

PLANNING/OUTCOMES DOCUMENT

Name of person(s) completing this form:	Janet Burnette	Curriculum/Department:	Business Services
Purpose/Mission Statement		Vision Statement, 3-5 years	
The mission of the Southwestern Community College Business Services Department is to ensure financial accountability and to provide accurate, relevant financial information to any “customers” of the college, as well as general services to students, faculty, staff and the public.		The vision of the Southwestern Community College Business Services Department is to provide timely and accurate financial information as well as highly efficient customer service.	
Departmental Strengths		Departmental Weaknesses	
Staff is dedicated and willing to “go the extra mile” to get the job done well.		New computer system is difficult and time-consuming. We cannot rely upon accuracy of information from this system.	
Departmental Opportunities		Departmental Threats	
		The state e-procurement system has numerous problems that reflect negatively toward our department. Although we have no control over this system, we must continue to participate in this program.	
College Goals	2004-2005 Department Outcomes/Goals	Success Criteria (e.g. outcomes, enrollment increases)	Plan of Action (including resources needed)
3	Maintain the financial integrity of Southwestern Community College	Achieve an exception-free audit	<ol style="list-style-type: none"> 1. Follow established procedures mandating financial integrity. 2. Maintain grant compliance auditing function to ensure adherence to grant guidelines.
2,3	Continuously improve registration procedures	Responses to the Student Climate Survey question “I am satisfied with the effectiveness of the registration process” will result in an overall mean score of 3.15 (out of a possible 4.0)	<ol style="list-style-type: none"> 1. Provide registration info to students and advisors. 2. Further enhance ID equipment to shorten process and reduce lines. 3. Implement on-line credit card payment system.
3	Continuously improve purchasing system	Responses to the Faculty and Staff Survey relating directly to Purchasing will result in an average mean score of 3.40.	<ol style="list-style-type: none"> 1. Follow established purchasing procedures. 2. Continue to offer assistance to end-users. 3. Improve process in Receiving area to ensure correct and timely flow of paperwork.
2,4	Enhance staff skills through continuous learning.	Staff will participate in training workshops during 2004/05.	<ol style="list-style-type: none"> 1. All staff members will attend various training workshops during this year as a result of the new information system implementation. 2. Enroll staff member in College Leadership Program.

Criteria Results	End of Year Analysis
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Be sure to utilize most current data available	(Goals achieved, impact of equipment purchased, improvements to program or service, contingencies, etc.) Describe how you used the results to improve your program/department.
The 2003/04 audit was exception-free.	We continue to follow established procedures.
The responses to the survey question resulted in an overall mean score of 3.15, meeting our goal of 3.15.	We continue to search for registration improvements. We have implemented the on-line credit card payment system.
The responses to the survey question resulted in an overall mean score of 3.10, below our goal of 3.40.	We are continuing to work with employees to provide assistance with purchasing procedures. We have been encountering significant problems with the e-procurement system and are concerned that until some of these issues can be resolved at the state level many of the problems with our purchasing processes may be difficult to overcome.
Staff members attended many workshops and training seminars during the year as a result of the new information system implementation. Several of the staff also attended statewide conferences. We sent an application for enrollment of a staff member in the College Leadership Program, but our applicant was not selected this year.	Training for the new information system is on going. Also, we are planning customer service training in the future.

College Goals	2005-2006 Department Outcomes/Goals	Success Criteria (e.g. outcomes, enrollment increases)	Plan of Action (including resources needed)
3	Maintain the financial integrity of Southwestern Community College.	Achieve an exception-free audit	<ol style="list-style-type: none"> 1. Follow established procedures mandating financial integrity. 2. Maintain grant compliance auditing function to ensure adherence to grant guidelines.
2,3	Continuously improve registration procedures	Responses to the Student Climate Survey question relating directly to the satisfaction with the registration process will result in an overall mean score of 3.20 (out of a possible 4.0)	<ol style="list-style-type: none"> 1. Continue to provide registration info to students and advisors. 2. Review procedures with ID system looking for additional ways to speed process.
3	Continuously improve purchasing system	Responses to the Faculty and Staff Survey question relating directly to Purchasing will result in an average mean score of 3.25 (out of a possible 4.0.)	<ol style="list-style-type: none"> 1. Follow established purchasing procedures. 2. Include procedure for notifying end-users of order status. 3. Continue to offer assistance and training to end-users.
2,4	Enhance staff skills through continuous learning	Staff will participate in training workshops during 2005/06.	<ol style="list-style-type: none"> 1. Staff will attend various training workshops as a result of new information system implementation. 2. We are planning a customer service training workshop for all staff in department.
3	Make improvements in travel reimbursement procedures.	Faculty and staff will receive training in reimbursement procedures. Also, responses to the Faculty and Staff Survey question relating directly to travel reimbursements will result in an average mean score of 3.30 (out of a possible 4.0.)	<ol style="list-style-type: none"> 1. A power-point presentation will be developed and made available on-line to explain procedures for completing travel authorizations and reimbursements requests. 2. Reimbursements will be made within 10 days of receipts of request, if funds are available at that time.

Budget Item Description (Budget items requested from college funds)	Current Year Budget:	Ongoing Operational Budget:	Expansion Budget:
Supplies-			
Equipment-			
Travel-			
Program Accreditation-			
Other-			
TOTALS			

Mid-point Review

Progress Notes: