

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	Year	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed
1 Student Success	1A Retention	1	Student retention Plan will be revised to result in Fall to Fall retention rate of 55% (excluding concurrent enrollment) and will result in a 2% per year improvement for a 5 year period	Tuition Tables	OIRE, Student Services & Development, Technology Resources	20041 (Fall 2003)	Monitor collection for tuition and fees by setting up tuition tables 2 months before the 1st day of class.	Resources will be allocated.
						20042 (Spring 2004)	Monitor collection for tuition and fees by setting up tuition tables 2 months before the 1st day of class.	Resources will be allocated.
						20043 (Summer 2004)	Monitor collection for tuition and fees by setting up tuition tables 2 months before the 1st day of class.	Resources will be allocated.
	1B	No more than 3% of students will be dropped for non-payment.	Unpaid reports; number of drops on census date, statements.	Student Services and Development	20041 (Fall 2003)	Mail statements, make emergency loans and installment plans available.	Resources will be allocated.	
						20042 (Spring 2004)	Mail statements, make emergency loans and installment plans available.	Resources will be allocated.

	Intended Outcomes	Performance Indicators	Year	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed	
1	Student Success	1B	Retention	1	No more than 3% of students will be dropped for non-payment.	Unpaid reports; number of drops on census date, statements.	Student Services and Development	20043 (Summer 2004)	Mail statements, make emergency loans and installment plans available.	Resources will be allocated.
		1C	Participation in Concurrent Enrollment.		The number of participants in concurrent enrollment will increase by 10% over the preceding year.	Enrollment Date.	All units.	20041 (Fall 2003)	Monitor of linking the concurrent enrollment students by census date.	Resources will be allocated.
								20042 (Spring 2004)	Monitor of linking the concurrent enrollment students by census date.	Resources will be allocated.
								20043 (Summer 2004)	Monitor of linking the concurrent enrollment students by census date.	Resources will be allocated.
2	Access & Equity	2A	Accessible Services		Cashiers will be available at each campus.	Staffing plan.	Business Office	20041 (Fall 2003)	Schedule cashiers at each campus as necessary.	Resources will be allocated.
								20042 (Spring 2004)	Schedule cashiers at each campus as necessary.	Resources will be allocated.
								20043 (Summer 2004)	Schedule cashiers at each campus as necessary.	Resources will be allocated.
		2B	State of the art technology and progress for faculty, FAS staff and students.		75% of the faculty, FAS staff and students who complete the OIRE survey will positively evaluate technology at STCC as satisfactory or better.	Results of survey.	ITS, OIRE.	.	.	
		2C	Strategic Enrollment		Student Enrollment will meet or exceed the established growth targets for Fall, Spring and Summer.	Strategic Enrollment Management Plan, SIS and Internal documentation.	OIRE, Student Services & Development.	20041 (Fall 2003)	Review SEMS Plan with Business Office staff.	Resources will be allocated.

Intended Outcomes	Performance Indicators	Year	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed
2 Access & Equity	2C Strategic Enrollment	1	Student Enrollment will meet or exceed the established growth targets for Fall, Spring and Summer.	Strategic Enrollment Management Plan, SIS and Internal documentation.	OIRE, Student Services & Development.	20041 (Fall 2003)	Effective manage the Student Enrollment Plan in the Busienss Office areas to accommodate planned growth.	Resources will be allocated.
						20042 (Spring 2004)	Continued plan for base year enrollment targets.	Resources will be allocated.
	2D Student Contact Hour Generation.		Contact hour generation for base period will exceed previous base by 15%.	Contact hour data, Enrollment data	All Units	20043 (Summer 2004)	Provide input for Fall 2005 strategies.	Resources will allocatesd.
20041 (Fall 2003)						Ensure that statements are sent and other payment option literature is available to students at each campus.	Resources will be allocated.	
20041 (Fall 2003)						Ensure daily generation of unpaid lists for follow up calls.	Resources will be allocated.	
20042 (Spring 2004)						Ensure that statements are sent and other payment option literature is available to students at each campus.	Resources will be allocated.	
20042 (Spring 2004)						Ensure daily generation of unpaid lists for follow up calls.	Resources will be allocated.	
20043 (Summer 2004)						Ensure that statements are sent and other payment option literature is available to students at each campus.	Resources will be allocated.	
20043 (Summer 2004)						Ensure daily generation of unpaid lists for follow up calls.	Resources will be allocated.	

