Service Unit Name: Business

**Name of Administrative or Educational Unit:** \_\_\_\_\_Business Administrative Services\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **Unit Mission**:  To provide financial stability for the District with proper financial management, internal controls, excellent training, sound and documented procedures. As stewards of the taxpayer dollars we strive to provide transparency, spend funds appropriately, record all transactions according to generally accepted accounting principles, follow all policies from Board of Trustees, as well as abide by local, state, and federal laws and statutes.  **Key Institutional Outcome Indicators**: Overall Satisfaction, Completers, Efficiency, Effectiveness |

**PART I: These elements might not change from year to year.**

| A. Program Outcomes(s)  Results expected in this department/program | B. Measure(s)  The instrument or process used to measure results | C. Target(s) The level of success expected |
| --- | --- | --- |
| Implement software and technology to improve efficiencies. | Improved efficiencies in processing turnaround time, reduced costs for travel expenses, and potential reduction in personnel. Improved reporting capabilities resulting in better budgeting decisions. | 1. 100% of expenses documented & identified 2. 100% of unit participation |
| Outcome suggestion for above:   * 1. Automate all manual processes that are conducive to automation. |  |  |
| * 1. Improve user satisfaction with Business Service processes | Comment section in service unit satisfaction survey. | Reduction in negative comments regarding response time. |

**PART II:**

**From Part I**

| A. Outcomes(s)  Results expected in this department/program | D. Action Plan Years 5 & 2  Based on analysis of previous assessment, create an action plan and include it here in the row of the outcomes(s) it addresses. | E. Implement Action Plan  Years 1 & 3  Implement the action plan and collect data | F. Data Results Summary  Years 2 & 4  Summarize the data collected | G. Findings  Years 2 & 4  What does data say about outcome? |
| --- | --- | --- | --- | --- |
| 1. Implement software and technology to improve efficiencies. | 2014: Automate all manual processes that are conducive to automation:   * Implement Concur Travel and Expense. * Implement Time Clock Plus   2016: Target remaining manual forms for automated processing through SciQuest including check requests, staff meetings, contract labor, etc. | Implement plan and collect data. | 2013-14: Average manual processing time for travel was 2-3 weeks.  2015: Concur travel processing can be completed within 1 week. | 2015; Automation is improving efficiencies and reduced processing time by 2/3.  Reevaluate remaining processes within Concur to improve processing. |
| Improve user satisfaction with Business Service processes |  | Implement and collect raw data. | 2013-14 Negative comments about response time. | Automating should reduce response time. |
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