

## Non-Instructional Annual Review Financial and Admin Svcs- Business Office

This document addresses the following SACSCOC requirements: CR 2.5, CS 3.3.1, and CS 3.5.1, CR 3.9.2, CR 3.13.3, and FR 4.5

### Purpose

Amarillo College non-instructional area's consistently review data and strive for improvement. The purpose of this review is to demonstrate how AC non-instructional areas support AC's mission by "...enriching the lives of our students and our community."

On an annual basis, the Program Review process will capture a holistic snapshot of strengths, weaknesses, and improvement plans based on institutional data and assessment information.

The information collected on this form will also serve to help your division complete the information required by SACSCOC for Amarillo College's continued reaffirmation efforts.

**Response Length Suggestion: Most responses should be 2-3 sentences. If available, you may also provide a link to other documentation that answers each question.**

### I: Identification

**1. Department Title:**

Business Office

**2. Department Purpose Statement:**

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.

**3. Department Review Year (i.e. Most Recent Academic Year)**

2013-2014

**4. Date of Submission:**

7/3/14

**5. Lead Person Responsible for this Department Review:**

Name: Sara Long  
Title: Business Office Manager  
E-mail: sglong@actx.edu  
Phone Number: (806) 371-5009

**6. Additional Individuals (Name and Title) Responsible for Completing this Department Review:**

Olga Bustos - Income Supervisor; Michael Sugden - Disbursements Supervisor

**II: Existing Data (Not Survey, Focus Groups, and/or Interviews)**

AC staff/administrators collect and evaluate data related to people served.

1. What significant AC, state, federal, or other reports do you complete on an annual basis and/or what significant quantitative data do you collect or review on an annual basis? (Please provide links to data/report information or a succinct summary of your data findings.)

List of Sara's reports:  
 Non-tax collected Revenue Survey  
 Integrated Fiscal Reporting System  
 Reconciliation of Integrated Fiscal Systems  
 Audit Report  
 Risk Assessments  
 Federal Tax Form 1096

2. Based on the past year's data (referenced in Question #1), please evaluate your data and/or department. (Place an 'X' in each text box that corresponds to your evaluation. You may delete or add rows.)

Data Reported/Collected (Include Most Important Data)	Needs Improvement	Meets Standards	Exceeds Standards
1. List of Sara's reports: Non-tax collected Revenue Survey Integrated Fiscal Reporting System Reconciliation of Integrated Fiscal System Audit Report Risk Assessments		x	
2. Federal Tax Forms 1096	x		

3. (If applicable) If any area "Needs Improvement," please explain why (i.e. Analysis).

2. State rules conflict with IRS rules

4. (If applicable) Based on the data above, what changes do you recommend (i.e. Action Plan)?

2. Plan is in place to address the federal tax form issue of 1098Ts and get social security numbers from students.

**III: Existing Data (Based on Surveys, Focus Groups, and Interviews)**

**This Section Is Not Required for 13-14 Pilot Review**

In this section, provide examples of ways you used survey data or qualitative research (interviews, focus groups, etc.) to make decisions.

**PART A:**

1. Over the past year, did your area collect and/or review any survey data or qualitative (focus group, interview, etc.) information?

(Place an 'X' in the text box that corresponds to your response.)

Yes (If Yes, Proceed to PART A, Question #2)	No (If No, Proceed to PART B)

2. Summarize the most important information that was collected and/or reviewed and the results.

3. (If applicable) Based on the data above, what changes do you recommend (i.e. Action Plan)?

**PART B:**

Additional Comments Related to Surveys and Qualitative Research (Not Required):

#### IV: Institutional Initiatives

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##### PART A –No Excuses:

Each department is expected to support student success initiatives.

1. List 1 or more ways your department most focuses on any of the No Excuses goals/initiatives.

Persistence from term-to-term and year-to-year

2. Are there any changes your department has made over this past year to remove barriers to students and further the No Excuses goals OR to move the needle toward fulfillment of the No Excuses goals?

- If so, please explain.
- If not, but you plan to make changes that aid students success, please provide a few sentences explaining how you can better support No Excuses.

Business Office has acquired a new payment method (SQUARE) for clubs and organizations to use for fundraisers. This is the SQUARE that allows participants to use debit/credit cards.

##### PART B –Institutional Outcomes:

Each department is expected to provide quality student, customer, and/or client services.

1. For this review year, what is/were your department's most important goals (i.e. broad things you would like to accomplish)?

Address issue with 1098T tax forms to avoid another \$35,700.00 fine from IRS.

2. For this review year, what is/were your department's most important outcome/s that can be specifically measured and help you achieve your goals? Provide examples of 1-3 outcomes. (An outcome provides observable evidence that your student's or client's knowledge, skill, ability, attitude, or behavior has changed as a result of your efforts.)

We will send letters to students to get them to give us their social security numbers. We hope that we get 60% of the students to give us the correct information. We evaluate by tracing their information in their accounts receivable accounts in colleague.

3. How does your department assess the above outcome/s? What were the results of your outcome assessment? What do your results tell you?

