Compliance with all IE Planning and Reporting requirements.	IE Plans & Reports	OIRE	Fall	Work with the Office of Institutional Research and Effectiveness to increase productivity of IE Planning and Assessment	
05 Community Service	05A Faculty/Staff Satisfaction	Clients will be satisfied with Business Office services by providing at least an overall rating of 3 (good, still needs improvement) or higher.	Campus Quality Survey Report		Fall	Review data from Campus Quality Survey and ACTSOS Survey. Analyze and create improvement plans. Solicit feedback from other STCC units and make revisions as appropriate.	
					Spring	Review feedback from STCC units. Analyze and create improvement plans. Schedule training and communication workshops as needed.	
					Summer	Review data from Campus Quality Survey and ACTSOS Survey. Analyze and create improvement plans. Solicit feedback from other STCC units and make revisions as appropriate.	