

**PET FORM**  
**Planning and Evaluation Tracking**  
**(2012-2013 Assessment Period)**

Division of: [VP of Business Affairs](#)

Person Responsible for this Division: [Terry Berg](#)

Department of: [Business Office](#)

Person Responsible for this Form: [Theresa Rider](#)

Purpose Statement (With Last Updated Date): [To provide efficient financial services and records for the college in accordance with the fiscal policies adopted by the Board of Regents and external regulatory agencies – Updated 9/19/11](#)

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**Goal Statement #1:**

[Connect planning and budgeting \(AC Strategic Plan through 2015: Strategy 4.1\).](#)

**Outcome/Objective Statement #1A**

**(Be sure to include audience, behavior, conditions, degree/benchmark, and evaluation method):**

[After redesigning and communicating new budget instructions, 80% of budget managers will submit budget requests that do not require Business Office follow up as measured by the Budget Managers “Submission Log Summary” \(AC Strategic Plan through 2015: Task 4.1.1\).](#)

- Results (Provide Numbers and Percentages for Quantitative Data)

- **2009-2010 Data:** [Numbers = 127 out of 146 and Percentage = 87%](#)
- **2010-2011 Data:** [Numbers = 103 out of 144 and Percentage = 71%](#)
- **2011-2012 Data:** [Numbers = 83 out of 132 and Percentage = 63%](#)

- Analysis

- Provide Previous Data/Result Analysis  
(Include if benchmark was met and how results relate to outcome statement):  
[Benchmark was not met in 2011-12](#)

- Improvements

- List any Improvements Made in the **2010-2011** (Last Academic) Year Based on the **2009-2010** PET Results:  
[Budget instructions were redesigned and communicated to budget managers.](#)
- Evaluate Why Improvements Were Successful/Were Not Successful:  
[Improved results from 2010-11 to 2011-12 did not happen. Salary issues made up 7.6% of the budgets that required additional data. Other Pool issues made up 12.9% of the budget with issues. Other forms issues made up 16.5% of the items that were either submitted in error or not submitted when required. More emphasis needs to be made in the instruction packet to assist budget officers in submitting correct forms to correct recipients.](#)
- Provide the Budget Information Needed to Make Past Improvements (Cost/Details):  
[There are not budget implications](#)

- Recommendations/Actions for 2012-2013

- Person Responsible (Who will complete the action?):  
Jeanette Nelson, Planning and Advancement, and I.T.S.
- Action Plan:
  - The Instruction Memo in the Budget Packet will be updated to include detailed information on a new form, the Equipment/Hardware/Software Request Form. The Equipment/Hardware/Software Request form will be created by Danita McNally's and Lee Colaw's offices for the FY 14 budget process. It will be designed to combine the Capital Request Form and the Perkins Equipment forms.
  - Other items will be removed to make the Memo shorter and easier to read.
  - There will be a reconciling meeting by Executives to determine priority and funding sources.
- Expected Time Frame Needed to Implement Action Plan (Please provide specific deadline date):  
February-March 2013
- Budget Information Needed for Future Action (Cost/Details): There are no budget implications

### Outcome/Objective Statement #1B

(Be sure to include audience, behavior, conditions, degree/benchmark, and evaluation method):

After receiving directives from the President requiring that reduced budgets be submitted by the Budget Officer for FY12, Budget Officers will submit a reduced budget as measured by comparing the budget request submitted for FY13 to the prior year approved budget (AC Strategic Plan through 2015: Task 4.1.1).

- Results (Provide Numbers and Percentages for Quantitative Data)

- **2010-2011 Data:** Numbers = 98 out of 144 and Percentage = 68%
- **2011-2012 Data:** Numbers = 37 out of 132 and Percentage = 28%

- Analysis

- Provide Previous Data/Result Analysis  
(Include if benchmark was met and how results relate to outcome statement):  
This is an outcome that was set during the 2012-13 budget process at the request of the President so that he could track the number of budget officers who submitted reduced budgets.

- Improvements

- List any Improvements Made in the **2011-2012** (Last Academic) Year Based on the **2010-2011** PET Results:  
This was a goal set in March of 2012 after the President instructed us to track budget officers who submitted a reduced budget.
- Evaluate Why Improvements Were Successful/Were Not Successful:  
Budget officers did not submit as many decreased budgets as year, however, 22.7% did submit budgets that remained the same, with no increase or decrease.
- Provide the Budget Information Needed to Make Past Improvements (Cost/Details):  
There are not budget implications.

- Recommendations/Actions for 2012-2013

- Person Responsible (Who will complete the action?):  
Jeanette Nelson
- Action Plan:  
The President directives for the 2012-13 budget will be measured and compared to year-one results.
- Expected Time Frame Needed to Implement Action Plan (Please provide specific deadline date):  
one year

- Budget Information Needed for Future Action (Cost/Details): none

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## Goal Statement #2:

The Income area will begin the process of Archiving AR Transactions (**AC Strategic Plan through 2015: Strategy 4.6**).

## Outcome/Objective Statement

(Be sure to include audience, behavior, conditions, degree/benchmark, and evaluation method):

Overtime, the system can retain hundreds of thousands of accounts receivable transactions. Some of these records are no longer needed. Archiving records should allow the system to run reports in a shorter time frame. Objective is to reduce the length of time any report takes to run.

- Results (Provide Numbers and Percentages for Quantitative Data)  
(Include if benchmark was met and how results relate to outcome statement):
  - **2010-2011 Data:** AR Invoice –
    - AR Invoices – 10.69%
    - AR Payments – 13.34%
    - AR Accounts – 24%
  - **2011-2012 Data:**
    - No other records have been archived at this point.
- Analysis
- - Provide Previous Data/Result Analysis  
(Include if benchmark was met and how results relate to outcome statement):  
Some strides have been taken to reduce the time needed to run the reports.
- Improvements
  - List any Improvements Made in the **2011-2012** (Last Academic) Year Based on the **2010-2011** PET Results:  
Dedicate more time to archive more records this year.
  - Evaluate Why Improvements Were Successful/Were Not Successful:  
At this point, archiving has not been more successful than last year since no additional records were archived.
  - Provide the Budget Information Needed to Make Past Improvements (Cost/Details):
    - No cost expected for this procedure.
- Recommendations/Actions for 2012-2013
  - Person Responsible (Who will complete the action?):  
Olga Bustos – Income Supervisor will continue to archive records.
  - Action Plan:  
Plan is to allot time for archiving this coming year.
  - Expected Time Frame Needed to Implement Action Plan (Please provide specific deadline date):  
More archiving will be completed as time will be set aside to accomplish this task throughout the year.
  - Budget Information Needed for Future Action (Cost/Details):

No cost expected for this procedure.

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### **Goal Statement #3:**

Commit the college to technology which attracts and retains students and enables effective and efficient college operations by utilizing student assigned email addresses as a vehicle to communicate payment deadlines (**AC Strategic Plan through 2015: Strategy 4.6**).

### **Outcome/Objective Statement**

**(Be sure to include audience, behavior, conditions, degree/benchmark, and evaluation method):**

The delivery of payment deadline messages to students assigned email address via a modified deregulated communication plan will result in a 2% reduction in the number of students who are dropped for non-payment in August 2012 as compared to the number of students who were dropped for non-payment in August 2011 (**AC Strategic Plan through 2015: Task 4.6.1**).

- Results (If Applicable, Provide Numbers and Percentages for Quantitative Data)
  - **2010-2011 Data:**
    - 2011 Fall Numbers = 1551 students out of 7979 were dreg'd = 19.4%
    - 2012 Spring Numbers=834 students out of 9199 were dreg'd = 9.06%
    - 2012 Summer Numbers=783 students out of 3637 were dreg'd = 21.5%
  - **2011-2012 Data:**
    - 2012 Fall Numbers = 1051 students out of 9577 were dreg'd = 10.97%
    - 2013 Spring Numbers = TBD
    - 2013 Summer Numbers = TBD
- Analysis
  - Provide Previous Data/Result Analysis  
(Include if benchmark was met and how results relate to outcome statement):
    - Provide students with the ability to receive the same information for payment deadlines with the use of emails instead of paper invoices.
- Improvements
  - List any Improvements Made in the **2011-2012** (Last Academic) Year:
    - Improvements that were made to this new procedure were that emails were sent to both the student's AC email as well as their personal email if it was available in our system.
  - Evaluate Why Improvements Were Successful/Were Not Successful:
    - This seemed to be very successful as we dreg'd a lower percentage of students compared to the percentage from prior year. With the use of emails instead of paper invoices, the number of dreg'd students was expected to be slightly higher than the prior year but they were not.
  - What Budget Implications Were Involved with this Improvement? (Please Provide Cost Estimate/Details):