Business Office has identified and corrected 37% (131 students) to be in compliant with IRS requirements as identified by the IRS. We are not satisfied with these results. We will start contacting the students at the end of each semester.

4. What change/s has your department made in the past year or do you plan to make based on your assessment of any outcome?

Amarillo college will contact an additional 14% (49 students) to provide correct or missing information. This lets more students get a tax credit when filing their tax returns.

**PART C –Strategic Planning:**

Each department is expected to support AC’s Strategic Planning initiatives.

- 1. Identify at least one strategy or task from the Strategic Plan your area currently addresses/evaluates.**

4.6- Commit the College to technology which attracts and retains students and enables effective and efficient College operations.

- 2. (If applicable) What additional item/s should AC’s Strategic Plan address?**

Managing financial risks effectively.  
Institute consistent business practices and services to minimize the risk of non-compliance.

**PART D – Core Objectives (CR 2.10):**

SACSOC guidelines require non-instructional areas to provide student support programs, services, and activities that are consistent with its mission and that promote student learning and enhance the development of its students.

At Amarillo College, a component of student learning is found present in the existence of AC’s General Education Competencies. Due to recent mandate changes set forth by the Texas Higher Education Coordinating Board (THECB), AC has adopted the following General Education Competencies: Communication Skills, Critical Thinking Skills, Empirical and Quantitative Skills, Teamwork, Social Responsibility, and Personal Responsibility.

Although these competencies obviously relate to academia, many non-instructional areas also support some or all of these objectives.

Some Examples of Ways Non-Instructional Areas Can Support Student Learning:

Personal Responsibility: Any service that provides materials/information related to financial literacy, life planning, etc. to students could relate to personal responsibility. Also any measure of student personal responsibility (e.g. percent of students not dropped for non-pay, percent of students who pay their rent to AC housing on time, etc.) relates to this topic.

Social Responsibility: If students are able to serve or learn about ways to serve their community or world, this could relate to social responsibility.

Communication, Critical Thinking, and Empirical and Quantitative Skills: If a department teaches a skill/topic within the classroom or through a published document geared toward students, this skill/topic could relate to communication, critical thinking, or any of the other objectives—depending on the skill/topic being taught.

Teamwork: Any student organization/framework where students must work successfully within a group could equate to teamwork.

- 1. Does your area work (in-person, through publications, or through some other means) with students to learn/accomplish any of the following objectives?**

Objective	Yes (If Yes to Any Area, Respond and Proceed to Part D, Question #2)	No (If No to All Areas, Proceed to Part D, Question #3)
Communication Skills		No
Critical Thinking Skills		No
Empirical & Quantitative Skills		No
Teamwork		No
Personal Responsibility	Yes	
Social Responsibility		No
Note: May Insert other Objective/s		

- For each objective that received a “Yes” response, provide a bulleted list identifying how your department addresses each particular objective with AC students, any assessments related to your objective (if applicable), and any results related to your assessment (if applicable).

➤ Assessments can be indirect (e.g. surveys, focus groups, etc.) or [direct](#).

Explanation of what the student’s responsibility will be when they sign up for payment plan and/or sponsorships.

- Please indicate (place an X in the corresponding box/es) the mode of delivery by which you offer any support programs, services, and activities, to students.

In Person	Web	Phone	E-mail	Live Chat
X	X	X	X	

- Do you have plans to expand your learning objectives and/or modes of delivery? If so, how do you plan to expand these objectives/delivery modes? If not, why not?

Modes we have are adequate.

**V: Policies and Procedures**

**This Section Is Not Required for 13-14 Pilot Review**

Amarillo College’s non-instructional areas consistently have procedures in place that promote student confidentiality, staff efficiency, student success, and accountability.

Each non-instructional area will respond to the Core 5 (first 5) “Policies and Procedures” questions if they are pertinent to their area. If a department has additional questions they would like to include for accountability or some other purpose, they will also include those questions on this section of the form.

- Please explain how your area supports the security, confidentiality, and integrity of student records and maintains special security measures to protect and back up data (CR 3.9.2)

- How do you ensure that all of your employees are aware of student complaint procedures and that the procedures are handled in a way that is in accordance with the institutional policy of complaint procedures being reasonable, fairly administered, and well-publicized (CR 3.13.3)?

3. Has your area made any departmental changes based on student complaints? If so, what changes did you make (FR 4.5)?

4. Have you addressed any local, state, audit, or federal compliance issues that have caused you to make an adjustment to your department and/or a policy change? If so, please explain.

5. Have you made any changes to your department's policy or procedures over the past year that are otherwise not addressed in this review? If so, please explain.

**VI: Conclusions**

1. What is the biggest issue/obstacle that your department currently faces?  
Please explain the issue, point to evidence supporting why your issue is important (addressed in this document or elsewhere), explain how you would like to fix the issue, and explain any budgetary constraints.

1098T tax forms – fines were substantial from the IRS. We would like for students to be required to provide their social security numbers before they register for class.

2. Additional Comments Pertinent to this Annual Review Evaluation (Not Required):