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Program Review

Form for External Review Committee

Non-Instructional

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Your form has been submitted. Thank you.

Division	Finance and Administrative Services
Department	Business Office
Program	Income
Review Year	2007-2008
Names of the External Review Committee Members	Patsy Lemaster
Division Overview Comments From External Review Committee	
This program review is incomplete and needs substantial work.	

Questions and answers from the program review appear in the gray boxes. Use this information to answer the questions on the form.

I. Office's/Department's Purpose

State the purpose of the office/department. How is this purpose within the mission of Amarillo College?

The function of this department is to offer services to students, staff, faculty and the community and to facilitate the accounting functions of the college.

Does the answer include a purpose statement for the office/department?
Does the answer indicate how this office/department is within the mission of Amarillo College?

Unacceptable

Concern

CONCERN: Although the function was provided, there was no purpose statement provided. The purpose within the mission of AC

was not provided.

When was the last time the office's/department's purpose statement was reviewed/revised by faculty/staff in the office/department?

Our last program review was done in 2001-2002

Does the answer indicate the last time the office's/department's purpose statement was reviewed/revised by faculty and staff in the office/department?

Acceptable

Is this office/discipline required to receive approval from an external agency or organization in order to offer courses?

Not Answered

Identify any external approvers for the office/department.

Not Answered

IF the office/discipline is required to receive approval from an external agency or organization (other than the Texas Higher Education Coordinating Board),

Was (were) the external approver(s) for the office/department identified?

Unacceptable

Concern

CONCERN: No responses were provided.

What approval schedule is required by the external approver(s)?

Not Answered

Was the approval schedule required by the external approver(s) identified?

Unacceptable

Concern

CONCERN: No response was provided.

When did the office/department last receive approval?

Not Answered

When did the office/department last receive approval?

Unacceptable

Concern

Is the reason why the office/department is required to receive this approval clear?

Unacceptable

Concern

CONCERN: No response was provided.

II. Office's/Department's Improvements Based on Planning, Evaluation and Assessment

Identify at least one example of an improvement/revision which resulted from the past five-years' annual PET forms.

An example of an improvement which resulted from the PET form was the testing and re-testing of new release from the college's software company.

After reviewing the minimum of at least one example of an improvement/revision which resulted from the annual PET forms for the last five years, determine the extent that this department/office has used the PET forms to make improvements/revisions. Does this meet the minimum expectations for using PET forms to make improvements/revisions to the department/office?

Unacceptable

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.

Identify at least one example of an improvement/revision which resulted from the last Program Review.

Cross training was a factor in our last program review. Since then we have several employees in our area crossed trained to cover other areas in case of absences by another employee.

After reviewing the minimum of one example of an improvement/revision which resulted from the last Program Review, determine the extent to which this program/department values the Program Review process to make improvements/revisions.

Unacceptable

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.

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.

Our department has had almost the same employees since the last program review. There have been only two new employees and this means that we are retaining our staff. This helps with training issues. Anytime there is a change in staff, there are potential problems but since this has not been the case in several years, our area is as strong as ever.

After reviewing a minimum of one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the *Strategic Plan through 2010*, determine the extent to which this office/department has contributed to the implementation success of the Strategic Plan. Does this office/department lack an understanding of how it relates to the institution's future based on the Strategic Plan?

Unacceptable

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.'

Does this committee have recommendations as to how this office/department may contribute to the implementation of the Strategic Plan?

Not Applicable

Concern

CONCERN: The committee has no recommendations at this time, but goals for this department need to be identified and incorporated into the report for review/achievements.

Provide names and titles of those who determined the process used to assess the outcomes of the office/department.

Olga Bustos - Income Supervisor

Jackye Montes - Accounting Clerk III - processes refund checks to students.

Lisa Proctor - Accounting Clerk III - process payment plans, student scholarships and process the DREG each semester.

Sarah Bargas - Accounting Clerk II - processes all bookstore reports from both campuses. She also is in charge of handling of our bankruptcy reports as well as reporting uncollected accounts to the credit bureau.

Janie Roach - Cashier - process all payments that are received in the business office.

Has the office/department had a broad base of involvement from a majority of the staff within the office/department regarding implementation of student/client service or learning outcomes of the office(s) or department(s)? What recommendations does the Committee have for increasing involvement?

Acceptable

For client/student outcome assessments, review the five-year graph(s) *quantitative* results or provide a brief narrative summary of *qualitative* results.

LOOK FOR QUANTITATIVE RESULTS...

What changes have been made in the services of the office/department because of the analysis of these results?

LOOK FOR CHANGES...

For client/student service or learning outcomes, review the five-year graph(s) quantitative assessment results or provide a brief narrative summary of *qualitative* assessment results.

Have any changes been made in the services of the office/department because of the analysis of these results?

Unacceptable

Concern

CONCERN: Responses were not provided.

Provide the five-year graph(s) indicating the demand for the office's/department's services.

Assess the need for the office/department.

THINK ABOUT THIS ONE...

Does the review of the five-year graph(s) of the office's/department's services demonstrate that an analysis has been used to make action plans for the future?

Will the program's/department's plan of action for improving any identified problem or results directly improve demand for the office's/department's services?

Unacceptable

Concern

CONCERN: Responses were not provided.

III. Resources

Library

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.)

Not Answered

Does it appear that the library collections/resources/services used by the staff and/or students within the past five years is accurate and thorough?

Unacceptable

Concern

CONCERN: Response was not provided.

Which 2 or 3 collections/resources/services should be improved to support Amarillo College's mission regarding teaching and service?

Not Answered

Has the office/department identified why 2 or 3 collections/resources/services should be improved to support Amarillo College's mission regarding teaching and service?

Not Applicable

Does your office/department have an external approver (other than the Texas Higher Education Coordinating Board)?

no

How has the library participated in the approver's evaluation?

Not Answered

If the office/department has an external approver (other than the Texas Higher Education Coordinating Board), has the library participated in completing the approver's evaluation?

Acceptable

What approval schedule is required by the external approver?

Not Answered

Did the office/department identify the approval schedule that is required by the external approver?

Not Applicable

When did the office/department last receive approval?

Not Answered

Did the office/department indicate when the last approval was received?

Not Applicable

Technology and Security/Privacy

After assessing the strengths and weaknesses of the office's/department's access to technology, what improvements would ensure that the students have access and training in the use of technology?

Not Answered

Does the office's/department's assessment of strengths and weaknesses of students' access to technology and training use of technology include ways to improve both?

What improvements would ensure that students use technology?

Not Answered

Does the office's/department's answer include the improvements that would ensure students use technology? Are the recommendations of this office/department feasible?

Not Applicable

Review office/department operations. Does any operation present the possibility for violations of security, confidentiality, or integrity of student records?

yes

After a review of this office's/department's operations based on this Self-Study and any other information available to this Committee, does any operation present the possibility for violations of security, confidentiality, or integrity of student records? If so, describe those operations and identify the violation possibility in detail.

Unacceptable

Concern

CONCERN: Other than the response of "yes," no other information was provided. Department representatives completing the report need to provide additional insight into the operations presenting the possibility for violations of security, confidentiality, or integrity of student records for review.

What changes need to be made to prevent violations of this nature?

Not Answered

What changes need to be made to prevent violations of this nature?

Unacceptable

Concern

CONCERN: Response was not provided.

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.

Not Answered

Do the Self-Study recommendations of this office/department for support services which need to be strengthened to better serve the students appear to have merit?

Not Applicable

Describe any indicators or problems that prevent a healthy, safe and secure environment for staff and students of this office/department.

Not Answered

Are recommendations to assure a healthy, safe and secure environment for staff and students of this office/department valid? Are any of these recommendations more significant and/or urgent?

Not Applicable

Describe any indicators or problems that hamper adequate physical facilities, both on and off campus, to meet the needs of the office/department.

Not Answered

Do any of the problems or concerns regarding adequate physical facilities, both on and off campus, to meet the needs of the office/department appear to be significant and/or urgent? Are there any other needs of this nature which this Self-Study didn't cite but which this Committee feel are critical based on other information? Which of these does this Committee deem most significant and/or urgent?

Not Applicable

IV. Budget

Which office/department outcomes have resulted in budget requests to date?

Not Answered

Have any of this office's/department's outcomes resulted in budget requests to date? If not, why? Was the explanation valid or reasonable?

Unacceptable

Concern

CONCERN: Response was not provided.

Project the office's/department's strategic initiatives for the next five years based on the office's/department's outcomes.

Not Answered

Has this office/department been able to project strategic initiatives for the next five years based on the office's/department's outcomes? If not, what appears to be blocking this office/department from accomplishing this?

Unacceptable

Concern

CONCERN: Response was not provided.

V. Publications

If the office/department publishes any advertising or recruitment documents (electronic or paper), do the documents accurately represent Amarillo College and the program/department?

yes

IF the office/department has published any advertising or recruitment documents (electronic or paper), check at least one copy of each document and determine whether it accurately represents Amarillo College and the office/department.

Unacceptable

Concern

CONCERN: Links to publications should be provided.

If no, explain what is inaccurate?

Not Answered

IF anything appears to be inaccurate, identify the apparent violation.

Not Applicable

Does the office/department publish any documents (electronic or paper) with references to SACS accreditation?

yes

Are the references in compliance with SACS approved statement?

yes

IF the office/department has published any document(s) with a reference to SACS accreditation, are all references consistent with the approved

statement? (Approved reference: Amarillo College is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award associate degrees. Contact the Commission on Colleges at 1866 Southern Lane Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Amarillo College.)

Unacceptable

Concern

CONCERN: Copies of all documents should be provided.

Which reference is not in compliance? Describe how you will assure compliance for all references in the future.

Not Answered

IF any references are inconsistent, identify all documents with the inconsistent reference(s).

Not Applicable

IF the Self-Study did identify inconsistencies, does the plan for assuring future compliance appear to correct the problem?

Not Applicable

IF the Self-Study did NOT identify all inconsistencies, what plan does this Committee recommend?

VI. Other

State any additional comments/concerns which may impact this office/department during the next five years.

Not Answered

IF additional comments/concerns were included in the Self-Study regarding items which may impact this office/department during the next five years, does this Committee feel that recommendations and/or concerns have merit. IF NO such items were included in the Self-Study but this Committee feels such comments or concerns are valid, cite them and include any relevant recommendations.

CONCERN: No response was provided. The report is incomplete.

Name:

Comments
:

Send To Administrator

Cancel