

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 well educated and can easily meet requirements of job. All members of department work well together and are dedicated to accuracy.		Problems arise consistently with new computer system causing a great deal of stress and aggravation with staff. Two employees are new and currently in process of training.	
Departmental Opportunities		Departmental Threats	
Job duties are being redistributed due to recent additions of staff and shifts of workloads. Hopefully, many processes can now be streamlined and simplified. Also, the new campus in Macon County has opened providing us with opportunities to offer additional services on that campus.		Many staff members are physically and mentally exhausted after months of extremely difficult issues with the new computer system. Until information retrieval from the computer system is simplified, or in some cases possible, many of our desired goals may be unattainable.	
College Goals	2006-07 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 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 colleague 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

Criteria Results for 2006-07 Outcomes Be sure to utilize most current data available	End of Year Analysis (Goals achieved, impact of equipment purchased, improvements to program or service, etc.). Describe how you used the results to improve your program/department.
The Office of State Auditor performed a desk review of our financial statements and accompanying notes for fiscal year ending June 30, 2006. A desk review is limited to looking for obvious errors or for questions raised by the information on the statements or notes. No concerns leading to audit exceptions were noted during this review.	We will continue to follow established procedures and guidelines.
The responses to the survey question resulted in an overall mean score of 3.10, falling below our goal of 3.20 and the overall mean score from the previous year. However, for reasons never determined, all survey responses were down for the 06/07 survey. In fact, the drop in mean score for this question was one of the smallest declines in the survey.	We will continue to work toward improvements in this area. New procedures are allowing more students to complete the registration process without actually seeing the cashier. Fewer students are waiting in shorter lines.
The responses to the survey question resulted in an overall mean score of 3.22, slightly below our goal of 3.25. This is the same score as received in 2006. However, additional more specific questions pertaining to the purchasing area did result in scoring improvements.	While we are still experiencing problems with the e-procurement and colleague systems, we are also becoming more accustomed to these issues and are learning how to work around some of the problems. While inconvenient, it at least allows the purchasing process to work more smoothly than in the recent past. Because our survey responses are improving slightly, we feel this indicates that the customer is not feeling the negative impacts of these problems. We feel we have been effective if we are able to shield our customer from these issues.
Staff members attended many workshops during the year including customer service workshops and information system training. Two employees are working on advanced degrees in business administration.	The customer service workshops have helped to remind our staff that we are a service department and our customers (both students and employees) are as important as the accuracy of our work.

College Goals	2007-08 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. Macon Center will offer full service registration 3. Enhance on-line registration 4. Allow financial aid students to authorize charging of tuition during f/a 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. Continue assisting and training end-users. 3. Obtain system training for new employee
2	Implement Business Services operation at Cecil L Groves Center in Macon County	Hold meetings with focus groups of students to assess satisfaction.	<ol style="list-style-type: none"> 1. Provide information to students and advisors 2. Implement changes, where feasible, to improve satisfaction based on issues raised with focus groups.

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: