

1999-2000 Institutional Effectiveness Report

Department: Business Office
Submitted by: Mary G. Elizondo, Comptroller

Unit Mission Statement

The Business Office is committed to: promoting and facilitating excellence in relevant and reliable 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 the 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.

List of Clients:

- Students
- Faculty
- Staff
- Vendors - Suppliers
- Vendors- Third Party Scholarships
- Grantors
- College Responsibility Units
- State Agencies
- Federal Agencies
- Private Agencies
- Local Agencies
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Intended Outcomes

Department: **Business Office**

Intended Outcome: 1

The Business Office will provide improved services to the students.

Intended Outcome: 2

The College will increase additional funds from indirect costs.

Intended Outcome: 3

The Business Office will develop planning activities.

Intended Outcome: 4

Business Office will make disbursements on a more timely basis.

Intended Outcome: 5

Intended Outcome: 6

Intended Outcome: 7

Intended Outcome: 8

Intended Outcome: 9

Intended Outcome: 10

Performance Indicators

Department: **Business Office**

Outcome: 1 The Business Office will provide improved services to the students.

Performance Indicator:	A	Purchase Cashnet System
Performance Standard		Implement the Cashnet System district-wide by August 2000.
Actual Outcome		Purchased SalePoint Cashiering System. We are in testing phase and should be in production later this month.
Implications for Next Year's Plan		None

Performance Indicator:	B	Plan for Collection Program implementation in November 2000
Performance Standard		Complete the action plan by August 2000.
Actual Outcome		New collection agencies selected. Will commence using them next month.
Implications for Next Year's Plan		None

Performance Indicator:	C	
Performance Standard		
Actual Outcome		
Implications for Next Year's Plan		

Performance Indicator:	D	
Performance Standard		
Actual Outcome		
Implications for Next Year's Plan		

Performance Indicators

Department: Business Office

Outcome: 2 The College will increase additional funds from indirect costs.

Performance Indicator: A	Negotiate an indirect cost rate with the Federal Government
Performance Standard	Obtain an indirect cost rate from the Federal Government by August 2000.
Actual Outcome	Report is complete and will be forwarded on September 23, 2000.
Implications for Next Year's Plan	Respond to any questions from Federal Government.

Performance Indicator: B	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicator: C	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicator: D	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicators

Department: **Business Office**

Outcome: 3 The Business Office will develop planning activities.

Performance Indicator:	A	Develop a master computer system automation plan
Performance Standard		Complete a plan which has been approved by IT.
Actual Outcome		Timelines for major I.T. projects are being forwarded monthly to I.S. Attend advisory committee meetings.
Implications for Next Year's Plan		None

Performance Indicator:	B	Develop a planning and development plan for all Business Office functions
Performance Standard		Complete a comprehensive plan which includes all Business Office functions
Actual Outcome		Plans by department are developed and up-dated on a continuous basis.
Implications for Next Year's Plan		Will not include in next year's plan, but will continue to update and continue to have retreats.

Performance Indicator:	C	Develop plan and procedures to integrate institutional effectiveness process into budget development process.
Performance Standard		I. E. process will be integrated with budget development for FY 01 budget.
Actual Outcome		Completed. Attended NACUBO Strategic Planning and Budgeting conference which helped in development of budget dev process.
Implications for Next Year's Plan		None

Performance Indicator:	D	
Performance Standard		
Actual Outcome		
Implications for Next Year's Plan		

Performance Indicators

Department: **Business Office**

Outcome: 4 Business Office will make disbursements on a more timely basis.

Performance Indicator: A	Vendors will be paid within payment terms.
Performance Standard	The Dunn and Bradstreet Credit Report rating will rise to 76
Actual Outcome	Credit Rating was raised to 64 (from 29) after an action plan was prepared and executed.
Implications for Next Year's Plan	None, but will continue to attempt to improve.

Performance Indicator: B	Implement ACH for travel reimbursements
Performance Standard	95% of all regular full-time employees will be asked to be an ACH for travel reimbursements.
Actual Outcome	Still in progress
Implications for Next Year's Plan	Objective is included in I.S. timeline.

Performance Indicator: C	Implement on-line travel for travel authorizations and travel advances
Performance Standard	50% of all travel authorizations will be entered by the departments.
Actual Outcome	Postponed, due to lack of computer system capability.
Implications for Next Year's Plan	Objective is included in I.S. timeline. New software has been identified and brought to I.S.'s attention on our timeline.

Performance Indicator: D	Students, employees and vendors will receive their payments and other mail quicker.
Performance Standard	Lease mailing system equipment
Actual Outcome	Documatch is purchased and implemented.
Implications for Next Year's Plan	None