- The cost savings of this new procedure was the time involved with printing the invoices, folding the invoices, placing the invoices into envelopes, counting and getting all the invoices to the mail room. The cost of the paper, envelopes as well as postage was saved. Postage alone was a huge savings with this new procedure.

- **Recommendations/Actions for 2012-2013**

- Person Responsible (Who will complete the action?):
  - Olga Bustos – Income Supervisor
- Action Plan:
  - Continue to send emails with payment deadlines to student email address that are provided to us. An investigation will be made to add text messaging to students in the future.
- Expected Time Frame Needed to Implement Action Plan (Please provide specific deadline date):
  - A few weeks prior to the payment deadline, a notice will be sent to College Relations to remind them about the emails that need to be sent with the wording that will be used on the email.
- What Budget Implications Are Involved with this Action? (Please Provide Cost Estimate/Details):
  - Savings on invoices, envelopes, postage and time will be a major savings to the college with this new procedure.

#### **Goal Statement #4:**

The Sponsor Billing area will begin the process of Archiving Sponsors. (AC Strategic Plan through 2015: Strategy 4.6 and No Excuses Plan - Goal IV; Poverty)

#### **Outcome/Objective Statement**

**(Be sure to include audience, behavior, conditions, degree/benchmark, and evaluation method):**

The Sponsors have not been archived, except for a few in a testing environment. This leads to slower processing of any student records which are added to a sponsorship for payment. There are currently 1167 Sponsors in the system, each with potentially hundreds of sponsorships within the sponsor. We plan to archive the sponsorships of at least 50 sponsors during the next year. The objective of archiving is to free up the Colleague system allowing it to operate more efficiently for all AC staff and students.

- **Results (If Applicable, Provide Numbers and Percentages for Quantitative Data)**

- **2010-2011 Data:** N/A- new goal
- **2011-2012 Data:** N/A- new goal

- **Analysis**

Provide Previous Data/Result Analysis

(Include if benchmark was met and how results relate to outcome statement):

N/A

- **Improvements**

- List any Improvements Made in the **2011-2012** (Last Academic) Year:

- N/A- new goal
  - Evaluate Why Improvements Were Successful/Were Not Successful:
    - N/A- new goal
  - What Budget Implications Were Involved with this Improvement? (Please Provide Cost Estimate/Details):
    - N/A- new goal
- **Recommendations/Actions for 2012-2013**
- Person Responsible (Who will complete the action?):
    - Brenda Andrews-Billing Specialist
    - Helen Wright-Billing Specialist
  - Action Plan: Archive as many sponsors as time allows.
  - Expected Time Frame Needed to Implement Action Plan (Please provide specific deadline date):  
This procedure would be continuous since the sponsorship cannot be archived until after 3 years of inactivity.
  - What Budget Implications Are Involved with this Action? (Please Provide Cost Estimate/Details):  
No additional cost expected to AC as we will incorporate this into our duties.
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### **Goal Statement #5:**

To receive and provide accurate and timely information.

### **Outcome/Objective Statement #5A**

**(Be sure to include audience, behavior, conditions, degree/benchmark, and evaluation method):**

After communicating accounting department timelines for submission of internal & external reports, the Institutional Research Department employees will complete information requested and return the data to the Accounting Dept. by the established timeline 75% of the time as documented in Accounting Department log maintained during the fiscal year.

### **Results:**

2009-2010 – 0% - 0 of 3 requests

2010-2011 – 0 of 3 requests for information received on time. Other three requests were received 1 to 3 days late, but MUCH better than previous years.

### **Use of Results (including improvements and revisions):**

Analysis: 2009-2010 Analysis: This is a 33% decrease over last year. The statistics files were a day late and counted as received on time. The communication between the Accounting Dept. and IR seems to have broken down completely. Reminders of deadlines and requests were ignored or discounted. After repeated efforts for information, it was received almost 1 month late.

Plan of Action: 2010-2011 – Continue to monitor and keep tracking information to see if there is any improvement to reach the 75% goal.

2011-2012 – The decision was made by the President's Cabinet during the past fiscal year to discontinue doing the Cost Study Report. This report was used primarily for internal purposes and most of the information requests were for this report. This Goal Statement is complete.

Recommendation/Action for 2012-13: Include Danita in initial planning and continue to send status emails weekly of approaching deadlines. Table 7b was 1 week late, Initial Report was 1 day late and final report was also 1 day late.

### **Outcome/Objective Statement #5B**

**(Be sure to include audience, behavior, conditions, degree/benchmark, and evaluation method):**

After training and/or reading procedures, AC employees will follow directions and complete forms (student referrals and/or fixed asset disposal or transfer forms) accurately and completely 95% of the time as shown by log maintained by Accounting Dept. staff during the fiscal year.

### **Results:**

2009-2010 – 96.9% N= 418 of 431

2010-2011: Fixed Assets forms:

Computer Forms: N=78 of 80 or 97% correct

Disposal Forms: N= 99 of 101 or 98% correct

Transfer Forms: N=165 of 169 or 97% correct

Student Referrals: N=250 of 266 or 93 % were correct. Many other issues were not documented because if something was missing, I would usually pick up the phone and call rather than send the form back.

2011-2012: Fixed Assets forms:

Computer Forms: N=71 of 78 or 91% correct

Disposal Forms: N= 113 of 118 or 95% correct

Transfer Forms: N=114 of 121 or 94% correct

Student Referrals are now being processed by Grant Accounting.

### **Use of Results (including improvements and revisions):**

Analysis: 2009-2010: 96.9% of all student referrals received were complete and accurate. However, of those that were incomplete or inaccurate, after communication with originating department, issues were resolved.

Analysis:

2010-2011: Fixed Asset Issues were resolved to our satisfaction

2011-2012: Fixed Asset Issues have been consistently resolved to our satisfaction

### **Plan of Action:**

2010-2011 – Continue to track for one more year to make sure everything is consistent.

2011-2012: Goal complete.

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### **Goal Statement #6:**

The Mailroom will track returns on first class and bulk mailings.

## Outcome/Objective Statement

(Be sure to include audience, behavior, conditions, degree/benchmark, and evaluation method):

Relocating the SmartMailer program to the mailroom will result in a 10% return rate on bulk mailings as measured by the log which will track outgoing mailings as well as returns maintained by the Mailroom Supervisor.

- Results:  
**2011-2012 Data:** Numbers = 632 returns on 39,291 mailings for a 1.61% return for 11 months of FY 2012.
- Analysis: This is less than the 10% rate as mentioned in the Outcome/Objective Statement. Will still need to watch for usage of meeting the USPS regulations and usage of the Smart Mailer program.
- Improvements  
To encourage departments to use SmartMailer in the Postal classes held each semester and to find ways to communicate to departments the USPS regulations which best suits each mailing.
- Recommendations/Actions for 2012-2013: The Mailroom Supervisor will continue to monitor this and to encourage more departments to call the mailroom when having questions about using the SmartMailer program and meeting USPS regulations for their situation.
  - Person Responsible : Mailroom Supervisor
  - Action Plan: To track the returned mail for usage of SmartMailer program and USPS rules
  - Expected Time Frame Needed to Implement Action Plan: Track at the beginning of each semester for a period of 2 months.
  - Budget Information Needed for Future Action (Cost/Details):

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## Goal Statement #7: Improve transfer/disposal processes.

### Outcome/Objective Statement 7A

(Be sure to include audience, behavior, conditions, degree/benchmark, and evaluation method):

Increase accuracy and decrease the amount of time used to dispose of assets from the receipt of initial paperwork, to the time the assets are disposed in Colleague to a 60 day cycle. Fixed Asset Staff will work with IT to develop a process to use the bar coder to dispose of assets in Fixed Asset System.

