

Mid-Biennium Report

Business Office

Intended Outcome	Performance Indicator	Year 1 Performance Standard	Standard Met Y/N	Explain if No
1	Student Success	A Retention	N	This institutional standard was not met. Business Office will work to continue to improve quality of services to students in an effort to help the institution meet this retention standard.
		B Retention	N	5.55% were dropped in FY 2004 4.83% were dropped in Fall 2004 2.94% were dropped in Spring 2005 While the standard was not met, there was an improvement in Spring 2005. Business Office will continue with the same successful strategies for another year and then monitor the results at that time.
		C Participation in Concurrent Enrollment.	Y	
2	Access & Equity	A Accessible Services	Y	
		B State of the art technology and progress for faculty, FAS staff and students.		Pending availability of data - Pending ACT-SOS

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2	Access & Equity	C Strategic Enrollment		This Performance Indicator is not assessable for year 1 of the biennium as the established growth target data was available only for the summer terms of 2004. Data for Fall 2003 and Spring 2004 were not collected. This data will be available for year 2 of the biennium.
		D Student Contact Hour Generation.	Contact hour generation for base period will exceed previous base by 15%.	Data for the next base period (Summer 2004, Fall 2004 and Spring 2005) will not be available until summer of 2005. This Performance Indicator will be assessed in the final biennium report.
3	Community Service	A Improved customer service to students.		Pending availability of data - ACT-SOS
		B Student satisfaction with billing services	Student complaints will decrease by 20% from number in 2001-2002 or benchmark will be established.	N As per Norma's email - Not measurable due to Ombudsperson's office no longer documenting departments involved. Since Lefty attends the Appeals meeting, I will have her discuss with Ombudsperson to see if a benchmark will be established.
		C Improved Client Satisfaction with Business Office.	College staff will be satisfied with services by providing at least an overall rating of 3 good, still needs improvement or higher on Business Office services.	No College Staff Survey done - No data available

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3 Community Service	D Successful Formal Employee Recognition Program.	Employee Recognition Program will be implemented and be well received by staff.	Y	
	E Participation of Business Office staff in Professional Development to improve skills needed to provide effective services to users.	All the Business Office staff members will at least one professional development opportunities to include applicable training.	Y	
	F Effective internal publications.	Provide Business Office information in Alert Notices to be distributed to all faculty and staff, and perceived as improving communications.	Y	
	G Participation in Direct Deposit	Improved customer service to faculty, staff and student workers by reducing number of replacement checks by 5% over the preceding year by increasing the number of participants in direct deposit.	Y	
	H Improved customer service to account manager and staff	Improved quality of the information collected on the Request to Hire Temporary Assignments. Increase proper compliance.	Y	

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4	Fiscal Responsibility	A Accountable use of financial resources.	Y	
		B Tax Reporting		
5	Compliance	A Grant reimbursements monitoring and compliance.	Y	
		C Institutional Effectiveness Requirements.	Y	
		D Internal Revenue Service - Nonresident	N	Still working on
		E IRS - 1098T's	Y	