

# **FINANCE AND ADMINISTRATIVE SERVICES**

## **Planning and Evaluation Tracking**

**2005 – 2006:**

Accounting Office  
Bookstores  
Business Office  
Dean of Finance and Administrative Services  
Human Resources / Payroll  
Investment Management  
Physical Plant  
Police  
Property Management  
Purchasing



## Planning and Evaluation Tracking

College Year: 2005-2006

Division of: Business Affairs

Person Responsible: Terry Berg

Department of: Accounting Office

Person Responsible: Theresa Rider &  
Britt Sosebee

**Purpose Statement:** Responsible for financial records of the College in accordance with the fiscal policies adopted by the Board of Regents and external regulatory agencies.

| Goal Statements                            | Objectives/Outcomes<br>(including assessment tools and standards)  | Results       | Use of Results<br>(including improvements and revisions) |
|--|--|---------------|--|
| 1. Receive Accurate and Timely Information | 1. 1 After communicating accounting department timelines for submission of data, AC employees will complete information requested and return to Accounting Dept. 100% of the time as documented in Accounting Department Log | 1. 1 New Goal | 1.1  |
|  | 1. 2 After training and/or reading procedures, AC Employees will follow directions and fill out forms accurately and completely 100% of the time as evidenced by log maintained by Accounting Department Staff               | 1.2 New Goal  | 1-2.   |
|  | 1. 3 After establishing new procedures for getting incident reports turned in to business office insurance   | 1.3 New Goal  | 1-3.   |

Accountant, the Police Dept will supply incident reports within 3-5 days of the incident 100% of the time as evidenced by a log maintained by AC Business office

2.External Audit has no material exceptions

2. After following all THECB AFR requirements all Accountants will prepare AFR schedules correctly and accurately 100% of the time and obtain and external audit with no material exceptions

2.Goal accomplished-no material weaknesses identified in 2005 for financial statements

Goal accomplished-no findings on the financial side of the single audit

2.Continue as is

3.Close books in a timely manner

3.1 Close books on a monthly basis by 6<sup>th</sup> working day 100% of the time

3.1 Goal was achieved 100% of the time as evidenced by month end close dates

3.1. Continue as is

3.2 Close Year-end books by November 10th

3.2 Goal met-year end close was completed on November 8th

3-2. Adhere to strict year end close in 2006 and work toward completing one week earlier in 2006. Procedures are being established with the approval of the external auditors to streamline the year end payroll accrual so audit work papers can be started a week earlier next year.

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| 4. Provide accurate financial information in a timely manner  | <p>4.1 Provide accurate and helpful information to AC employees as measured in the Customer Satisfaction Survey-Goal of 4.0</p> <p>4.2 After providing Colleague Budget Training, Budget Officers and/or their Assistants will indicate a satisfaction score of 4 or above on session evaluation</p> | <p>4.1 Achieved goal-Account department rating was 4.125</p> <p>4-2 2 classes in the Spring Satisfaction Rating 4.5<br/>1 class in Fall-Satisfaction rating 4.5</p> | <p>4.1. Continue as is</p> <p>4-2. Continue as is and provide one on one training as necessary</p> |
| 5. The grants accounting office will be involved in the grant application process, before submission of any grant application | 5. After securing the help of the grants clearinghouse office, anyone wanting to submit a grant proposal will furnish grant budgets to the grants accounting office, for all proposals as evidenced by the clearinghouse log.  | 5.  | 5.   |
| 6. The grants accounting office will oversee the reporting of time worked by grant paid employees.                            | 6. After receiving Time & Effort Reports, all grant paid employees will submit timely, accurate reports to the grants accounting office 100% of the time as evidenced by the Time & Effort Report log.   | 6.  | 6.   |

