

Departmental Assessment Cover Sheet

Division: Administrative Services

Department: Business Office

Submitted by: Mary G. Elizondo

Plans

Plan: Business Office

List of Intended Outcomes

Division: Administrative Services

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STCC Mission Statement

South Texas Community college is a comprehensive public community college established to address the diverse educational and training needs of the people of Hidalgo and Starr counties by empowering a pluralistic society of learners with the knowledge and skills necessary to enhance the quality of their lives and to promote the development of their communities.

Goal Statement(s) governing the purpose of this department/program:

Develop a Prepared Workforce

Provide Quality Academic Education

Encourage Life-Long Learning

Facilitate Students Development

Intended Outcome 1 (Expected Results)

All departments will have adequate management and control of salary budget balances.

Intended Outcome 2 (Expected Results)

STCC will have good credit rating related to vendor payments.

Intended Outcome 3 (Expected Results)

STCC will effectively maximize the collection effort.

Intended Outcome 4 (Expected Results)

Students will receive their proper refunds promptly.

Intended Outcome 5 (Expected Results)

Financial Aid students in selected group will be able to pay for their books using a Debit Card.

Summary of Assessment

Division: Administrative Services

Department: Business Office

Plan: Business Office

Intended Outcome

All departments will have adequate management and control of salary budget balances.

Assessment 1 Using position control, the salary budget balances will be up-to-date and accurate for 95% of all accounts.

Actual Results:

90% of all accounts' salary budget balances are accurate and up-to-date in HRS

Use of Results: Response Required Response Volunteered No Response Required

Summary of Assessment

Division: Administrative Services

Department: Business Office

Plan: Business Office

Intended Outcome

STCC will have good credit rating related to vendor payments.

Assessment 1 As a result, credit rating check will prove that 90% of creditors received their payment within 45 days of invoice or the shipment of goods, whichever is later.

Actual Results: Dun and Bradstreet credit rating report indicates that approximately 65% of the college's payments are within terms (dollar amounts not considered), therefore 35% are not within terms. In addition, payments to suppliers average 26 days beyond terms (weighted by dollar amounts).
A total of 55 creditors were surveyed.

Use of Results: **Response Required** **Response Volunteered** **No Response Required**

Summary of Assessment

Division: Administrative Services

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Plan: Business Office

Intended Outcome

STCC will effectively maximize the collection effort.

Assessment 1 As a result, 50% of contacted individuals will make payment or payment arrangements.

Actual Results: COSTEP, our collection agent, collected 33% of uncollectible accounts in fiscal year 1996 and 13% of uncollectible accounts in fiscal year 1997.

Use of Results: **Response Required** **Response Volunteered** **No Response Required**

Summary of Assessment

Division: Administrative Services

Department: Business Office

Plan: Business Office

Intended Outcome

Students will receive their proper refunds promptly.

Assessment 1 Refunds will be issued to students by the 14th day of class or date of award, whichever is later.

Actual Results: Initial refunds were not sent out within the 14 calendar days. For the Fall they were mailed on the 25th day and in the Spring on the 33rd day. After the initial refund, however, 97% of the refunds were mailed within 14 calendar days.

Use of Results: **Response Required** **Response Volunteered** **No Response Required**

Summary of Assessment

Division: Administrative Services

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Plan: Business Office

Intended Outcome

Financial Aid students in selected group will be able to pay for their books using a Debit Card.

Assessment 1 At least 25% of all students in Financial Aid will purchase their books at the bookstore using a Debit Card, thereby; eliminating the need for Bookstore Cheques.

Actual Results: We did not meet the 25% of all Financial Aid students, however, 100% of all the students that registered over the web, were awarded financial aid, and excess money after their tuition and fees charges, were placed on the Debit Card Program. The money was transferred to their account in accordance with federal regulations.

Use of Results: **Response Required** **Response Volunteered** **No Response Required**

Improvement Strategy

Division: Administrative Services

Department: Business Office

Plan: Business Office

Intended Outcome: All departments will have adequate management and control of salary budget balances.

Assessment: Using position control, the salary budget balances will be up-to-date and accurate for 95% of all accounts.

Actual Result: 90% of all accounts' salary budget balances are accurate and up-to-date in HRS

Person Responsible: Jorge E. Sandoval

Completion Date: August 31, 1998

Action: Initially not at 95%, after additional efforts to correct, 95% of all accounts' salary budget balances are accurate and up-to-date in HRS. Account salary balances however, have not been correct due to incorrect entries in the position control module.

Action:

(A) Reconciliation of HRS information compared to FRS.

(B) Budget history for all positions.

