

# 2007-2008 Finance and Administrative Services External Review Summative Report

View

Instructional	No	Division	Finance and Administrative Services	Review Year	2007-2008	View	Print
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Division	Year	Dept	Program	Question	Action	Comments
Finance and Administrative Services	2007 - 2008	Business Office	Accounts Payable	<b>II.Improvements</b> Question: (A.) Identify at least one example of an improvement/revision which resulted from the past five-years annual PET forms. "	Commendation	<p>COMMENDATION: The External Review Committee commends the Business Office Accounts Payable area for recognizing problems with Travel Policy and Procedures and with Request for Payments and for following up with training sessions to alleviate the problems.</p> <p>The External Review Committee also appreciated having access to the appropriate PET forms during the review.</p>
Finance and Administrative Services	2007 - 2008	Business Office	Accounts Payable	<b>II.Improvements</b> Question: (B.) Identify at least one example of improvements/revisions which resulted from the last Program Review.	Commendation	<p>COMMENDATION: The External Review Committee recognizes that the Accounts Payable department reacted to their last Program Review by implementing changes to improve the items noted.</p>
Finance and Administrative Services	2007 - 2008	Business Office	Accounts Payable	<b>II.Improvements</b> Question: (C.) Identify at least one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the Strategic Plan through 2010	Commendation	<p>CONTEXT ISSUE: To make the Accounts Payable response even stronger, please cite the specific strategies or tactical objectives of the Strategic Plan along with the item number.</p> <p>COMMENDATION: The External Review Committee commends the</p>

						Accounts Payable Department for following through to implement improvement/revision with objectives identified in their Strategic Plan.
Finance and Administrative Services	2007 - 2008	Business Office	Accounts Receivable	<b>II.Improvements</b> Question: (B.) Identify at least one example of improvements/revisions which resulted from the last Program Review.	Commendation	COMMENDATION: The External Review Committee believes policy and procedures manuals are a vital part of a department and commend that policy and procedure manuals have been developed.
Finance and Administrative Services	2007 - 2008	Business Office	Accounts Receivable	<b>II.Improvements</b> Question: (C.) Identify at least one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the Strategic Plan through 2010	Commendation	CONTEXT ISSUE: Please provide more context for this improvement by linking it to a specific strategy or tactical objective within the Strategic Plan.  COMMENDATION: We commend that the Business Office is working with technology to improve the operations of the department and thus the College.
Finance and Administrative Services	2007 - 2008	Physical Plant	Physical Plant	<b>II.Improvements</b> Question: (E.) For client/student outcome assessments, review the five-year graph(s) quantitative results or provide a brief narrative summary of qualitative results.	Commendation	COMMENDATION: Congratulations for achieving goal of 90% completion of all PM's by maintenance personnel.
Finance and Administrative Services	2007 - 2008	Physical Plant	Physical Plant	<b>IV Budget</b> Question: (B.) Project the office/department strategic initiatives for the next five years based on the office/department outcomes.	Commendation	COMMENDATION: Physical Plant has worked closely with many departments and individuals throughout the college. The plan presented as a part of the Bond documentation was very effectively developed. Obviously, the Bond passed!
Finance and Administrative Services	2007 - 2008	Business Office	Accounts Payable	<b>II.Improvements</b> Question: (E.) For client/student outcome assessments, review the	Concern	STYLE ISSUE: Please change 'we' to "Accounts Payable" in the first

				five-year graph(s) quantitative results or provide a brief narrative summary of qualitative results.		paragraph.
Finance and Administrative Services	2007 - 2008	Business Office	Accounts Payable	<b>III. Resources B. Technology and Security/Privacy</b> Question: (3.) Review office/department operations. Does any operation present the possibility for violations of security, confidentiality, or integrity of student records?	Concern	CONCERN: Please provide information about the steps that are taken to ensure confidentiality of financial records.
Finance and Administrative Services	2007 - 2008	Business Office	Accounts Payable	<b>III. Resources B. Technology and Security/Privacy</b> Question: (3.) Review office/department operations. Does any operation present the possibility for violations of security, confidentiality, or integrity of student records? a. What changes need to be made to prevent violations of this nature?	Concern	CONCERN: The External Review Committee cannot determine whether changes need to be made in securing Accounts Payable information without knowing what security measures are already in place.
Finance and Administrative Services	2007 - 2008	Business Office	Accounts Payable	<b>V. Publications</b> Question: (A.) If the office/department publishes any advertising or recruitment documents (electronic or paper), do the documents accurately represent Amarillo College and the program/department?	Concern	CONCERN: Should the Program Review answer be "NA" rather than "yes"? If Accounts Payable does publish documents, please provide a link or copy of each document.
Finance and Administrative Services	2007 - 2008	Business Office	Bookstore	<b>1. Purpose</b> Question: (B.) When was the last time the offices/departments purpose statement was reviewed/revised by faculty/staff in the office/department?	Concern	CONCERN: The answer can be enhanced by stating why the purpose statement was not changed with new management. The External Review Committee assumes the purpose statement still fits the goal of the operation but would like to see that clearly stated.
Finance and Administrative Services	2007 - 2008	Business Office	Bookstore	<b>"II. Improvements</b> Question: (A.) Identify at least one example of an improvement/revision which resulted from the past five-years annual PET forms. "	Concern	CONCERNS:  To make your improvements based on PET more visible, they need to be tied to the PET. Tell the reviewer which PET you are citing and what prompted the

						<p>change. The changes listed are excellent. The reviewer just needs to be able to track them to a specific PET with results. Link the Committee to your PET form.</p> <p>This is a picky point, but please explain what POS stands for. It would be good to have that spelled out the first time the initials are used.</p> <p>The reviewer is uncertain about your answer in #3.. Has the manual produced results? If there is no data, there is no proof of results. Reviewers need to see that cashiers were given a pre and post test or assessed in some other way.</p>
Finance and Administrative Services	2007 - 2008	Business Office	Bookstore	<b>II.Improvements</b> Question: (C.) Identify at least one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the Strategic Plan through 2010	Concern	CONCERN: The first point is easy to follow. But, Strategy 2.1.4 does not tell what the Strategic Plan states. Reviewers are unaware of how lower textbook prices accomplished the goal of the Strategic Plan. Is there data to show the increase in used textbook sales?
Finance and Administrative Services	2007 - 2008	Business Office	Bookstore	<b>II.Improvements</b> Question: (E.) For client/student outcome assessments, review the five-year graph(s) quantitative results or provide a brief narrative summary of qualitative results.	Concern	CONCERN: The External Review Committee must have evidence-to-date based on PET form analysis. Again, reviewers are not directed to the PET forms and the Objectives and Goals within those PET forms.
Finance and Administrative Services	2007 - 2008	Business Office	Bookstore	<b>III. Resources A. Library</b> Question: (2.) Which 2 or 3 collections/resources/services should be improved to support Amarillo Colleges mission regarding teaching and service?	Concern	CONCERN: Provide a history of how important this can be. How often is the college short books? How many students are affected?

Finance and Administrative Services	2007 - 2008	Business Office	Bookstore	<b>III. Resources A. Library</b> Question: (3.) Does your office/department have an external approver (other than the Texas Higher Education Coordinating Board)?	Concern	CONCERN: Provide an answer of 'yes' or 'no.'
Finance and Administrative Services	2007 - 2008	Business Office	Bookstore	<b>III. Resources B. Technology and Security/Privacy</b> Question: (3.) Review office/department operations. Does any operation present the possibility for violations of security, confidentiality, or integrity of student records?	Concern	CONCERN: This answer is inconsistent with the information below. The Bookstore needs to address that student social security numbers are sent to the bookstore to set up accounts.
Finance and Administrative Services	2007 - 2008	Business Office	Bookstore	<b>"III. Resources C. Support Services for Students</b> Question: (3.) Describe any indicators or problems that hamper adequate physical facilities, both on and off campus, to meet the needs of the office/department. "	Concern	CONCERN: These statements need to be documented with data. How much floor space do you have? How has the volume of inventory changed?
Finance and Administrative Services	2007 - 2008	Business Office	Bookstore	<b>IV Budget</b> Question: (A.) Which office/department outcomes have resulted in budget requests to date?	Concern	CONCERN: This answer does not show how the budget request and funding are tied to departmental outcomes. This should be tied directly to the PET form and the results.
Finance and Administrative Services	2007 - 2008	Business Office	Bookstore	<b>IV Budget</b> Question: (B.) Project the office/department strategic initiatives for the next five years based on the office/department outcomes.	Concern	CONCERN: Again, the answer needs to be related to the strategic initiatives for the department or the outcome statements in the PET. This answer does not show how the activities relate to planning.
Finance and Administrative Services	2007 - 2008	Business Office	Bookstore	<b>V. Publications</b> Question: (A.) If the office/department publishes any advertising or recruitment documents (electronic or paper), do the documents accurately represent Amarillo College and the program/department?	Concern	CONCERN: The Bookstore has an online presence. The CMS page constitutes advertising. Therefore, these questions need to be answered.
Finance and Administrative Services	2007 - 2008	Business Office	Bookstore	<b>V. Publications</b> Question: (A.) If the office/department publishes any advertising or recruitment documents (electronic or paper) do the documents accurately	Concern	CONCERN: The External Review Committee cannot evaluate the response until the Program Review provides links to

				represent Amarillo College and the program/department? 1. If no explain what is inaccurate?		documents.
Finance and Administrative Services	2007 - 2008	Business Office	General Accounting & Budget	<b>V. Publications</b> Question: (A.) If the office/department publishes any advertising or recruitment documents (electronic or paper), do the documents accurately represent Amarillo College and the program/department?	Concern	CONCERN: Please provide a link to the documents for verification.
Finance and Administrative Services	2007 - 2008	Business Office	Grant Accounting	<b>"II.Improvements</b> Question: (A.) Identify at least one example of an improvement/revision which resulted from the past five-years annual PET forms. "	Concern	CONTEXT ISSUE: Please provide a link to the PET form and mention which specific item on the PET form is being referred to.  CONCERN: Grant Accounting could strengthen the answer to this topic if it commented on what efforts have been taken to improve communication since later on in the program review, Grant Accounting voices concerns about ongoing communication problems with other departments.
Finance and Administrative Services	2007 - 2008	Business Office	Grant Accounting	<b>II.Improvements</b> Question: (B.) Identify at least one example of improvements/revisions which resulted from the last Program Review.	Concern	CONCERN: The increased workload of grants and contracts makes this issue a particularly timely one that needs to be revisited. It is also time to consider succession planning or cross training of positions.
Finance and Administrative Services	2007 - 2008	Business Office	Grant Accounting	<b>II.Improvements</b> Question: (C.) Identify at least one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the Strategic Plan through 2010	Concern	CONCERN: This statement needs to be written. The External Review Committee thinks it would be unproductive to include the Grant Accounting office in the initial RFP because grant requests are often turned down. In addition, budgets often change in the

						process of gaining approval. A more effective use of time would be to set up accounts after a grant has been awarded to the College. The committee agrees, however, that effective communication is important and key to all departments involved in a grant or contract process from all parties.
Finance and Administrative Services	2007 - 2008	Business Office	Grant Accounting	<b>II.Improvements</b> Question: (E.) For client/student outcome assessments, review the five-year graph(s) quantitative results or provide a brief narrative summary of qualitative results.	Concern	<b>STYLE ISSUE:</b> Rewrite to get rid of 'we' statements.  <b>CONCERN:</b> It would be more effective to expand the answer so that information about other aspects of the department is given. Provide, for example, information about the outcomes of the accounting end of the department. Grants and contracts are increasing as is paperwork. Limiting an answer to T & E does not allow the bigger picture of this department to emerge. T & E is only a small part of what this department does.
Finance and Administrative Services	2007 - 2008	Business Office	Grant Accounting	<b>II.Improvements</b> Question: (F.) Provide the five-year graph(s) indicating the demand for the offices/departments services. 1. Assess the need for the office/department	Concern	<b>CONCERN:</b> Please provide an answer.
Finance and Administrative Services	2007 - 2008	Business Office	Grant Accounting	<b>IV Budget</b> Question: (B.) Project the office/department strategic initiatives for the next five years based on the office/department outcomes.	Concern	<b>CONCERN:</b> Please address this question.
Finance and Administrative Services	2007 - 2008	Business Office	Grant Accounting	<b>V. Publications</b> Question: (A.) If the office/department publishes any advertising or recruitment documents (electronic or paper), do the documents accurately	Concern	<b>CONCERN:</b> Please provide copies of documents. If you do not publish, then the Program Review answer needs to be changed to "The

				represent Amarillo College and the program/department?		office does not publish such documents."
Finance and Administrative Services	2007 - 2008	Business Office	Income	<b>1.Purpose</b> Question: (A.) State the purpose of the office/department. How is this purpose within the mission of Amarillo College?	Concern	CONCERN: Although the function was provided, there was no purpose statement provided. The purpose within the mission of AC was not provided.
Finance and Administrative Services	2007 - 2008	Business Office	Income	<b>1.Purpose</b> Question: (C.) Is this office/discipline required to receive approval from an external agency or organization in order to offer courses?	Concern	CONCERN: No response was provided.
Finance and Administrative Services	2007 - 2008	Business Office	Income	<b>1.Purpose</b> Question: (C.) Is this office/discipline required to receive approval from an external agency or organization in order to offer courses? 1. Identify any external approvers for the office/department.	Concern	Concern
Finance and Administrative Services	2007 - 2008	Business Office	Income	<b>1.Purpose</b> Question: (C.) Is this office/discipline required to receive approval from an external agency or organization in order to offer courses? 2. What approval schedule is required by the external approver(s)?	Concern	CONCERN: No response was provided.
Finance and Administrative Services	2007 - 2008	Business Office	Income	<b>1.Purpose</b> Question: (C.) Is this office/discipline required to receive approval from an external agency or organization in order to offer courses? 3. When did the office/department last receive approval?	Concern	
Finance and Administrative Services	2007 - 2008	Business Office	Income	<b>"II.Improvements</b> Question: (A.) Identify at least one example of an improvement/revision which resulted from the past five-years annual PET forms. "	Concern	CONCERN: Information provided did not reflect the logic/reasoning for the improvement. More information is needed for clearer understanding and to provide response for review. In addition, please provide a link to at least one PET form and indicate the specific PET-related item being referred to.

Finance and Administrative Services	2007 - 2008	Business Office	Income	<b>II.Improvements</b> Question: (B.) Identify at least one example of improvements/revisions which resulted from the last Program Review.	Concern	CONCERN: Information provided did not reflect the logic/reasoning for the improvement. More information is needed for clearer understanding and to provide response for review.
Finance and Administrative Services	2007 - 2008	Business Office	Income	<b>II.Improvements</b> Question: (C.) Identify at least one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the Strategic Plan through 2010	Concern	CONCERN: The retention within the department is admirable. But the information provided is incomplete. No strategy or tactical objective were identified so the reviewer is unclear about the goal achieved.  STYLE ISSUE: Please reframe the answer to eliminate the use of 'our' or 'we.'
Finance and Administrative Services	2007 - 2008	Business Office	Income	<b>II.Improvements</b> Question: (E.) For client/student outcome assessments, review the five-year graph(s) quantitative results or provide a brief narrative summary of qualitative results.	Concern	CONCERN: Responses were not provided.
Finance and Administrative Services	2007 - 2008	Business Office	Income	<b>II.Improvements</b> Question: (F.) Provide the five-year graph(s) indicating the demand for the offices/departments services. 1. Assess the need for the office/department	Concern	CONCERN: Responses were not provided.
Finance and Administrative Services	2007 - 2008	Business Office	Income	<b>"III. Resources A. Library</b> Question: (1.) Which of the following library collections/resources/services have been used by the staff and/or students within the past five years? (Select all that apply) "	Concern	CONCERN: Response was not provided.
Finance and Administrative Services	2007 - 2008	Business Office	Income	<b>III. Resources B. Technology and Security/Privacy</b> Question: (3.) Review office/department operations. Does any operation present the possibility for violations of security, confidentiality, or integrity of student	Concern	CONCERN: Other than the response of "yes," no other information was provided. Department representatives completing the report need to provide additional

				records?		insight into the operations presenting the possibility for violations of security, confidentiality, or integrity of student records for review.
Finance and Administrative Services	2007 - 2008	Business Office	Income	<b>III. Resources B. Technology and Security/Privacy</b> Question: (3.) Review office/department operations. Does any operation present the possibility for violations of security, confidentiality, or integrity of student records? a. What changes need to be made to prevent violations of this nature?	Concern	CONCERN: Response was not provided.
Finance and Administrative Services	2007 - 2008	Business Office	Income	<b>IV Budget</b> Question: (A.) Which office/department outcomes have resulted in budget requests to date?	Concern	CONCERN: Response was not provided.
Finance and Administrative Services	2007 - 2008	Business Office	Income	<b>IV Budget</b> Question: (B.) Project the office/department strategic initiatives for the next five years based on the office/department outcomes.	Concern	CONCERN: Response was not provided.
Finance and Administrative Services	2007 - 2008	Business Office	Income	<b>V. Publications</b> Question: (A.) If the office/department publishes any advertising or recruitment documents (electronic or paper), do the documents accurately represent Amarillo College and the program/department?	Concern	CONCERN: Links to publications should be provided.
Finance and Administrative Services	2007 - 2008	Business Office	Income	<b>V. Publications</b> Question: (B.) Does the office/department publish any documents (electronic or paper) with references to SACS accreditation? 1. Are the references in compliance with SACS approved statement?	Concern	CONCERN: Copies of all documents should be provided.
Finance and Administrative Services	2007 - 2008	Business Office	Investment Management	<b>1.Purpose</b> Question: (A.) State the purpose of the office/department. How is this purpose within the mission of Amarillo College?	Concern	CONCERN: This statement does not demonstrate how the departmental purpose fits within the mission of Amarillo College. A sentence or two showing the connection would make a stronger statement.

Finance and Administrative Services	2007 - 2008	Business Office	Investment Management	<b>1.Purpose</b> Question: (C.) Is this office/discipline required to receive approval from an external agency or organization in order to offer courses? 1. Identify any external approvers for the office/department.	Concern	Concern
Finance and Administrative Services	2007 - 2008	Business Office	Investment Management	<b>1.Purpose</b> Question: (C.) Is this office/discipline required to receive approval from an external agency or organization in order to offer courses? 2. What approval schedule is required by the external approver(s)?	Concern	CONCERN: See the comments on the previous item.
Finance and Administrative Services	2007 - 2008	Business Office	Investment Management	<b>II.Improvements</b> Question: (B.) Identify at least one example of improvements/revisions which resulted from the last Program Review.	Concern	CONCERN: It doesn't appear from this response that there was an improvement or revision based on Program Review. It seems from this answer that experience on the Colleague system simply solved the problem. Was there a planned response to the Program Reviews finding concerning the Colleague; i.e. group training in the CF fields, query building, etc.?
Finance and Administrative Services	2007 - 2008	Business Office	Investment Management	<b>II.Improvements</b> Question: (C.) Identify at least one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the Strategic Plan through 2010	Concern	CONCERN: On 6.2 of the Strategic Plan, statistical data would strengthen the response. A chart or graph would show how the interest revenue has grown.
Finance and Administrative Services	2007 - 2008	Business Office	Investment Management	<b>IV Budget</b> Question: (A.) Which office/department outcomes have resulted in budget requests to date?	Concern	CONCERN: Provide a context for these changes. How are these expenses tied to outcomes of the department?
Finance and Administrative Services	2007 - 2008	Business Office	Investment Management	<b>IV Budget</b> Question: (B.) Project the office/department strategic initiatives for the next five years based on the office/department outcomes.	Concern	CONCERN: The writer does not indicate to which outcome these initiatives are tied. There is nothing in the PET forms that relate to the Bond or to records management. These are good initiatives.

						but, they need to be tied to strategic planning.
Finance and Administrative Services	2007 - 2008	Business Office	Investment Management	<b>V. Publications</b> Question: (A.) If the office/department publishes any advertising or recruitment documents (electronic or paper), do the documents accurately represent Amarillo College and the program/department?	Concern	CONCERN: The reviewers need to know what you publish. How do accurately represent AC? It is difficult for the reader to know if this accomplished or not. Can you link to something you publish?
Finance and Administrative Services	2007 - 2008	Physical Plant	Physical Plant	<b>II.Improvements</b> Question: (F.) Provide the five-year graph(s) indicating the demand for the offices/departments services. 1. Assess the need for the office/department	Concern	CONCERN: Physical Plant should include an analysis of the graphs.
Finance and Administrative Services	2007 - 2008	Physical Plant	Physical Plant	<b>"III. Resources C. Support Services for Students</b> Question: (3.) Describe any indicators or problems that hamper adequate physical facilities, both on and off campus, to meet the needs of the office/department. "	Concern	CONCERN: Space/storage is needed, but these needs were not identified as urgent. If urgent, then give more information.
Finance and Administrative Services	2007 - 2008	POLICE	POLICE	<b>"II.Improvements</b> Question: (A.) Identify at least one example of an improvement/revision which resulted from the past five-years annual PET forms. "	Concern	CONCERN: One or two additional sentences should be added to this answer explaining how the update was an improvement over the previous manual. A link to a PET Form should also be provided.
Finance and Administrative Services	2007 - 2008	POLICE	POLICE	<b>II.Improvements</b> Question: (B.) Identify at least one example of improvements/revisions which resulted from the last Program Review.	Concern	CONCERN: One or two more sentences could be added to this answer explaining how this is an improvement from previous operations.
Finance and Administrative Services	2007 - 2008	POLICE	POLICE	<b>II.Improvements</b> Question: (C.) Identify at least one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the Strategic Plan through 2010	Concern	It is clear that the Police Department recognizes and fully understands its crucial part in helping the college successfully implement its Strategic Plan.  CONCERN: It would be helpful to connect this improvement to one of the specific objectives within the

						Strategic Plan.
Finance and Administrative Services	2007 - 2008	POLICE	POLICE	<b>II.Improvements</b> Question: (E.) For client/student outcome assessments, review the five-year graph(s) quantitative results or provide a brief narrative summary of qualitative results.	Concern	CONCERN: Please provide data in narrative or graph form to this question.
Finance and Administrative Services	2007 - 2008	POLICE	POLICE	<b>II.Improvements</b> Question: (F.) Provide the five-year graph(s) indicating the demand for the offices/departments services. 1. Assess the need for the office/department	Concern	CONCERN: The need for this department is abundantly clear. The gathering of data would not be for the purpose of justifying the need for the department, but rather useful for planning and evaluation. Perhaps some type of data could be gathered concerning the number and types of calls/services provided during each year. A graph could be produced from that data, along with the possibility of an analysis of the graphed data.
Finance and Administrative Services	2007 - 2008	POLICE	POLICE	<b>V. Publications</b> Question: (A.) If the office/department publishes any advertising or recruitment documents (electronic or paper), do the documents accurately represent Amarillo College and the program/department?	Concern	CONCERN: The Police Department needs to provide copies or links to each document it publishes.
Finance and Administrative Services	2007 - 2008	Property Management	Housing	<b>II.Improvements</b> Question: (B.) Identify at least one example of improvements/revisions which resulted from the last Program Review.	Concern	CONCERN: Because this is the first review for Housing, this question could not be answered using data from a past Program Review. Although a formal review process did not exist, the External Review Committee wonders if documentation for departmental performance was kept in the past. It would be helpful for this review if such documentation could be used for this response. It

						could help set benchmarks for future planning/reviews.
Finance and Administrative Services	2007 - 2008	Property Management	Housing	<b>II.Improvements</b> Question: (E.) For client/student outcome assessments, review the five-year graph(s) quantitative results or provide a brief narrative summary of qualitative results.	Concern	CONCERN: Information was not provided for the first part of this topic. The response, therefore, is incomplete and does not provide connections for planning strategically.
Finance and Administrative Services	2007 - 2008	Property Management	Housing	<b>II.Improvements</b> Question: (F.) Provide the five-year graph(s) indicating the demand for the offices/departments services. 1. Assess the need for the office/department	Concern	CONCERN: Although information for the coming year was provided, it did not include a directed action plan identifying areas targeted for improvement.
Finance and Administrative Services	2007 - 2008	Property Management	Housing	<b>III. Resources C. Support Services for Students</b> Question: (1.) Which support services need to be strengthened to better serve the students in or served by this office/department? Explain what aspects of the services need to be strengthened.	Concern	CONCERN: This question should be answered.
Finance and Administrative Services	2007 - 2008	Property Management	Housing	<b>IV Budget</b> Question: (A.) Which office/department outcomes have resulted in budget requests to date?	Concern	CONCERN: This question should be answered using data available from planning, PETS, etc. The response provided does not provide information for understanding the response.
Finance and Administrative Services	2007 - 2008	Property Management	Housing	<b>IV Budget</b> Question: (B.) Project the office/department strategic initiatives for the next five years based on the office/department outcomes.	Concern	CONCERN: Revenue to the college is commendable. However, efficiency/satisfaction information related to customers and daily operations should also be addressed.
Finance and Administrative Services	2007 - 2008	Purchasing/Records Retention	Purchasing	<b>1.Purpose</b> Question: (A.) State the purpose of the office/department. How is this purpose within the mission of Amarillo College?	Concern	CONCERN: This response clearly states the purpose of the Department, but it does not relate the departmental purpose to the mission of the College.

Finance and Administrative Services	2007 - 2008	Purchasing/Records Retention	Purchasing	<b>1.Purpose</b> Question: (B.) When was the last time the offices/departments purpose statement was reviewed/revised by faculty/staff in the office/department?	Concern	CONCERN: It would be more informative if the reader was able to see the changes. The question does not ask for the changes. However, it is hard for the reviewer to grasp changes in the department that are not cited.
Finance and Administrative Services	2007 - 2008	Purchasing/Records Retention	Purchasing	<b>"II.Improvements</b> Question: (A.) Identify at least one example of an improvement/revision which resulted from the past five-years annual PET forms. "	Concern	CONCERN: Please provide a link to the PET form and cite the specific item within the PET form that is being referred to. In addition, provide data to show whether this change made a significant difference for the Purchasing/Records Retention Department and/or the college.
Finance and Administrative Services	2007 - 2008	Purchasing/Records Retention	Purchasing	<b>II.Improvements</b> Question: (B.) Identify at least one example of improvements/revisions which resulted from the last Program Review.	Concern	CONCERN: The reviewer cannot truly assess whether or not the department has made an improvement based on the last program review. The last program review is not referred to in this response. Were both of these processes presented in the last program review as problems or areas that need to be addressed?  STYLE ISSUE: Please change "thru" to "through."
Finance and Administrative Services	2007 - 2008	Purchasing/Records Retention	Purchasing	<b>II.Improvements</b> Question: (C.) Identify at least one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the Strategic Plan through 2010	Concern	CONCERN: This response does not tell how the department has currently revised a process. The report states it is addressing Strategy 5.2.3. However there is nothing in the response that shows this revision has been made. There is no data presented that shows the savings to the college.

Finance and Administrative Services	2007 - 2008	Purchasing/Records Retention	Purchasing	<b>II.Improvements</b> Question: (E.) For client/student outcome assessments, review the five-year graph(s) quantitative results or provide a brief narrative summary of qualitative results.	Concern	CONCERN: Is a five year graph available for purchasing and record retention?
Finance and Administrative Services	2007 - 2008	Purchasing/Records Retention	Purchasing	<b>II.Improvements</b> Question: (F.) Provide the five-year graph(s) indicating the demand for the offices/departments services. 1. Assess the need for the office/department	Concern	CONCERN: The numbers are impressive, but the second half of the question was ignored. The department did not assess the College's need for them to exist.
Finance and Administrative Services	2007 - 2008	Purchasing/Records Retention	Purchasing	<b>IV Budget</b> Question: (B.) Project the office/department strategic initiatives for the next five years based on the office/department outcomes.	Concern	CONCERN: These initiatives definitely relate to the department. However, there does not seem to be anything in the PET forms to show that these records retention items fit the outcome statements.
Finance and Administrative Services	2007 - 2008	Purchasing/Records Retention	Purchasing	<b>V. Publications</b> Question: (A.) If the office/department publishes any advertising or recruitment documents (electronic or paper), do the documents accurately represent Amarillo College and the program/department?	Concern	CONCERN: The reviewer would like more explanation. There is no information as to what is published and how it represents AC.
Finance and Administrative Services	2007 - 2008	Business Office	Accounts Receivable	<b>"II.Improvements</b> Question: (A.) Identify at least one example of an improvement/revision which resulted from the past five-years annual PET forms. "	Recommendation	CONTEXT ISSUE: To make improvements based on PET more visible, they need to be tied directly to the PET. Tell the reviewer which PET you are citing and what prompted the change. The reviewer just needs to be able to track them to a specific PET with results. In addition, provide a link to appropriate PET form.
Finance and Administrative Services	2007 - 2008	Business Office	Accounts Receivable	<b>II.Improvements</b> Question: (F.) Provide the five-year graph(s) indicating the demand for the offices/departments services. 1. Assess the need for the office/department	Recommendation	STYLE ISSUE: The response includes several sentence mistakes. Please rewrite to correct mistakes. Also, replace 'our' with "Accounts Receivable" or "the

						office."
Finance and Administrative Services	2007 - 2008	Business Office	Accounts Receivable	<b>III. Resources C. Support Services for Students</b> Question: (1.) Which support services need to be strengthened to better serve the students in or served by this office/department? Explain what aspects of the services need to be strengthened.	Recommendation	STYLE ISSUE: Edit the sentence to make the suggested improvements parallel in structure.
Finance and Administrative Services	2007 - 2008	Business Office	Accounts Receivable	<b>IV Budget</b> Question: (A.) Which office/department outcomes have resulted in budget requests to date?	Recommendation	CONTEXT ISSUE: Provide the rationale for wanting this wall and which outcomes the addition of the wall addresses.
Finance and Administrative Services	2007 - 2008	Business Office	Accounts Receivable	<b>V. Publications</b> Question: (A.) If the office/department publishes any advertising or recruitment documents (electronic or paper), do the documents accurately represent Amarillo College and the program/department?	Recommendation	Please provide links to at least one copy of each document that Accounts Receivable publishes. If the office does not publish documents, then change the Program Review answer to 'Not Applicable.'
Finance and Administrative Services	2007 - 2008	Business Office	Bookstore	<b>1.Purpose</b> Question: (A.) State the purpose of the office/department. How is this purpose within the mission of Amarillo College?	Recommendation	CONTEXT ISSUE: The purpose of the AC Bookstore is clearly stated. However, in this dialog the Bookstore purpose is not directly related to the AC mission. The answer can be strengthened by adding a couple of sentences showing how the Bookstore purpose and the AC mission tie together.  STYLE ISSUE: Correct sentence mistakes, such as replacing "thru" with "through."
Finance and Administrative Services	2007 - 2008	Business Office	Bookstore	<b>II.Improvements</b> Question: (F.) Provide the five-year graph(s) indicating the demand for the offices/departments services. 1. Assess the need for the office/department	Recommendation	RECOMMENDATION: Use available statistical information to answer the question. The External Review Committee needs to see statistical information. There should be Colleague data that support

						your statements on revenue, number of students served, and/or sales. This information can be put in a five year graph and used as evidence.
Finance and Administrative Services	2007 - 2008	Business Office	Bookstore	<b>III. Resources B. Technology and Security/Privacy</b> Question: (1.) After assessing the strengths and weaknesses of the offices/departments access to technology, what improvements would ensure that the students have access and training in the use of technology?	Recommendation	STYLE ISSUE: Please rewrite to get rid of 'we.'
Finance and Administrative Services	2007 - 2008	Business Office	Bookstore	<b>III. Resources C. Support Services for Students</b> Question: (1.) Which support services need to be strengthened to better serve the students in or served by this office/department? Explain what aspects of the services need to be strengthened.	Recommendation	Should all students wait until they attend class before purchasing books?
Finance and Administrative Services	2007 - 2008	Business Office	Bookstore	<b>"III. Resources C. Support Services for Students</b> Question: (2.) Describe any indicators or problems that prevent a healthy, safe and secure environment for staff and students of this office/department. "	Recommendation	STYLE ISSUE: Correct spelling of "personnel."
Finance and Administrative Services	2007 - 2008	Business Office	General Accounting & Budget	<b>"II.Improvements</b> Question: (A.) Identify at least one example of an improvement/revision which resulted from the past five-years annual PET forms. "	Recommendation	CONTEXT ISSUE: The Audit Reports Findings by Year demonstrates a significant improvement over the past five years, but the answer should be linked to particular goals in specific PET Forms.
Finance and Administrative Services	2007 - 2008	Business Office	General Accounting & Budget	<b>II.Improvements</b> Question: (B.) Identify at least one example of improvements/revisions which resulted from the last Program Review.	Recommendation	STYLE ISSUE: Clarify what GASB means - Government Accounting Standards Board. In addition, correct the writing style to remove "we".
Finance and Administrative Services	2007 - 2008	Business Office	General Accounting & Budget	<b>II.Improvements</b> Question: (C.) Identify at least one example of an improvement/revision that is a response to accomplish	Recommendation	STYLE ISSUE: Correct the writing style to remove "we".

				a strategy or tactical objective within the Strategic Plan through 2010		
Finance and Administrative Services	2007 - 2008	Business Office	General Accounting & Budget	<b>II.Improvements</b> Question: (E.) For client/student outcome assessments, review the five-year graph(s) quantitative results or provide a brief narrative summary of qualitative results.	Recommendation	STYLE ISSUE: Correct the writing style to remove "we".
Finance and Administrative Services	2007 - 2008	Business Office	General Accounting & Budget	<b>II.Improvements</b> Question: (F.) Provide the five-year graph(s) indicating the demand for the offices/departments services. 1. Assess the need for the office/department	Recommendation	STYLE ISSUE: Correct the writing style to remove "we".
Finance and Administrative Services	2007 - 2008	Business Office	General Accounting & Budget	<b>IV Budget</b> Question: (B.) Project the office/department strategic initiatives for the next five years based on the office/department outcomes.	Recommendation	STYLE ISSUE: Correct the writing style to remove "we."  CONTEXT ISSUE: Explain what the 'disposal policy' is.
Finance and Administrative Services	2007 - 2008	Business Office	Grant Accounting	<b>"III. Resources C. Support Services for Students</b> Question: (2.) Describe any indicators or problems that prevent a healthy, safe and secure environment for staff and students of this office/department. "	Recommendation	STYLE ISSUE: Please rewrite to get rid of "I" statements.
Finance and Administrative Services	2007 - 2008	Business Office	Investment Management	<b>"II.Improvements</b> Question: (A.) Identify at least one example of an improvement/revision which resulted from the past five-years annual PET forms. "	Recommendation	STYLE ISSUE: Grammatical mistakes exist in the report. For example, "Amounts identified as corpus was then broken out...."should read, "Amounts identified as corpus were then broken out....".)
Finance and Administrative Services	2007 - 2008	Business Office	Investment Management	<b>II.Improvements</b> Question: (F.) Provide the five-year graph(s) indicating the demand for the offices/departments services. 1. Assess the need for the office/department	Recommendation	STYLE ISSUE: Why does one graph show the most recent data first and then previous years coming after while all other graphs show a time progression from previous years to most recent? A consistent format would make the presentation clearer.
Finance and Administrative Services	2007 -	POLICE	POLICE	<b>IV Budget</b> Question: (B.) Project the	Recommendation	STYLE ISSUE: This answer needs a

e Services	2008			office/department strategic initiatives for the next five years based on the office/department outcomes.		correction in the spelling of the words "conducted" and "President's" in the second sentence. In addition, "insure" should be changed to "ensure."
Finance and Administrative Services	2007 - 2008	Property Management	Housing	<b>"II.Improvements</b> Question: (A.) Identify at least one example of an improvement/revision which resulted from the past five-years annual PET forms. "	Recommendation	CONTEXT ISSUE: Please provide a link to the PET form and also mention the specific PET form item being discussed.
Finance and Administrative Services	2007 - 2008	Property Management	Housing	<b>II.Improvements</b> Question: (C.) Identify at least one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the Strategic Plan through 2010	Recommendation	RECOMMENDATION: Please provide information about this issue. Housing must show how it is working to accomplish some part of the Strategic Plan.
Finance and Administrative Services	2007 - 2008	Property Management	Housing	<b>"III. Resources C. Support Services for Students</b> Question: (2.) Describe any indicators or problems that prevent a healthy, safe and secure environment for staff and students of this office/department. "	Recommendation	STYLE ISSUE: This question should be answered with 'none' rather than N/A.
Finance and Administrative Services	2007 - 2008	Property Management	Housing	<b>"III. Resources C. Support Services for Students</b> Question: (3.) Describe any indicators or problems that hamper adequate physical facilities, both on and off campus, to meet the needs of the office/department. "	Recommendation	STYLE ISSUE: This question should be answered with either "yes" or "no."
Finance and Administrative Services	2007 - 2008	Property Management	Housing	<b>V. Publications</b> Question: (A.) If the office/department publishes any advertising or recruitment documents (electronic or paper), do the documents accurately represent Amarillo College and the program/department?	Recommendation	CONTEXT ISSUE: Since the department answered 'yes,' it needs to provide a copy of each document it publishes.