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revised 8/1/05



## Planning and Evaluation Tracking

College Year: 2005-2006

Division of: Administrative Services

Person Responsible: James Elliott

Department of: AC Bookstores

Person Responsible: Dennis Leslie

**Purpose Statement:** To provide a customer service oriented and profitable bookstore for students, faculty and staff.

| Goal Statements   | Objectives/Outcomes<br>(including assessment tools and standards)   | Results | Use of Results<br>(including improvements and revisions) |
|---|---|---------|--|
| 1.To replace our current POS & textbook management system with a more user friendly, efficient and up to date system. | 1. Bookstore leadership and POS committee will obtain proposals from vendors, view demonstrations, and make a recommendation to the Board of Regents, with a view to completing training and installation by Aug. 1, 2006 in time for the 2006 Fall Semester.   | 1.      | 1.   |
| 2.To provide quality customer service by knowledgeable and efficient cashiers.  | 2.After being trained by an experienced cashier or supervisor, a bookstore cashier will understand POS policies and be able to perform a list of POS procedures in compliance with the POS Manual. This will be demonstrated by successfully completing a written and hands on, policy and skills test. | 2.      | 2.   |

3.To have effective communication between the bookstores, administrators, faculty and staff regarding changes in enrollment.

3.After sending a series of reminder e-mails, including directions for reporting changes, Department Chairs and Program directors will communicate 100%of the changes in enrollment in a timely manner, as documented by the log of responses.

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revised 8/1/05





## Planning and Evaluation Tracking

College Year: 2005-2006

Division of: Business Affairs  
Department of: Business Office

Person Responsible: Terry Berg  
Person Responsible: Sara Long

### Purpose Statement:

| Goal Statements  | Objectives/Outcomes<br>(including assessment tools and standards)   | Results  | Use of Results<br>(including improvements and revisions)   |
|--|---|--|--|
| 1.Receiving appropriate paperwork for billing in a timely manner.  | 1. After training on authorizations procedures, departments assistants not in compliance will turn in completed authorizations before classes begin, 100% of the time as evidence by the query.   | 1. New Goal  | 1.   |
| 2.To completely and thoroughly test any new releases or updates in Income or Accounts Receivable from Datatel before installing in the live account. | 2.Before loading any new releases or updates into the live account, IST staff notifies Income/Accounts receivable staff. Staff will test these releases in test account for issues or new problems that may arise and effect accounts before installing into the live account. After testing and installing, staff will be aware of any problems and issues and how to correct or handle the issue. | 2.Goal achieved after each release or update and will continue to be on going. | 2.Documentation is made in order to achieve procedural changes that may arise from new releases or updates that effect accounts receivable/income. |

3.Educating users on completion of proper forms and procedures in accounts payable.

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3.Accounts Payable staff will hold training sessions for all AC employees to increase knowledge of accurate completion of accounts payable forms and procedures for 100% compliance to be monitored by Accounts Payable supervisor.

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3.New Goal

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revised 8/1/05



## Planning and Evaluation Tracking

College Year: 2005/2006

Division of: Business Affairs

Person Responsible: Terry Berg

Department of: Dean of Fin. & Admin. Ser.

Person Responsible: Terry Berg

**Purpose Statement:** Manage, oversee, and monitor the financial activities of the College. Advise the President and Cabinet regarding these affairs and take responsibility for the day to day fiscal operations of the College.

| Goal Statements   | Objectives/Outcomes<br>(including assessment tools and standards)  | Results   | Use of Results<br>(including improvements and revisions)  |
|---|--|---|---|
| 1.<br>The College will maintain reserves adequate to assure financial stability | 1.a<br>The undesignated, unrestricted fund balance will equal or exceed 10% of the succeeding year's unrestricted education, general, and auxiliary budget | 1.a<br>1998 - \$6,380,236/\$32,030,384 = 20%<br>1999 - \$9,244,717/\$35,563,252 = 26%<br>2000 - \$7,840,593/\$39,199,097 = 20%<br>2001 - \$8,636,613/\$41,457,904 = 20%<br>2002 - \$9,608,332/\$42,085,352 = 23%<br>2003 - \$5,635,014/\$42,094,400 = 13%<br>2004 - \$5,250,881/\$44,429,856 = 12%<br>2005 - \$5,420,883/\$45,715,199 = 12% | 1.a<br>Beginning in FY2003, reserves were transferred from undesignated to facility & insurance reserves, also decrease in state funding caused deficit spending in 2003.<br>Budget preparation for the 2004 and 2005 fiscal years reflects the impact of state funding decrease while student enrollment increased.<br>Shifting expenses from institutional budget to existing or new grants and contracts is a potential way of supplementing income. |
|   | 1.b<br>The fund balance designated for Facilities will be \$1,500,000 at the end of the fiscal year.   | 1.b<br>1998 - \$1,620,000<br>1999 - \$1,620,000<br>2000 - \$1,620,000<br>2001 - \$1,373,202<br>2002 - \$1,138,357<br>2003 - \$3,936,761   | 1.b<br>Beginning with 2003 reserves were moved from undesignated to facility to reflect EC facility reserves.   |