(C) Logbook of changes to position control.

(D) Monthly reports to Account Managers showing available budget per position.

(E) Daily diagnostic and follow-up to unposted transactions to FRS. (F) Internal Resources (Business Office).

Resources: Internal Resources (Business Office).

Improvement Strategy

Division: Administrative Services

Department: Business Office

Plan: Business Office

Intended Outcome: STCC will have good credit rating related to vendor payments.

Assessment: As a result, credit rating check will prove that 90% of creditors received their payment within 45 days of invoice or the shipment of goods, whichever is later.

Actual Result: Dun and Bradstreet credit rating report indicates that approximately 65% of the college's payments are within terms (dollar amounts not considered), therefore 35% are not within terms. In addition, payments to suppliers average 26 days beyond terms (weighted by dollar amounts).
A total of 55 creditors were surveyed.

Person Responsible: Dalinda Gamboa

Completion Date: August 31, 1998

Action: An internal report has been created to enable the Accounts Payable assess pertinent turnover rates for 100% of purchases. It was noted, however, that the invoice date entered in the system does not represent the actual date the invoice was received, but the date of reflected on the invoice. The actual time lapsed between the date the invoice was received and the date that the check was processed, therefore, cannot be determined. In the future, the date the invoice was received will also be entered in order that the correct time lapsed may be determined and monitored. This report will be further refined with the Computer Center's assistance.

The Accounts Payable Office would be requesting credit reports on a quarterly basis.

Resources: Dun & Bradstreet Credit Report
Open Encumbrance Report (cumulative-weekly report)
Purchase Order Header Maintenance System Screen
Purchase Order Turn Over Report.
Two additional accounts payable clerks
Two computers.

Improvement Strategy

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Intended Outcome: STCC will effectively maximize the collection effort.

Assessment: As a result, 50% of contacted individuals will make payment or payment arrangements.

Actual Result: COSTEP, our collection agent, collected 33% of uncollectible accounts in fiscal year 1996 and 13% of uncollectible accounts in fiscal year 1997.

Person Responsible: Hortencia Robledo

Completion Date: Fiscal Year 1998

Action: In order to minimize the risk of an account becoming uncollectible a new procedure was implemented by the Business Office. First, a student account statement is mailed monthly to students to notify them of any outstanding obligations. If the account remains outstanding, the account is turned over to COSTEP for collection. Our goal is to send the transmittal to COSTEP at the end of every semester to increase the odds of the account being collected.

Resources: The establishment of an in-house collection department would improve our collection rates.

This would require 2 collection clerks

Improvement Strategy

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Actual Result: Initial refunds were not sent out within the 14 calendar days. For the Fall they were mailed on the 25th day and in the Spring on the 33rd day. After the initial refund, however, 97% of the refunds were mailed within 14 calendar days.

Person Responsible: Hortencia Robledo

Completion Date: Summer 1998

Action: Coordinate the timeline with financial aid and computer center in order to get their cooperation in reaching the 14 calendar day deadline for all student refunds. In the past, we have been asked to run refunds after the refund period which ends on the twentieth class day during regular sessions. Another obstacle is the number of checks and the run time required. Normally the computer center has to break the refund runs down to categories i.e. cash/checks, credit cards, financial aid in order to process the runs during the night without interrupting operations for the rest of the College.

Resources: Coordination efforts between the Business Office, Computer Center and Financial Aid Office.

Improvement Strategy

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Intended Outcome: Financial Aid students in selected group will be able to pay for their books using a Debit Card.

Assessment: At least 25% of all students in Financial Aid will purchase their books at the bookstore using a Debit Card, thereby; eliminating the need for Bookstore Cheques.

Actual Result: We did not meet the 25% of all Financial Aid students, however, 100% of all the students that registered over the web, were awarded financial aid, and excess money after their tuition and fees charges, were placed on the Debit Card Program. The money was transferred to their account in accordance with federal regulations.

Person Responsible: Hortencia Robledo

Completion Date: Summer 1998

Action:

100% of qualified financial aid web users were serviced. There were 750 accounts set up and assigned for fiscal year 1997. In the Spring 98 semester, 454 students were serviced via the debit card.

Our goal continues to be to meet a 100% of all eligible web users. We feel that the acceptance of students of the web registration process will have a big impact on our success with the debit card program. Improvements continue to be made, but overall the pilot program was a success.

Web registration of financial aid students must increase which will proportionately increase the number of debit card users. The pilot population of students selected for the debit card program has been directly dependent on the number of financial aid students that register on the web.

Resources: Web registration of financial aid students must increase which will proportionately increase the number of debit card users.