- Results: New Goal 2012-13
- Analysis: New Goal 2012-13
- Improvements: New Goal 2012-13
- Recommendations/Actions for 2012-2013
  - Person Responsible : Carol Bevel
  - Action Plan: Meet with IT to discuss the steps needed to implement this plan and then follow those steps.
  - Expected Time Frame Needed to Implement Action Plan: Within the next six months begin the process, and be using it within the next year.
  - Budget Information Needed for Future Action (Cost/Details): Unknown at this time --New Goal for 2012-13



### **Outcome/Objective Statement #7B**

**(Be sure to include audience, behavior, conditions, degree/benchmark, and evaluation method):**

Increase accuracy and decrease the amount of time used to dispose of assets from the receipt of initial paperwork, to the time the assets are disposed in Colleague to a 60 day cycle. Work with IT and Physical Plant to implement the use of Image Now to process transfer and disposal paperwork.

- Results: [New Goal 2012-13](#)
  - Analysis [New Goal 2012-13](#)
  - Improvements [New Goal 2012-13](#)
  - Recommendations/Actions for 2012-2013
    - Person Responsible : [Carol Bevel](#)
    - Action Plan: [Finish working out the bugs with the barcode inventory process and then meet with IT to establish the criteria needed for the program to work with the Disposal process.](#)
    - Expected Time Frame Needed to Implement Action Plan: [Within the next six months begin the process, and be using it within the next year.](#)
    - Budget Information Needed for Future Action (Cost/Details):[Unknown--New Goal for 2012-13](#)
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**Goal Statement #8:** [Continuously improve business processes in the Grants Accounting Office.](#)

### **Outcome/Objective Statement #8A**

**(Be sure to include audience, behavior, conditions, degree/benchmark, and evaluation method):**

[After following the THECB AFR requirements, all accountants will prepare AFR schedules correctly and accurately 100% of the time and obtain an external audit with no material exceptions.](#)

- Results (Provide Numbers and Percentages for Quantitative Data)
  - [There were no direct material exceptions from the Grant Accounting Office in the 2010-2011 Audit. There were two findings in which the Grant Accounting Office was indirectly a part of.](#)
  - [To be determined. Currently there are no material exceptions from Grant Accounting; however, single audit \(audit of the grants\) is not complete for 2011-2012.](#)
- Analysis
  - [Continue to refine processes and procedures to ensure that there are no findings attributed to the Grant Accounting Office.](#)
- Improvements
  - [Balance Amarillo College books with Granting Agency records before the College books are closed.](#)
  - [The budget impact comes in not having to refund funds back to the granting agency for material exceptions and in the benefit from the grant funds received.](#)
- Recommendations/Actions for 2012-2013
  - [Terry Berg/Britt Sosebee](#)
  - [Develop a spread sheet showing the balancing between the Granting Agencies and Amarillo College.](#)
  - [Immediate - continuing](#)
  - [No new budget funds are needed.](#)

## **Outcome/Objective Statement #8B**

**(Be sure to include audience, behavior, conditions, degree/benchmark, and evaluation method):**

Decrease the number of letters with questions/discrepancies from Grantor Agencies concerning the Audit.

Reduce the number of letters from Granting Agencies to one or two a year.

- Results (Provide Numbers and Percentages for Quantitative Data)
  - In the 2009-2010 year there were six letters received from Granting Agencies covering the 2008-2009 year that was audited.
  - In the 2010-2011 year there were two letters received from Granting Agencies covering the 2009-2010 year that was audited.
  - In the 2011-2012 year there were three letters received from Granting Agencies covering the 2010-2011 year that was audited.
- Analysis
  - Continue to refine processes and procedures to ensure that there are no findings attributed to the Grant Accounting Office.
- Improvements
  - Balance Amarillo College books with Granting Agency records before the College books are closed.
  - The budget impact comes in not having to refund funds back to the granting agency for material exceptions and in the benefit from the grant funds received.
- Recommendations/Actions for 2012-2013
  - Terry Berg/Britt Sosebee
  - Develop a spread sheet showing the balancing between the Granting Agencies and Amarillo College.  
Immediate – continuing
  - No new budget funds are needed