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|---|---|--|---|
|   |   | 2004 - \$4,002,035<br>2005 - \$4,258,038   |   |
|   | 1.c<br>The undesignated fund balance, which includes balances designated by the board, will equal or exceed 20% of the succeeding year's unrestricted education and general budget. | 1.c<br>1998 -<br>\$11,244,525/\$32,030,384 =<br>35%<br>1999 -<br>\$15,262,842/\$31,646,002 =<br>48%<br>2000 -<br>\$11,793,540/\$34,664,057 =<br>34%<br>2001 -<br>\$11,045,530/\$36,509,704 =<br>30%<br>2002 -<br>\$10,451,503/\$36,801,894 =<br>28%<br>2003 - \$9,629,379/\$36,710,555<br>= 26%<br>2004 - \$9,728,655/\$39,366,501<br>= 25%<br>2005 - 10,160,108/\$39,708,840<br>= 26% | 1.c<br>With 2003, fund balance decrease is due to lower state funding in the latter part of the year resulting in deficit spending. The steady decline in fund balance is due to funding of A&I projects from reserves. With the 2005 budget, A&I projects are funded from operating revenue. |
| 2.<br>The budgetary development and analysis process will involve all areas of the College. | 2.a<br>All departments will prepare their own budget requests.  | 2.a<br>1998 – done<br>1999 – done<br>2000 – done<br>2001 – done<br>2002 – done<br>2003 – done<br>2004 – done<br>2005 – done<br>2006 -- done  | 2.a<br>The budget process starts with the individual departments and is rolled up to division, Cabinet, and then to the College level.  |
|   | 2.b<br>Any changes in a departments   | 2.b  | 2.b   |

requested budget will be  
with the full knowledge of  
the department and division  
after review and discussion  
by the Cabinet, with input  
from the department.

1998 – done  
1999 – done  
2000 – done  
2001 – done  
2002 – done  
2003 – done  
2004 – done  
2005 – done  
2006 -- done

3. The preparation of the  
financial audit and the  
College budget will be within  
the time frames established  
by law and THECB

3.a  
The financial audit report will  
be prepared and accepted  
by the Board of Regents by  
January 1 following the end  
of the fiscal year.

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1998 – done  
1999 – done  
2000 – done  
2001 – done  
2002 – done  
2003 – done  
2004 – done  
2005 – done  
2006 -- done

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3.b  
The operating budget of the  
College will be prepared  
and sent to the proper  
authorities by November 30  
following the  
commencement of the  
budget fiscal year.

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1998 – done  
1999 – done  
2000 – done  
2001 – done  
2002 – done  
2003 – done  
2004 – done  
2005 – done  
2006 -- done

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revised 7/31/06



## Planning and Evaluation Tracking

College Year: 2005-2006

Division of: **Business Affairs**

Department of: **Human Resources/Payroll**

Person Responsible: **Terry Berg**

Person Responsible: **Lynn Thornton**

**Purpose Statement:** To assure the College provides human resource and payroll services to all employees including benefits and explanation of responsibilities, benefits, privileges and rights of employment and assure that the college is in compliance with all state and federal employment laws.

