



Campus Services Quality Review Report Bursar's Office

Manager: Xuan "Dao" Do

Names of people who contributed to this report:

Date: 12/16/16

Date of previous quality review: Spring 2013

Part 1. Satisfaction with Support Services Provided

Summarize the results below from the Campus Services Quality Review Survey. You may also incorporate any other information from the survey results in your response.

The following ratings are from 85 respondents who have used the services offered by Bursar's Office.

	% Responded "Excellent"	% Responded "Good"	% Responded "Excellent" or "Good" Combined	% Responded "Excellent" or "Good" Combined in 2012-13	Difference between 2012-13 and 2015-16
Hours of operation	35.7%	44.0%	79.8%	72.0%	+7.8%
Timeliness of response	47.6%	32.1%	79.8%	81.9%	-2.1%
Clarity of procedures	36.6%	35.4%	72.0%	70.1%	+1.9%
Quality of materials	38.7%	42.7%	81.3%	81.7%	-0.4%
Staff helpfulness	50.0%	36.9%	86.9%	81.5%	+5.4%
Staff knowledge	48.8%	39.3%	88.1%	84.6%	+3.5%
Overall quality of service	46.4%	38.1%	84.5%	77.5%	+7.0%

Response: Staff knowledge was rated highest, followed by staff helpfulness. However, clarity of procedures rated lowest.

Part 2. Changes since last Quality Review

Provide a comparative analysis of the survey results with the results from the previous cycle. Document any accomplishments or improvements and provide insight on any significant challenges or obstacles the department/program has faced since the last review, particularly in relation to the survey results.

Response: With regard to timeliness of responses, we were surprised to see the score decreased by 2.1%. In fact, the number of participants could be a factor because we have improved a lot in processing vendors' payments, deposits, refunds, scholarships, third party billing, rideshare incentives, processing and sending students who have unpaid balance to COTOP, etc. Even though we set 5 business days as a standard processing time for payments, we always try to accommodate last minute or emergency needs from divisions/departments, especially PE, within 48 hours.

Also, with regard to quality of materials, the Bursar's Office has been reviewing and updating procedures and processes in order to ensure its efficiency and compliance to district policies and state regulations. When we updated procedures, we post the revised versions on the J:\ drive so campus staff can access them. When we received calls or emails with questions, we always walk people thru the process, when they can't find the info, or we email instructions to staff. At the beginning of each semester, we send out reminder emails with attached procedures and instructions to all users and ask people to be patient during the first 3 weeks. Other than regular forms which are posted on the J:\ drive: requisition, deposit slips, CCFARs, district independent contractor agreements, we do not hand out any materials.

Part 3. Mission Statement and Administrative Unit Outcomes

Provide the mission statement of your department/program and summarize the administrative unit outcomes (AUOs) for the department/program.

Mission Statement: The Bursar office provides services that support and maximize the prospective and current students' ability to achieve academic goals and future career success.

AUOs: Not yet developed.

Part 4. Faculty/Staff Involvement

Summarize the involvement of faculty/staff in the review process.

Response: N/A

Part 5. Review Previous Goals and Objectives

Describe whether the goals and objectives identified in the previous review were met or not, and please provide explanations if the goals were not met.

Response: N/A. No goals were established in previous cycle.

Part 6. Long-Range Goals and Objectives

Identify general goals and specific, measurable objectives your area plans to achieve within the next three years. Departments should identify 3-5 goals, with at least one goal per year. Goals set for next year that require fiscal resources must also be submitted as a Budget Request and Action Plan (separate form). Also, identify if and how the goal is aligned with any of the following plans:

Educational Master Plan, Student Services Master Plan, Student Success and Support Program (SSSP) Plan, Student Equity Plan, Strategic Plan, Distance Education Plan, Technology Plan, Basic Skills Plan, or another plan

Note. Please modify the number of goals and objectives outlined below as needed.

Goal 1: Improve processes to become more streamlined and automated.

Supports plan(s): Strategic Plan, Educational Master Plan

Objective 1: Coordinate with district (because these are mostly Banner functions) to improve automation of processing requisitions, POs, and checks.

Person(s) responsible: Bursar's Office and District

Timeframe: 2017-2019

Fiscal resources needed (if not applicable, indicate N/A): N/A

Objective 2: Encourage and empower students to utilize the convenience of online payment options.

Person(s) responsible: Bursar's Office

Timeframe: 2017-2019

Fiscal resources needed (if not applicable, indicate N/A): N/A

Reminder: If fiscal resources are needed for next year's goals, submit a separate **Budget Request and Action Plan** for budget unit review.

Part 7. Additional Resources Needed

Identify the resources needed by the department. Resource needs typically fall under three distinct categories: facilities, technology, and personnel. Please remember that the resource identification process should link the findings of the survey with the mission and AUOs of the department/program.

Facilities: N/A

Technology: N/A

Personnel: N/A

Part 8. Fiscal Resources and Planning

Describe how the department wants to utilize these resources to accomplish its goals. Additionally, provide an analysis of how the department plans to achieve its goals if the resources identified are not available immediately.

Response: N/A

Part 9. Reviewer and Reviewer's Comments

Reviewed By: Karen Cant

Reviewer's Comments: No comments provided.