Intended Outcomes	Performance Indicators	Year	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed
3 Community Service	3A Improved customer service to students.	1	Satisfactory results on students evaluation of customer service on ACT-SOS survey.	ACT-SOS	OIRE	20041 (Fall 2003)	Develop plan for improvement in registration and general customer service.	Resources will be allocated.
						20041 (Fall 2003)	Review results of Act SOS with Business Office staff.	Resources will be allocated.
						20042 (Spring 2004)	Monitor plan and implement.	Resources will be allocated.
						20042 (Spring 2004)	Monitor corrective action based on results of survey.	Resources will be allocated.
						20043 (Summer 2004)	Monitor plan and implement.	Resources will be allocated.
	3B Student satisfaction with billing services	Student complaints will decrease by 20% from number in 2001-2002 or benchmark will be established.		ACT-SOS, Ombudsperson, Complaint logs.	OIRE, Ombudsperson, Student Services and Development.	20041 (Fall 2003)	Review Ombudsperson yearly report for Business Office operations and grievances concerning policies and procedures.	Resources will be allocated.
						20041 (Fall 2003)	E-mail statements. Work with IT to have all students set up with STCC e-mail address.	Resources will be allocated.
						20042 (Spring 2004)	Develop action plan to identify weaknesses and improve areas identified as problem areas from log.	Resources will be allocated.
						20042 (Spring 2004)	E-mail statements. Work with IT to have all students set up with STCC e-mail address.	Resources will be allocated.

Intended Outcomes	Performance Indicators	Year	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed
3 Community Service	3B Student satisfaction with billing services	1	Student complaints will decrease by 20% from number in 2001-2002 or benchmark will be established.	ACT-SOS, Ombudsperson, Complaint logs.	OIRE, Ombudsperson, Student Services and Development.	20043 (Summer 2004)	Implement and monitor changes.	Resources will be allocated.
	3C 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.	Campus climate survey	OIRE, IT department, Texas State Bank	20041 (Fall 2003)	Develop action plans for improvement in Business Office services.	Resources will be allocated.
						20041 (Fall 2003)	Develop a Business Office survey.	Resources will be allocated.
						20041 (Fall 2003)	Develop action plan for improvement in travel authorization and reimbursement procedures.	Resources will be allocated.
						20041 (Fall 2003)	Implement changes in travel procedures if necessary.	Resources will be allocated.
						20042 (Spring 2004)	Implement plan.	Resources will be allocated
						20042 (Spring 2004)	Mail out surveys and analyze results.	Resources will be allocated.
						20042 (Spring 2004)	Create an ACH direct deposit form for travel authorizations and reimbursements.	Resources will be allocated.
						20043 (Summer 2004)	Review results of Spring 2004 survey and implement correction action.	Resources will be allocated.

Intended Outcomes	Performance Indicators	Year	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed	
3 Community Service	3C	Improved Client Satisfaction with Business Office.	1	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.	Campus climate survey	OIRE, IT department, Texas State Bank	20043 (Summer 2004)	Monitor action plans and amend if necessary.	Resources will be allocated.
							20043 (Summer 2004)	Implement ACH direct deposit form in travel authorizations and reimbursements.	Resources will be allocated.
	3D	Successful Formal Employee Recognition Program.		Employee Recognition Program will be implemented and be well received by staff.	Employee Recognition Program Procedures Feedback from staff.	Employee Recognition Committee.		.	
	3E	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.	Professional Organizations Seminars.	Business Office Staff.		.	
	3F	Effective internal publications.		Provide Business Office information in Alert Notices to be distributed to all faculty and staff, and perceived as improving communications.	Copies of publications produced and published.	Business Office staff	20041 (Fall 2003)	Prepare alert notices.	Resources will be allocated.
							20042 (Spring 2004)	Prepare alert notices.	Resources will be allocated.
							20043 (Summer 2004)	Prepare alert notices.	Resources will be allocated.

Intended Outcomes	Performance Indicators	Year	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed
3 Community Service	3G Participation in Direct Deposit	1	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.	Payroll Management Report.	Business Office.	20041 (Fall 2003)	Develop plan for improvement in general customer service, procedures and policies.	Resources will be allocated.
						20042 (Spring 2004)	Monitor management reports, implement changes in procedures if necessary.	Resources will be allocated.
						20043 (Summer 2004)	Monitor management reports, implement changes in procedures if necessary.	Resources will be allocated.
	3H Improved customer service to account manager and staff	Improved quality of the information collected on the Request to Hire Temporary Assignments. Increase proper compliance.	Position Control, Human Resources Office.	Human Resources Office, Business Office.	20041 (Fall 2003)	Develop plan for changes in Request to Hire Temporary Assignment form.	Resources will be allocated.	
					20042 (Spring 2004)	Implement changes in Request to Hire Temporary Assignment forms.	Resources will be allocated.	
					20043 (Summer 2004)	Monitor the Request to Hire Temporary Assignments forms that are returned for corrections or additional information.	Resources will be allocated.	
4 Fiscal Responsibility	4A Accountable use of financial resources.		Institutional financial benchmarks will be within state averages. An unqualified financial opinion will be given by auditors upon completion of the annual audit. Internal audit reports will identify no material weaknesses in controls or processes.	Financial Aid Report, Internal Audit Report, State Financial Reports, State Auditor's Benchmarks.	Business Office, OIRE, All Administrative Units.	20041 (Fall 2003)	Review audit plan with Business Office staff and monitor for competition and follow through.	No additional resources required.

Intended Outcomes	Performance Indicators	Year	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed
4 Fiscal Responsibility	4A Accountable use of financial resources.	1	Institutional financial benchmarks will be within state averages. An unqualified financial opinion will be given by auditors upon completion of the annual audit. Internal audit reports will identify no material weaknesses in controls or processes.	Financial Aid Report, Internal Audit Report, State Financial Reports, State Auditor's Benchmarks.	Business Office, OIRE, All Administrative Units.	20041 (Fall 2003)	Acceptance of external audit report by Board of Trustees and implement plan for corrective actions for finding, if any.	No additional resources required.
						20041 (Fall 2003)	Monitor corrective actions addressed in internal audit reports as necessary.	No additional resources required.
						20042 (Spring 2004)	Monitor corrective actions addressed in internal audit reports as necessary.	No additional resources required.
						20042 (Spring 2004)	Conduct comparison of STCC benchmarks with state averages.	No additional resources required.
						20043 (Summer 2004)	Monitor corrective actions addressed in internal audit reports as necessary.	No additional resources required.
						20043 (Summer 2004)	Review plan of corrective action for full implementation of changes.	No additional resources required.
	4B Tax Reporting	Effective tax reporting by development of tax information database.		Hidalgo County & Starr County documents and Business Office documents	IT Department	20041 (Fall 2003)	Develop and test tax database.	IT & Business Office personnel
						20042 (Spring 2004)	Implement tax database.	IT & Business Office personnel.

Intended Outcomes	Performance Indicators	Year	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed
4 Fiscal Responsibility	4B Tax Reporting	1	Effective tax reporting by development of tax information database.	Hidalgo County & Starr County documents and Business Office documents	IT Department	20043 (Summer 2004)	Create Ad Hoc tax reports using database.	IT & Business Office personnel.
5 Compliance	5A Grant reimbursements monitoring and compliance.		No instance of noncompliance will be identified.	Compliance Report, Reimbursement Reports	Business Office, Resource Development, Workforce Day, Financial Aid.	20041 (Fall 2003)	Monitor reimbursements and grant reports to check for compliance.	No additional resources required.
						20041 (Fall 2003)	Monitor for drawdowns of pell grants and other third party reimbursements.	No additional resources required.
						20042 (Spring 2004)	Monitor reimbursements and grant reports to check for compliance.	No additional resources required.
						20042 (Spring 2004)	Monitor for drawdowns of pell grants and other third party reimbursements.	No additional resources required.
						20043 (Summer 2004)	Monitor reimbursements and grant reports to check for compliance.	No additional resources required.
						20043 (Summer 2004)	Monitor for drawdowns of pell grants and other third party reimbursements.	No additional resources required.
	5C Institutional Effectiveness Requirements.	100% Compliance with all IE Planning and Reporting requirements.	IE Plans & Reports.	OIRE	20042 (Spring 2004)	Complete Mid Year IE revision. Collect and analyze data.	Resources will be allocated.	
					20043 (Summer 2004)	Use findings to plan. Collect and analyze data.	Resources will be allocated.	
	5D Internal Revenue Service - Nonresident		Implementation of Non-resident Tax Reporting by 12/31/03.	Federal Tax Regulations.	Business Office.	20041 (Fall 2003)	Develop plan for Non-resident Tax reporting.	Resources will be allocated.

Intended Outcomes		Performance Indicators		Year	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed
5	Compliance	5D	Internal Revenue Service - Nonresident	1	Implementation of Non-resident Tax Reporting by 12/31/03.	Federal Tax Regulations.	Business Office.	20042 (Spring 2004)	Issue proper annual wage statements to non-residents.	Resources will be allocated.
		5E	IRS - 1098T's		Report amount on 1098T's by 12/31/03.		Information Systems.	20041 (Fall 2003)	Develop and implement plan to include dollar amounts on 1098T's for YE 2003.	Resources will be allocated.
1	Student Success	1A	Retention	2	Student retention Plan will be revised to result in Fall to Fall retention rate of 55% (excluding concurrent enrollment) and will result in a 2% per year improvement for a 5 year period	Tuition Tables	OIRE, Student Services & Development, Technology Resources	20051 (Fall 2004)	Monitor collection for tuition and fees by setting up tuition tables 2 months before the 1st day of class.	Resources will be allocated.
								20052 (Spring 2005)	Monitor collection for tuition and fees by setting up tuition tables 2 months before the 1st day of class.	Resources will be allocated.
								20053 (Summer 2005)	Monitor collection for tuition and fees by setting up tuition tables 2 months before the 1st day of class.	Resources will be allocated.
		1B	No more than 3% of students will be dropped for non-payment.	Unpaid reports; number of drops on census date, statements.	Student Services and Development	20051 (Fall 2004)	Mail statements, make emergency loans and installment plans available.	Resources will be allocated.		
						20052 (Spring 2005)	Mail statements, make emergency loans and installment plans available.	Resources will be allocated.		
						20053 (Summer 2005)	Mail statements, make emergency loans and installment plans available.	Resources will be allocated.		
1C	Participation in Concurrent Enrollment.		The number of participants in concurrent enrollment will increase by 10% over the preceding year.	Enrollment Date.	All units.	20051 (Fall 2004)	Monitor of linking the concurrent enrollment students by census date.	Resources will be allocated.		

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						20053 (Summer 2005)	Monitor of linking the concurrent enrollment students by census date.	Resources will be allocated.
2 Access & Equity	2A Accessible Services		Cashiers will be available at each campus.	Staffing plan.	Business Office	20051 (Fall 2004)	Schedule cashiers at each campus as necessary.	One (1) additional cashier.
						20052 (Spring 2005)	Schedule cashiers at each campus as necessary.	One (1) additional cashier.
						20053 (Summer 2005)	Schedule cashiers at each campus as necessary.	One (1) additional cashier.
	2B State of the art technology and progress for faculty, FAS staff and students.		75% of the faculty, FAS staff and students who complete the OIRE survey will positively evaluate technology at STC as satisfactory or better.					
	2C Strategic Enrollment		Student Enrollment will meet or exceed the established growth targets for Fall, Spring and Summer.	Strategic Enrollment Management Plan, SIS and Internal documentation.	OIRE, Student Services & Development.	20051 (Fall 2004)	Effective manage the Student Enrollment Plan in the Busienss Office areas to accommodate planned growth.	Resources will be allocated.
						20052 (Spring 2005)	Continued plan for base year enrollment targets.	Resources will be allocated.
						20053 (Summer 2005)	Provide input for Fall 2006 strategies.	Resources will be allocated.

Intended Outcomes	Performance Indicators	Year	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed
2 Access & Equity	2D Student Contact Hour Generation.	2	Contact hour generation for base period will exceed previous base by 15%.	Contact hour data, Enrollment data	All Units	20051 (Fall 2004)	Ensure that statements are sent and other payment option literature is available to students at each campus.	Resources will be allocated.
						20052 (Spring 2005)	Ensure that statements are sent and other payment option literature is available to students at each campus.	Resources will be allocated.
						20053 (Summer 2005)	Ensure that statements are sent and other payment option literature is available to students at each campus.	Resources will be allocated.
3 Community Service	3A Improved customer service to students.		Satisfactory results on students evaluation of customer service on ACT-SOS survey.			20051 (Fall 2004)	Develop plan for improvement in registration and general customer service.	Resources will be allocated.
						20052 (Spring 2005)	Monitor plan and implement.	Resources will be allocated.
						20053 (Summer 2005)	Monitor plan and implement.	Resources will be allocated.
	3B Student satisfaction with billing services		Student complaints will decrease by 20% from number in 2001-2002 or benchmark will be established.	ACT-SOS, Ombudsperson, Complaint logs.	OIRE, Ombudsperson, Student Services and Development.			
						20051 (Fall 2004)	Review Ombudsperson yearly report for Business Office operations and grievances concerning policies and procedures.	Resources will be allocated.

Intended Outcomes	Performance Indicators	Year	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed
3 Community Service	3C Improved Client Satisfaction with Business Office.	2	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.			20051 (Fall 2004)	Develop action plans for improvement in Business Office services.	Resources will be allocated.
						20051 (Fall 2004)	Develop a Business Office survey.	Resources will be allocated.
						20052 (Spring 2005)	Implement plans.	Resources will be allocated
						20052 (Spring 2005)	Mail out surveys and analyze results.	Resources will be allocated.
						20053 (Summer 2005)	Review results of Spring 2005 survey and implement correction action.	Resources will be allocated.
						20053 (Summer 2005)	Monitor action plans and amend if necessary.	Resources will be allocated.
	3D Successful Formal Employee Recognition Program.		Employee Recognition Program will be implemented and be well received by staff.				.	
	3E 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.				.	

Intended Outcomes	Performance Indicators	Year	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed		
3 Community Service	3F Effective internal publications.	2	Provide Business Office information in Alert Notices to be distributed to all faculty and staff, and perceived as improving communications.	Copies of publications produced and published.	Business Office staff	20051 (Fall 2004)	Prepare alert notices.	Resources will be allocated.		
						20052 (Spring 2005)	Prepare alert notices.	Resources will be allocated.		
						20053 (Summer 2005)	Prepare alert notices.	Resources will be allocated.		
	3G 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 participates in direct deposit.	Payroll Management Report.	Business Office.	20051 (Fall 2004)	Develop plan for improvement in general customer service, procedures and policies.	Resources will be allocated.		
						20052 (Spring 2005)	Monitor management reports, implement changes in procedures if necessary.	Resources will be allocated.		
						20053 (Summer 2005)	Monitor management reports, implement changes in procedures if necessary.	Resources will be allocated.		
				3H Improved customer service to account manager and staff	Improved quality of the information collected on the Request to Hire Temporary Assignments. Increase proper compliance.	Position Control, Human Resources.	Human Resources Office, Business Office.	20051 (Fall 2004)	Develop plan for changes in Request to Hire Temporary Assignment form.	Resources will be allocated.
								20052 (Spring 2005)	Implement changes in Request to Hire Temporary Assignment forms.	Resources will be allocated.