| Goal Statements   | Objectives/Outcomes<br>(including assessment tools and standards)  | Results  | Use of Results<br>(including improvements and revisions)   |
|---|--|--|--|
| 1. Receive appropriate paperwork from departments on time and completed accurately. | 1. Currently more than half (by estimate/3-month study is in progress to determine a more exact number) of all paperwork submitted to HR/Payroll by college departments contains at least one error. | 1. Reduce errors by 50%, resulting in a 75% accuracy rate. The outcome will be measured by maintaining a log of paperwork submitted. | 1. When the 3-month study is completed we will analyze results to determine the greatest problem areas. Possible solutions include revising forms to make them more user friendly, provide checklists for supervisors to use in completing forms, and establishing training in areas identified as being most error prone. |



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| 2. Assure that HR/Payroll is performing all functions to the expectations of internal and external customers providing easy to access and use services. | 2. Streamline processes to facilitate customer service. Where feasible complete processing electronically and eliminate the use of as many paper forms as possible.  | 2. Evaluate all HR/Payroll processes and forms. Convert as many as possible to electronic format.                         | 2. Make the HR/Payroll function more streamlined and easy to use through use of electronic capabilities.  |
| 3. Lessen the HR/Payroll department dependency on paper files.  | 3. Use the recently authorized document imaging and management software to eliminate storage of paper files. Initially using electronic documents for new files and, over time, converting existing files. | 3. On or before January 1, 2008 eliminate the need for most (if not all) filing cabinets for HR/Payroll employee records. | 3. Electronic document storage will facilitate research and retrieval of employee information allowing HR/Payroll to provide better, more timely service.   |
| 4. Meet deadlines for external reports of employment information.   | 4. All reports will be submitted to external agencies by established deadlines. HR/Payroll staff is currently completing and filing many reports and surveys electronically.                               | 4. Achieved at 100%. All reports have been submitted on or before established deadlines.                                  | 4. Many external agencies have changed to online submission. HR/Payroll must access databases to submit electronically. HR/Payroll staff will continue to receive training as needed to make these changes. |



## Planning and Evaluation Tracking

College Year: 2005-2006

Division of: Business Affairs

Person Responsible: Terry Berg

Department of: Director of Investment  
Management

Person Responsible: Lola Hornstra

**Purpose Statement:** Provide efficient cash and investment management and reporting of College and A C Foundation monies. Provide professional and efficient mail service.

| Goal Statements   | Objectives/Outcomes<br>(including assessment tools and standards)  | Results    | Use of Results<br>(including improvements and revisions) |
|---|--|------------|--|
| 1.Stafford Loan transactions should be reconciled monthly . | 1. After a series of meetings between Financial Aid personnel and accountant, identify irreconcilable items 100% of the time as identified by the reconciliation spreadsheet.                            | 1.New goal | 1.   |
| 2.Mail is delivered to authorized personnel.                | 2.After sending an email of mail retrieval requirements, mail box holders will identify authorized personnel to pick up mail without a mail box key, 100% of the time as documented on the incident log. | 2.New goal | 2.Eliminate unauthorized personnel from picking up mail. |

3.Be able to identify corpus of the endowed A C Foundation accounts.

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3.After reconciling master activity spreadsheet to the General Ledger, corpus of endowed accounts will be moved to a new object code to track activity and report corpus of accounts.

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3.New goal

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3.Better reporting to AC Foundation Board, donors and auditors.

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revised 8/1/05

# Amarillo College

Division of: Business Affairs

Person Responsible: Terry Berg

Department of: Physical Plant

Person Responsible: Bruce Cotgreave

## Planning and Evaluation Tracking 2005 - 2006

**Purpose Statement:** To provide a pleasant and safe learning and working environment for students, faculty, staff and community. Provide services to ensure that facilities, grounds and equipment are functional, clean, comfortable, accessible and well maintained.

| Goal Statements  | Assessment Tools/Standards   | Results  | Use of Results/Revisions   |
|--|--|--|--|
| 1. After an increased awareness campaign, the President's Cabinet and the Board of Regents will provide the resources needed to complete the Facilities Master Plan by majority voting in favor of adequate funding. | Information presented to Cabinet Members and Board of Regents through documentation of needs identified in the Facilities Master Plan. | Approved budget to fund projects identified in the Facilities Master Plan. | Application of budget funding to project needs identified in the Facilities Master Plan. |



## Planning and Evaluation Tracking

College Year: 2005-2006

Division of: Finance & Admin Services

Person Responsible: James Elliott

Department of: Admin Serv/Police

Person Responsible: Mike Duval

**Purpose Statement:** To provide a safe and secure environment that is customer service oriented for students, faculty, staff and community.

| Goal Statements   | Objectives/Outcomes<br>(including assessment tools and standards)  | Results  | Use of Results<br>(including improvements and revisions) |
|---|--|--|--|
| 1. Recognize importance of AC Police Department and its significance to the AC community. | 1. After an officer walk/ride along, President's Cabinet will have a 100% improvement in knowledge, understanding and appreciation of the effectiveness of the Police Department as determined by pre and post interviews. | 1. Results would be used to determine if a positive impact was made. | 1.   |
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revised 8/1/05





## Planning and Evaluation Tracking

College Year: 2005-2006

Division of: Finance & Admin Services

Person Responsible: James Elliott

Department of: Admin Serv/Property Mgmt

Person Responsible: Pam Dickerson

**Purpose Statement:** To provide a positive, safe, secure pleasant living and learning environment for all tenants.

| Goal Statements  | Objectives/Outcomes<br>(including assessment tools and standards)  | Results | Use of Results<br>(including improvements and revisions) |
|--|--|---------|--|
| 1.To provide and offer attractive properties with high occupancy rates.                                  | 1. After satisfying the desired move in date, prospective tenants who inquire about housing decide to occupy at 100% based on call log of desired occupancy date.                                    | 1.      | 1.   |
| 2.The Student Apartments and residential housing will assure total customer satisfaction to all tenants. | 2.The Assistant Property Manager will mail out customer satisfaction surveys to all tenants with 90% of respondents rating the Property Management customer service very good or excellent (4 or 5). | 2.      | 2.   |
| 3.To increase the exterior painting of residential houses and Student Apartments.                        | 3. 30 residential housing exteriors and one building at the Student Apartments will be painted during FY06.  | 3.      | 3.   |

4.To improve the students' knowledge of the Student Apartments rules and regulations.

4. After orientation, the students will increase their knowledge of the Student Apartments rules and regulations by 100% based on a pre-test given prior to orientation and a post test given at the end of orientation.

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## Planning and Evaluation Tracking

College Year: 2005-2006

Division of: Business Affairs

Person Responsible: Terry Berg

Department of: Purchasing

Person Responsible: Allen Schmieding

**Purpose Statement:** Assure The Procurement Of Goods & Services For AC In A Ethical & Legal Manner While Utilizing Best Practices.

| Goal Statements   | Objectives/Outcomes<br>(including assessment tools and standards)  | Results   | Use of Results<br>(including improvements and revisions)       |
|---|--|---|--|
| 1.<br>Reduce the length of time for vendors to be paid. Thus saving AC from Late Charges and bad relations with vendors. One of the two main areas of weakness, is that employees w/ purchasing privileges do not comply with procedures. This would be under the Strategic Plan "Strengthening Resources; Goal 11 Enhance employee productivity. | 1. Outcome. After completing mandatory training, employees who repeatedly do not follow purchasing procedures, will completely and accurately complete w/ P.O. procedures 100% of the time, as measured by the transaction compliance log.<br>2. Purchasing has simplified & given better instructions on our receiving reports to aid our initiators. | 1. Creating a list of employees that have difficulty with getting their documents submitted on time for payment purposes.<br>Need permission from Cabinet member/s to implement this special training for these employees.<br>2 This has just been implemented. | 1. No results at this time.<br><br>2. No results at this time. |
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revised 8/1/05