



Non-Instructional Program Review 2015-2016

Bursar's Office:

Date: 05/13/2016

- Program Review Non-instructional Cycle F 2015_Bursar's Office

Sorted by: Program

SI Section Templates: PR Section 1.0, PR Section 4.1 - 4.2, PR Section 4.3 - 4.6, PR Section 6.0 SAP w/o Resource Requests

Bursar's Office

PR Section 1.0

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1.0

Mission, Vision, Core Values and College Goals drive all college activities. The Program Review committee would like to understand the connection of your department/office to the Mission, Vision, Core Values and College Goals. Summarize how your department/office supports each area.

The Bursar's Office supports the College's Mission, Vision, Core Values and Goals by providing oversight and control safeguards over club/trust accounts. We assist students with the payment of registration fees and process refunds. The Bursar's Office also administers local and state awarded scholarships and third party payments. Receiving payments from students helps to ensure that students are not dropped from their classes, and administering scholarships and other payments helps to ensure that books, supplies and other related items are available to the students.

The Bursar's Office provides specific support through ensuring sufficient funding for various events/activities that support the Mission, Vision, Core Values and Goals of the College and through timely processing of the related expenditure and reimbursement documents.

PR Section 4.1 - 4.2

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4.1 - 4.2

4.1 List your SAOs and complete the expandable table below.

	Service Area Outcomes (SAO)	Date Assessment Completed	Date(s) Data Analyzed	Date(s) Data Used For Improvement	Number of Cycles Completed
1.	Process Student Refunds	11/12/15	11/12/15	How long does it take to process	4

				refunds	
2.	Process Scholarship Payments	11/12/15	11/12/15	Are payments being applied as received	4

4.2 Assessment: Complete the expandable table below.

Service Area Outcomes Assessment for the Administrative/Operations Division of Fullerton College			
Intended Outcomes	Means of Assessment & Criteria for Success	Summary of Data Collected	Use of Results
1. Students will receive their refunds no later than the date printed in the class schedule	Refunds are completed by the date printed	It is taking longer than expected to process the refunds – by two weeks	The date that is printed in the schedule may need to be revised, or we need to adjust hours so the processing can be done on time
2. Students will be assisted with their scholarships and payments will be applied to their account with any refunds processed within one week of receipt	Payments and refunds are processed	We are applying the payments to the students account within two days, and students are receiving related refunds within one week.	We will continue to monitor the process to see if outcomes change.

PR Section 4.3 - 4.6

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4.3 - 4.6

4.3 How has assessment of SAOs led to improvements in services provided to the consumer by this department/office?

The Bursar’s Office prints a report of all students that have a refund showing on their account. The processing of these refunds is taking longer because the report is longer. However, when a student contacts the office directly, their refund is processed immediately so they receive their refund within two weeks.

4.4 What challenges remain to make your SAOs more effective?

The increase in refunds due to student financial circumstance will increase.

4.5 Describe how the SAOs are linked to the college's goals. (See <http://programreview.fullcoll.edu/>)

The processing of scholarships and other payments helps to promote student success in that the student is less likely to be dropped from classes due to lack of payment, and funds are available for books and other needed supplies.

4.6 A. What methods are used to assess the department/office's effectiveness to the population that interacts with your department/office?

None

B. What do the results of the above methods of assessment indicate about the effectiveness of the department/office?

C. How were the assessment results used to make improvements to services provided by this department/office? Please provide examples.

PR Section 6.0 SAP w/o Resource Requests

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Action Plans

SAPs for this three-year cycle:

STRATEGIC ACTION PLAN # 1	
Strategic Action Plan Name: (formerly called short-term goal)	Reduce student receivable balance to properly reflect financial position on the college's financial statements.
List College goal/objective the plan meets:	College Goal #: Objective #:
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	The accounts receivable balance is due to non-payment of registration fees or returned check charges. A student's account is placed on hold in an attempt to collect the monies. After one year, it is unlikely that the student will pay the fees. The fees are written off and notices are sent to the student and to the State Chancellor's Office in an attempt to collect the monies owed to the college through state refunds, lottery winnings or unclaimed property proceeds that the student would receive.
What <i>Measurable Outcome</i> is	The accounts receivable balance will be reduced by 10%, and the financial statements will show a more accurate amount that can be

anticipated for this SAP?	collected.
What specific aspects of this SAP can be accomplished without additional financial resources?	All

STRATEGIC ACTION PLAN # 2	
Strategic Action Plan Name: (formerly called short-term goal)	Replace manual roll-up doors with automated roll-up doors
List College goal/objective the plan meets:	College Goal #: Objective #:
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	We currently have three manual roll-up doors that are raised each morning to assist students and staff at our counters. With the increase in threat to the safety of college campuses, we want to replace these manual doors with automated doors. This will ensure that the Bursar's Office could be secured quickly in cases of threat of violence or fire.
What <i>Measurable Outcome</i> is anticipated for this SAP?	The roll-up doors will be closed 2-3 minutes faster.
What specific aspects of this SAP can be accomplished without additional financial resources?	None
Training	
Other	
Total Requested Amount	\$15,000

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