Intended Outcomes	Performance Indicators	Year	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed
3 Community Service	3H Improved customer service to account manager and staff	2	Improved quality of the information collected on the Request to Hire Temporary Assignments. Increase proper compliance.	Position Control, Human Resources.	Human Resources Office, Business Office.	20053 (Summer 2005)	Monitor the Request to Hire Temporary Assignments forms that are returned for corrections or additional information.	Resources will be allocated.
4 Fiscal Responsibility	4A Accountable use of financial resources.		Institutional financial benchmarks will be within state averages. An unqualified financial opinion will be given by auditors upon completion of the annual audit. Internal audit reports will identify no material weaknesses in controls or processes.	Financial Aid Report, Internal Audit Report, State Financial Reports, State Auditor's Benchmarks.	Business Office, OIRE, All Administrative Units.	20051 (Fall 2004)	Review audit plan with Business Office staff and monitor for competition and follow through.	No additional resources required.
						20051 (Fall 2004)	Acceptance of external audit report by Board of Trustees and implement plan for corrective actions for finding, if any.	No additional resources required.
						20051 (Fall 2004)	Monitor corrective actions addressed in internal audit reports as necessary.	No additional resources required.
						20052 (Spring 2005)	Monitor corrective actions addressed in internal audit reports as necessary.	No additional resources required.
						20052 (Spring 2005)	Conduct comparison of STCC benchmarks with state averages.	No additional resources required.
						20053 (Summer 2005)	Monitor corrective actions addressed in internal audit reports as necessary.	No additional resources required.
						20053 (Summer 2005)	Review plan of corrective action for full implementation of changes.	No additional resources required.

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4 Fiscal Responsibility	4B Tax Reporting	2	Implement positive pay for selected money market accounts.	None	Texas State Bank, IT department and Business Office	20051 (Fall 2004)	Provide a cancel check list of all money market accounts to IT department	Business Office personnel.
						20052 (Spring 2005)	Verify that canceled and voided checks are update into the FRS system. Test positive payment.	Business Office personnel.
						20053 (Summer 2005)	Implement positive payment.	IT & Business Office personnel, Texas State Bank.
5 Compliance	5A Grant reimbursements monitoring and compliance.		No instance of noncompliance will be identified.	Compliance Report, Reimbursement Reports	Business Office, Resource Development, Workforce Day, Financial Aid.	20051 (Fall 2004)	Monitor reimbursements and grant reports to check for compliance.	No additional resources required.
						20051 (Fall 2004)	Monitor for drawdowns of pell grants and other third party reimbursements.	No additional resources required.
						20052 (Spring 2005)	Monitor reimbursements and grant reports to check for compliance.	No additional resources required.
						20052 (Spring 2005)	Monitor for drawdowns of pell grants and other third party reimbursements.	No additional resources required.
						20053 (Summer 2005)	Monitor reimbursements and grant reports to check for compliance.	No additional resources required.
	20053 (Summer 2005)	Monitor for drawdowns of pell grants and other third party reimbursements.	No additional resources required.					
	5C Institutional Effectiveness Requirements.		100% Compliance with all IE Planning and Reporting requirements.	IE Plans & Reports.	OIRE	20052 (Spring 2005)	Complete Mid Year IE revision. Collect and analyze data.	Resources will be allocated.

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5 Compliance	5C Institutional Effectiveness Requirements.	2	100% Compliance with all IE Planning and Reporting requirements.	IE Plans & Reports.	OIRE	20053 (Summer 2005)	Use findings to plan. Collect and analyze data.	Resources will be allocated.