

PLANNING/OUTCOMES DOCUMENT

Name of person(s) completing this form:		Janet Burnette		Curriculum/Department:		Administrative 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 to a job done well. All members of departmental staff work well together.				New computer system poses some problems with information retrieval. Some staff members are relatively new and inexperienced and we will be hiring at least two replacement positions this year.			
Departmental Opportunities				Departmental Threats			
The hiring of new staff positions should allow us to redistribute job duties enhancing services and efficiency.							
College Goals	2005-2006 Department Outcomes/Goals			Success Criteria (Method for measuring extent to which outcome is achieved)		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 2005/2006		<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		<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 reimbursement requests 	

	will result in an average mean score of 3.30 (out of a possible 4.0)	reimbursement requests 2. Reimbursements will be made within 10 days of receipt of requests, if funds are available at that time
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Criteria Results for 2005-06 Outcomes Be sure to utilize most current data available	End of Year Analysis (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 2004/2005 audit was exception-free	We continue to follow established procedures
The responses to the survey question resulted in an overall mean score of 3.17, falling slightly below our goal of 3.20, but higher than the score from 2005 and a 2.6% increase from 2004	We continue to search for registration improvements. The on-line credit card payment system has been a significant improvement to our process.
The responses to the survey question resulted in an overall mean score of 3.22, slightly below our goal of 3.25, but a significant increase over the previous year's score of 3.10	We are working with employees to provide assistance with purchasing procedures. For the second year, we continue to experience major problems with the e-procurement system over which we have no control. This system creates a great deal of frustration with purchasing.
Staff members attended many information system workshops during the year.	The necessary training workshops have been very helpful with the implementation and efficient operation of the new information system.
Reimbursements have been made in a timely fashion. The Faculty/Staff Survey reported a slight increase in the mean score for this question. A power-point presentation explaining travel reimbursement procedures has not yet been completed, but is expected to be implemented as a part of an on-line employee orientation.	Internal procedures have been developed to ensure timely payment of properly approved reimbursement requests. By providing more information to employees, we have been able to avoid many filing mistakes that might otherwise result in delayed reimbursements.

College Goals	2006-2007 Department Outcomes/Goals	Success Criteria <small>(e. g. outcomes, enrollment increases)</small>	Plan of Action <small>(including resources needed)</small>
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. Purchase additional I.D. system to shorten the wait for this service
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. Obtain membership in state-wide purchasing committee to assist in finding solutions for current e-procurement and college problems 3. Continue assisting and training end-users

2,4	improve staff skills utilizing staff development opportunities	Staff will participate in various training workshops during 2006/2007	<ol style="list-style-type: none"> 1. Staff will attend training workshops as a result of the implementation of the student component of the new information system. 2. All staff will attend customer service training 3. Staff members will attend classes working toward advanced degrees in a business related field
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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:
